



Platinum Tools

Limited 25-Year System Warranty

Overview

The Platinum Tools Limited 25-Year System Warranty provides the original End User of the structured cabling system with the confidence that their job has been completed and is compliant with industry standards and protocols.

Platinum Tools assures the customer that the approved Products will continue to operate, comply with product standards, be free from defects in material and workmanship, and will support any current or future application or protocol that has been designed and tested to operate with the appropriate cabling standard for a period of 25 years from the date of installation.

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Application Requirements for Platinum Tools Limited 25-Year System Warranty

APPLICATION SUBMISSION REQUIREMENTS

1. *Limited 25-Year System Warranty Registration Application form completed and signed.*
2. *Invoice from authorized distributor covering all products in warranted project.*
3. *Network Wiring Map/Floor Plan in PDF format clearly identifying the locations of the following: Patch Panels, Keystones, Wall Plates, and RJ 45 Connectors.*
4. *Provide complete Test Results and Summary Reports of required tests from approved tester.*
5. *All documentation must be submitted within 21 days from installation completion.*

To complete site registration into the Limited 25-Year System Warranty program, submit all required completed forms, reports, and drawings via email to 25-Warranty@platinumtools.com. Platinum Tools reserves the right to inspect all installations for compliance prior to acceptance into the Limited 25-Year System Warranty program.

No Warranty will be considered valid and issued until a registered Limited 25-Year System Warranty Certificate has been issued to the End User from Platinum Tools. Warranty requests will not be processed without complete documentation.

QUALIFICATIONS AND REQUIREMENTS

To qualify for the Limited 25-Year Warranty, all of the following conditions must be met:

1.0 Products

- a. All patch panels, keystones, wall plates, RJ45 connectors must be covered under Platinum Tools Approved Products list (Appendix A) and must be purchased from a Platinum Tools Authorized Distributor. Contact Platinum Tools to identify your local authorized distributors.
- b. All network cabling infrastructure must be designed and installed in accordance with TIA-568 and other relevant premises-series standards in effect at the time the system components were purchased.

2.0 Installer Qualifications

- a. The Platinum Tools approved products must be installed by a contractor certified for Cat5e and/or Cat6 and Cat6A (depending on project).
- b. The installer must have RCDD or comparable certification or (5) years of low voltage cabling business.
- c. All certification documentation must be from a reputable manufacturer proving technician has been trained to install structured cabling system.
- d. Each job site will require (1) qualified technician.

For verification or questions regarding installer qualifications and requirements, please contact Platinum Tools in advance of the installation.

3.0 Install Standards

- a. ANSI/TIA/EIA 568, ISO/ICE, and BICSI standards

4.0 System Requirements

- a. Only install Platinum Tools patch panels, keystones, wall plates, RJ45 connectors. For a full listing, see Appendix A or reference our website for updated information.
- b. Patch panels, modular jacks, patch cords, and copper wiring purchased through an authorized distributor.
- c. Integrator completes warranty documentation detailing each channel in the system tested with approved tester.
- d. Horizontal copper wiring is from Approved Cable Manufacturer list. (Appendix B)

5.0 Testing Requirements

Required Tests:

- a. All tests must be completed using an approved tester. (Appendix C)
- b. All testers and accessories must be in good working condition and up-to-date with the latest firmware and database revisions.
- c. If required by manufacturer, testers must be covered by a valid calibration certificate.
- d. All tests show a pass against the relevant limit line.
- e. Marginal passes are generally not acceptable and will be subject to further investigation. Notify Platinum Tools prior to warranty application submission and provision must be made for Platinum Tools to at its discretion inspect the installation site. Failure to comply may result in the warranty application being denied.
- f. Any links or channels that show a fail result will be excluded from the warranty.

- g. Any links or channels that fall outside the normal design guidelines of the chosen cabling standard will be excluded from the warranty.

Each permanent link in the network must be field tested in accordance with the TIA-568 series industry standard in force at the time of purchase using an approved tester.

The installed permanent links must have passed all applicable TIA performance requirements or IEEE802.3 ab standards. Minimum IEEE802.3 ab performance requirements for copper systems include Wire Map, Length, Signal-to-Noise Ratio, SKEW, and Bit Error Rate Test. Minimum TIA performance requirements testing for copper systems includes Wire Map, Length, Attenuation, Near End Crosstalk, Far End Crosstalk, Return Loss, PS NEXT, ELFEXT, and PS ELFEXT.

6.0 Application

The integrator must complete the warranty application and submit all required paperwork including certification test reports to 25-Warranty@PlatinumTools.com within 21 days of installation. For complete list of application requirements, see **APPLICATION SUBMISSION REQUIREMENTS**

WARRANTY TERMS AND CONDITIONS

The Limited 25-Year System Warranty will be void if

1. The system is not maintained in accordance with industry standards,
2. A third party has changed, modified or attempted maintenance or repair on otherwise qualifying products in the system, or
3. Changes are made after warranty issuance and acceptance unless recertified and approved in writing by Platinum Tools.

CHANGES IN SYSTEM

We recognize that your wiring system may require moves, adds, or changes over the course of the contract. In order for the warranty to remain valid, Platinum Tools must receive updated documentation including but not limited to a detailed list of changes, updated network wiring map/floor plan, and test data summary reports. Platinum Tools will notify the customer if the changes meet the standard required to continue the warranty. All changes must be certified and fall under the remaining duration of the original warranty period. Failure to follow this Warranty procedure for network changes will automatically invalidate the warranty.

TRANSFERRABLE

The 25 Year Limited Warranty is transferrable providing that Platinum Tools is notified via email through 25-Warranty@platinumtools.com, the system is recertified by a certified integrator, and approved by Platinum Tools.

CLAIMS

Notification by either the End User or Integrator of a Warranty claim must be made to Platinum Tools within 10 days of the End User discovering a defect or failure.

1. Claim shall be sent to 25-Warranty@platinumtools.com, include warranty registration number, and identification of the problem / failure.

2. End User or Integrator can produce test results, maintenance records, and warranty submittal documentation.
3. If Warranty claim is found to be valid, Platinum Tools, after its investigation and at its own discretion, will repair or replace the defective product.
4. End User is required to provide full and open access to inspect and evaluate installation site.

If a warranty claim is validated, Platinum Tools will repair or replace the non-compliant covered components of the permanent link or channel and cover reasonable cost of labor to affect necessary work. If End User presents a quote from a certified installer, Platinum Tools at its sole discretion may elect to allow certified contractor to perform warranty repair and reimburse the End User for reasonable labor costs. The costs must be approved in writing in advance of the warranty work being completed. If Platinum Tools determines in its sole discretion that the cause of any performance failure is improper installation, maintenance, or third party repair, it will deny the claim and refer the End User back to the appropriate contractor at the End User's expense.

After Platinum Tools investigates, if no fault is found with the products and the Warranty claim is found to be invalid, the full cost of investigating the claim will be charged to the End User.

WARRANTY EXCLUSIONS AND LIMITATIONS

If any combination of other, non-approved manufacture's product is used to complete the installation, the warranty is void.

Additional outlets, changes, modification made after warranty submission voids the warranty unless recertification has been processed and approved. See Change section for additional details and requirements.

The Limited 25-Year Warranty does not cover:

- (1) Installation, maintenance, repair or replacement of any other non-performing portions of the End Users system;
- (2) Products not specifically designated as covered in this contract;
- (3) Products not directly supplied by a Platinum Tools Authorized Distributor;
- (4) Changes, adds, or moves that have not been recertified. See Changes section for detail.
- (5) Products used in the cabling system that the End User or Integrator falsely represented in the warranty application as covered in the Limited 25-Year Warranty program;
- (6) Products that have been exposed to moisture, liquids (such as paint), or water;
- (7) Defects resulting from environmental or
- (8) Defects resulting from a non-compliant or improper system design, installation, use, repair, alterations, misuse, neglect, accident or abuse.
- (9) Channels or permanent links for which test results have not been submitted and approved by Platinum Tools.

Platinum Tool's total liability shall not exceed the repair or replacement, removal and reinstallation of defective product.

Statement on warranty and remedies

This warranty does not cover backbone facilities or installed products which have not been registered as a warranted system are covered by the standard product warranty as detailed in Platinum Tools Terms and Conditions.

WAIVER

Not responsible for special, indirect, punitive, incidental, or consequential damages includes lost profits, lost revenue, lost data, lost time or installation time or cost to install replace product.

Materials damaged by fire, floods, invalid installation practices, alteration after installation, misuse or any Acts of God or Terrorism.

Platinum Tools is not liable for special, indirect, incidental or consequential damages including without limitation, lost profits or economic damage arising out of the failure of the system.

Platinum Tools liability will not exceed the purchase price of the products.

THE FOREGOING LIMITED 25-YEAR WARRANTY IS EXCLUSIVE AND IS GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, EXPRESS, IMPLIED, STATUTORY, OR ARISING OUT OF CONDUCT BETWEEN THE PARTIES INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. TO THE FULLEST EXTENT PERMITTED BY LAW, PLATINUM TOOLS DISCLAIMS ALL IMPLIED WARRANTIES WITH RESPECT TO PRODUCT COVERED BY THE LIMITED 25-YEAR WARRANTY.

IN NO EVENT SHALL PLATINUM TOOLS BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (REGARDLESS OF THE FORM OR ACTION, WHETHER IN CONTRACT OR IN TORT, INCLUDING NEGLIGENCE), INCLUDING WITHOUT LIMITATION, LOST PROFITS OR ECONOMIC DAMAGE ARISING OUT OF THE FAILURE OF A SYSTEM. NOR SHALL THE LIABILITY OF PLATINUM TOOLS FOR ANY CLAIMS OR DAMAGE ARISING OUT OF OR CONNECTED WITH THE LIMITED WARRANTY OR THE MANUFACTURE, SALE, DELIVERY, INSTALLATION OR USE OF THE QUALIFYING PRODUCTS EXCEED THE PURCHASE PRICE OF THE PRODUCTS.

This limited warranty shall be governed by the laws of the state of California, USA without regard to the conflict of law rules thereof.

MASTER PART NUMBER LIST

Covered Product

Platinum Tools Warranty: 25-years from the time of installation for Platinum Tools part numbers listed below.

P/N	Wall Plates
600WH-25	Wall Plate, Standard, 1 Gang Blank, White. 25pc/Installer Pack.
601LA-25	Wall Plate, Standard, 1 Port, Lt Almond. 25pc/Installer Pack.
601WH-25	Wall Plate, Standard, 1 Port, White. 25pc/Installer Pack.
602LA-25	Wall Plate, Standard, 2 Port, Lt Almond. 25pc/Installer Pack.
602WH-25	Wall Plate, Standard, 2 Port, White. 25pc/Installer Pack.
604LA-25	Wall Plate, Standard, 4 Port, Lt Almond. 25pc/Installer Pack.
604WH-25	Wall Plate, Standard, 4 Port, White. 25pc/Installer Pack.
	Keystone Jacks, 110 Punch Down
	Category 5e
725BL-1	Keystone Jack, Cat5e, 110, Blue. (Bulk, 1ea) Pkg10pc/Bag
725BL-50	Keystone Jack, Cat5e, 110, Blue. 50pc/Installer Pack.
725LA-1	Keystone Jack, Cat5e, 110, Light Almond. (Bulk, 1ea) Pkg10pc/Bag
725LA-50	Keystone Jack, Cat5e, 110, Lt Almond. 50pc/Installer Pack.
725WH-1	Keystone Jack, Cat5e, 110, White. (Bulk, 1ea) Pkg10pc/Bag
725WH-50	Keystone Jack, Cat5e, 110, White. 50pc/Installer Pack.
	Category 6
726BL-1	Keystone Jack, Cat6, 110, Blue. (Bulk, 1ea) Pkg10pc/Bag
726BL-50	Keystone Jack, Cat6, 110, Blue. 50pc/Installer Pack.
726LA-1	Keystone Jack, Cat6, 110, Light Almond. (Bulk, 1ea) Pkg10pc/Bag
726LA-50	Keystone Jack, Cat6, 110, Lt Almond. 50pc/Installer Pack.
726WH-1	Keystone Jack, Cat6, 110, White. (Bulk, 1ea) Pkg10pc/Bag
726WH-50	Keystone Jack, Cat6, 110, White. 50pc/Installer Pack.
	Category 6A
750-1C	Keystone Jack, Cat6A, Shielded, Tool-less. Clamshell.
	RJ45 (8P8C) Connectors
	Category 5e
106165	RJ45 (8P8C), Cat5e HP, Round-Solid 3-Prong. 500/Bag.
106167C	RJ45 (8P8C), Cat5e HP, Round-Solid 3-Prong. 25/Clamshell.
106168J	RJ45 (8P8C), Cat5e HP, Round-Solid 3-Prong. 100/Jar.
	RJ45 (8P8C), Cat5e Shielded, HP, Round-Solid 3-Prong. (Bulk, 1ea.) Pkg
106180	100pc/Bag.
106182C	RJ45 (8P8C) Cat5e Shielded Connector, HP, Round-Solid 3-Prong. 50/Clamshell.
106183C	RJ45 (8P8C) Cat5e Shielded Connector, HP, Round-Solid 3-Prong. 10/Clamshell.

Category 6

106185	RJ45 (8P8C), Cat6 2 pc. Round-Solid 3 Prong, w/Liner. 500/Bag.
106187C	RJ45 (8P8C), Cat6 2 pc. Round-Solid 3 Prong, w/Liner. 25/Clamshell.
106188J	RJ45 (8P8C), Cat6 2 pc. Round-Solid 3-Prong, w/Liner. 100/Jar.
106205	RJ45 (8P8C) Shielded Cat6 2pc. w/ Liner, Round-Solid, 3-Prong. 100/Tray.
106206J	RJ45 (8P8C) Shielded Cat6 2 pc. Connector w/ Liner, Round Solid, 3-Prong. 100/Jar.
106207C	RJ45 (8P8C) Shielded Cat6 2 pc. Connector w/ Liner, Round Solid, 3-Prong. 50/Clamshell.
106208C	RJ45 (8P8C) Shielded Cat6 2 pc. Connector w/ Liner, Round Solid, 3-Prong. 10/Clamshell.

Category 6A

106190	RJ45 Cat6A 10 Gig Shielded Connector, w/Liner. (Bulk, 1ea.) Pkg 100/Bag.
106191	RJ45 Cat6A 10 Gig Shielded Connector, w/Liner. 25/Bag.
106192	RJ45 Cat6A 10 Gig Shielded Connector, w/Liner. 50/Bag.
106192C	RJ45 Cat6A 10 Gig Shielded Connector, w/Liner. 50/Clamshell.
106193C	RJ45 Cat6A 10 Gig Shielded Connector, w/Liner. 10/Clamshell.
106220	Cat6A Flex Connector, Non-Shielded. 1/Bag
106230	Cat6A Flex Connector, Shielded. 1/Bag

Patch Panels

Category 5e

650-12C5	Patch Panel, 12 Port, Cat5e, Non-Shielded, 110. Box.
651-24C5	Patch Panel, 24 Port, Cat5e, Non-Shielded, 110. Box.

Category 6

660-12C6	Patch Panel, 12 Port, Cat6, Non-Shielded, 110. Box.
661-24C6	Patch Panel, 24 Port, Cat6, Non-Shielded, 110. Box.
667-12C6S	Patch Panel, 12 Port, Cat6, Shielded, 110. Box.
668-24C6S	Patch Panel, 24 Port, Cat6, Shielded, 110. Box.

Category 6A

675-24C6AS	Patch Panel, 24 Port, Cat6A, Shielded, 110. Box.
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These products will meet or exceed the ANSA/TIA/EIA, ISO/IEC, BICSI performance requirements with proper installation and use. We guarantee the Platinum Tools products will be free from defect. The combination of Platinum Tools and approved cable manufacturer's products must be purchased from an authorized distributor.

APPROVED CABLE MANUFACTURERS LIST

Honeywell

Honeywell Cable to Connectivity Cross Reference Chart

(Link or <http://www.honeywellcable.com/Pages/warranty.aspx>)

APPROVED CABLE TESTERS LIST

Platinum Tools Net Chaser Series

Fluke DTX Series

Fluke Versiv

Ideal Industries LanTek II Series

Psiber WireExpert

Viavi Solutions (Certifier 40G)