



A&G TECHNOLOGIES

CONNECT THE FUTURE



A&G TECHNOLOGIES 25 YEAR SYSTEM WARRANTY

angnetworks.com



A&G Technologies have developed fully optimal network world-class premium performance end-to-end infrastructure solution - designed, manufactured, supported and delivered. We connect the future

A&G System Warranty Programme

The A&G 25 Year Extended Product and Application Warranty is only available when systems are designed, installed, and tested by A&G Partners with current training certification in place. Warranties are issued only after an audit of test data, and at the discretion of the A&G technical support team a site audit. In all cases 100% of the links which require warranty support must be tested.

- 25 year product and application warranty as standard on all installations completed by an accredited A&G Partner.
- The comprehensive warranty provides support and peace of mind from racks to copper, fibre & voice cabling systems.
- Link warranty is provided as standard, a channel warranty can be issued subject to use of A&G patch cords and prior discussion with our technical support team.
- Issued to current ISO and EIA/TIA published standards.
- A&G Partners can register an A&G Installation for a warranty and the application, if successful, will be processed within 5 working days and a warranty certificate will be despatched

Eligible Products Warranty Covered

The A&G system warranty provides assurance of fibre and/or copper link performance, covering patch panel to outlet and/or patch panel to patch panel links. The warranty covers components and applications. This means that if a component in any link fails, or the structured cabling fails to support an application that it has been tested to carry, then a claim can be made on the warranty.

Copper and Fibre versions of:

- Horizontal links (Patch Panel to Outlet)
- Cabinet links (Patch Panel to Patch Panel)
- Backbone links (Patch Panel to Patch Panel between communications room or area)
- MPO/MTP Optical Fibre installations (Test in accordance with the details of the Fibre Optic Links section below)
- Copper Harness, Switch links and Modified Permanent Links (comprising of patch panel and solid or stranded patch leads)
- Patch leads (must be A&G and detailed on the application)
- Consolidation Points and Cables when installed and tested in accordance with Installation Guidelines | A&G Racks
- Intelligent, Modular and Standard PDUs (The warranty is for 3 years on PDUs included in the registration)

A&G System Warranty Requirements

The System Warranty applies only to Products that are:

1. Installed by an Authorized Installer, at the location listed on the System Warranty Certificate;
2. Installed in compliance with A&G's written design, engineering and installation procedures, and the specifications for the Application and the System Specification;
3. Designed, installed, and maintained in compliance with the applicable industry standards as set forth in the System Specification;
4. Not subject to conditions that exceed the individual Product Specification(s);
5. Used at the original site of installation;
6. Tested pursuant to industry standards and applicable A&G testing requirements and satisfactorily pass such tests;
7. Not otherwise expressly excluded or invalidated under the System Warranty Terms and Conditions. To qualify for a System Warranty, all documents, including the prescribed System test results, must be submitted to A&G for review within sixty (60) days of installation, and registration for the System Warranty must be applied for with A&G within ninety (90) days from the date the installation is complete. A&G, in its sole judgment, shall determine if the System Warranty Requirements have been met. A&G approval of a System Warranty shall be evidenced by a numbered registration System Warranty Certificate issued by A&G. In the event a System Warranty Certificate is issued and A&G subsequently discovers that any of the System Warranty requirements were not met, then the System Warranty shall be void.

A&G Warranty Procedure

Online Registration

1. Complete the online Site Registration Form located at <https://www.angnetworks.com/contact-us/>
2. You will be emailed a reference number by return which must be quoted when emailing your test results to info@angnetworks.com
3. Please send full test results for every horizontal link to be covered.

By email

1. Complete a Site Registration Form available from www.angnetworks.com
1. Email the completed form to info@angnetworks.com
2. Please send full test results for every horizontal link to be covered.

By Post

1. Complete a Site Registration Form available <https://www.angnetworks.com/contact-us/>
2. Please send full test results for every horizontal link to be covered on CD, DVD or USB memory stick.
3. Post to: A&G Technologies (HK) CO., Limited - Regional Office, Room 803, Chevalier House, 45-51 Chatham Road South, Tsim Sha Tsui, Kowloon, Hong Kong.

Modifications

Moves, repairs, alterations, additions, or changes to the Registered System Change(s) are only covered by the System Warranty if:

1. Performed by an Authorized Installer;
2. Installed in compliance with A&G's written design, engineering and installation procedures, and the specifications for the Application and the System Specification,
3. Designed, installed, and maintained in compliance with the applicable industry standards as set forth in the System Specification. Day-to-day administration and maintenance of the Registered System by the End-Customer will not void the System Warranty if performed in compliance with applicable A&G system design and installation guidelines using A&G approved products. All test results shall be sent for approval to A&G along with a detailed description of the Change(s) and bill of materials within thirty (30) days of installation. If the Change(s) are approved, A&G shall update the System Warranty registration to indicate the Change(s). Failure to comply with the foregoing relating to Change(s) shall void the System Warranty.

Exclusions from Warranty

The "Exclusions from Warranty" in the Limited Product Warranty shall apply to the System Warranty. The occurrence of an Exclusion from Warranty in the Limited Product Warranty shall void the System Warranty. The System Warranty shall also be void if any Product in the Registered System has been

1. Removed from the original site of installation
2. Altered, repaired or disassembled by a non-Authorized Installer
3. Exposed to, or has outside materials applied to it, including but not limited to paint, water, chemicals, solutions, cleaning supplies and lubricants ("Contamination"). End-Customer must notify an Authorized Installer or A&G within 24 hours of any Contamination.

Outside Plant Cable is excluded from and will void the System Warranty when installed above ground and exposed to the outside environment, including but not limited to, an aerial installation. Outside Plant Cable installed underground, either by direct burial or in conduit, is not excluded from the System Warranty.

Failure of the End-Customer to submit any System Warranty claim to the authorized A&G office as designated by A&G within thirty (30) days following expiration of the System Warranty shall be an admission by the End-Customer and conclusive proof that the Registered System and Product(s) are in every respect as warranted and shall release A&G and the Authorized Installer from any and all claims for damage or loss sustained by the End-Customer.

Any violation or non-compliance with the System Warranty Terms and Conditions will void the System Warranty.

Remedies

If during the Warranty Period, the End-Customer experiences problems with a Registered System or a Product in a Registered System (“Problem”) and suspects there is a potential warranty claim hereunder, the End-Customer must first reasonably investigate potential causes of the suspected Problem that are not A&G related and reasonably determine that none of these potential causes were responsible for the Problem. Once the End-Customer reasonably believes that all non-A&G causes for the Problem are ruled out, but in no event more than thirty (30) days after the End-Customer knew or should have known of the Problem, the End-Customer must contact the Authorized Installer that installed the Registered System to report the Problem. If the Authorized Installer is unable to resolve the Problem, then the Authorized Installer will contact A&G and make a claim under the System Warranty for further investigation and resolution.

If A&G determines that a Problem is due to a breach of the System Warranty, A&G will repair or replace Product as A&G deems necessary to correct the Problem, including the provision of reasonable labor and removal and reinstallation of such Product at A&G’s discretion.

A&G shall only be responsible for costs that have received the prior written authorization of A&G. If A&G chooses to repair Product, A&G may use new or reconditioned replacement parts. If A&G chooses to replace Product, A&G may replace with new or reconditioned products of the same or similar design. Any repair or replacement will be warranted for either (a) 90 days or (b) the remainder of the original Warranty Period, whichever is longer. If the Problem is found by A&G or an Authorized Installer not to be related to a Product or any warranty exclusions, then End-Customer will be responsible for any costs incurred related to the Problem claim

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Any violation or non-compliance with the System Warranty Terms and Conditions will void the System Warranty.



IMPORTANT

Submitting Test Results

- Please make sure that your test results are submitted from an up-to-date calibrated tester – failure to do so will mean that your results will not be accepted and the 25 year warranty will not be provided.
- The tester shall be calibrated annually, preferably by the test equipment manufacturer. If a third party is used a PDF copy of the certificate shall be submitted with every warranty application.
- The test equipment must support the standard for which the warranty is being sought.
- The test results must be submitted in the tester manufacturer format (eg. '.flw' FlukeLinkWare) and include full plot graph data.
- PDF test results are NOT accepted.
- The test results must be sorted within the results file by Building, Floor, Communications Room, Cabinet, Panel for easy analysis
- Only submit results that apply for this warranty application



25 YEAR WARRANTY CERTIFICATE

CERTIFICATE NO: XXXX

This is to certified that the A&G Cabling system from A&G Technologies CO., Limited installed at:
comprising XXX copper cable links and X optical links with the Project Number XXXXX
is covered under the term of 25 Year System Warranty from A&G Technologies CO., Limited for every link installed and satisfactorily tested according to current ISO and EIA/TIA published standards as defined in the edition of the A&G Installation System Warranty Programme and Warranty Procedure Agreement currently at the time of installation

Date: _____
Installed by:
Company:

Date: _____
Authorized Distributor by:
Company:



CERTIFICATE
AUTHORIZED INSTALLER

CERTIFICATE NO: XXXX

Name: _____
Company Name: _____
Address: _____

It is here by approved that Mr/Ms. ABC has successfully completed the A&G certificate training program and authorized to design, install maintain and supervise A&G Cabling System Installations. A&G authorized installer guarantees each installation to correspond with the ANSI/EIA/TIA 568C2, ISO/IEC 11801 and EN 50173; SE Standards

Date of Issue _____ Name/Title: _____ Valid til _____
A&G Technologies CO., Limited





HEADQUARTERS

A&G Technologies CO., Limited,

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REGIONAL OFFICE

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45-51 Chatham Road South,
Tsim Sha Tsui, Kowloon, Hong Kong.

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