



Smart and simple cabling solutions



25 YEAR SYSTEM WARRANTY



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Cabling infrastructure represents a long term and strategic investment for every company. End users must be assured that their installation will still perform in the future. As manufacturer of all components of the channels, copper and fibre, we control the performance and the reliability of our products and we ensure their full compatibility as a system. Our confidence in the reliability of our solutions materializes through our 25 year System Warranty. This is a direct commitment from Multimedia Connect to the owner of the network. Of course, Multimedia Connect Certified installers are an essential element of this warranty program. Fully trained and experienced professionals, they are responsible for the adequate design and implementation of Multimedia Connect Systems.

MULTIMEDIA CONNECT COMMITMENT

We guarantee during 25 years, that the copper and fibre links will continue to perform according to the standards defined at the time of installation.

For copper links, we guarantee the following standards as permanent link or channel:

- Voice EN 50173-1:2002 Class A/ISO 11801:2002 Class A
- Class D/Category 5e EN 50173-1:2002 Class D/ISO 11801:2002 Class D or TIA-568-C.2 Category 5e
- Class E/Category 6 EN 50173-1:2002 Class E/ISO 11801:2002 Class E or TIA-568-C.2 Category 6
- Class Ea/Category 6a EN 50173-1:2002 Class Ea/ISO 11801:2002 Class Ea or TIA-568-C.2 Augmented Category 6

For fiber optic links , we guarantee the following standards :

EN 50173:2007 ISO/IEC 11801:2002
OF200, OF300, OF500, OF2000

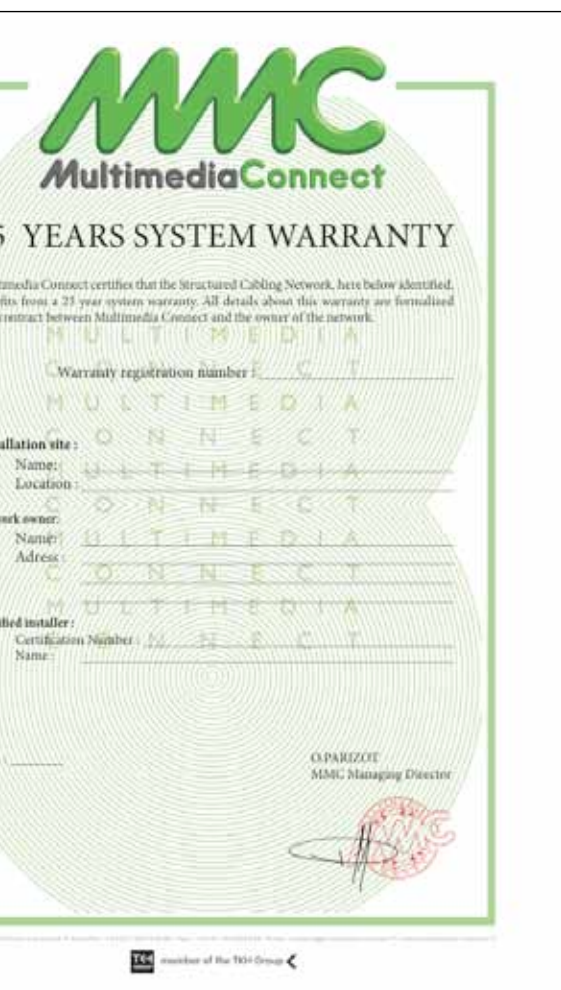
In case of a default covered by the warranty , we shall carry out all repair work and replacement of faulty components for restoring the installation to an operating condition.

This guarantee is subject to the following conditions :

- The installation must have been made by a Multimedia Connect Certified Installer.
- The installation must be exclusively using Multimedia Connect components.
- The Installation must have been designed and installed according to the instructions detailed in Multimedia Connect Technical Guide.

The details of MMC System Warranty conditions can be provided by MMC local business partner.





APPLICATION PROCESS

- The warranty procedure is managed by MMC local Business Partners which liaise directly with Multimedia Connect Headquarters in France.
- Before the Installation starts, the Certified Installer is encourage to inform Multimedia Connect of its intention to apply for a System Warranty for this installation. He will then benefits from the technical support of MMC at all stages of the design of his project. On site visit from MMC technicians is also possible.
- Once the installation is completed, the Certified Installer send to Multimedia Connect the Warranty Application Form together with installation test results.
- Multimedia Connect technical department analyses the test results and the content of the application form. Provided the application is accepted, Warranty Certificate will be issued no later than 30 days after submission of the documents.

IMPLEMENTATION PROCESS

- In case of default, the End User must notify Multimedia Connect by recorded delivery and indicate precisely the nature of the problem (test reports). Multimedia Connect will confirm its position within 30 days of receipt of the notification.
- Should the default be covered by the warranty, Multimedia Connect shall carry out as quickly as possible, all repair work and replacement of components necessary for restoring the installation to an operating condition.

CERTIFIED INSTALLERS PROGRAM

The respect of design and installation rules plays a very important part in the global performance of data networks and we pay the highest attention to the selection of our installation partners. Multimedia Connect Certified Installers program includes technical training courses and regular updates about the evolutions of cabling standards and installation procedures.

Multimedia Connect, in close association with its local business partners, carefully select potential Certified Installer on the basis of their experience, technical knowledge and reputation.

To be certified, System Integrators or Installation Companies must select key technicians to attend Multimedia Connect Technical Training Course and successfully pass the test which follows the course. The Certified Installer status is granted for two years and will be renewed after the company staff has attended a new Technical Seminar which will update their knowledge about market standards and MMC product range.





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