

APS[®]

HIGH TECHNOLOGY CABLES
& CONNECTIVITY SOLUTIONS



Copper and Fiber Optic
STRUCTURED CABLING SYSTEMS
SYSTEM WARRANTY
General Information, Terms&Conditions

APS Structured Cabling Systems Warranty

An introduction

APS is an effective and affordable world-class solution for LAN and ACCESS infrastructures. Our products and solutions are designed in Finland by a team of professionals having a lifetime experience in the telecommunication and data sectors.

The high standard of our products and the attention we pay in selecting our installation partners enable us to offer an “Extended Time Warranty” on the installed networks, under the terms and conditions being clarified further in this and the other relevant documents.

Before, during and after installation our team, particularly our technical staff and testing supervisors, are available to provide all the needed support to our installation partners.

Once the network is complete and tested and the application is accepted APS will issue a warranty certificate to the owner of the network with a copy to all the parties involved in the installation, be the supplier of materials, the installer and contractor.

All data regarding the installation and warranty are saved with us for the entire duration of the warranty.

Last, but not less importantly, it is the aim of APS to be more than just a warranted system supplier. Our aim is to be an added value partner the network owner, the installer as well as the materials supplier can rely on for the development, supply and maintenance of Structured Cabling Systems. At APS we love to be called in a new project and we take pride from being involved into working together with our partners on all kinds of installations.

APS Structured Cabling Systems Warranty

The APS Partner Program

To be entitled to apply for a System Warranty the installer needs to be a certified APS Partner.

Since 2017 the APS partner program offers installers two levels: Solutions Partner (ASP) and Cabling Partner (ACP).

In the case of Solutions Partner (ASP), the installer will need to demonstrate their abilities to design, install and test the APS cabling systems in accordance with APS guidelines and the applicable standards as well as their commercial ability and commitment to promote the systems.

In the case of Cabling Partner (ASP), the installer will need to demonstrate their abilities to install and test the APS cabling systems in accordance with APS guidelines and the applicable standards.

APS Partners benefit from the access to the 25–years System Warranty, free technical assistance and trainings from experts, access to special offers. APS is committed to regularly train their partners every time commercial and especially technical updates are available.

The Partnership with APS starts by applying to the Partner Program, that happens by filling and submitting the “Application Form” (form A1), which must be duly signed by a director of the applying company.

APS will evaluate the applicant by the needed checks, audits and trainings. Once the application is accepted, APS will issue...

- The APS Partner Certificate
- A dedicated partner price list

The standard duration of the Partnership Programs is 2 (two) years. After expiring, the applicant will need to request a renewal under APS’ conditions. APS reserves the right to withdraw the Partnership Certificate should we have reason to doubt the level of commitment and/or expertise of the Partner is no longer meeting the requirements.

APS Structured Cabling Systems Warranty

A1 – Partner Program, APPLICATION FORM

APS Solutions Partner (ASP)	[thick if appropriate]
APS Cabling Partner (ACP)	[thick if appropriate]

Company name	
Legal address	
Operating Address	
Phone no.	
Web address	
Contact Person	
Job title	
Technical director	

Last year total turnover	
Last 3 years total turnover	
Last year turnover in SCS	
Last 3 years turnover in SCS	
No. of employees	
No. employees devoted to SCS engineering	
Installation manpower (# employees)	
Quality assurance	
Installation licences/certificates	
Notes	

Place, Date	Name, Title and signature
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APS Structured Cabling Systems Warranty

The 25–years System Warranty

The APS System Warranty assures the end user that their certified network complies with the applicable performance standards over the 25–years period.

The APS Extended System Warranty is only available when the system is designed, supplied and installed by an accredited APS Solutions Partner or supplied and installed by an accredited APS Cabling Partner.

It is the responsibility of the APS Partner to make sure that the end user is aware of the terms and conditions of the system warranty.

How to qualify for the system warranty?

To qualify for the warranty the network must be made up entirely of APS Permanent Link products or approved partner products, which must be new at the time of installation. Also, all permanent links must be installed and tested after APS guidelines and the applicable standards.

Once the testing of the network has been done the APS Partner will apply for the 25–years warranty by submitting the documents required to the know APS representative within 60 days from the completion of the tests. APS technical staff and testing supervisor will evaluate the application and, when accepted, the warranty certificate will be issued.

Should the application be complete with all the requested we will issue the warranty certificate within 7 days since when the application is received. The certificate will be emailed to the addresses provided by the applicant.

All information supplied to APS must be accurate and true. Should it become known that falsified information has been supplied the warranty shall be void and the network owner notified that the warranty certificate is withdrawn.

What does the warranty cover?

The APS 25–years system warranty covers the performance of both APS fibre and/or copper links, from patch panel to outlet and/or patch panel to patch panel. The warranty applies to both the single components and network applications.

In details, the following are covered for both Copper and Fibre:

- Permanent links and Channels Patch Panel to Outlet
- Permanent links and Channels Patch Panel to Patch Panel
- Backbone links (Patch Panel to Patch Panel)
- Consolidation Points Cables
- Floor Standing Cabinets
- MPO Optical Fibre installations (Test in accordance with the details of the Fibre Optic Links section below)

If the end user or the APS Partner do not pay in full for the goods supplied under the warranty in accordance with terms, the warranty will become null and void. In the event that this occurs APS will notify the end user as quickly as possible.

What doesn't the warranty cover?

The warranty does not cover...

- Accidental or malicious damage to the installed components or links by individuals.
- Damage caused by external circumstances beyond control.
- Permanent links for which test results were not supplied at the time of application.
- Permanent links which have been subject of any kind of work after the certified installation.
- Permanent links whose performance has been affected by direct and/or indirect works or handling or equivalent.
- Permanent Links made with products that appear to have been incorrectly stored, used, installed, manipulated or otherwise mismanaged
- Any kind of PDUs (the warranty is for 2 years)

APS reserves the right to terminate the Warranty before time in case any of the following or equivalent comes to knowledge after the warranty is issued:

- Components being part of the links had been incorrectly stored, used, installed, manipulated or otherwise mismanaged.
- Installation procedures and recommendations by APS and applicable standards have not been applied.
- Non-APS products have been installed
- There is a mismatch between the installation documents as supplied at the time of warranty application and the actual installation.
- Changes in the installation with respect to the original design, such as extensions, reductions, modifications, have been made by...
 - an ASP or ACP without formally advising APS;

- an ASP or ACP using different products than APS ones;
- a non-APS Partner, even if using APS products, without informing APS.

What to do in case of a problem?

In case of a problem with a certified installation, the end user should contact the APS Partner who installed the system. The APS partner will have to visit the site and check the installation to establish the problem and, possibly, its cause. The APS Partner shall promptly notify the APS representatives and/or technical staff.

APS reserve the right to require the installer to perform specific tests, to visit the site ourselves, to request the return of suspected faulty product or other samples of the network components. Failure to comply with these requirements may, at APS discretion, invalidate the claim.

Following to our evaluation, should we find that any of our product covered by a certified warranty is faulty, we will request the APS Partner to supply a replacement product without any cost for the customer.

APS Cabling Partners will claim the value of faulty product from APS.

Beside the value of the faulty products APS Solutions and Cabling Partners are also eligible to claim from APS the value of the work done to rectify the problem. Work is compensated on the basis of working hours at the rate agreed in the APS Partner agreement.

Should the APS Partner be no longer in business or no longer available to perform the job, the network owner or the end user should contact APS' sales or technical team for assistance. Full details of the problem will be requested. APS directly or any available APS Partner will provide needed assistance and will ensure the performance of the certified network is restored to the standard.

APS reserves the right to charge traveling expenses and working hours at the normal rates to the network owner or the end user, depending who has been calling APS for assistance, in case an engineer is sent to the site and it is found that the network or products are not faulty.

APS Structured Cabling Systems Warranty

Detailed application process

To apply for APS system warranty is an easy process.

While we are implementing the on-line application the accredited APS Partner will need to fill up the standard application forms. Here are the steps to follow.

Step one – a quick check on the status of our Partnership

Verify that you are an accredited APS Partner and that your Partnership Certificate is still valid.

If you are not an APS Partner please fill Form A1 and supply to your sales representative for your application to be evaluated.

If your APS Partner Certificate is expired please contact your sales representative or the technical staff for a renewal.

Step two – who's installing and who owns the network

Fill up **Form B1a** – NETWORK INFORMATION.

This form provides APS with the information of the Partner who is installing the network and about the network owner who is receiving the warranty certificate.

Step three – details of the links and tester

Fill up **Form B1b** – INSTALLATION DETAILS.

This form provides APS with overall information about the links composing the network and the equipment used to test the links.

Should a network be made up of only one type of cabling, for example Category 6A F/UTP based on a 4 pairs PVC cable, and the amount of links is 100, the information to be supplied is the following.

Link type	No.of links
Category 6A F/UTP, 4 pairs cable PVC	100

Should a network be made up of more than just one type of cabling, for example Category 6A

U/FTP based on a 4 pairs PVC cable and Fiber Optic OM3 based on 4 fibers cable, and the amount of links is 100 for the former and 20 for the latter, the information to be supplied is the following.

Link type	No.of links
Category 6A F/UTP, 4 pairs cable PVC	100
OM3, 4 cores cable PVC	20

The tester used must have been calibrated within the last 12 months. The certificate of calibration must be provided along with the application.

Step four – details of the products

To fill up **Form B2a** is mandatory for cables, connectors and panels, optional for all other items. The System Warranty will apply to the items included in the list only.

For copper networks : Part Number and the overall quantity of installed cables, jacks/connectors and panels is the minimum information that must be provided. For example, in the case of a copper Category 6A F/UTP network based on 20 000 meters of a 4 pairs PVC cable type DCC6AFTP4PV and 650 keystone jacks type KJ6ASTPNY and 15 panels type PPE24SU, the minimum information to be supplied is the following.

APS Products – BOM					
P/N	Q.ty	P/N	Q.ty	P/N	Q.ty
DCC6AFTP4PV	20 000m				
KJ6ASTPNY	650 pcs				
PPE24SU	15 pcs				
Patchcords	Optional				
Faceplates	Optional				

For fiber optic networks : Part Number and the overall quantity of installed cables, pigtailed termination connectors and panels is the minimum information that must be provided. For example, in the case of a OM3 network based on 10 000 meters of a 4 cores cable type FTMS04M3 and 1500 pigtailed type PTOM3SCU15 and 35 panels type ODF124SCS, the minimum information to be supplied is the following.

APS Products – BOM					
P/N	Q.ty	P/N	Q.ty	P/N	Q.ty
FTMS04M3	10 000m	<i>Patchcords</i>	<i>Optional</i>		
PTOM3SCU15	1500 pcs	<i>Adapters</i>	<i>Optional</i>		
ODF124SCS	35 pcs				

Step five – the reports of the tests

This is an essential part of the information when applying for the system warranty. It must be the original report as created by the software of the equipment used and it must be supplied as a PDF file. The report must prove the compliance of the testing methods to the applicable standard and it needs to include at list the following:

- Summary of the links tested.
- 1–page test report for each single link with all the performances tested.

See also APPENDIX 2 – Test Reports Requirements.

Step six – delivery of the applications

To sum up, the following needs to be supplied to your APS representative:

- Form B1a
- Form B1b
- Form B2a
- Tests Reports

The information can be delivered either by email or by sharing services (preferred www.wetransfer.com, DropBox, Google Drive) or by post or courier.

If you are delivering by post or courier please check the delivery address with your APS representatives. Costs are at APS Partner’s charge. Also note that the results on CD/DVD/Memory Stick) will not be returned hence we recommend the installer to make a copy of their own records.

Step seven – Verification and Warranty Certificate

APS will confirm receipt of the application promptly and will verify its content in typically 5 to 10 working days.

In case the application is approved APS will notify the Partner by email , the Warranty Certificate being sent along as a PDF attachment.

In case the application cannot be processed because of missing or faulty or unreadable information or any other reason APS will notify the Partner by email with the relevant comments. The Partner will then be able to react so as to bring the warranty to completion.

APS Structured Cabling System Warranty

B1a – NETWORK INFORMATION

Type of Warranty 25–years network performance	
Partner’s details and status (ASP/ACP)	Installation reference
Contact person	End user (network owner)
Address	Address
ZIP code	ZIP code
City	City
Country	Country
Phone	Phone
Email address	Email address
Technical Director / Project Manager	Reference person
	Installation site (address)

Place, Date

Applicant Company, Name and Title

APS Structured Cabling System Warranty

C – COMPLIANCE STATEMENT

I, the undersigned, _____ legal representative of the company _____ hereby state that the cabling system related to this document has been made in full compliance with the APS Technical recommendations and instructions and all the relevant national and international applicable standards.

Having checked that the supplied information within this form are correct, we hereby submit the request for the System Warranty (ETW) for this installation under the APS General Terms and Conditions.

Place, Date

Applicant Company, Name and Title

APS Structured Cabling System Warranty

Appendix 1 – Approved Testers

Copper Testers

FLUKE

DSX-5000 , DSX-600, DTX-1800

IDEAL

LANTEK II, III

JDSU

Certifier 40G Cable Analyser

PSIBER

WIRE EXPERT

Fiber Testers

ANRITSU

MT9083

FLUKE

DSX-5000, DTX-1800

IDEAL

FiberTEK III, LANTEK II

JDSU

Certifier 40G Cable Analyser

NOTE : APS shall not respond of possible differences between the results tested by different testers.

APS Structured Cabling System Warranty

Appendix 2 – Test Reports Requirements

Copper Backbone (Vertical) : Category 3.

Testing rate : 100%.

Each single link making the backbone must be tested. The reports must be submitted in PDF format and each report must include all the results of all the performances required by the Category 3 standard as well as the length of the link.

Copper Permanent Link (4 pairs) : Category 5e, 6 and 6A, Class D, E and EA.

Testing rate : 100%.

Each single link making the horizontal network must be tested. The reports must be submitted in PDF format and each report must include all the results of all the performances required by the applicable Category/Class as well as the length of the link. To apply for a system warranty a level III test equipment as a minimum is required. A list of the testers approved by APS can be found at the Appendix 1 “Approved Testers” to this document.

Excel or approved equivalent patch cords must be installed.

Horizontal links (patch panel to outlet) must be tested as Permanent Link (PL2). Testing rate : 100%.

Backbone links (patch panel to patch panel) must be tested as Permanent Link (PL2). Testing rate : 100%.

Horizontal links with Consolidation Points (CP) (patch panel to CP cable) must be tested as Permanent Link (PL3). Testing rate : 100%.

APS shall not respond of possible differences between the results tested by different testers.

Category 5e / Class D – applicable standards

ANSI/TIA Category 5e

ISO11801 Class D

EN50173 Class D

Category 6 / Class E – applicable standards

ANSI/TIA Category 6

ISO11801 Class E

EN50173 Class E

Category 6_A / Class E_A – applicable standards

ANSI/TIA Category 6_A

ISO11801 Class E_A

EN50173 Class E_A

Fiber Optic Link

Testing rate : 100%.

Each single core making the backbone and the horizontal network must be tested with a light source and power meter in both directions at both wavelenghts. The reports must be submitted in PDF format and each report must include all the results of all the performances required by the applicable standard as well as the length of the link.

APS shall not respond of possible differences between the results tested by different testers.

Single Mode Links (OS2) – maximum channel attenuation

Class OF-300	1.8dB @ 1310nm / 1.8dB @ 1550nm
Class OF-500	2.0dB @ 1310nm / 2.0dB @ 1550nm
Class OF-2000	3.5dB @ 1310nm / 3.5dB @ 1550nm
Class OF-5000	4.0dB @ 1310nm / 4.0dB @ 1550nm
Class OF-10000	6.0dB @ 1310nm / 6.0dB @ 1550nm

Multi Mode Links (OM1, OM2, OM3, OM4) – maximum channel attenuation

Class OF-300	2.55dB @ 850nm / 1.95dB @ 1300nm
Class OF-500	3.25dB @ 850nm / 2.25dB @ 1300nm
Class OF-2000	8.50dB @ 850nm / 4.50dB @ 1300nm