

# Warranty program

15 YEARS

- ↘ Secured Investment
- ↘ Fully compliant system
- ↘ High Performance cabling
- ↘ Certified installer
- ↘ Warrantied component performance
- ↘ Dedicated network of experts
- ↘ Access to product announcement
- ↘ Dedicated technical resources
- ↘ Access to special promotions



## WARRANTY COVERAGE

Gigamedia Conect Open warranty offers a way to secure investment for 15 years. The warranty program covers the components and warrants the end user that the installed cabling system will be free from defects during the period of coverage. The installed permanent links will support all applications listed in the ISO 11801 Ed2.2 document, relative to the cabling performance selected (class E or class EA). The individual components will meet or exceed ISO 11801 requirements during this period and will conform mechanically. The Conect Open program is subject to installation by an authorized partner and a normal exploitation and maintenance as stated in the ISO standards.

Through the warranty program, the beneficiary is guaranteed to be supplied with a new or repaired product of replacement in case of a defective link statement.

## CERTIFIED PARTNERS

Gigamedia offers the warranty program when installed by an expert previously certified as an agreed Conect open installer.

The certified installers force themselves and commit to entrust qualified and trained staff with the installation in conjunction with ISO 11801 – CENELEC EN50173 & EN50174 standards. This guarantees the Gigamedia cabling system to be installed in the state of the art and in compliance with the European standards.

The qualified installers are strictly selected by cabling experts and are informed about the latest technologies integrated inside Gigamedia products. This ensures that the installed cabling system is optimized.

## WARRANTY CONDITIONS & LIMITATIONS

The warranty program only applies when the installed system components have never been used before and bought from an official distribution channel. They must be installed by an authorized installer.

The requested documents such as building plans, labeling plans, certification tests, calibration certificate, invoice copy, project completion report are necessary to obtain the warranty certificate.

Since the patchcords are considered as consumables that have to be often replaced in a normal use, it benefits from the standard & legal warranty conditions.

Indirect Losses resulting expressly from an outside cause and in particular: fire or explosion, lightning, cyclone, floods, earthquake and other natural risks, misuse, are excluded from the warranty program.

## HOW TO BENEFIT FROM THE WARRANTY PROGRAM ?

If you are leading a project and you would be interested in installing Gigamedia products, please Visit our Website on [www.gigamedia.net/warrantyprogram](http://www.gigamedia.net/warrantyprogram)

Select your area and contact the local salesman that will guide you through to define the best system that fits your needs and will put you in contact with a certified partner. The certifier partner will then contact you and quote the required installation.

You can also get some information by sending an email to : [warranty@gigamedia.net](mailto:warranty@gigamedia.net)