

2-Year Basic Product Warranty

Dynacom guarantees the quality of all its products and warranties them to be free from defects in material and workmanship provided that the product:

- was purchased from an authorized Dynacom distributor within two years of the date of claim;
- was not misused, mishandled, or otherwise abused;

Upon determination by Dynacom that a product is warrantable, Dynacom will:

- at its sole discretion, repair, provide replacement or like product, or give cash equivalent if the alleged defective product is found to be defective;
- pay reasonable ground freight to and from the site of the installation (inside North America). If returned product is deemed not defective or not warrantable, then Dynacom will dispose of said product and will not reimburse claimant for freight charges incurred;
- not be held liable for incidental, consequential, loss of business, or other damages resulting from defective product.

25-Year SmartLink® Performance Warranty

Dynacom guarantees its products to perform to TIA/EIA 568 specification for 25-years after installation when properly installed, in accordance with the following criteria and limitations:

Requirements:

In order for a structured cabling system to be designated a 'SmartLink® Certified' by Dynacom, it must meet the following criteria:

1. All data channels consist entirely of Dynacom connectivity components and Dynacom approved cable (see company website);
2. All of the Dynacom components used in the data channel have been supplied through an Authorized Dynacom Distributor (see company website);
3. All components used in the data channel comply with and have been installed in accordance with all applicable TIA/EIA 568 specifications in effect as of date of purchase of materials;
4. The data channel has been installed by Dynacom a 'SmartLink® Certified' Installer;

Guarantee:

If within 25-years of the date of initial power-up a 'SmartLink® Certified' data channel fails to meet applicable TIA/EIA 568 performance standards, then at its sole discretion, Dynacom will repair defective components, provide replacement or like components necessary to achieve compliance, or pay the cash equivalent for any defective components, with the following limitations:

1. Dynacom will pay reasonable ground freight for its product to and from the installation site (inside North America) provided that the failure is due to a Dynacom component that is under warranty. Air freight/expedite charges will be the responsibility of the installer until any product is, in the exclusive opinion of Dynacom, determined to be warrantable;
2. Dynacom will not be held liable for incidental or consequential damages or loss of business;
3. Dynacom will not be liable for failures resulting from abuse, non-conforming usage, vandalism, external EMI, fire, flood, or acts of God;
4. Site owner shall grant Dynacom or its designee reasonable access to inspect, test, and repair any data channel during the warranty period;
5. This warranty is to the end user only and is not transferable without the written consent of Dynacom;
6. This warranty is void if material adds, moves, or changes are made without the written consent of Dynacom.

Application for 25-Year SmartLink® Performance Warranty

To receive a 25-Year SmartLink® Performance Warranty, Dynacom requires that a SmartLink® Certified installer submit to Dynacom:

1. This application with all supporting documentation within 30-days of initial system power-up;
2. Copies of original invoices showing purchase of Dynacom components used on the job from an authorized Dynacom distributor;
3. Copies of original invoices showing purchase of Dynacom approved cable used on the job;
4. One set of 'as built' prints;
5. The name and address of the end user (for purposes of the warranty document);
6. Complete, clearly identifiable test data (in original electronic format);
7. A written statement from an authorized SmartLink® Certified installer declaring that the system meets all applicable TIA 568 specifications and that the test data is true and accurate. (See statement below.)
8. Copy of a valid contractor's license from the applicable listening agency;
9. Copy of contractor's insurance bond;

Within 15 days of Dynacom receiving the above mentioned documents, Dynacom will provide to the end user a non-transferrable Certificate of 25-Year SmartLink® Warranty, which will provide evidence of Dynacom's commitment to warranty the system per the conditions and limitations stated in the SmartLink® Warranty terms.

Declaration of SmartLink® Compliance

I, _____ (SmartLink® Certified Installer) hereby declare that the structured cabling system installed at _____ (physical address) and described in this application is constructed in accordance with TIA/EIA 568 specifications, and that the test data provided is a true and accurate representation of the system's performance capabilities.

_____ (signature),

_____ (date)