

3C3 Infrastructure System

Product and Application Warranty Guide



3C3 System Warranty

SYSTEM WARRANTY

3C3 warrants, for a period of twenty-five (25) years from the Certification Date (the “Warranty Period”), that Products in the Registered System shall be free from defects in materials or workmanship subject, to the terms and conditions below and the terms, conditions and limitations of 3C3 India Private Limited Product Warranty in effect at the date of sale Application Warranty. During the Warranty Period, the Registered System will meet or exceed the specifications set forth in the System Specification and support Applications as documented therein.

The 3C3 System Warranty :

- ❖ Installed by an 3C3 Trained and Authorized Partner, at the Customer location that need to be mentioned in the System Warranty Certificate
- ❖ Installed in compliance with 3C3 written design, engineering and installation procedures, and the specifications for the Application and the System Specification.
- ❖ Tested pursuant to industry standards and applicable 3C3 India Private Limited testing requirements and satisfactorily pass such tests.
- ❖ The Warranty Process needed to be applied within 60 Days of the Installation.
- ❖ Documents Required :
 - a) Detail of the Customer : Organisation Name, Address, Site Address, Contact Person, Contact No., Email Address.
 - b) Total Number of Copper & Fiber Nodes Installed.
 - c) Installed BoQ & Handover Documents as shared with the Customer.
 - d) Duly Signed Customer Satisfaction Document.
 - e) As Build Layout
 - f) Test Reports in Original Format (e.g. FLW) alongwith the PDF of the same (No * PASS / FAIL Report will be accepted).
 - g) Permanent Link Test Report (Test Meter should be calibrated in less than One Year).
 - h) Cable NVP as per Datasheet to be mentioned in the Test Report
 - i) OLTS Report for Fiber.
 - j) Purchase Invoice of 3C3 or its Distributor

Warranty

WARRANTY

- ❖ 3C3 Warranty Team shall evaluate the application and check for any ambiguity and revert if any clarification is so required.
- ❖ If all are in order then the Warranty Certificate shall be issued in the name of the customer.

3C3 Component Warranty

COMPONENT WARRANTY

3C3 warrants, for a period of One (1) year to replace or repair from the Date of Purchase when the same is not installed in a Certified 3C3 Cabling System. The Products are warranted in regardless of whether the components are part of a certified installation or as separate components of systems used for solutions.

The installation should be made in accordance with the required industry standards, and the component should not bear the signs of mechanical damage. In such instances 3C3 India Private Limited shall provide replacement or repair of the defective product.

Kindly note that any change in Standards according to TIA/EIA or ISO/IEC shall be subjective to the standard applicable during the time the Warranty was issued. Any change in Technical or Testing procedure are subject to change by 3C3 India Pvt. Ltd., without any notice.

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