

LANmark Certified Warranty Step By Step guide

In this guide you will be taken through Nexans Certification Warranty Application process, helping you in successfully requesting a Warranty Certificate.

During our installation training we explain how a Nexans Cabling System needs to be installed in accordance with our rules and guidelines. These guidelines are based on the minimum requirements set by National and International Standards.

All general and more specific installation guides are available from our Data Network Solutions website including the Field test procedures for LANmark cabling systems.

Please make sure to consult these guides before and insure yourself that the system has been installed and tested accordingly before applying for Warranty Certification.

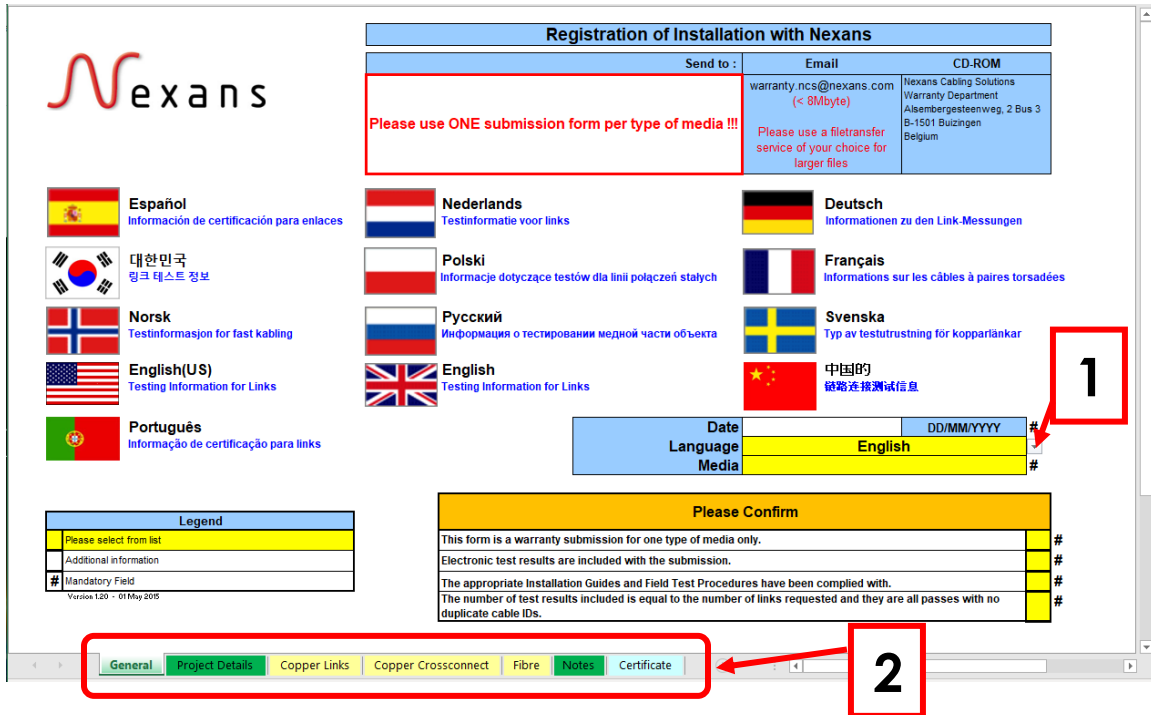
The submission form

Connect to the <https://datanetworks.nexans.com/> website → Click on Resources → Click on Warranty → Scroll down and download the latest version of the submission form.

The image shows a sequence of three screenshots from the Nexans website illustrating the navigation path to the warranty submission form. The first screenshot shows the main website header with the 'Resources' menu item highlighted by a red box. A blue arrow points from this box to the second screenshot, which shows the 'Resources' page with a 'Warranty' link in the 'SELECT TOPIC...' list highlighted by a red box. A second blue arrow points from this 'Warranty' link to the third screenshot, which shows the 'Warranty Documentation' page with the 'LANmark General Warranty submission form' link highlighted by a red box and a blue arrow pointing to the 'Download' button.

Once the Submission form Excel file has been opened, the general sheet will be shown.

1. Languages other than English are also available in the form and can be easily selected from the dropdown list in the General sheet.



2. Fill out all required sheets

Following steps must be taken into consideration when applying for a warranty certificate:

- Use **one submission form** per cabling system type
- Select the correct Warranty Module.
- Complete the **mandatory fields indicated by a '#'** in the form
- Use the "other" column if an item is not available from the dropdown list
- Do not forget to include your company's unique CSP number
- Include the test results in the correct file format according to our Field Test procedures
- **Send all your Warranty related communication to our central warranty.ncs@nexans.com mailbox**

The Warranty requests must be sent by e-mail and are processed automatically, this allows us to produce the certificate in a short timeframe or reply promptly in case of missing information.



Test Results file(s)

In order to verify the quality of the link one must test all installed links according to the minimum performance limits provided by the Local & International Standards.

Testing methods are detailed in our Field Test Procedures which are downloadable from the Design and Installation File library section of our Data Network Solutions website. (The original test results prove the performance of the Cabling System installed and are therefore mandatory when applying for Warranty Certification.)

Design & Installation

All publications Design Guides ▾ Installation Guides ▾ Test Guidelines ▾ Type ▾ Year ▾
Tender Books ▾ Warranty Documents ▾ Training ▾

Results for Test Guidelines ✕

TECHNICAL GUIDE FEB 1, 2020	Field testing procedure Optical Fibre Cabling Sub-System PDF - 2.3 MB	Download ↓
TECHNICAL GUIDE JAN 1, 2017	Testing Guidelines Mini-guide PDF - 3.0 MB	Download ↓
TECHNICAL GUIDE AUG 1, 2015	Fibre Optic inspection and cleaning PDF - 1.5 MB	Download ↓

Each field tester must be within the factory calibration period when used for certification. A copy of the manufacturer calibration document shall be made available to Nexans if requested.

Make sure that the number of test results provided is equal to the number of links detailed on the submission form.

When the Copper installation contains cross connections or service presentations which need to be certified, then a separate submission form and test results file has to be provided.

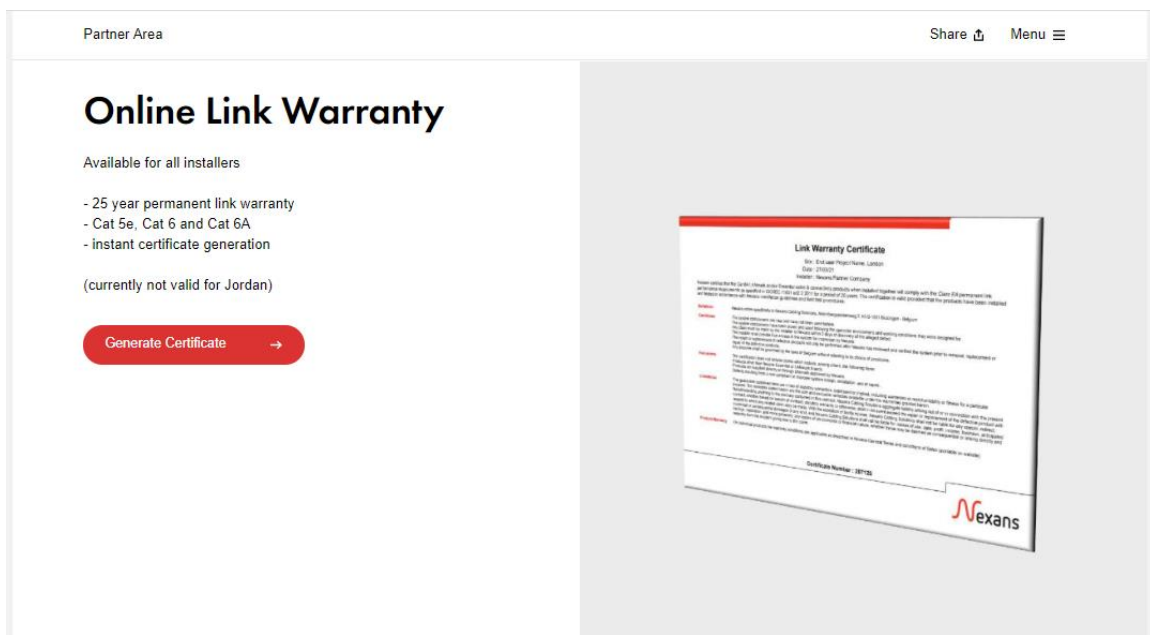
Cross connections need to be tested separately according to our cross connections field test procedure.

The “as-Built” documentation including, but not limited to, rack layouts, cable routing and node id's are no longer needed to obtain the Warranty certificate, but may be requested in a later stage if a warranty claim is made.

Please use our general warranty.ncs@nexans.com e-mail address for any of your queries related to LANmark Warranty Certification or contact your local Nexans representative.

For our Essential product range and non Certified Solutions Partners an alternative Copper Link Warranty performance conformity certificate can be obtained on-line from our website.

<https://datanetworks.nexans.com/Partner-Area.html>



The screenshot displays the 'Partner Area' of the Nexans website. At the top, there are navigation links for 'Share' and 'Menu'. The main heading is 'Online Link Warranty', with a sub-heading 'Available for all installers'. Below this, a list of features is provided: '- 25 year permanent link warranty', '- Cat 5e, Cat 6 and Cat 6A', and '- instant certificate generation'. A note states '(currently not valid for Jordan)'. A prominent red button labeled 'Generate Certificate' with a right-pointing arrow is positioned below the list. To the right of the text, a 3D-rendered image of a 'Link Warranty Certificate' is shown. The certificate includes the title 'Link Warranty Certificate', the company name 'Nexans', and a 'Certificate Number: 201726'. The certificate text is partially legible, mentioning 'Nexans' and 'Link Warranty Certificate'.