



AMP NETCONNECT 25 YEAR WARRANTY

Twenty-five years from now, you'll thank us

When you choose a top quality cabling system you have every right to expect the highest level of service and support. This should continue to be available to you during the lifetime of the system.

AMP NETCONNECT believe that our warranty must reflect this commitment to our clients. We therefore make available a full 25 year warranty.

We understand also that you depend upon your network functioning as a whole and you therefore need to be sure the whole network can be covered by a single warranty.

So AMP NETCONNECT offer a warranty that covers your system end-to-end.

This is made possible by the combi-

nation of our emphasis on quality with our policy of training high ability installer partners.

And we know how valuable it is to avoid any confusion about responsibility.

So we provide our warranty direct to the end user, ensuring that our service is available when it is required, without any unnecessary delays or complications.

Our 25 year System Warranty guarantees that the cabling system requirements will be exceeded for any of an extensive list of applications.

In these pages you can learn about the key features of our warranty and the options available to you.

Key Facts

- The warranty covers defects in either materials or workmanship for the full 25 years
- The components must also meet the prescribed mechanical and transmission specifications for these products
- Defective products will be repaired or replaced at our cost



The Total Quality Approach

The starting point of our warranty is the care taken to ensure the products we have supplied are functioning correctly so that your network is as good as its design. This care starts with a total quality approach both to our manufacture and to our service.

Tyco Electronics strive to constantly update our manufacturing and quality control systems to ensure maintaining the highest achievable levels of right first time supply.

To ensure this high quality applies equally to the installation of our products, we use a tried and tested system of training our approved installers.

We see our installers as our partners in providing you the assured quality you require: a well planned and thoroughly installed system!



NETCONNECT Design and Installation Contractors

The long-term quality of your structured cabling depends not only on our design and manufacturing standards but on correct installation. The key to an inclusive warranty is our partner, the NETCONNECT Design and Installation Contractor, also known as an NDI.

Not only do we work with some of the best contractors in the business, but

we ensure they have a thorough understanding of our products and of the relevant installation standards and procedures.

We achieve this by providing our rigorous AMP ACT classroom training courses for the individual installers. Only after successful completion of these courses by a defined proportion of their personnel can a contractor

become an NDI. And to remain an NDI, the contractor must repeat this process whenever required by our technological advances, and the right proportion of qualified individuals must be maintained.

Installer Education – The AMP ACT Program

The AMP NETCONNECT AMP ACT training program is a set of extensive education & certification courses for installation partners. Our compulsory classroom training courses cover:

- the latest installing and terminating techniques for networking and premise cabling
- how to certify the performance of installed cable plants and how to troubleshoot them if they do not perform as expected

Only after completing the AMP ACT program can installers provide the full AMP NETCONNECT 25 year System Warranty.

This AMP NETCONNECT warranty then covers the end-to-end system for 25 years from when the installation is complete and has been checked.



Two levels of cover

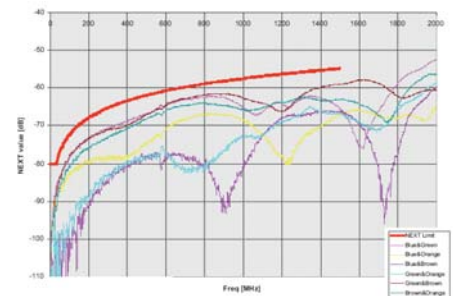
The AMP NETCONNECT 25 Year System Warranty provides cover on the complete cabling system:

- It comprises cable, connectors, connecting hardware and patch cords
- It covers defects in either materials or workmanship for the full 25 years
- It ensures that all signal carrying components meet the prescribed mechanical and transmission specifications for these products
- It includes repair or replacement of defective products – at our cost
- It includes the labour cost

So the picture is clear: we are confident enough to cover you against most foreseeable problems for 25 years, which is likely to be well beyond the time when your network will need renewing to keep up with technological advances.

Of course in order to provide cover of the whole system, we need to be clear on the details of the system installed. Some clients prefer not to share some information about their network, for example where confidentiality makes this impracticable. We therefore offer a simpler alternative, the AMP NETCONNECT 25 Year Component Warranty, which can be provided without our full knowledge of the

system. This still covers our products for a full 25 year period, but without such extensive protection of the network as with the System Warranty.

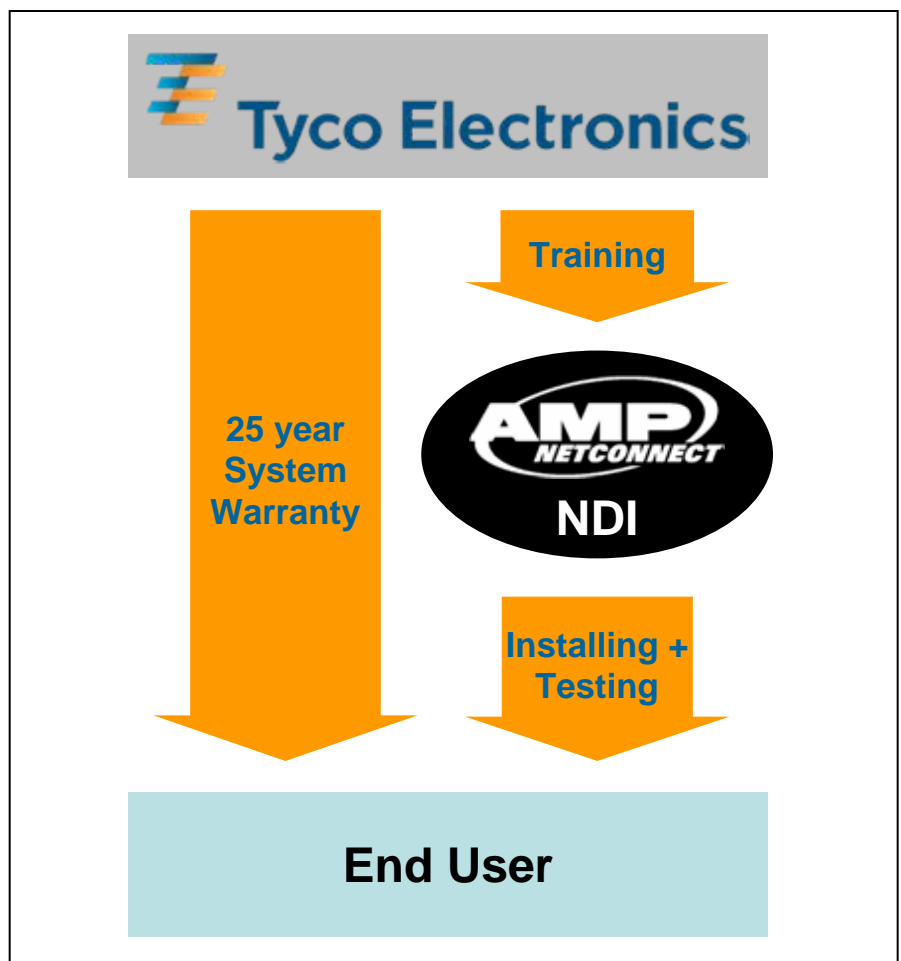


Direct to end user

In the unlikely event that there were a problem with one of our cabling systems, you would expect this to be solved as efficiently as possible. You certainly would not want to find disagreement about who is responsible for doing what and under what circumstances.

To prevent this, the AMP NETCONNECT 25 Year Warranty is a contract made directly between us and the end user, so that our responsibility is defined from the beginning.

Clarity is also important: you do not want to be confused by unnecessarily obscure legal terminology. We do our best to write the warranty conditions in plain business language so that we all know what we are talking about.

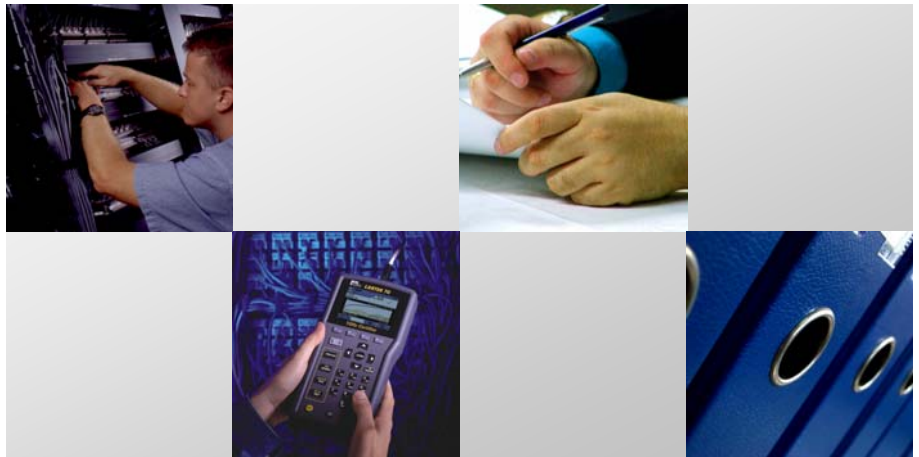


AMP NETCONNECT 25 Year Warranty

How it works

There are no more than 5 simple steps to receive our 25 year warranty:

1. Enduser selects AMP NETCONNECT cabling system
2. Enduser selects AMP NETCONNECT Design & Installation partner (NDI)
3. NDI installs, tests and documents the cabling system
4. NDI provides defined project documentation and test results to Tyco Electronics
5. Tyco Electronics grants warranty to enduser



25 years full cover

Before the 25 year System Warranty comes into force, the NDI will have carried out a range of specific tests and the results will have been checked by our specialists. So we can honestly say we have done all within our powers to ensure you have not only a top quality system but an equally high quality warranty if ever you should need it.



Free of charge

There is no additional charge to pay for our warranty. Provided the required checks are made and the warranty agreement is completed, you can rely on our service being available throughout the 25 year period to help you maintain the functioning of your communications network.

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