



25 years
warranty
manual

barpa

the power of energy

1. about us

barpa is a new telecommunications brand.

With a wide range of products which complies fiber optic, cooper and racks, giving value to the customer proximity. With a strong image, barpa has a specialized team in structured cabling, guaranteeing detailed information in all products.

barpa



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2. warranty context

2.1 partners

There are two types of barpa partner program:



These companies work as a local support on their territory, offering technical and commercial support. They have a wide stock in order to provide the best service in the market.



These companies have a large experience in projects, installations and telecommunications certification. They are registered as barpa certified integrators, keeping their trainings up to date.

The acceptance of this program involves technical and training processes in order to ensure that a barpa solution is well designed, well installed and well tested.

barpa has the right to adjust certified integrator contracts with some entities which dedicate themselves exclusively to the infrastructures installation of structured cabling, racks, etc. and has the ability to install barpa products. A barpa certified integrator is responsible for installation and testing of the installed network equipment, and should accomplish the request requirements of warranty emission, always respecting this manual.

2.2 products

The products covered by a 25 year of warranty program include a fiber optic cabling solution (cable, pigtails and adapters) and a copper cabling solution (cable, keystone jack and patch panel). The racks (Cetus, Norma, Crux and Pyxis) are also covered by barpa warranty in a complete solution (fiber optic and copper).



Copper



Fiber Optic



Racks and Cabinets

The list of products which are covered by the warranty can be accessed in the Annex 1.

2.3 system

The system of a 25 year warranty is given to the complete installed barpa solutions. This warranty covers the structured network installations. This warranty is only valid when systems are designed, installed and tested by a barpa certified integrator with updated training. It should attend to the European standards as referred on the third ITED manual edition and it should consider the following parts:

Planning - EN 50173

Project - EN 50174-1

Installation - EN 50174-2

Operation - EN 50174-1

Tests - EN 50346

Earth - EN 50310

As such, tests will always be performed to ensure compliance with the standards.

Items covered by the warranty program:

Category 7A	CAT7A	Fiber OM2	OM2
Category 7	CAT7	Fiber OM3	OM3
Category 6A	CAT6A	Fiber OM4	OM4
Category 6	CAT6	Fiber OS2	OS2
Cetus	CETUS	Indus	INDUS
Norma	NORMA		
Crux	CRUX		
Pyxis	PYXIS		

3. operation/warranty terms

At the end of the certification conclusion, the integrator partner should send the results to barpa after a maximum period of 20 days after the elaboration of the certification. At barpa, the results will be analyzed by a specialized technician who will decide if the warranty is granted or not. If the warranty is granted, it will be available in 5 working days since the day the certification was accepted. The certificate will be sent to the integrator by e-mail and will remain on the barpa database by a period of 25 years. It is important to emphasize that the warranty will only take effect since the date which the certificate was sent by barpa to the integrator. barpa has the right to carry out an inspection of the work during or after its completion.

4. coverage

The warranty covers components and applications. The products have to be packed and in its original boxes in the installation date. If the barpa certified integrator finds the equipment opened or damaged, he should report the state of the equipment once it will not be possible to execute its certification.

In order to ensure the correct use of the equipment, it will be necessary to make a re-certification in every 5 years to ensure that no changes were made to the complete installed system and to correct malfunctions that may arise from misuse or even by liquid infiltrations, solid components or by ambiances with relative humidity above the reasonable.

The warranty is given to the entity (natural or legal) that is specified in the warranty certificate.

4.1 modifications/changes

If the system once properly installed and certified suffers any modification or change, it will be necessary to inform the integrator partner and barpa in order to extend the warranty. This can only be done if the changes involve barpa equipment. Any other modification or change which does not include barpa equipment or that was executed by a non barpa partner leads to warranty expiration.

5. what the warranty does not cover

- Maintenance and periodic repair or replacement of parts due to natural use;
- Malfunction or damages caused by any cause not suitable with the manufacture and design of the product;
- Repair or attempted repair by anyone else except barpa integrators;
- Adjustments or adaptations without the previous barpa technical opinion (for example, updating a product);
- Accidents, fire, negligence, virus, liquids, liquid products, floods, excessive heat, inappropriate ventilation, excess or inadequate voltage supply, radiation, electrostatics discharge including lightning and electric shocks;
- Abuse or improper use of the product other than the one for which it was intended;
- Opening of the equipment without the presence of a barpa partner;
- It does not cover links in which no tests were submitted for warranty analysis;
- Manipulated results.

6. responsibility exclusion

barpa does not assume responsibility for defects that may be allegedly caused by barpa products such as monetary loss, loss of information, re-processing of information, production losses, reboot of a pc and downtime.

7. problems/complaints

7.1 installation

If a problem arises during the installation, it is necessary to report this situation to the certified partner in a maximum period of 5 days for further analysis and resolution. Depending on the cause of the problem it will be deliberated by barpa the solution that better suits to the purpose.

7.2 during the warranty

The integrator partner should send a detailed description of the problem, photos and the certificate number. The partner should specify the performed tests and barpa has the right to conduct a local visit, to collect samples and to send them to their installations.

7.3 resolution

In the case of a complaint, a written technical opinion must be sent to barpa before the continuation of any repair work to the defective link.

barpa can accept the costs and make the exchange or repair of the barpa components only through a barpa certified integrator. The costs are limited to the value of the materials.

7.4 unjustified claims

If any claim is unjustified, the integrator partner must assume all the barpa analysis incurred costs. The integrator is required to minimize costs for both parties as an ethical principle.

8. warranty application process

Fill the document "System warranty registration" – **Annex 2** with:

- barpa certified Integrator number
- Basic descriptive of the network noting the number of installed points
- Work plan with the installed dots with proper identification
- Layout of the equipment inside the rack
- Structured network certification report (cooper and fiber) – original certifier file
- Customer data: e-mail and phone number
- Photos of the cable tray and the equipped rack

The issued certificate remains in our database until it expires after the 25 years start date.

9. structured network certification

Structured network cabling certification is mandatory and it is an integral part of the 25 years warranty according with the international standards. A certification device (eg Fluke DSX-5000) is required to test all the points installed on the network. Note that in the test it is necessary to program the instrument according to the international standards which, in this case, are ISO/IEC or ANSI / TIA standards. The same device needs to be calibrated and to have a calibration-proving document, if requested at the work. The same device should be used to perform fiber and cooper certification. The obtained results by the certifier must be within the reasonable limits of the international standards. These will be sent to barpa in electronic format.

It will also be necessary to ensure that the installed network infrastructure (rack layout in the building and cable tray) meets the applicable international standards, ensuring good installation practices.

For more information please contact:

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