

**R&M Australia QPP Partner
Warranty Procedure Guide**



Please Note: that once you start the application process it cannot be saved and then completed at a later date, so please have everything ready to go.

- 1) To complete the application, you will need the following:
 - Test results in their native format, such as the Fluke .flw. R&M supports Fluke, LantekII and III, Viavi Certifier 10 and 40G and the Softing WireXpertWX500 and WX4500.
 - For fibre results ensure the TRC calibration results are also included.
 - Firmware Version and calibration date of your tester from the test results.
 - The end customer name and contact details.
 - Existing or new site address, if existing you will need the current warranty number. We can assist if you were not the original installer or cannot find it.
 - Your current QPP installer
 - Number and type of each system being applied for.
 - No need for Cat3 or 1 pair voice links.
 - Part numbers of R&M materials used on the installation or BOM, Invoice, PO.
- 2) Go to the R&M Australian website: https://www.rdm.com/aus_en
- 3) Go to the Services Tab and to the Warranty Program pull down. This page gives you access to the Installation and Testing Guidelines, Warranty program details and the warranty application link.
- 4) Click on the link that says **Warranty Form** on the right-hand side at the bottom: this will allow you to commence your warranty application.
- 5) Read the T&C's and hit the **Proceed** Icon at the bottom of the page.
- 6) On the **Request for Certification** Tab it will prompt you for how many copper and fibre systems you are putting forward for warranty.

Note: Many installations consist of more than one type of copper cabling topology. The most common is the Permanent Link, however there may be a Cat 6 system and a Cat 6A system on the same site; this would mean that 2 systems should be selected.

 - If you had links with FM45 plugs, normal channels or extended channel links then you need to consider them as separate systems
 - For Fibre this could be Multimode or single mode links (1 Type)
 - And if it also had both multimode and single mode links (2 types)
 - Or maybe OM5, OM4 and OS2 would be 3 types.
 - Each system type is entered separately, if there are more than 3 of copper and 3 of fibre, then another warranty form needs to be completed
- 7) Is this a new system or are you adding to an existing site that you add the warranty number? If you select new, the fields below will disappear, and you will be asked which type of warranty you are applying for:
 - Most are 25 years, the exception is if the consulting engineer or end user has undertaken an R&M QPP design course, then it is lifetime. R&M can advise or adjust later.
- 8) Fill in the details relating to your company and the individual from your company who was involved in the project. This will be shown on the Warranty Certificate.
- 9) Tick to confirm you understand the Warranty Compliance Conditions and continue.
- 10) On the **Project Data** Tab, fill in the details relating to the Project. These details must pertain to the End User project site address and a contact from within that company or group; they

cannot be the Installers, Builders, Consultants etc. as ultimately, it is the End Users Warranty. If you are not able to supply these details, a Warranty cannot be issued.

- 11) Note: The Project completion date cannot be less than 6 months from the application date.
- 12) On the **Copper 1** tab start with the Tester brand ie Fluke
- 13) Model number i.e. DSX-8000
- 14) Firmware version from your test results
- 15) Calibration date. The tester must be within it's calibration period.
- 16) File name for your test results in native format i.e. 123.flw
- 17) Cabling Model
 - 1 connector if MPTL i.e. patch panel to FM45 plug
 - 2 connector if patch panel to outlet (PL2 for Cat6a)
 - 3 connector if a CP is in the link (PL3 for Cat6a)
- 18) Topology either Permanent Link or Channel
- 19) The Standard the system is tested against. Please ensure that testing is carried out in accordance with the R&M Installation and Testing Guidelines and the Standard selected matches that which is written in the Project or Client Specification.
- 20) Shielded if an R&M Category 6A solution
- 21) Quantity of copper 1 links, not the total number
- 22) Complete **Copper 2 and Copper 3**
- 23) Complete **Fibre Optic 1** if applicable
- 24) Measurement Tier is either Light Source and Power Meter or OTDR. R&M will only ever ask for LSPM results for Warranty purposes, however, OTDR results are also accepted.
- 25) As per copper the calibration date.
- 26) File name for the fibre result in native .flw (including the TRC reference setup files)
- 27) The Fibre standard for Australia is the ISO 14763-3 that should have been used on setup.
- 28) Fibre channel can only be selected when the TIA Standard is selected; if choosing this, please ensure it conforms with the Project or Client specification before progressing.
- 29) Cable category is the appropriate OM or OS from the pull down
- 30) Number of splices used, 0, 1, 2, 3. 0 would only be used when Pre-Terminated cables are used.
- 31) Number of adapters is generally 2
- 32) Total fibre cores i.e. 12 core cable x 6 cables = 144 cores
- 33) If applicable complete **Fibre 2 and Fibre 3** tabs.
- 34) Onto the **Additional Info** tab, please insert the part numbers and description of the products tested. We don't need every part, just the main components to show what you used for each system.
- 35) Alternatively, you can paste a text copy of a PO into the square, however you then need to put a space or character in at least the first three top boxes to move on or the system will give you an error message.
- 36) The last method is to space the top 3 boxes and then on the Upload files tab, add the pdf BOM, PO or Invoice for the project, this is the easiest and quickest way.
- 37) On the **Upload Files** tab, upload your single or multiple .flw files from the copper and fibre tabs and if you wish as above the invoice, BOM or PO as described above.



- 38) Once you have uploaded everything you need or additional documents you want to add, then hit the **Next** Icon and the Warranty process is complete: you will see a notification on the screen.
- 39) An email stating that R&M has received the application will be sent to the address given on the **Warranty Applicant** tab.
- 40) R&M Australia will go through the documentation sent. If something is missing, incomplete or incorrect you will receive a call to verify. At this time also the test results are inserted into a software package to check for duplicated and copied test results. R&M does us a results checker; any duplicates will be identified, and you will be contacted for clarification.
- 41) When R&M Australia approves the application, it is sent to Switzerland for further analysis and Warranty Issue.
- 42) R&M Australia will then email the Warranty Certificate to the address given on the **Warranty Applicant** tab.

If you have any questions regarding the process, please do not hesitate to contact us.

Other useful documents are the “RDM Fluke DSX Copper Testing” and the “RDM Fluke DSX LSPM Fibre Optic Testing” to assist with setting up your Fluke prior to testing. The R&M Australian website: https://www.rdm.com/aus_en also contains a large selection of useful information.

The Wish List tab is particularly useful for creating a customised PDF or Word document for your as-built manual or Component Specification sheet at tender or project award time. You add the part numbers used and it inserts the data specification sheet or catalogue extract for that component. Tick the cover sheet and you can add your own title and company name etc into the document. When completed it will compile and give you an indication on the screen when completed. Hit the download file and your as-installed document is ready for your manual or submission to the builder/client.