

# Clearfield Warranty Handbook



## WARRANTY

### Clearfield Limited Warranty

Clearfield warrants to the original purchaser that the Products sold hereunder are free from defects in materials and workmanship under normal use and service, subject to all terms and conditions herein, commencing on the date of shipment to the original purchaser and continuing for the period of time specified below, depending upon Product category (the “Warranty Period”). In the event that a Product is discovered during the Warranty Period to contain defects in materials or workmanship, Clearfield shall, in its sole discretion, repair or replace the defective Product.

Clearfield makes no other warranties other than this limited warranty. CLEARFIELD DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. For the avoidance of doubt, Clearfield’s limited warranty does not apply to:

- 1) Modification of a Product, except installation activities described in Clearfield documentation;
- 2) Re-packaging of Product for shipment to third parties or destinations other than those originally shipped to by Clearfield or its authorized distributor;
- 3) Defects suffered during shipping where the Product has been re-packaged;
- 4) Installation or maintenance for uses inconsistent with Clearfield documentation;
- 5) Negligent use or application of Product;
- 6) Other causes external to the Product, including but not limited to accidents, catastrophes, acts of God, government action, war, riot, strikes, civil commotion, sovereign conduct, or the acts or conduct of any person or persons not party to or associated with Clearfield;
- 7) Ordinary wear and tear;
- 8) Cosmetic damage that does not affect the Product’s functionality.

### Limited Liability

CLEARFIELD SHALL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO DAMAGES FOR LOST PROFITS, LOSS OF USE, OR FOR ANY DAMAGES OR SUMS PAID BY BUYER TO THIRD PARTIES. The foregoing limitation of liability shall apply whether the claim is based upon principles of contract, warranty, negligence or other tort, breach of statutory duty, principles of indemnity or contribution, the failure of any limited or exclusive remedy to achieve its essential purpose, or otherwise. Clearfield will not be responsible for any labor or materials costs associated with installation or incorporation of Clearfield products at customer sites, including any costs of alteration, replacement of defective product, or any field repairs.

## WARRANTY PROCEDURES

### Warranty Claim Procedure

If any Product purchased from Clearfield is believed to be defective under the above warranty, the following basic procedures must be followed:

- 1) Customer must contact Clearfield and obtain a Return Materials Authorization number (“RMA number”).
- 2) Within 30 days of obtaining the RMA number, Customer ships the Product per Clearfield’s freight instructions to Clearfield’s manufacturing facility, including the RMA number in all packages and correspondence, and in original packaging wherever possible. Clearfield shall not be liable for any damage that occurs during transport to Clearfield.
- 3) Clearfield shall repair or replace the defective Product in its sole discretion, and return the repaired or replacement Product to Customer’s site, freight prepaid.

- 4) If the Product is found not to be defective by Clearfield, the Product will be returned to the Customer and the Customer billed for freight in both directions.

**Non-Warranty Repairs**

- 1) Product outside of the Warranty Period or with damage not covered under this limited warranty may be returned for repair or refurbishing at the discretion of Clearfield.
- 2) Clearfield will provide a repair or replacement cost estimate at the time of RMA number request. Upon receipt of Product at Clearfield, a more accurate quote for the repairs or replacement will be communicated to Customer.
- 3) If Customer elects to proceed with the repairs, the Product will be repaired, shipped, and Customer billed for the services performed.
- 4) Customer will responsible for inbound and outbound freight for out-of-warranty repairs.

Clearfield warrants its repair work to be free from defects in materials and workmanship for a period of one year.

**WARRANTY PERIODS**

<b>Product Classification</b>	<b>Warranty Period</b>
<b>Copper Connectivity Products</b>	
“Custom” Copper Assemblies (built to customer design/print)	1 Year
Copper Assemblies, designed and branded by Clearfield	3 Years
Non-Clearfield manufactured Copper Accessories & Tools	Manufacturer Pass-through
<b>Fiber Connectivity Cassettes, Frames, Panels, Wall Boxes &amp; Patchcord Products</b>	
Clearview® Cassettes - Blue, Black and xPAK	3 Years Connectivity/1 Year Housings
FieldSmart® Fiber Frame Series (FxDS, FxHD Crossover, FxDS Standard)	3 Years Connectivity/1 Year Housings
FieldSmart® Fiber Panel Series (FxMP, SCD, Optical Component Chassis (OCC))	3 Years Connectivity/1 Year Housings
WaveSmart® Splitters (Ruggedized, Industry Standard, High Density) WDM’s and Optical Components	3 Years Connectivity/1 Year Housings WaveSmart Industry Standard Splitters 5 Years WaveSmart Premium Ruggedized Splitter 20 Years WaveSmart High Density Splitter 20 Years

FieldSmart® Fiber Wall Boxes: Fiber Delivery Point (FDP) Small Cell Wall Box Fiber Delivery Point (FDP) Indoor & Outdoor Wall Boxes, Fiber Delivery Point (FDP) KIS Outdoor Enclosure Small Count Delivery (SCD) Wall Box for Cassette and xPAK, Mini FEC Wall Box	3 Years Connectivity/1 Year Housings
YOURx™ Flex Box	3 Years Connectivity/1 Year Housings
StreetSmart® Fiber Hand-Off Box	3 Years Connectivity/1 Year Housings
Fiber Patchcords	1 Year or Manufacturer-Pass-through
Terminated Fiber Assemblies:  Breakout Assemblies Distribution Assemblies Drop Node Assemblies 90 Degree Drop Node Assemblies FTTH Drop Cable Assemblies MPO Assemblies Outside Plant Fiber Assemblies	1 Year
Fiber Accessories & Tools	1 Year or Manufacturer-Pass-through
<b>Fiber Outside Plant Products</b>	
FieldSmart® Fiber Cabinets Passive Fiber Scalability Center (FSC) Cabinets	3 Years Connectivity/5 Year Housings
FieldSmart® Fiber Cabinets- Powered Fiber Active Cabinets (FAC)	3 Years Connectivity/5 Year Housings
Powered ODC Cabinet Housings and Connectivity	5 Years
Powered ODC Cabinet Installation Kit Hardware	1 Year
Rectifier Systems, Heat Exchanger and Batteries	Manufacturer's pass through warranty, as applicable
FieldSmart® Fiber Pedestal (FDP) CraftSmart® Fiber Protection Pedestals, (FPP)	3 Years Connectivity/1 Year Housings
YOURx™ Terminals (YOURx-Terminal, YOURx-Aerial Terminal, YOURx Multi-Purpose Terminal)	3 Years Connectivity/1 Year Housings
FieldShield® Pushable Fiber and Microduct FieldShield® Drop Fiber Cables; FLExdrop D-ROP FLATdrop	1 Year

StrongFiber	
CraftSmart® Test Access Point (TAP) YOURx™ TAP	3 Years Connectivity/1 Year Housings
CraftSmart® Vaults and Fiber Protection Boxes	1 Year or Manufacturer’s pass through warranty
<b>Installation Equipment and Tools</b>	
FieldShield® Assist Module	1 Year, excluding normal wear items
Other Clearfield branded Install Tools	1 Year, excluding normal wear items
<b>Third party manufactured products and equipment</b>	
Products supplied by Clearfield but not designed, branded, or Manufacturer’s pass through warranty as manufactured by Clearfield.	Manufacturer’s pass through warranty, manufactured by Clearfield as applicable