



CERTIFICATE OF LIMITED WARRANTY

ONE-YEAR WORKMANSHIP AND CABLE DEFECT WARRANTY

ASAP Computer Services hereby affirms that the structured cabling and fiber optic work identified in this certificate is covered for one (1) year against defects in workmanship and against manufacturer defects in cable furnished and installed by ASAP Computer Services, subject to the terms and conditions in this document.

Project and Warranty Information

Customer / Owner		Certificate No.	
Project Name		ASAP Project / Invoice	
Project Site		Warranty Start Date	
Project Address		Warranty Expiration Date	

Warranty Affirmation and Covered Remedy

ASAP Computer Services warrants to the original customer named above that the covered installation was performed in a professional and workmanlike manner. For one (1) year from the Warranty Start Date, the covered work will be free from defects caused by improper installation, termination, splicing, routing, fastening, support, labeling, or installation-induced cable damage that prevents the affected link from meeting the project acceptance requirements.

During the same one-year period, cable furnished and installed by ASAP Computer Services is warranted against a manufacturer defect in the cable. Customer-furnished cable and materials are excluded unless the signed proposal or contract expressly states otherwise.

Covered remedy. After timely notice and verification of a covered defect, ASAP Computer Services will, at its option, repair or rework defective workmanship, replace defective cable, and retest the affected link. Standard labor and replacement cable required for the covered correction will be provided without charge. For warranty service at project sites located outside Bexar County, applicable mobilization fees are the responsibility of the client. This remedy applies only to the affected work and is subject to reasonable site access and the limitations on page 2.

Warranty Claims Contact

ASAP Computer Services - Warranty Support

18756 Stone Oak Pkwy #212
San Antonio, TX 78258

Phone: 210-497-1424

Email: hse@asapcomputerservices.com

Website: asapcomputerservices.com

To open a claim, provide:

- Project name, site address, and customer contact
- Invoice, proposal, purchase order, or certificate number
- Affected room, cable ID, port, or fiber strand
- Description of the issue and available test results or photos

TERMS AND CONDITIONS

One-Year Limited Workmanship and Cable Defect Warranty

1. Warranty term. The warranty period is one (1) year beginning on the Warranty Start Date shown on page 1. If that field is blank, the warranty begins on the documented date of substantial completion, customer acceptance, or the final project invoice, as reflected in ASAP Computer Services records.

2. Covered work. Coverage applies only to structured cabling and fiber optic installation work performed by ASAP Computer Services and to cable furnished and installed by ASAP Computer Services for the project identified on page 1. Covered workmanship may include terminations, splices, routing, supports, fastening, labeling, and installation practices within the original scope of work.

3. Covered cable defects. A covered cable claim must involve a defect attributable to the manufacture of the cable, rather than physical damage, misuse, environmental exposure outside the cable rating, or work performed by others. ASAP Computer Services may inspect and test the affected cable and may coordinate available manufacturer warranty rights.

4. Exclusions

This limited warranty does not cover:

- Moves, additions, changes, repairs, re-terminations, or testing performed by anyone other than ASAP Computer Services without prior written authorization.
- Damage caused by misuse, abuse, negligence, vandalism, construction activity, pulling or crushing after completion, unauthorized equipment mounting, or failure to protect the installation.
- Damage or failure caused by fire, flood, water intrusion, lightning, power events, pests or rodents, chemicals, corrosion, excessive heat or cold, building movement, force majeure, or conditions outside the product rating or original design basis.
- Active electronics, software, network configuration, wireless performance, customer equipment, power supplies, patch cords, or materials furnished by others, except when expressly included in the signed project scope.
- Cosmetic conditions that do not affect performance, and performance requirements that exceed the project specifications, product rating, or acceptance criteria stated in the original agreement.
- Patching, painting, finish restoration, furniture or equipment moving, specialty access, hazardous-material work, permits, lifts, after-hours work, or other access costs not included in the original scope, unless separately approved in writing.

5. Claim Procedure and Inspection

1. The customer must notify ASAP Computer Services in writing before the warranty expires and provide enough information to identify the project and affected cable or link.
2. The customer must provide safe and reasonable access for inspection, testing, and covered corrective work. The customer should preserve available test reports, labels, photographs, and affected materials.
3. ASAP Computer Services will evaluate the claim within a reasonable time. If the issue is not covered, diagnostic time, travel, testing, specialty access, and corrective work may be quoted or billed with customer authorization.
4. Unauthorized repair does not automatically void the entire warranty, but coverage may be denied for any condition made more difficult to diagnose or correct by unauthorized work, except where emergency action was reasonably necessary and documented.

6. Remedy and Limitations

For a verified covered defect, the remedy under this warranty is repair, rework, replacement of the affected cable, and retesting, at ASAP Computer Services option. The remedy is limited to the affected portion of the covered work. Any longer cable-manufacturer warranty may be passed through to the customer to the extent available and transferable; labor after the one-year ASAP warranty period is not included unless separately agreed in writing.

To the fullest extent permitted by applicable law, ASAP Computer Services will not be responsible under this limited warranty for loss of data, loss of use, network downtime, lost revenue, or indirect, incidental, special, or consequential damages. Nothing in this warranty limits a right or remedy that cannot lawfully be waived or limited.

7. Relationship to the Project Agreement

This certificate supplements the signed proposal, contract, purchase order, approved change orders, and project closeout documents. If a signed project agreement provides a different warranty term or remedy, the signed project agreement controls. No oral statement changes this warranty. Any amendment must be in writing and signed by an authorized representative of ASAP Computer Services.

Issued by	ASAP Computer Services
Authorized Representative	Courtney Pelzel