



301 Fulling Mill Road, Suite G  
Middletown, PA 17057  
Phone (800) 223-4162  
[www.legrand.us/intuity](http://www.legrand.us/intuity)

# Intuity Certified Installation Extended Five Year Program Warranty and Guidelines

## Warranty Application Certification

By registering a home where the Intuity Home system has been installed, the installing company is certifying that all necessary guidelines as outlined in this document have been followed to the exact specification of On-Q/Legrand; and that the installing company is an authorized On-Q dealer or installer. The installing company must submit a properly completed online registration application to On-Q/Legrand for each house in order to activate the Extended Five (5) Five Year Warranty, and have it approved by On-Q/Legrand in its sole discretion. If the installation is not approved by On-Q/Legrand for the Extended Five (5) Year Warranty, the one-year warranty on parts only applies.

## Warranty Period

If approved, the Extended Five (5) Five Year Warranty begins on the home purchase closing date and continues for 5 years. It is transferable to subsequent owners of the home, provided On-Q/Legrand is notified of the ownership change within thirty (30) days after the effective date of such change. Ownership change requests must be initiated through On-Q/Legrand Technical Support.

## Filing a Warranty Claim

All warranty requests must be initiated through On-Q/Legrand Technical Support and have a valid job site number on file. On-Q/Legrand requires that all warranty claims are initiated by the owner of the home. On-Q/Legrand Technical Support may be contacted via telephone at 800-223-4162 or via email at [technical.support-hs@legrand.us](mailto:technical.support-hs@legrand.us).

The installing company that registers a home will also be provided a VIP number that can be used to contact Technical Support.

## Program Requirements

By registering a home for the Extended Five (5) Five Year Warranty, the installing company is certifying that all of the requirements, as outlined in this section have been completed. On-Q/Legrand's obligations under the Extended Five (5) Year Warranty are contingent upon satisfactory completion of all of these requirements.

The technician representing the installing company must have completed the following training curriculum:

- Intuity – All Recorded Webinar Content
- Online Training - Digital Audio
- Online Training - RFLC Lighting
- Online Training - IP Cameras
- Online Training – Selective Call Intercom Systems

These courses are available at no charge to the installing company at:

<http://go.bluevolt.com/Legrand/Catalog/On-Q-Training/11773/>



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The installing company must submit a properly completed online registration application to On-Q/Legrand for each house to be properly registered and eligible for the Extended Five (5) Five Year Warranty.

Standardized testing and verification of CAT5/CAT5e/CAT6 wiring is required. As part of the registration application process, the installing company must include the make and model of the wire certification/continuity test tool that is used to test the wire. Photo evidence of the wire testing being done is also required and a total of three (3) pictures must be provided.

The installing company must provide photo evidence of wire pulls throughout the installation. Pulls must adhere to the best wire practices outlined in the required training course. A total of three (3) pictures must be provided.

The installing company must provide photo evidence of a properly installed structured wiring enclosure with proper wire management. A total of two (2) pictures must be provided.

The installing company must provide a full bill of materials of all On-Q Legrand products being installed into the home. The bill of materials must also include any third party products that are being installed and integrated into the Intuity Home System.

All home installations must have a Surge Protection/Battery Back-up solution installed to qualify for the Extended Five (5) Five Year Warranty. On-Q/Legrand has tested and requires one of the following qualified units:

- BE550G APC Back-UPS 550 VA 330 Watts, 8 Outlets UPS\*
- APC BE650G1 Back-UPS 650VA 390 Watts, 8 Outlets UPS\*
- CyberPower CP600LCD Intelligent LCD UPS 600VA 340W Compact UPS\*
- CyberPower EC650LCD Ecologic 650VA/390 Watt UPS\*
- Tripp Lite AV550SC 550VA Tower UPS

**\*This unit will require an enclosure extender and additional bracket to mount into the On-Q enclosure.**

The following equipment must be powered by the Battery Back-up solution:

1. IC5010 / PW1030
2. PW1013 / PW7760 (powers the HA7000 / HA7020 / HA7040)
3. HA7000 / PW7760 (for installations without the use of an RFLC or Z-Wave Bridge)
4. DA1458 / PW1458

**In the event of power loss, the Intuity Automation System will not maintain basic functionality without the use of the Internet Service Provider's Network Appliance. Legrand strongly recommends the use of a separate Battery Back-up solution for the Internet Service Provider's Network Appliance.**



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The installing company must provide a checklist that has been signed by both the installer and the owner of the home. This checklist certifies that the homeowner has completed the Intuity registration process and has been and has been trained on the basic functions of the system. This checklist will also include a terms of service agreement for the owner of the home and will be provided by On-Q/Legrand Technical Support when the online registration application is processed.

On-Q Legrand reserves the right to have one of its Market Managers fully inspect any registered homes at any time.

### What is Covered?

Pursuant to the Extended Five (5) Year Warranty, On-Q/Legrand warrants only the product provided in the bill of materials that is provided during the online registration application process (the "On-Q Products"). On-Q/Legrand warrants to the end user that the On-Q products will be free from defects in workmanship and materials, under normal use, for five (5) years. Any additional systems or sub-systems added post-registration will not be covered under the Extended Five (5) Year Warranty. Replacement products provided by On-Q/Legrand may be new, rebuilt, remanufactured or reconditioned. On-Q/Legrand warrants any replaced or repaired product for the remaining balance of the Extended Five (5) Year Warranty. On-Q/Legrand makes no warranty with respect to the products it sells that do not contain the authorized On-Q/Legrand name or logo, and end use, by acceptance of any such product, agrees that its sole and exclusive remedy shall be against the manufacturer of such product.

The foregoing warranty does not extend to (i) damage or repairs required as a result of improper wiring, misuse, misapplication, abuse, improper servicing, unauthorized alteration, improper operation, or handling, storage, installation, or operation that is not in accord with instructions that may be furnished with the On-Q Product; (ii) failures due to abnormalities in or interruption of electrical service; or (iii) damage caused by lightning, floods, winds, fires, accidents, corrosive atmosphere, temperature extremes, or other conditions that are beyond the control of On-Q/Legrand.

For the duration of the Extended Five (5) Year Warranty, On-Q/Legrand will provide compensation for eligible service calls to an approved installing company. This may include diagnosing, removing, installing, servicing or handling of defective On-Q Product. Upon request, On-Q/Legrand will provide a list of approved installing companies.

Service calls eligible for compensation include:

- Defect related to the manufacture of the On-Q Product.
- Issue related to the expected reliability of the On-Q Product within the confines of its intended design only.
- Issue related to the expected wear and tear of the On-Q Product over time which has caused a compromise in functionality.



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- Service calls requested by the Technical Support for the purpose of properly identifying a system or On-Q Product failure.

### What is NOT Covered?

Service calls that are NOT eligible for compensation and not covered by the Extended Five (5) Year Warranty include (but are not limited to):

- Service requested to facilitate the integration of an unsupported third party product into the On-Q/Legrand system.
- Issues related to the failure of a supported third party product that has been integrated into the On-Q/Legrand system.
- Issues related to an Act of God including power surge, lightning damage and/or power failure. This includes homes that do not have a proper battery back-up solution installed as per the guidelines of the Certified Installation Program.
- Any food, travel or lodging costs related to completing the service call.
- Issues related to the workmanship of the installation. This includes pinched wire, issues with improper crimping of wire, issues related to how the wire is run, poor enclosure management and poor power management.
- Basic consumables, including without limitation general tools, tape, wire ties, etc.

This warranty constitutes the sole and exclusive remedy of the end user and the exclusive liability of On-Q/Legrand, and is in lieu of any and all other warranties, expressed, implied, or statutory as to merchantability, fitness for purpose sold, description, quality productiveness, or any other matter. There are no obligations or liabilities on the part of On-Q/Legrand for consequential damages arising out of or in connection with the use or performance of the On-Q Products or other indirect damages with respect to loss of property, revenue, or profit.

This warranty gives the end user specific legal rights and the end user may also have other rights which vary from state-to-state. Some states do not allow limitations on how long a warranty lasts, so the above limitation may not apply to the end user. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to the end user.



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