

QPP – Qualified Partner Program



R&Mfreenet: Competent partners for better quality and satisfied customers



Convincing cabling solutions

R&Mfreenet Training Program

INVESTMENT FOR THE FUTURE

Technologies, standards, products – everything is in flux. Competition, market and prices – are putting on the pressure. This translates into an ever-increasing need for greater professionalism on the part of the sales force, installers and planners. Your partner R&M is not leaving you to your own devices. We keep you at the state of the art level with our training program.

get more

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R&Mfreenet Training program

More knowledge

- 5 new courses

More flexibility

- Modular knowledge building blocks

More technology

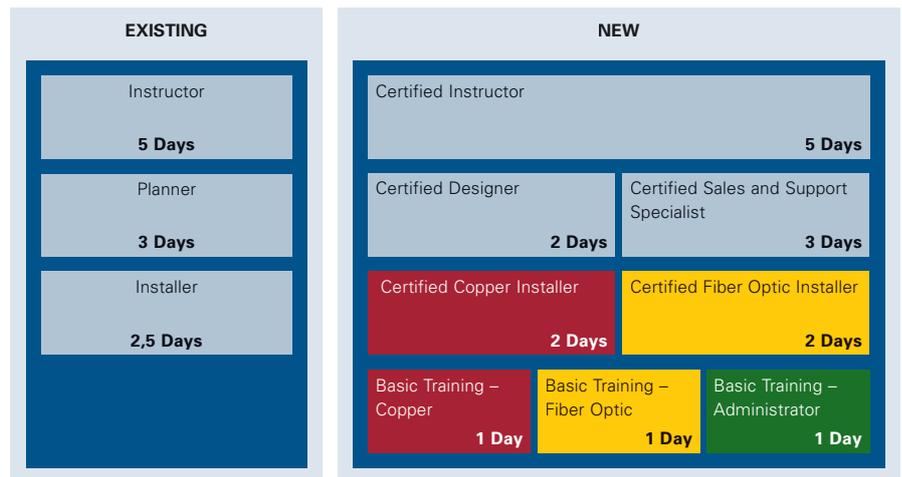
- Intensive basic training

More quality

- Focus on quality management



R&Mfreenet training program



ADVANTAGES FOR YOU AND YOUR CUSTOMERS

The expanded R&Mfreenet training program presents an important part of our "QPP - Qualified Partner Program". We impart specific knowledge, which experts can use profitably every day. Hence, your training pays off immediately. We would like to share our knowledge with you, because we are convinced that competence, quality products and services provide your customers as well as ours with a crucial head start.

THE APPROPRIATE CERTIFICATE FOR EVERY PARTNER

The R&M Partner Program creates the optimal basis for your tasks – whether for planning, distribution, installation or maintenance. You, as an R&Mfreenet partner, can benefit from our excellent support and service.

The R&Mfreenet training program includes:

- Basic training and
- Expert training with certification

The participants in the corresponding one day basic training courses will receive a confirmation. The certification requirements for the experts are successful participation in the training and passing of the final test. Recertification courses must be attended every two years to keep the certification active. Certified partners and their customers can benefit from the R&Mfreenet Guarantee Program.

BASIC TRAINING – COPPER AND FIBER OPTIC INSTALLERS

Often installation companies do not have the capacity to train their employees in-house. Our experienced instructors take this task off your hands. The participants will learn how to lay cables professionally and how to assemble

connections. Basic principles of copper and fiber optic installations will be explained. Of course, the foundation is the R&Mfreenet system.

BASIC TRAINING – ADMINISTRATION

R&M has developed a special one-day training for IT specialists working at the end user's location. This training provides an overview of the R&Mfreenet system and its characteristics. It demonstrates how to fully exploit the system's potentials. Accordingly, the end user will know how to patch and document conforming to standards. In this way, he will maintain his R&Mfreenet system in the best condition.

CERTIFIED COPPER AND FIBER OPTIC INSTALLER

The performance and reliability of cabling depends significantly on the quality of the installation. R&Mfreenet

certified installers are experts in copper and fiber optic installations. They subject the installations to an exemplary quality control. This results in long-term quality for which R&M assumes a 20-year warranty: the R&Mfreenet System Warranty. In addition to the System Warranty, certified installers benefit from comprehensive support.

The necessary knowledge is presented in a two-day training course.

CERTIFIED DESIGNER

A sound technical background alone is insufficient. The planner takes on great responsibility for the entire project.

He must guarantee that the network supports today's applications as well



as future applications. He is responsible for the adherence to national and international standards, the professional performance of the work and the monitoring of the project's progress. Thus, the planner has a crucial influence on the overall quality of the completed network.

The certified designer acquires knowledge on the relevant cabling standard and the R&Mfreenet installation guidelines as well as on all quality assurance procedures. This is a two-day training course and is structured for the installer level. This entitles the designer to offer the lifetime R&Mfreenet warranty.

CERTIFIED SALES AND SUPPORT SPECIALIST

In the background, the knowledge of a planner; in the foreground sales and customer service oriented – this is the mark of a successful distributor. The three-day training course at R&M is similar to that for a certified designer. Therefore, the graduate will have the same rights: lifetime R&Mfreenet warranty.

CERTIFIED INSTRUCTOR

Regardless of whether a company wishes to start an in-house training program or wishes to provide external training – educated instructors are in demand. A five-day seminar at R&M gives the participant technical and teaching capabilities that provide the foundation for becoming a certified instructor.

With this level of knowledge, the participant benefits from the R&Mfreenet Warranty Program. Upon approval from R&M he can certify installers and planners.

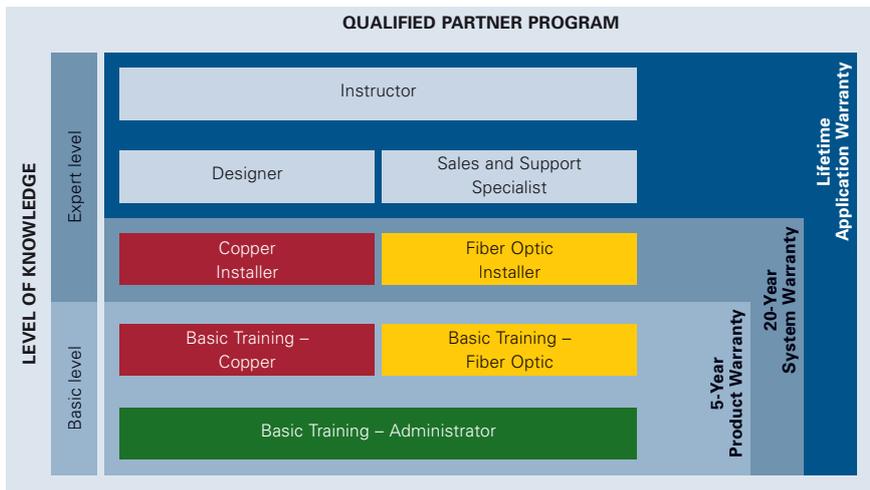
R&MFREENET PARTNER

How does one recognize an R&M Partner? Not on the basis of a certificate alone! Many customers recognize a partner by his competence and professionalism when planning and implementing an R&Mfreenet cabling system. Through a certified partner, the end user has access to a unique warranty program, which covers everything – from individual components to the complete system and its performance.



ONE-OF-A-KIND: R&MFREENET WARRANTY PROGRAM

The R&M warranty program from Reichle & De-Massari provides its end users with comprehensive warranties through certified R&Mfreenet partners.



cabling consists exclusively of passive R&Mfreenet components and if a certified R&Mfreenet installer (or one through the QPP higher trained entity) carried out the entire installation.

LIFETIME APPLICATION WARRANTY

The condition for this warranty performance is that a certified designer has planned the passive R&Mfreenet cabling system. The warranty promises that during the lifetime of the system, all protocols supported by industry standards will be functioning.

R&MTHREE-STEP SYSTEM WARRANTY

End users must be assured that their network will still fulfill its purpose in the future. The selection of a cabling system represents a long-term investment. The individual components must be compatible with future technologies, standards and performance requirements. The network must function error-free for years. R&M ensures this for the future. In the capacity of a certified R&M partner you can pass on the warranty in three steps – as a real added value.

5-YEAR PRODUCT WARRANTY

This warranty guarantees that passive R&Mfreenet components are defect-free during this period of time and that they exceed any relevant cabling standard. Anyone acquiring passive R&Mfreenet components enjoys this protection.

20-YEAR SYSTEM WARRANTY

This warranty covers the entire R&Mfreenet cabling system and protects the end user against component failure and installation problems. The warranty is accorded if the LAN

Regardless of what requirements end users demand – you can trust the R&Mfreenet certified partners. More information on certified partners, training, warranty performances and service programs is available on the Internet at: www.rdm.com

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www.rdm.com

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