



FAQs on Compatible Transceivers

Berk-Tek Transceivers will NOT invalidate your warranty with the switch manufacturer. It is not a technical requirement to purchase MSA industry standard accessories from the switch manufacturer only. However, they may strongly encourage you to buy only their accessories. The bottom line is that buying transceivers from a high quality vendor such as Berk-Tek will not invalidate the equipment warranty, but will provide you with consistent reliable support, and maximum flexibility and scalability, all from a partner that you already know and trust.

Frequently Asked Questions

What happens if the network fails because I have installed a non-OEM transceiver?

A failed transceiver is a link down, or non-functioning port, but is not a failed network. In case of a port fault or defect, in the rare event that a transceiver has failed it is hot-swappable and easily replaced. An OEM branded transceiver is just as susceptible to failure. So whether OEM branded or Berk-Tek, the same troubleshooting approach is used: replace the defective transceiver. *(Note: Most service providers, data centers and Enterprises have stock of spare parts in case it's necessary to replace defective ones.)*

Are Berk-Tek Transceivers different than OEM's?

From a performance standpoint, yes. Berk-Tek offers enhanced performance products that exceed the OEM specifications. However, there is no difference from a compatibility standpoint. All of our transceivers are 100% compatible with major equipment manufacturers. It is common practice when you buy transceivers for your switch, to order them from your network equipment manufacturer. However the switch vendor does not manufacture these, nor are these different than what you can order from an experienced and established compatible supplier such as Berk-Tek. Transceivers are designed to the MSA specification to ensure interoperability.

What are OEM Guidelines for supporting third-party compatible transceivers?

OEM's often verbally mislead customers about possible warranty and support issues when using third-party components to protect their sales channel through "tie-in" accessory sales. However, requiring the use of their branded transceivers is illegal, per the Magnuson-Moss Warranty Act. *(See reverse side for details.)*

In the event of a failure of a third-party compatible transceiver, OEM's cannot deny warranty support on the router or switch. OEM's rarely divulge this, although most of them state their support guidelines on their websites to reinforce their message.



OWN THE LINK

If you're responsible for Layer 1, shouldn't you control all of Layer 1? We think so, and we understand through years of TEK Center testing that the transceiver can have a tremendous effect on your Layer 1 performance.

When you source your transceivers from a trusted Layer 1 partner like Berk-Tek, you Own the Link. And when you pair Berk-Tek's premium transceivers with our GIGAlite™-10XB glass, you will See the Difference when you need longer reach and/or more connections than the standards allow...
GUARANTEED.

Berk-Tek transceivers are backed by not only our five-year warranty, but also by the company that's been working to earn your trust since 1961.



FAQs on Compatible Transceivers

Magnuson-Moss Warranty Act

Tie-In Sales Provision Explained...

The Magnuson-Moss Warranty Act of 1975 prohibits manufacturers from linking a warranty to the use of branded products sold by the same manufacturer.

This is commonly referred to as a “tie-in sales” provision, and is frequently mentioned in the context of third-party computer parts, such as memory, hard drives and transceivers.

The Magnuson-Moss Warranty Act was passed to protect consumers from “tie-in” sales. The law states that warrantors cannot require that branded parts be used with the product in order to retain the warranty.

More on the Magnuson-Moss Warranty Act:

<https://www.ftc.gov/enforcement/statutes/magnuson-moss-warranty-federal-trade-commission-improvements-act>

Cisco Guideline

(http://www.cisco.com/c/en/us/products/prod_warranty09186a00800b5594.html)

The Cisco guideline for support and warranty services for the use of third-party memory, cables, gigabit interface controllers (GBICs), filters, or other non-Cisco components is as follows:

- When a customer reports a product fault or defect and Cisco believes the fault or defect can be traced to the use of third-party memory products, cables, GBIC's, filters, or other non-Cisco components by a customer or reseller, then, at Cisco's discretion, Cisco may withhold support under warranty or a Cisco support program such as SMARTnet™ service.
- When a product fault or defect occurs in the network, and Cisco concludes that the fault or defect is not attributable to the use of third-party memory, cables, GBICs, filters, or other non-Cisco components installed by a customer or reseller, Cisco will continue to provide support for the affected product under warranty or covered by a Cisco support program.

Brocade Guideline

(http://www.brocade.com/content/html/en/hardware-installation-guide/FI_08030_ICX6650/GUID-166B6712-02BF-4CA9-A690-B4F2CE4D5756.html)

- To monitor the transceivers, the show media command output shows the transceiver information for all interfaces on the switch. Third party transceivers are allowed. Brocade will provide support for such a system but may require that a Brocade transceiver be used for troubleshooting.
- Support will not be provided if there is an issue with the third party transceiver.

HP Guideline

(http://www.hp.com/rnd/products/genuine_accessories.htm)

HP warranty extends only to HP products and options. If you install a non-HP option into your HP product and this option then fails, you must contact the supplier for warranty cover on that item.

The warranty on your HP product will not be affected by the installation of a non-HP upgrade/option unless your HP product is damaged as a result of installation and/or operation of a third party option, such damage will not be covered by HP warranty.

If your HP product is not operating correctly, you may be asked to verify that any non-HP option is not responsible for the problem by uninstalling any such items.

Compatibility Assured by



ProLabs is the leading global independent provider of OEM Compatible networking solutions, shipping four million units over ten years and building a vast knowledgebase in developing and testing transceiver products for compatibility with >40 switch vendors. All products are 100% OEM Compatible and are deployed in some of the largest, most critical networks ranging from Service Providers to Data Centers and Enterprise environments.

Note: All links included above were published as of 2/23/16.

Berk-Tek®
A NEXANS COMPANY

www.berktektransceivers.com
800-BERK-TEK