

# Warranty statement

## Door hardware and electronic access products

We make access in life smart and secure



# General information

## Limited warranty statement

**What is covered:** dormakaba USA Inc. and dormakaba Canada Inc. ("dormakaba" or "Seller") warrants that the products manufactured and sold by dormakaba, identified here, are free of defects in materials and workmanship under normal use and installation conditions, as solely determined by Seller. This warranty is limited to the repair or replacement of any Product or component part covered by the warranty, at the sole discretion of Seller, provided that the defect is reported within the warranty period. These are the exclusive remedies available to Purchaser, and Seller is under no obligation to provide any other remedy."

**Who is covered:** This warranty is extended only to the original distributor of products and the original end user who purchases the products for purposes other than resale (collectively, "Purchaser") and is not otherwise transferable.

**Warranty:** Seller warrants only that all products sold pursuant to a Quotation or Purchase Order will conform to the description in the Price Book and will be free from defects in workmanship and materials, and that Seller will transfer good and valid title to the products, free of Seller's liens and encumbrances. Strict compliance with all Seller installation, use, operating, storage, and maintenance instructions is a condition precedent to the applicability of this warranty. Any failure or deviation voids all warranty rights.

The duration of each product warranty, for products sold in the United States and Canada, is as set forth in the applicable Warranty Statement, Price Book, or product documentation in effect at the time of sale, and any such period runs from date of shipment unless otherwise expressly stated by Seller in writing. For projects located outside the United States or Canada, the limited warranty period for all products is one (1) year from date of manufacture unless otherwise expressly agreed by Seller in writing.

Any claim by Buyer for nonconforming or defective products, or for any other cause, shall be deemed waived unless Buyer provides Seller with written notice of the claim within thirty (30) days after discovery and in no event later than six (6) months from the date of shipment.

Upon receiving timely notice, Seller shall have a reasonable opportunity to investigate the claim and, at its sole option, may: (a) repair or replace the defective product; (b) refund the purchase price upon return of the product; or (c) provide a reasonable allowance for the defect. No product may be returned without Seller's prior written approval and shipping instructions.

Seller shall be given reasonable opportunity to investigate all claims, and no product shall be returned, and no warranty claim shall be processed, without Seller's prior express written approval and written shipping instructions. Seller shall have sole discretion to accept or reject any returned product. All returns must be accompanied by proof of purchase and any other information required by Seller.

Buyer acknowledges and agrees that the remedies set forth herein are Seller's sole and exclusive obligations and Buyer's sole and exclusive remedies for any and all claims relating to or arising out of the products, including for nonconforming or defective goods.

### Additional warranties

- 1) No credit will be provided for any work completed by others during warranty term.
- 2) Warranty work will be performed during normal business hours with our standard response times. Any warranty work taking place beyond normal business hours or with expedited response time may be billable.
- 3) Products repaired or replaced under the warranty are warranted only throughout the remainder of the original warranty period.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, EXCEPT AS EXPRESSLY SET FORTH ABOVE, THERE IS NO WARRANTY, REPRESENTATION, OR CONDITION OF ANY KIND, EXPRESS OR IMPLIED (INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR PURPOSE, OR ARISING FROM ANY COURSE OF DEALING OR USAGE OF TRADE) CONCERNING SELLER'S PRODUCTS OR SERVICES, AND NONE SHALL BE IMPLIED BY LAW. NO SALES OR TECHNICAL ADVICE, ORAL OR WRITTEN, PROVIDED BY SELLER OR ITS AGENTS, SHALL CREATE ANY WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

This warranty statement may be amended or revised by Seller at any time, provided that the version in effect as of the date of shipment shall govern the applicable sale unless otherwise agreed in writing. This warranty is subject to Seller's Terms and Conditions of Sale available at [dormakaba.us](http://dormakaba.us) and as set forth in Seller's price books, unless other terms have been agreed to in writing, all of which are incorporated herein by reference and take precedence in case of any conflict.

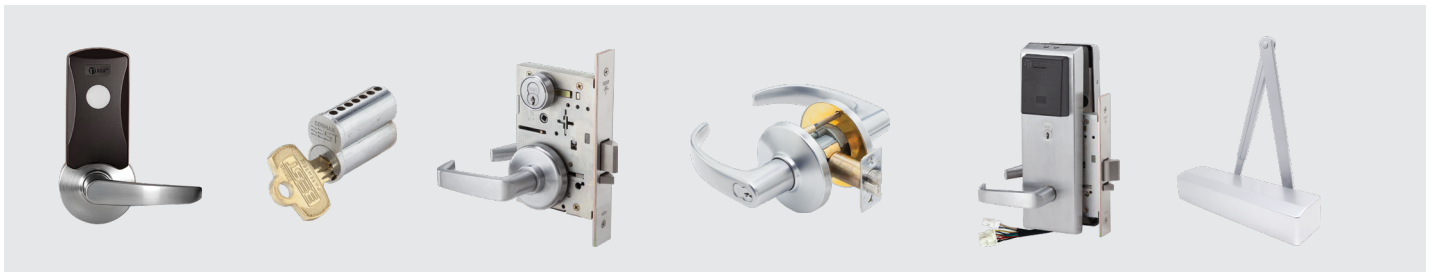
**Exclusions:** this warranty shall be void if the product is altered, modified, repaired, or serviced by any person or entity other than Seller or its expressly authorized representatives, regardless of whether such action causes or contributes to any alleged defect. Additionally, Seller is not responsible for losses or damages arising from, relating to, or attributable to any cause not within Seller's control, including but not limited to acts of God, misuse, improper or unauthorized installation, maintenance, repair or service, failure to follow Seller's instructions, improper storage, or normal wear and tear. Additionally, Seller is not responsible for:

- a) Faulty or no maintenance.
- b) Failure to follow dormakaba's operating instructions or environmental specifications.
- c) Incorrect application, modification, vandalism, erosion or corrosion, shipping and/or handling, improper storage, accident, misuse, abuse or any other cause not within the control of dormakaba.
- d) dormakaba provides no warranty or guarantee that its cores and/or cylinders will function properly or be mechanically compatible with products not manufactured by dormakaba.
- e) The US10B/613 finish is a living finish that will change over time with use and age and is expressly excluded from this warranty. The finish changes that occur are indicative of normal wear and tear and reflect the essence of a living finish. The finish changes are not considered manufacturing defects and are not covered by this warranty.

SELLER'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE REMEDIES EXPRESSLY PROVIDED HEREIN. SELLER SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR REVENUE, EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ANY REPAIRS, REPLACEMENTS, OR ADJUSTMENTS PERFORMED WITHOUT SELLER'S PRIOR WRITTEN APPROVAL ARE NOT COVERED UNDER THIS WARRANTY. IN NO EVENT SHALL SELLER'S LIABILITY UNDER THIS WARRANTY OR OTHERWISE IN CONNECTION WITH THE PRODUCTS EXCEED THE AMOUNT ACTUALLY PAID BY BUYER FOR THE PRODUCT GIVING RISE TO THE CLAIM.

# BEST

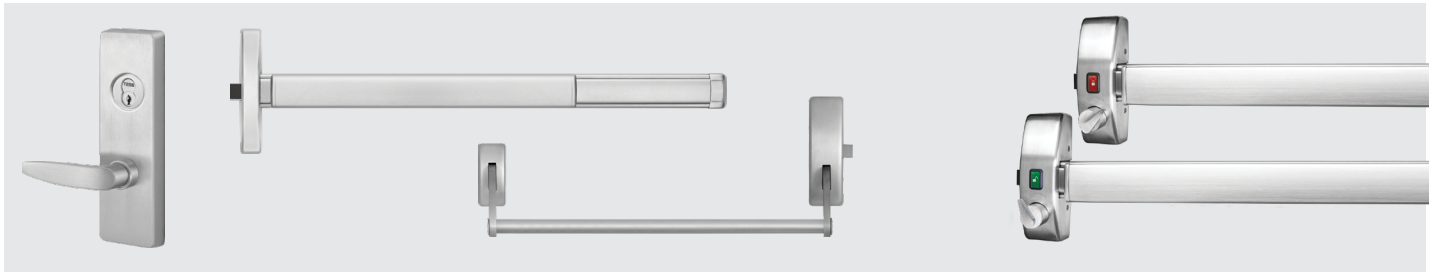
## Limited warranty statement



Locks		Warranty
45H/47H Mechanical mortise locks 48H/49H Mortise deadlock	BML83 Series electronic strikes and mags	Limited lifetime
9K Mechanical cylindrical lock		10 Years
45HW and 47HW Electromechanical mortise		5 Years
8K Mechanical cylindrical lock 8KW/9KW Electromechanical cylindrical lock Keypad EZ locks 9KZ cylindrical; 45HZ mortise; EXZ exit trim IDHMax Locks 9KM cylindrical; 45HM Mortise	5K, 6K, and 7KC Cylindrical Locks 8T/7T/6T Tubular Locks 1W Switch Locks S Sliding Door Locks	3 Years
Offline Locks ; 9KBV & 9KG Cylindrical, 45HBV & 45HG Mortise, EXBV & EXG Exit Trim Wi-Q Locks ; 9KQ cylindrical, 45HQ mortise, EXQ Exit Trim SHELTER 9KX & 45HX Electro-mechanical Cylindrical/Mortise Locks	AK Series Knob Adaptations 5L, 3L, 2P Cabinet Locks SPSL, SSRL, SEDA Secure patient safety lever, Seclusion room locks, emergency door alarms	3 Years
45HOM, 9KOM, OMEM, OMWMS, QASOM, QAXOM		1 Year
Keys and cores		Warranty
1E, 5E, 8E Cylinders Locks 1C, 2C, 3C, 5C, 6C Cores 1A Keys	1AM, 1AX Keys (CORMAX) AD433 Key combinator and equipment 11B, 21B, 41B family padlocks	3 Years
1CB, 1CK,1AF Kaba cores and keys		1 Year
Door closers		Warranty
HD8000 (mechanical) HD7000 (mechanical)	SL6000 (mechanical)	30 Years
EMF arm for HD8000 & HD7000 (electrical)	D-4990 (mechanical & electrical)	2 Years
EHD9000 Heavy duty closer		35 Years
SwitchTech		Warranty
1SW Switch™ Tech cores and readers	1SWBRDG Switch™ Tech Bridge	3 Years
1SWFOB Switch™ Tech fob		1 Year
Finishes, accessories and miscellaneous		Warranty
All Finishes (excluding US10B/613 "Oil Rubbed Bronze")		3 Years
Portal gateways, wireless access controllers, antennas and other products using Wi-Q™ Technology not specifically mentioned		1 Year
BMLDE Series Electronic strikes and mags built-in sounder components Shelter gateways, shelter repeaters and repeater Accessories, shelter FOBs		1 Year

# BEST PRECISION Exit Devices

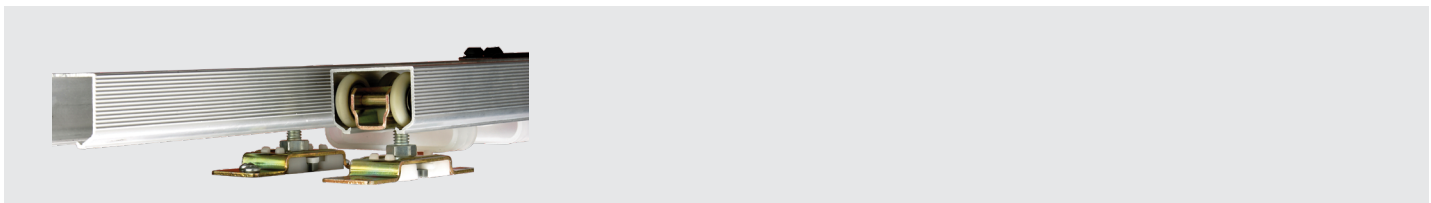
## Limited warranty statement



	<b>Warranty</b>
<b>Precision 2000 Series</b>	
Precision 2000 Series (mechanical)	5 Years
Precision 2000 Series (electrical)	1 Year
RM Mullions 811 & 822 Series	5 Years
<b>Arm-A-Dor</b>	
Arm-A-Door (mechanical)	5 Years
Arm-A-Door (electrical)	1 Year
<b>Precision 5000 Series</b>	
Precision 5000 Series (mechanical)	5 Years
<b>Precision 100, 200 &amp; 300 Series</b>	
Precision 100; 200; and 300 Series (mechanical)	5 Years
Precision 100; 200; and 300 Series (electrical)	1 Year
<b>Finishes</b>	
All Finishes (excluding US10B/613 "Oil Rubbed Bronze")	3 Years

# BEST Sliding and folding hardware

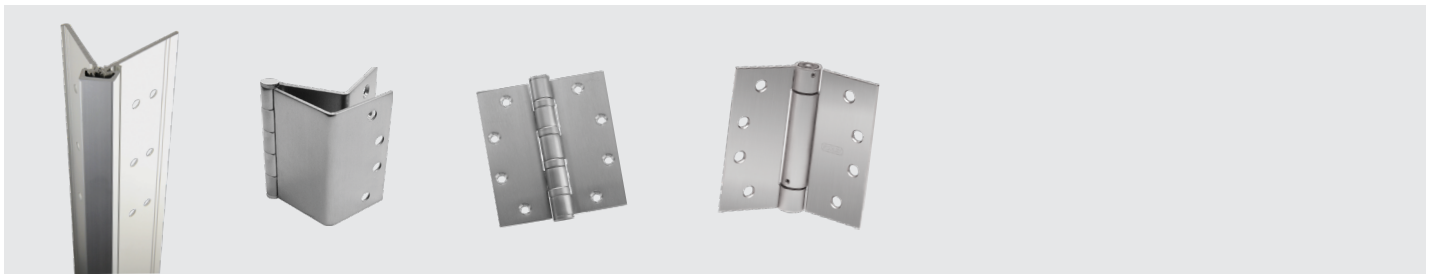
## Limited warranty statement



	<b>Warranty</b>
<b>Sliding &amp; Folding Hardware</b>	
Bi-fold hardware (1)	5 Years
By-pass hardware (1)	1 Year
Pocket door hardware (1)	5 Years

# BEST Hinges

## Limited warranty statement



Hinges	Warranty
Two knuckle	Limited lifetime
Three knuckle	Limited lifetime
Five knuckle	Limited lifetime
"F" (Plain bearing)	Limited lifetime
"FBB" (Ball bearing)	Limited lifetime
"CB" (Concealed bearing)	Limited lifetime
2060R Series (Spring hinges)	Limited lifetime
Geared Aluminum continuous hinges (660 Series)	Limited lifetime
Pin and barrel continuous hinges (640 and 650 Series)	Limited lifetime
Aluminum geared continuous hinges (with electrical modifications)	Limited lifetime
Miscellaneous hardware portfolio	1 Year
Wardrobe pivots	1 Year
Emergency hardware	1 Year
Olive knuckle hinges	1 Year
Detention hinges	1 Year
Residential hinges	1 Year
Parts	1 Year
<b>Electrified</b>	<b>Warranty</b>
All electrified hinges (Butt and continuous with CE/CS option)	1 Year
<b>Finishes</b>	<b>Warranty</b>
All finishes (excluding US10B/613 "Oil Rubbed Bronze")	3 Years
Weatherized hinges (626W, 630W)	5 Years
Matte black (619, 622 US19)	5 Years

# Commercial hardware

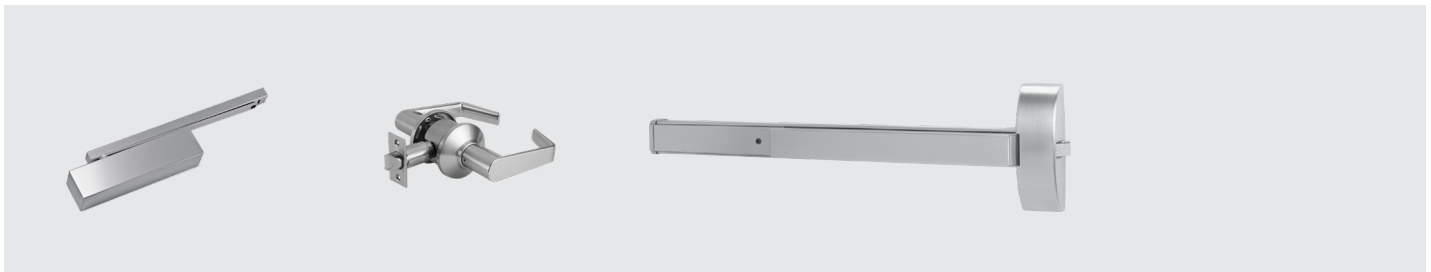
## Limited warranty statement



Locks	Warranty
QCL Series Cylindrical Lock	Limited lifetime
QCI Interconnected Lock	Limited lifetime
QTL Tubular Lock	Limited lifetime
QMS/QME/QML Mortise Lock (now discontinued)	Limited lifetime
QDB Auxiliary Deadbolt	Limited lifetime
QGI Interconnected Lock (now discontinued)	Limited lifetime
QGT Tubular Lock (now discontinued)	Limited lifetime
QGD Deadbolt (now discontinued)	Limited lifetime
Door closers	Warranty
QDC Door Closers	Limited lifetime
Exit devices	Warranty
QED Exit Devices	Limited lifetime
QRM Series Exit Devices	Limited lifetime
QET/QRT Exit Trim	Limited lifetime
Keys and cores	Warranty
6CS	3 Years
7CS	3 Years
Finishes	Warranty
All Finishes (excluding US10B/613 "Oil Rubbed Bronze")	3 Years

# Architectural hardware

## Limited warranty statement



Locks	Warranty
M1000, M9000, MD100, D900, C800, DB100, D800	10 Years (mechanical) / 2 Years (electrical)
T900, C500	3 Years
C100	10 Years
C200, CL/CK700, DB600, J300	5 Years
C300	1 Year
Cylinders, keys, and keying	Warranty
Master Keying/DORMA SKC Policy	Limited lifetime
Mortise cylinders, rim cylinders, key-in-knob/lever cylinders, hotel cylinders, small format interchangeable cores, large format interchangeable cores, retrofit cylinder housings, tailpieces, keys and key blanks, SFIC padlocks, service parts	2 Years
Exit devices	Warranty
9000 Series	5 Years mechanical / 1 Year electrical
8000 Series	5 Years mechanical / 1 Year electrical
Mullions (Mechanical)	5 Year
Electronic access control components	Warranty
DKPS Power supply series, ES Series, EML Series, EMLSG Series, EMSL Series, EMDE Series, AC Series, PB Series, 39 Series, KS Series, accessories	2 Years (mechanical & electrical)
Door closers and operators	Warranty
ED900 Series	2 Years
ED50LE, ED100LE, ED250	2 Years
TS93 Series, 8900 Series, 8600 Series, 7400 Series, 7300 Series, STA Series, GSR Series	25 Years
Fire/Life safety	Warranty
EMR/EMF Series, 1800 Series	25 Years (mechanical) / 2 Years (electrical)
EM Series	2 Years (mechanical & electrical)
Concealed Closers/pivots	Warranty
BTS80 Series, BTS80 EMB Series, BTS75V Series	25 Years
ITS96 Series, RTS88 Series	5 Years
LM Series Heavy-duty pivots	2 Years
Stops/holders	Warranty
900/700 Series	2 Years
Architectural Pulls and Handles	Warranty
TG 138 Locking and non-locking ladder pulls, TG 9387 Non-locking ladder pulls, manet non-locking ladder pulls, TG Decorative pulls, arcos decorative pulls, pull handles for commercial doors	2 years
Finishes	Warranty
All finishes (excluding US10B/613 "Oil Rubbed Bronze")	3 Years

# Keyscan

## Limited warranty statement



Door and elevator floor controllers	Warranty
CA150, CA150M, CA250, CA250M, CA250NB, CA250NBM, CA250B, CA4500, CA450M, CA450NB, CA450NBM, CA4500B, CA8500, CA8500M, CA8500NB, CA8500NBM, CA8500B, EC1500, EC1500M, EC2500, EC2500M ALL CA REPLACE BOARDS	2 Years
KC2A, KC4A, KC8A, KC2A-BRD KC4A-BRD, KC8A-BRD	5 Years
SDAC, SDACSKT	2 Years
Software and licenses	Warranty
AURORA, AURORA-S,EAUR-WEB, EAUR-CL1, EAURCL5, EAUR-CL10, EAUR-RN1, EAUR-RN5, EAUR-RN10, EAUR-AI, EAUR-DSCM, EAUR-DSCP, EAUR-EXAC, EAUR-13, EAUR-ONSS, EAUR-OPEN, EAUR-SALI, EAUR-WAVE, EAUR-OEOWS, EAUR-CCTV, EAUR-TELA, EAUR-SAVA, EAUR-BCON, EAUR-ELOB, EAUR-BFLY, STWD, ALL AURORA SDK & SGLUPG, EAUR-UP, EAUR-911	Refer to End User License Agreement (EULA)
Control communications	Warranty
NETCOM 2, NETCOM2P, NETCOM6P, CIM, CIM-LINK, CIM-LINK-B, USB-SER, IOCB1616, IOCB1616B, OCB8	2 Years
WIEEX2, DPS-15	2 Years
Readers and credentials	Warranty
K-SMART3, K-SKPR, K-VAN, K-PROX3, K-KPR, KVAN, MCR-30-H, MCR-50-H, MCR-64-H, PX-603, PX-605, PX-610, PX-620, PX-K501, HID-6005B, HID-5365, HID-5395, HID-5455, HID-5355KP, HID-5375, K-RX	Limited lifetime
K-PC1, SDRA	Limited lifetime
CS135-36, PX-C1, PXKEY, PX-STKTAG, PX-ISO30, HID-C1325, HID-C1326,HID-C1391, PROXKEYIII, K-MOB 10, K-MOB 25, K-MOB 50, K-MOB 100, K-BLE, K-BLE10, K-PC2, BLE1,	Limited lifetime
CSC-2, CSM-2P, CSK-2, K-SF-1K, K-TX2-EV2, PSM-2P-H, PSK-3-H, PDT-1-H	Limited lifetime (3rd pty mfg)
P-620-H, P-700-H, P-900-H	Limited lifetime (3rd pty mfg)
KS-1 Series Signo, KS-2 Series Signo, KS-0 Series Signo, R10SO, R10SOM, R40SO, R40SOM, RK40SO, RK40SOM, I8KSEOS, KR10SE, KR40SE, KRK40SE, I8KSEOS, IDSOSE, IDSOPRX, IDSOIC, KC2K2SE, KI2K2SE, KF2K2SE, KL10L, KL40L, KRK40L, KC2K2SR, KI2K2SR, KF2K2SR, I2K2PSR36, F2K2PSR36, T2K2PSR36, KRP10SE, KRP40SE, KRP10L, KRP40L, KU90UHF, KIUHF, KI4KSEUHF	Limited lifetime (3rd pty mfg)
WSSKP1, SRK READERS (MH ONLY)	2 Years
K-SECURE1K, K-SECURE-4K, K-SECURE-1K10, K-TX2-1K, K-TX2-1KB (MH ONLY), K-TX2, K-INTX-2, K-RX, K-RX-1	1 Year
Electronic locks (E-Plex) and wireless solutions	Warranty
All E-Plex 7900 locks, P2031KK PowerPlex, P2031KB PowerPlex	3 Years
Misc equipment and firmware	Warranty
DLK	2 Years
VIS100-ENT, VIS100-SISVIS100-STX	2 Years
940401, 75427, PS1225, GWWZA00WHTE, GWDZA00WHT, 75428, 75425, 75424, MUnit-5K-114	1 Year
K-E79PRX, K-E79MIF, K-E79CSCLS, K-E79CSEOS, K-E79CSELT, K-E79DES	1 Year
K-SLD310S, K-SLD510D, K-SLD810D	3 Years

# RCI

## Limited warranty statement



### Electromagnetic locks

8310, 8320, F8315, F8325, 8360, 8365, 8371, 8372, 8375, 8380

DE8310, DE8310S

171HD, ZB171HD

### Electric strikes

0161, 4 Series, F4 Series, F1 Series, 7 Series, VR165, VR166, PunchPRO

0162, F0162, 0163, 2 Series, 6 Series

12C

### Readers, keypads and credentials

6005R, 5395R, 5355R, P-300-A, P-500-A, P-300-A, P-620-A, P-640-A, P-710-A, P-900-A, PCR620L, PCR640L, PCR35L, CSR-35L; CSR6.2L, CSR-6.4L

PDT-1-H, PSC-1-H, PSI-4-H, PSK-3-H

CSC-2, CSK-2, CSM-2P, CSM-2S, DE2-125, PSM-2P-H, PSM-2S-H

9212i, 9212iLW, 9320, 9321, 9322, 9323

WRR-22, WRR-44

WRT-2+H, WRT-4+H

### Switches and pushbuttons

9540

903, 904P, 906, 908, 914, 913, 915/915AFI, 916, 917, 918, 919, 920, 960, 960RO 970, 972, 980, 990, 9 LP36, 9 RCR433/9 RCT433

909 Rocker Switch

910TC, 910NTC, 910BTC

9507, 9509, 9500, 9501

9512/9513, IL06, 912, 991

### Locksets / Specialty locks

C800 (Mechanical) / C800 (Electrical)

3590

3525/3525PRX, 3525 iCL, 3525 DFR

YG80

EM-MAG1500, MEM2400, MEM4400, S2500A

3510LM, 3513/3513DM

YD30

### Exit devices (no longer being sold)

120/1200 Series, Trim and Accessories (Mechanical)

1300 Series, Trim and Accessories (Electrical)

### Power supplies and accessories

DKPS-2A, DKPS-4A, DKPS-6A

TD365 (Day Timer)

T1001, T1002, T1003, T1004, T1005, T1008, T1009, WPDT, T2T (Touch to touchless module)

### Hinges

9520/21/22/23/24

### Warranty

Limited lifetime

10 Years

1 Year

### Warranty

5 Years

10 Years

1 Year

### Warranty

Limited lifetime

Limited lifetime

1 Year

1 Year

1 Year

1 Year

### Warranty

Limited lifetime

3 Years

2 Years

3 Years

5 Years

1 Year

### Warranty

10 Years / 2 Years

2 Years

1 Year

3 Years

3 Years

3 Years

3 Years

### Warranty

3 Years

1 Year

### Warranty

Limited Lifetime

2 Years

1 Year

### Warranty

3 Years

# Design hardware

## Limited warranty statement



<b>Hinges</b>	<b>Warranty</b>
BB5 Hinges	Limited lifetime
Spring hinges	Limited lifetime
ETW Thru wire hinges	1 Year
Continuous hinges	10 Years
<b>Door closers</b>	<b>Warranty</b>
Door closers and accessories	Limited lifetime
<b>Locksets</b>	<b>Warranty</b>
Mechanical locksets	Limited lifetime
Mechanical exit devices and trim	Limited lifetime
<b>Thresholds, flatgoods, power supplies and accessories</b>	<b>Warranty</b>
Thresholds and weatherstripping products	3 Years
Flatgoods and accessories	3 Years
Power supplies	Limited lifetime
<b>Electrified</b>	<b>Warranty</b>
Electrified locksets	1 Year
Electrified exit device ELR kit	1 Year
Electrified exit trims	1 Year
Magnetic hold opens	1 Year
<b>Finishes</b>	<b>Warranty</b>
All finishes (excluding US10B/613 "Oil Rubbed Bronze")	3 Years

## E-Plex electronic and wireless locks

### Limited warranty statement



<b>E-Plex &amp; PowerPlex Locks</b>	<b>Warranty</b>
PowerPlex 2000	3 Years
E-Plex 2000 Series	3 Years
E-Plex 3000 Series	3 Years
E-Plex 5000 Series(except 5x86 function)	3 Years
E-Plex 7900 Series	3 Years
E-Plex 1500	3 Years
<b>Accessories</b>	<b>Warranty</b>
E-Plex wireless accessories	1 Year
E-Plex 5x86 (5886 legacy, discontinued)	1 Year

## Simplex mechanical pushbutton locks

### Limited warranty statement



<b>Simplex mechanical pushbutton locks</b>	<b>Warranty</b>
Simplex 1000 Series	3 Years
Simplex L1000 Series	3 Years
Simplex LP1000 Series	3 Years
Simplex EE1000 Series	1 Year
Simplex 8100 Series	3 Years
Simplex 5000 Series	3 Years
Simplex 900 Series	1 Year
Simplex 2015 Series	1 Year
Simplex 3000 Series	1 Year
Simplex 6200 Series	1 Year
Simplex 7100 Series	1 Year
Simplex 9600 Series	1 Year
Simplex Fileguard Series FG10, F2500, F2570 and F2580	1 Year
Simplex LD450/470 Series	1 Year

## Our Sustainability Commitment

We are committed to foster a sustainable development along our entire value chain in line with our economic, environmental and social responsibilities toward current and future generations. Sustainability at product level is an important, future-oriented approach in the field of construction. In order to give quantified disclosures of a product's environmental impact through its entire life cycle, dormakaba provides Environmental Product Declarations (EPD), based on holistic life cycle assessments. <https://www.dormakabagroup.com/en/sustainability/product-declarations>.

## Our offering

### Access Automation Solutions

Entrance Automation  
Entrance Security



### Access Control Solutions

Electronic Access & Data  
Escape and Rescue Systems  
Lodging Systems



### Access Hardware Solutions

Door Closers  
Architectural Hardware  
Mechanical Key Systems



### Services

Technical Support  
Installation and commissioning  
Maintenance and Repair



### Key & Wall Solutions

Key Systems  
Movable / Sliding Walls



### Safe Locks

Electronic Safe Locks  
Mechanical Safe Locks  
Boltworks and Accessories



### Glass systems

Manual door systems  
Glass fittings  
Horizontal Sliding Walls



DHW\_EAD\_KAA1540\_BR\_EN HS 0526  
Subject to change without notice

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