

# Warranty Statement

Door Hardware &  
Electronic Access Portfolios

Effective May 2022



## General information

### Limited warranty statement

**What is Covered:** dormakaba ("dormakaba USA Inc. and dormakaba Canada Inc.") warrants that the products manufactured by dormakaba, identified here, are free of defects in materials and workmanship. The sole and exclusive liability of dormakaba under this warranty statement is limited to the repair or replacement of any product or component part covered by the warranty at the sole discretion of dormakaba.

**Who is Covered:** This warranty is extended only to dormakaba's distributors of products and the end user who purchases products for purposes other than resale (collectively, "Purchaser").

**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.

The duration of each product warranty is dependent on the particular product.

Extended warranties may be available for an additional cost.

Seller is not responsible for defects or damages caused by wear and tear, consumable materials, vandalism, fires, storms, floods, acts of God, misuse, abuse or alteration by any company other than Seller.

Seller further warrants that Buyer will receive good and valid title to the products.

Any claim on account of nonconforming or defective products or for any other cause whatsoever shall conclusively be deemed waived by Buyer unless written notice thereof is given to Seller promptly after discovery but no later than sixty (60) days from date of shipment.

Seller shall have the right either to replace or repair any nonconforming or defective products, to refund the purchase price upon return of the products, or to grant a reasonable allowance on account of such nonconformance or defect. Seller's liability and Buyer's exclusive remedy for nonconforming or defective products shall be limited solely to replacement, repair, refund, or allowance as Seller may elect.

Seller shall be given reasonable opportunity to investigate all claims and no materials shall be returned to Seller until after inspection and approval by Seller and receipt by Buyer of written shipping instructions from Seller. Buyer acknowledges and agrees that the remedies set forth in this paragraph are Buyer's exclusive remedies for the delivery of nonconforming or defective products.

#### 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 through the remainder of the original warranty period.

DISCLAIMER OF FURTHER WARRANTIES. EXCEPT AS SET FORTH ABOVE, THERE IS NO WARRANTY, REPRESENTATION, OR CONDITION OF ANY KIND, EXPRESS OR IMPLIED (INCLUDING NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE PRODUCTS FOR ANY USE CONTEMPLATED BY BUYER) CONCERNING SELLER'S PRODUCTS OR SERVICES AND NONE SHALL BE IMPLIED BY LAW.

dormakaba reserves the right to revise this warranty statement, at any time, without notice. Warranty is subject to Terms and Conditions of sale found in Price Book(s). While reasonable efforts were made to ensure the accuracy of this statement, dormakaba assumes no liability for any errors or omissions.

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BEST Product Warranty table		
<b>LIMITED LIFETIME</b>	<ul style="list-style-type: none"> <li>• 45H/47H Mechanical Mortise Lock</li> <li>• 48H/49H Mortise Deadlock</li> <li>• BML83 Series Electronic Strikes and Mags</li> </ul>	
<b>30 YEAR</b>	<ul style="list-style-type: none"> <li>• HD8000 (mechanical)</li> <li>• HD7000 (mechanical)</li> <li>• SL6000 (mechanical)</li> </ul>	
<b>10 YEAR</b>	<ul style="list-style-type: none"> <li>• 9K Mechanical Cylindrical Lock</li> </ul>	
<b>5 YEAR</b>	<ul style="list-style-type: none"> <li>• 45HW and 47HW Electromechanical Mortise</li> <li>• BES 2 Series Electronic Strikes and Mags</li> </ul>	<ul style="list-style-type: none"> <li>• BES 0162 Series Electronic Strikes and Mags</li> <li>• BES 0163 Series Electronic Strikes and Mags</li> </ul>
<b>3 YEAR</b>	<ul style="list-style-type: none"> <li>• 8K Mechanical Cylindrical Lock</li> <li>• 8K/9K Electromechanical Cylindrical Lock</li> <li>• Keypad EZ locks 9KZ cylindrical; 45HZ mortise; EXZ exit trim</li> <li>• IDHMax Locks 9KM cylindrical; 45HM Mortise</li> <li>• 5K, 6K, and 7KC Cylindrical Locks</li> <li>• 8T/7T Tubular Locks</li> <li>• 1E, 5E, 8E Cylinders Locks</li> <li>• 1C, 2C, 3C, 5C, 6C Cores</li> <li>• 1A Keys</li> <li>• 1AM, 1AX Keys (CORMAX)</li> <li>• AD433 Key Combinator &amp; Equipment</li> <li>• 11B, 21B, 41B family Padlocks</li> <li>• 1W Switch Locks</li> <li>• S Sliding Door Locks</li> </ul>	<ul style="list-style-type: none"> <li>• Offline Locks ; 9KBV &amp; 9KG Cylindrical, 45HBV &amp; 45HG Mortise, EXBV &amp; EXG Exit Trim</li> <li>• Wi-Q Locks ; 9KQ cylindrical, 45HQ mortise, EXQ Exit Trim</li> <li>• SHELTER 9KX &amp; 45HX Electro-mechanical Cylindrical/Mortise Locks</li> <li>• AK Series Knob Adaptations</li> <li>• 5L, 3L, 2P Cabinet Locks</li> <li>• SPSL, SSRL, SEDA Secure Patient Safety Lever,</li> <li>• Seclusion Room Locks, Emergency Door Alarms</li> <li>• BES 4 Series Electronic Strikes and Mags</li> <li>• BES 6 Series Electronic Strikes and Mags</li> <li>• 1SW Switch™ Tech Cores &amp; Readers</li> <li>• 1SWBRDG Switch™ Tech Bridge</li> <li>• All Finishes (excluding US10B/613 "Oil Rubbed Bronze")</li> </ul>
<b>2 YEAR</b>	<ul style="list-style-type: none"> <li>• EMF arm for HD8000 &amp; HD7000 (electrical)</li> </ul>	
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>• 45HOM, 9KOM, OMEM, OMWMS, QASOM, QAXOM</li> <li>• 1CB, 1CK,1AF Kaba Cores &amp; Keys</li> <li>• Portal Gateways, Wireless Access Controllers, Antennas and other products using Wi-Q™ Technology not specifically mentioned</li> </ul>	<ul style="list-style-type: none"> <li>• BMLDE Series Electronic Strikes and Mags built-in sounder components</li> <li>• 1SWFOB Switch™ Tech Fob</li> <li>• Shelter Gateways, Shelter Repeaters and Repeater Accessories, Shelter FOBs</li> </ul>

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BEST Precision Exit Devices Product Warranty table		
<b>5 YEAR</b>	<ul style="list-style-type: none"> <li>Precision 2000 Series (mechanical)</li> <li>Arm-A-Door (mechanical)</li> <li>Precision 100; 200; and 300 Series (mechanical)</li> <li>Precision Series (3, 4, 5R Exit Devices) (mechanical)</li> <li>RM Mullions 811 &amp; 822 Series</li> </ul>	
<b>3 YEAR</b>	<ul style="list-style-type: none"> <li>All Finishes (excluding US10B/613 "Oil Rubbed Bronze")</li> </ul>	
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>Precision 2000 Series (electrical)</li> <li>Arm-A-Door (electrical)</li> <li>Precision 100; 200; and 300 Series (electrical)</li> <li>Precision Series 3, 4, 5R Exit Devices (electrical)</li> </ul>	



BEST Sliding & Folding Hardware Product Warranty table		
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>Bi-Fold hardware</li> <li>By-Pass hardware</li> <li>Pocket Door hardware</li> </ul>	

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BEST Hinges Product Warranty table		
<b>LIMITED LIFETIME</b>	<ul style="list-style-type: none"> <li>• Two knuckle</li> <li>• Three knuckle</li> <li>• Five knuckle</li> <li>• "F" (Plain Bearing),</li> <li>• "FBB" (Ball Bearing),</li> <li>• "CB" (Concealed Bearing)</li> <li>• 2060R Series (Spring Hinges)</li> <li>• Geared Aluminum Continuous Hinges (660 Series)</li> </ul>	
<b>5 YEAR</b>	<ul style="list-style-type: none"> <li>• Pin and Barrel Continuous Hinges (640 and 650 Series)</li> <li>• Aluminum Geared Continuous Hinges (with electrical modifications)</li> </ul>	
<b>3 YEAR</b>	<ul style="list-style-type: none"> <li>• All Finishes (excluding US10B/613 "Oil Rubbed Bronze")</li> </ul>	
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>• Miscellaneous Hardware Portfolio</li> <li>• Wardrobe Pivots</li> <li>• Emergency Hardware</li> <li>• Olive Knuckle Hinges</li> <li>• Detention Hinges</li> <li>• Residential Hinges</li> <li>• Parts</li> <li>• All Electrified Hinges (Butt and Continuous with CE/CS option)</li> </ul>	

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dormakaba Commercial Hardware Product Warranty table		
<p><b>LIMITED LIFETIME (MECHANICAL)</b></p>	<ul style="list-style-type: none"> <li>• QCL Cylindrical Lock</li> <li>• QTL Tubular Lock</li> <li>• QMS/QME/QML Mortise Lock (now discontinued)</li> <li>• QCI Interconnected Lock</li> <li>• QDB Auxiliary Deadbolt</li> <li>• QDC Door Closers</li> <li>• QED Exit Devices</li> <li>• QET/QRT Exit Trim</li> <li>• QGI Interconnected Lock</li> <li>• QGT Tubular Lock (now discontinued)</li> <li>• QGD Deadbolt</li> <li>• QRM Mullions</li> </ul>	
<p><b>3 YEAR</b></p>	<ul style="list-style-type: none"> <li>• 6CS</li> <li>• 7CS</li> <li>• All Finishes (excluding US10B/613 "Oil Rubbed Bronze")</li> </ul>	
<p><b>1 YEAR (ELECTRICAL)</b></p>	<ul style="list-style-type: none"> <li>• QCL Cylindrical Lock</li> <li>• QTL Tubular Lock</li> <li>• QMS/QME/QML Mortise Lock (now discontinued)</li> <li>• QCI Interconnected Lock</li> <li>• QDB Auxiliary Deadbolt</li> <li>• QDC Door Closers</li> <li>• QED Exit Devices</li> <li>• QET/QRT Exit Trim</li> <li>• QGI Interconnected Lock</li> <li>• QGT Tubular Lock (now discontinued)</li> <li>• QGD Deadbolt</li> <li>• QRM Mullions</li> </ul>	

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dormakaba Architectural Hardware Product Warranty table		
<b>LIMITED LIFETIME</b>	<ul style="list-style-type: none"> <li>• SKC Keys</li> </ul>	
<b>25 YEAR (MECHANICAL)</b>	<ul style="list-style-type: none"> <li>• TS93</li> <li>• 8900</li> <li>• 8600</li> <li>• 7400</li> <li>• 7300</li> <li>• BTS75V</li> <li>• BTS80</li> </ul>	<ul style="list-style-type: none"> <li>• EMR (mechanical)</li> <li>• EMF (mechanical)</li> <li>• 1800 (mechanical)</li> <li>• GSR (mechanical)</li> </ul>
<b>10 YEAR</b>	<ul style="list-style-type: none"> <li>• U1500 (now discontinued)</li> <li>• 9000 (mechanical)</li> <li>• M9000</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• D900</li> <li>• C800</li> <li>• D800</li> </ul>
<b>5 YEAR</b>	<ul style="list-style-type: none"> <li>• ITS</li> <li>• RTS</li> <li>• 8000 (mechanical)</li> </ul>	<ul style="list-style-type: none"> <li>• CL/CK700</li> <li>• J300</li> <li>• DB600</li> </ul>
<b>3 YEAR</b>	<ul style="list-style-type: none"> <li>• C500</li> <li>• T900</li> </ul>	
<b>2 YEAR</b>	<ul style="list-style-type: none"> <li>• EMR (electrical)</li> <li>• EMF (electrical)</li> <li>• 1800 (electrical)</li> <li>• GSR (electrical)</li> <li>• EMB (mechanical &amp; electrical)</li> <li>• EM (mechanical &amp; electrical)</li> <li>• EAC (mechanical &amp; electrical)</li> <li>• ED900 (mechanical &amp; electrical)</li> <li>• LM</li> </ul>	<ul style="list-style-type: none"> <li>• 900</li> <li>• 700</li> <li>• 9000 (electrical)</li> <li>• 8000 (electrical)</li> <li>• Mullions (mechanical &amp; electrical)</li> <li>• M9000 (electrical)</li> <li>• D900 (electrical)</li> <li>• C800 (electrical)</li> <li>• D800 (electrical)</li> </ul>
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>• C300</li> </ul>	

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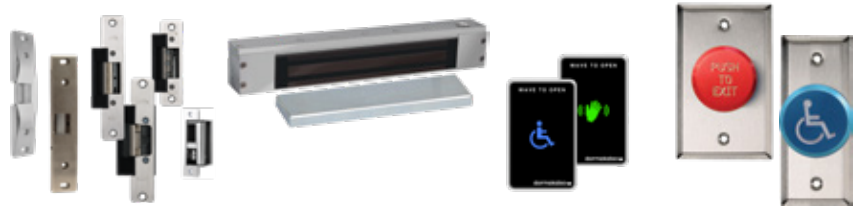
#### Keyscan Access Control Systems Product Warranty table

<b>LIMITED LIFETIME</b>	<ul style="list-style-type: none"> <li>• K-SMART3</li> <li>• K-SKPR</li> <li>• K-MOB 10, K-MOB 25, K-MOB 50, K-MOB 100</li> <li>• K-BLE, K-BLE10</li> <li>• K-PC2, BLE1</li> <li>• KPROX3</li> <li>• K-KPR</li> <li>• KVAN</li> <li>• CS135-36</li> <li>• K-PC1</li> </ul>	<ul style="list-style-type: none"> <li>• K-RX</li> <li>• MCR-30-H, MCR-50-H, MCR-64-H</li> <li>• PX-603, PX-605, PX-610, PX-620, PX-K501</li> <li>• PX-C1, PXKEY, PX-STKTAG, PX-ISO30,</li> <li>• HID-6005B, HID-5365, HID-5395, HID-5455</li> <li>• HID-5355KP, HID-5375</li> <li>• HID-C1325, HID-C1326, HID-C1391, PROXKEYIII</li> <li>• SDRA</li> </ul>
<b>LIMITED LIFETIME</b> <small>(THIRD-PARTY MFG)</small>	<ul style="list-style-type: none"> <li>• K-SF-1K</li> <li>• CSC-2, CSM-2P, CSK-2</li> <li>• K-TX2-EV2</li> <li>• P-620-H, P-700-H, P-900-H</li> <li>• PSM-2P-H, PSK-3-H, PDT-1-H</li> <li>• R10SO, R10SOM,</li> <li>• R40SO, R40SOM</li> <li>• RK40SO, RK40SOM</li> <li>• I8KSEOS</li> <li>• KR10SE, KR40SE, KRK40SE</li> <li>• KC2K2SE, KI2K2SE, KF2K2SE</li> </ul>	<ul style="list-style-type: none"> <li>• KL10L, KL40L, KRK40L</li> <li>• KC2K2SR, KI2K2SR, KF2K2SR</li> <li>• I2K2PSR36, F2K2PSR36, T2K2PSR36</li> <li>• KRP10SE, KRP40SE</li> <li>• KRP10L, KRP40L</li> <li>• KU90UHF</li> <li>• KIUHF</li> <li>• KI4KSEUHF</li> </ul>
<b>5 YEAR</b>	<ul style="list-style-type: none"> <li>• CA150WLKTN</li> </ul>	<ul style="list-style-type: none"> <li>• CA150WLKT</li> </ul>
<b>3 YEAR</b>	<ul style="list-style-type: none"> <li>• All E-Plex 7900 locks</li> <li>• P2031KK PowerPlex</li> </ul>	<ul style="list-style-type: none"> <li>• P2031KB PowerPlex</li> </ul>
<b>2 YEAR</b>	<ul style="list-style-type: none"> <li>• SDAC</li> <li>• SDACSKT,</li> <li>• CA150, CA150M</li> <li>• CA250, CA250M, CA250NB, CA250NB, CA250B</li> <li>• CA4500, CA450M, CA450NB, CA450NB, CA4500B</li> <li>• CA8500, CA8500M, CA8500NB, CA8500NB, CA8500B</li> <li>• EC1500, EC1500M</li> <li>• EC2500, EC2500M</li> <li>• ALL CA REPLACE BOARDS</li> <li>• NETCOM 2, NETCOM2P, NETCOM6P</li> <li>• CIM, CIM-LINK-B</li> </ul>	<ul style="list-style-type: none"> <li>• USB-SER</li> <li>• IOCB1616, IOCB1616B</li> <li>• OCB8</li> <li>• E-PLEX E5631XSWL 5600</li> <li>• E-PLEX E5731XSWL 5700</li> <li>• WSSKP1</li> <li>• SRK READERS ((MH ONLY)</li> <li>• VIS100-ENT, VIS100-SISVIS100-STX</li> <li>• WIEEX2</li> <li>• DPS-15</li> <li>• DLK</li> </ul>
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>• 912PRX</li> <li>• 912MIF</li> <li>• E-PLEX GATEWAYS</li> <li>• E-PLEX ANTENNAE</li> <li>• E-PLEX PROGRAMMING CABLE</li> <li>• M-UNIT</li> </ul>	<ul style="list-style-type: none"> <li>• K-SECURE1K, K-SECURE-4K</li> <li>• K-TX2-1K</li> <li>• K-TX2-1KB (MH ONLY)</li> <li>• K-TX2, K-INTX-2</li> <li>• PS1225</li> </ul>
<b>SOFTWARE</b> <b>(EULA)</b>	<ul style="list-style-type: none"> <li>• AURORA, AURORA-S</li> <li>• EAUR-WEB</li> <li>• EAUR-CL1, EAURCL5, EAUR-CL10</li> <li>• EAUR-RN1, EAUR-RN5, EAUR-RN10</li> <li>• EAUR-AI</li> <li>• EAUR-DSCM, EAUR-DSCP</li> </ul>	<ul style="list-style-type: none"> <li>• EAUR-EXAC, EAUR-I3, EAUR-ONSS, EAUR-OPEN, EAUR-SALI, EAUR-WAVE, EAUR-OE-OWS, EAUR-CCTV, EAUR-TELA, EAUR-SAVA, EAUR-BCON, EAUR-ELOB, EAUR-BFLY, STWD,</li> <li>• ALL AURORA SDK &amp; SQLUPG</li> <li>• EAUR-UP, EAUR-911</li> </ul>



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RCI Electronic Access Controls Product Warranty table		
<b>LIMITED LIFETIME</b>	<ul style="list-style-type: none"> <li>• 8310, 8320, 8310-IQ, 8320-IQ, 8360, 8365, 8371, 8372, 8375, 8380</li> <li>• Proximity Readers - 6005R, 5395R, 5355R</li> <li>• DKPS-2A; DKPS-4A; DKPS-6A</li> <li>• 9540</li> </ul>	
<b>10 YEAR</b>	<ul style="list-style-type: none"> <li>• DE8310, DE8310S</li> <li>• O162, F0162, O163, 2 Series, 6 Series</li> <li>• C800 Cylindrical Lock (Mechanical)</li> </ul>	
<b>5 YEAR</b>	<ul style="list-style-type: none"> <li>• O161, 4 Series, F4 Series, F1 Series, 7 Series</li> <li>• VR165, VR166</li> <li>• Current Transfers - 9507, 9509, 9500, 9501, 9503, 9505, 904</li> </ul>	
<b>3 YEAR</b>	<ul style="list-style-type: none"> <li>• 120/1200 Series, Trim and Accessories (Mechanical)</li> <li>• 917, 913, 915/915AFI, 9 LP36, 9 RCR433/9 RCT433</li> <li>• Hinges - 9520/21/22/23/24</li> <li>• Pushbuttons, Keyswitches, Alert &amp; Sounders, 903, 914, 3510LM, 3513/3513DM</li> <li>• MEM2400, MEM4400</li> <li>• S2500A</li> <li>• EM-MAG1500</li> <li>• YG80</li> </ul>	
<b>2 YEAR</b>	<ul style="list-style-type: none"> <li>• C800 Cylindrical Lock (Electrical)</li> <li>• TD365 (Day Timer)</li> <li>• 909 Rocker Switch</li> <li>• 3590</li> <li>• 910TC, 910NTC</li> </ul>	
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>• 171HD, ZB171HD</li> <li>• 12C</li> <li>• 1300 Series, Trim and Accessories (Electrical)</li> <li>• 9212i, 9212iLW, 9320, 9321, 9322, 9323</li> <li>• T1001, T1002, T1003, T1004, T1005, T1008, T1009</li> <li>• WPDT</li> <li>• T2T Touch to touchless module</li> <li>• Bridge Cables - 9512/9513, ILO6, 912, 991</li> <li>• Rack Handle Locks - 3525/3525PRX, 3525 iCL, 3525 DFR</li> </ul>	

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#### Design Hardware Warranty table

<p><b>LIMITED LIFETIME</b></p>	<ul style="list-style-type: none"> <li>• BB5 Hinges</li> <li>• Spring Hinges</li> <li>• Door Closers &amp; Accessories</li> <li>• Mechanical Locksets</li> <li>• Mechanical Exit Devices &amp; Trim</li> <li>• Power Supplies</li> </ul>	
<p><b>10 YEAR</b></p>	<ul style="list-style-type: none"> <li>• Continuous Hinges</li> </ul>	
<p><b>3 YEAR (limited)</b></p>	<ul style="list-style-type: none"> <li>• Thresholds &amp; Weatherstripping Products</li> <li>• Flatgoods &amp; Accessories</li>   <li>• All Finishes (excluding US10B/613 "Oil Rubbed Bronze")</li> </ul>	
<p><b>1 YEAR</b></p>	<ul style="list-style-type: none"> <li>• ETW Thru Wire Hinges</li> <li>• Electrified Locksets</li> <li>• Electrified Exit Device ELR kit</li> <li>• Electrified Exit Trims</li> <li>• Magnetic Hold Opens</li> </ul>	

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E-Plex Electronic Locks Product Warranty table		
<b>3 YEAR</b>	<ul style="list-style-type: none"> <li>E-Plex 2000</li> <li>E-Plex 3x00</li> <li>E-Plex 5x00 (Except for 5x86 Function)</li> <li>PowerPlex 2000</li> </ul>	
<b>2 YEAR</b>	<ul style="list-style-type: none"> <li>E-Plex 1500 (Legacy, now discontinued)</li> </ul>	
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>E-Plex Wireless Accessories</li> <li>E-Plex 5x86 (5886 legacy, discontinued)</li> </ul>	



Simplex Pushbutton Mechanical Locks Product Warranty table		
<b>3 YEAR</b>	<ul style="list-style-type: none"> <li>Simplex 1000</li> <li>Simplex L1000</li> <li>Simplex LP1000</li> <li>Simplex 8100</li> <li>Simplex 5000</li> </ul>	
<b>1 YEAR</b>	<ul style="list-style-type: none"> <li>Simplex 900</li> <li>Simplex 2015</li> <li>Simplex 3000</li> <li>Simplex 6200</li> <li>Simplex 7100</li> </ul>	<ul style="list-style-type: none"> <li>Simplex 9600</li> <li>Simplex EE1000</li> <li>Simplex Fileguards FG10, F2500, F2570 &amp; F2580</li> <li>Simplex LD450/470</li> </ul>

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