

# Warranty Statement

Door Hardware &  
Electronic Access Products

Effective February 2024



## 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.

For projects located outside the United States or Canada, the limited warranty period for all products is 1 year from the date of manufacture. dormakaba regional businesses located outside the United States or Canada may offer different warranty periods. "United States and Canada" is defined as the several states of the United States and District of Columbia, the commonwealths, territories and possessions of the United States and the provinces and territories of Canada.

#### 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 at [dormakaba.us](http://dormakaba.us) and in price books. While reasonable efforts were made to ensure the accuracy of this statement, dormakaba assumes no liability for any errors or omissions.

**Exclusions:** This warranty specifically excludes, and dormakaba USA shall not be held responsible for the following:

- a) COSTS ASSOCIATED WITH INSTALLING, REMOVING OR REINSTALLATION OF THE PRODUCT.
- b) Damage caused by Product malfunction or failure attributable to acts of God.
- c) Improper use or installation.
- d) Poor or no maintenance.
- e) Work performed by someone other than an Authorized dormakaba USA technician.
- f) Failure to follow dormakaba USA's operating instructions or environmental specifications.
- g) 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 USA.
- h) This warranty is void if any modification is made to the warranted product, regardless of whether the modification causes or contributes to the alleged defect. All modifications are made at the risk and expense of the party making the modifications.
- i) dormakaba USA shall not be liable for any repairs, replacements, or adjustments to the product or any costs of labor performed by the Purchaser or others without dormakaba USA's prior written approval.
- j) dormakaba USA provides no warranty or guarantee that its cores and/or cylinders will function properly or be mechanically compatible with products not manufactured by dormakaba USA.
- k) The US10B/613 finish is considered to be 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.

# 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 & Cores		Warranty
1E, 5E, 8E Cylinders Locks 1C, 2C, 3C, 5C, 6C Cores 1A Keys	1AM, 1AX Keys (CORMAX) AD433 Key Combinator & Equipment 11B, 21B, 41B family Padlocks	3 Years
1CB, 1CK, 1AF Kaba Cores & 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 & Readers	1SWBRDG Switch™ Tech Bridge	3 Years
1SWFOB Switch™ Tech Fob		1 Year
Finishes, Accessories & 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



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

## BEST Sliding & Folding Hardware

Limited warranty statement



Sliding & Folding Hardware	Warranty
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
Electrified	Warranty
All Electrified Hinges (Butt and Continuous with CE/CS option)	1 Year
Finishes	Warranty
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



<b>Locks</b>	<b>Warranty</b>
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
QRM Mullions	Limited Lifetime
<b>Door Closers</b>	<b>Warranty</b>
QDC Door Closers	Limited Lifetime
<b>Exit Devices</b>	<b>Warranty</b>
QED Exit Devices	Limited Lifetime
QRM Series Exit Devices	Limited Lifetime
QET/QRT Exit Trim	Limited Lifetime
<b>Keys &amp; Cores</b>	<b>Warranty</b>
6CS	3 Years
7CS	3 Years
<b>Finishes</b>	<b>Warranty</b>
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 & 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 & 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
KC-2A, KC-4A, KC-8A, KC-2B, KC-4B, KC-8B	5 Years
SDAC, SDACSKT	2 Years
Software & 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-I3, 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 & SQLUPG, 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 & 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, 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 & Firmware	Warranty
DLK	2 Years
VIS100-ENT, VIS100-SISVIS100-STX	2 Years
940401, 75427, PS1225	1 Year
K-E79PRX, K-E79MIF	1 Year



**RCI**

Limited warranty statement



Electromagnetic Locks	<b>Warranty</b>
8310, 8320, 8310-IQ, 8320-IQ, 8360, 8365, 8371, 8372, 8375, 8380	Limited Lifetime
DE8310, DE8310S	10 Years
171HD, ZB171HD	1 Year
Electric Strikes	<b>Warranty</b>
O161, 4 Series, F4 Series, F1 Series, 7 Series, VR165, VR166	5 Years
O162, F0162, O163, 2 Series, 6 Series	10 Years
12C	1 Year
Readers, Keypads & Credentials	<b>Warranty</b>
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	Limited Lifetime
PDT-1-H, PSC-1-H, PSI-4-H, PSK-3-H	Limited Lifetime
CSC-2, CSK-2, CSM-2P, CSM-2S, DE2-125, PSM-2P-H, PSM-2S-H	1 Year
9212i, 9212iLW, 9320, 9321, 9322, 9323	1 Year
WRR-22, WRR-44	1 Year
WRT-2+H, WRT-4+H	1 Year
Switches & Pushbuttons	<b>Warranty</b>
9540	Limited Lifetime
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	3 Years
909 Rocker Switch	2 Years
910TC, 910NTC, 910BTC	3 Years
9507, 9509, 9500, 9501	5 Years
9512/9513, ILO6, 912, 991	1 Year
Locksets / Specialty Locks	<b>Warranty</b>
C800 (Mechanical) / C800 (Electrical)	10 Years / 2 Years
3590	2 Years
3525/3525PRX, 3525 iCL, 3525 DFR	1 Year
YG80	3 Years
EM-MAG1500, MEM2400, MEM4400, S2500A	3 Years
3510LM, 3513/3513DM	3 Years
YD30	3 Years
Exit Devices	<b>Warranty</b>
120/1200 Series, Trim and Accessories (Mechanical)	3 Years
1300 Series, Trim and Accessories (Electrical)	1 Year
Power Supplies & Accessories	<b>Warranty</b>
DKPS-2A, DKPS-4A, DKPS-6A	Limited Lifetime
TD365 (Day Timer)	2 Years
T1001, T1002, T1003, T1004, T1005, T1008, T1009, WPDT, T2T (Touch to touchless module)	1 Year
Hinges	<b>Warranty</b>
9520/21/22/23/24	3 Years

## Design Hardware

### Limited warranty statement



Hinges	<b>Warranty</b>
BB5 Hinges	Limited Lifetime
Spring Hinges	Limited Lifetime
ETW Thru Wire Hinges	1 Year
Continuous Hinges	10 Years
Door Closers	<b>Warranty</b>
Door Closers & Accessories	Limited Lifetime
Locksets	<b>Warranty</b>
Mechanical Locksets	Limited Lifetime
Mechanical Exit Devices & Trim	Limited Lifetime
Thresholds, Flatgoods, Power Supplies & Accessories	<b>Warranty</b>
Thresholds & Weatherstripping Products	3 Years
Flatgoods & Accessories	3 Years
Power Supplies	Limited Lifetime
Electrified	<b>Warranty</b>
Electrified Locksets	1 Year
Electrified Exit Device ELR kit	1 Year
Electrified Exit Trims	1 Year
Magnetic Hold Opens	1 Year
Finishes	<b>Warranty</b>
All Finishes (excluding US10B/613 "Oil Rubbed Bronze")	3 Years

## E-Plex Electronic & Wireless Locks

### Limited warranty statement



E-Plex & PowerPlex Locks	Warranty
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
Accessories	Warranty
E-Plex Wireless Accessories	1 Year
E-Plex 5x86 (5886 legacy, discontinued)	1 Year

## Simplex Mechanical Pushbutton Locks

### Limited warranty statement



Simplex Mechanical Pushbutton Locks	Warranty
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

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