

LIMITED PRODUCT WARRANTY
(COMMERCIAL APPLICATIONS ONLY)

Effective on or after 03/01/2024

Subject to the terms and conditions of this warranty, Schlage Lock Company LLC (“Schlage”, “Company”) extends a warranty against defects in material and workmanship to the original user (defined below) of the products manufactured by Schlage (the “Products”) beginning from the date of purchase by the original user. Please see below for specific warranty periods and details.

PRODUCT	WARRANTY PERIOD	SPECIFIC EXCLUSIONS
Schlage - Electronic Locks (LEB, NDEB, Control, XE360, CO and AD Series locks)	12 months from date of installation or 24 months from date of shipment from Company’s factory	
Schlage - Readers	<ul style="list-style-type: none"> • Networked Readers - Lifetime • Mobile Enabled Networked Readers - Lifetime • Networked Reader Keypads - 5 years • Networked Magnetic StripeRead Head - 1 year • MT20, MT20W Enrollment Readers - Lifetime • CRP, CRM2 Enrollment Readers - 1 year 	Excludes: <ul style="list-style-type: none"> • Undue electrical discharge or lightning strike • Networked Readers application of greater than 16 Volts DC
Schlage - Reader Controllers and Controllers (Schlage RC, CTE, and CT5000)	12 months from date of installation or 24 months from date of shipment from Company’s factory	
Schlage - Credentials	<ul style="list-style-type: none"> • Credentials – Lifetime • Magnetic Stripe Credentials - 1 year 	
Schlage - ECK400, GCK400, GWE, PIB300, PIM400, TK400, WPR400, WRI400	12 months from date of installation or 24 months from date of shipment from Company’s factory	
Schlage - Electromagnetic Locks (GF3000 Series, M400 Series, M390RFK Series, M490G, 320M)	<ul style="list-style-type: none"> • Magnetic Coil Assembly - Lifetime • Electronic Module - 12 months from date of shipment by an authorized seller to an End User or 18 months from date of shipment to an authorized seller 	

PRODUCT	WARRANTY PERIOD	SPECIFIC EXCLUSIONS
Schlage - Power Supplies (PS900 and optional boards)	3 year from date of shipment from Company's factory	
Schlage - System Accessories (8200 Series Consoles, 800 Series Monitoring Stations, 672 TouchBar, 692 SmartBar, 600/700 Series pushbuttons, 6500 Series keyswitches, 674/679/7700 Series door position switches, 700 Series door cords, 1910 Series horns, Scan II Series PIRs, 740 Series Emergency Break Glass, 660 Series mini box, 422S Cabinet Lock, PB405 Series PowerBolts)	12 months from date of installation or 18 months from date of shipment from Company's factory	
ISONAS (Reader Controllers, IP-Bridges and accessories delivered with Reader Controllers and IP-Bridges)	12 months from date of installation or 24 months from date of shipment from Company's factory	Excludes: <ul style="list-style-type: none"> • Defects resulting in whole or in part from software or hardware modification or adjustment • Any loss of personal settings due to product repair and/or replacement • Defects resulting from failure to use dielectric grease in the network port/cable jack of the product that results in corrosion Variations in color on the housing of Products and variations in buzzer quality and volume are normal and not considered defects under this warranty.
Schlage - Small Format Interchangeable Cores (SFIC)	3 years	Applies only to Schlage locks and housings when used with another manufacturer's cores, or to Schlage cores (i.e., SFIC) when used in another manufacturer's locks and housings. The use of unauthorized cylinder cams or other components with the Products shall void the warranty

PRODUCT	WARRANTY PERIOD	SPECIFIC EXCLUSIONS
Schlage - Locks L, ALX, ND, LT, HL, A-Knob, S200, S, B500-600-700, CS200, Cabinet Locks, Keys, Cores, Cylinders, and all associated kits, subassemblies, and parts	<ul style="list-style-type: none"> L, ALX, ND, and Keys + Cylinders: 10 year mechanical and 3 year electro-mechanical from date of shipment from Company factory. All other mechanical products 3 year mechanical from date of shipment from Company's factory. 	<ul style="list-style-type: none"> Lifetime Mechanical Warranty: Everest & Everest 29 Keys Grade 2 products used in educational facilities See below for Oil Rubbed Bronze (613) finish exclusion
Schlage - Product Finish	3 years	See below for Oil Rubbed Bronze (613) finish exclusion
Schlage - Portable Security	Lifetime	
Dexter - Commercial	<ul style="list-style-type: none"> Locks - 5 years mechanical Door Controls - 5 years mechanical Exit Devices and Trim - 5 year mechanical 	Excludes: <ul style="list-style-type: none"> Grade 2 Products used in educational facilities Product Finish warranty
Ives	<ul style="list-style-type: none"> Continuous hinges – Lifetime (except electrified which is 1 year) All other Products – 1 year 	
Von Duprin - Exit Devices 98/99 Series, 33/35A Series, 55 and 88 Series, 22 Series, 75/78 Series, GuardX Series, 94/95 Series and all associated kits, subassemblies, and parts	<ul style="list-style-type: none"> 98/99 and 33/35A Series Devices: 10 year mechanical and 3 year electro-mechanical, from date of shipment from Company's factory. 55 and 88 Series, 22 Series, 94/95 Series, 75/78 Series, GuardX Series and all kits, subassemblies and parts: 5 year mechanical and 2 year electro-mechanical from date of shipment from Company's factory. 	See below for Oil Rubbed Bronze (613) finish exclusion

PRODUCT	WARRANTY PERIOD	SPECIFIC EXCLUSIONS
Von Duprin - Electric Strikes 4200 Series, 5100 Series, 6100 Series, 6200 Series, 6300 Series, 6400 Series and all associated kits and parts	5 year mechanical components and 3 year electro-mechanical components from date of shipment from Company's factory	
Von Duprin - Power Supplies	3 year from date of shipment from Company's factory	
LCN - Surface Mount	<ul style="list-style-type: none"> • 4000 Series - 30 years • 4050 Series - 25 years • 1460 Series - 30 years • 1450 Series - 25 years • 1260 Series - 20 years • 1250 Series - 15 years <p>Warranty begins from the date of shipment from Company's factory</p>	
LCN - Overhead Concealed (2010/5010 Series, 2030/5030/6030 Series, 3030/3130 Series)	15 years from the date of shipment from Company's factory	
LCN - High Security (4210/4510 Series, 2210 Series)	15 years from the date of shipment from Company's factory	2210DPS is excluded from this warranty period. See "LCN Fire Life Safety Closers and Holders Series" for warranty period).
LCN - Automatic Operators (2610/4810/4820/4840 Series, 4630/4640 Series, 6400 Series, 7900 Series pneumatic control boxes, 8310 Series, 9130/9140/9150 Series, 9500/2800 Series)	2 years from the date of shipment from Company's factory	
LCN - Fire Life Safety Closers and Holders Series (SE, ME, HSA, SEH Series, SEM Magnets; 2210 DPS (includes both electronic and mechanical components)	2 years from the date of shipment from Company's factory	
Locknetics - Electromagnetic Locks (MG Series, WMG Series)	5 years	

PRODUCT	WARRANTY PERIOD	SPECIFIC EXCLUSIONS
Locknetics - Electric Strikes (CS Series, NC Series, MDS Series, RS Series)	5 years	
Locknetics - Power Supplies (LP Series and optional board)	5 years	
Locknetics - System Accessories (Illuminated/metal pushbuttons, touch/wave switches, digital keypads, touch bars, push plates, emergency breaks, door cords, specialty sensors and buzzer switches)	3 years	
Falcon - Locks + Keys & Cores	10 year mechanical and 1 year electro-mechanical from date of shipment from Company's factory	Excludes: <ul style="list-style-type: none"> • Grade 2 Products used in educational facilities • Product Finish warranty
Falcon - Door Controls	<ul style="list-style-type: none"> • OHC100 Concealed Closers – 5 years • 8200 Automatic Operator – 1 year <p>All other Products – 10 years from date of shipment from Company's factory</p>	
Falcon - Exit Devices (Exit devices and all associated kits, subassemblies, and parts)	10 year mechanical and 1 year electro-mechanical from date of shipment from Company's factory	
Falcon - Key Cylinders	10 years	
Everest 29, Everest 29 Primus, Everest 29 Primus XP, Everest, Everest Primus, and Everest Primus XP key breakage	Lifetime	
Glynn-Johnson	10 years from date of shipment from Company's factory	

PRODUCT	WARRANTY PERIOD	SPECIFIC EXCLUSIONS
Zero	5 years from date of shipment from Company's factory Finish - 1 year from date of shipment from Company's factory	Thresholds: Black, Dark Bronze and Gold anodized finishes will show wear over time and is considered normal wear and tear. Normal wear and tear is not covered under this warranty.
Steelcraft - Doors (T Series, SZ Series, LS Series, Paladin PW Series, H Series, SL Series, A14 Series, L Series, INPACT Series, CE Series, B Series)	1 year from date of shipment from Company's factory Product will be repaired or replaced as authorized by Company	Excludes: <ul style="list-style-type: none"> • Return of Product unless authorized by Company
Steelcraft - Frames (C/CK Series, DE Series, F Series, MU Series, FE Series, DW/K Series, FN Series, FT Series, FS/KS/MS Series, FP Series)	1 year from date of shipment from Company's factory Product will be repaired or replaced as authorized by Company	Excludes: <ul style="list-style-type: none"> • Return of Product unless authorized by Company
Republic - Doors (DF Series, DL Series, DE STC Series, DE- BR Series, DL-SS Series, DL-TR Series, DP Series, DL-EMB Series, DE-LL Series, DL UNIFIT Series, DL Series)	1 year from date of shipment from Company's factory Product will be repaired or replaced as authorized by Company	Excludes: <ul style="list-style-type: none"> • Return of Product unless authorized by Company
Republic - Frames (ME Series, DF Series, ME Series, M/MK Series, MH Series, SE Series)	1 year from date of shipment from Company's factory Product will be repaired or replaced as authorized by Company	Excludes: <ul style="list-style-type: none"> • Return of Product unless authorized by Company

What Schlage Will do: Upon request, once the defective Product is returned to Schlage or its authorized distributor for inspection free and clear of all liens and encumbrances and accompanied by the statement of defects and proof of purchase from an authorized seller, Schlage will, at its sole option, replace the Product with new or remanufactured product (as applicable) or refund the purchase price in exchange for the Product. Because Schlage cannot control the quality of products sold by unauthorized sellers, this warranty only applies to Products that were purchased from an Allegion or Schlage authorized seller, unless otherwise prohibited by law.

Original User: This warranty only applies to the original end user of Products (“Original User”). Except where prohibited by law (which may include the Province of Quebec), this warranty is not transferable.

What is not Covered: The following costs, expense and damages are not covered by the provisions of this warranty: (i) back charges or labor costs including, but not limited to, such costs as the removal and reinstallation of the Product or for normal maintenance; (ii) shipping and freight expenses required to return the Product to Schlage; (iii) failures, defects, or damage (including, but not limited to, any security related breach or failure or loss of data) caused by the Original User, any third party or third party product, service, or system connected or used in conjunction with the Product; (iv) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages; or (v) normal wear and tear.

The provisions of these limited warranties do not apply to Products: (i) used for purposes for which they are not designed or intended by Schlage; (ii) which have been subjected to alteration, misuse, abuse, negligence, or accident; (iii) which have been improperly stored, installed, maintained, repaired or operated; (iv) which have been used or installed in violation of written instructions provided by Schlage; (v) which are not the proper size for the application or have been damaged or are defective due to improper installation or installation with improper or incorrect parts; (vi) which have been subjected to improper or harsh temperature, humidity, or other environmental conditions (i.e., corrosion); (vii) which, based on Schlage’s examination, do not disclose to Schlage’s satisfaction non-conformance to this warranty; (viii) except where prohibited by law, which have been purchased through a non-authorized seller; (ix) which are not new, including, but not limited to, returned, refurbished, or similar products. Additionally, this warranty does not cover scratches, abrasions, or deterioration due to the use of abrasive materials, paints, solvents, or other chemicals and does not cover Oil Rubbed Bronze finish (613) as this finish is designed to improve over time and will change in appearance, creating a living finish through daily use.

Additional Terms: Schlage does not authorize any person to create for it any obligation or liability in connection with the Products. No other warranties, express or implied, are made to the Original User with respect to the Products. Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of this warranty, as applicable to the Product. No agent, representative, dealer, distributor, Authorized Seller or Authorized Reseller has the authority to increase or alter the obligations under this warranty. Schlage’s maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of a claimed breach of this warranty by Schlage may be brought by the Original User more than one (1) year after the cause of action has arisen.

How Local Law Applies: United States: This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some States do not allow the exclusion or limitation of incidental and consequential damages, so the above limitation or exclusion may not apply to you. Canada: This warranty gives you specific rights, and you may also have other rights as otherwise permitted by law. If this product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

Warranty Claims Process: If you have a claim under this warranty, please contact Schlage Customer Service as noted below.

U.S. Customer Service

877-671-7011

Canada Customer Service

800-900-4734

ISONAS Customer Service

800-581-0083

U.S.

Schlage Customer Service
11819 N. Pennsylvania Street
Carmel, IN 46032

Canada

Allegion Canada Customer
1076 Lakeshore Road East
Mississauga, Ontario L5E 1E4

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