

Finishes warranty

Allegion (New Zealand) Limited

Subject to the terms and conditions of this warranty, Allegion (New Zealand) Limited (“Allegion”) extends the finishes warranty detailed below to the original user (“Original Owner”) of our product (“Product”) against defects in material and workmanship as long as the Original Owner occupies the premises in which the Product was originally installed. This applies to all Products covered by this warranty regardless of their finish process, colour or substrate.

What Allegion will do: Allegion’s sole obligation, at its option, is to either repair the Product, replace it with new or refurbished product, or refund the original purchase price in exchange for the Product.

Original Owner: This warranty only applies to the Original Owner of Products. This Warranty is not transferable.

What is not covered: The provisions of this warranty do not apply to Products: (i) used for purposes for which they are not designed or intended; (ii) which have been subjected to alteration, abuse, misuse negligence or accident; (iii) which have been improperly stored, installed, maintained or operated; (iv) which have been used in violation of written instructions provided by Allegion; (v) which have been subjected to improper temperature, humidity or other environmental conditions; (vi) which, based on Allegion’s examination, do not disclose to Allegion’s satisfaction non-conformance to the warranty. Additionally, the limited warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.

Unlacquered finishes such as Oil Rubbed Bronze and Antique Bronze are designed to change in appearance over time, creating a living finish through daily use and, thus, finish discolouration is not applicable to this warranty.

The following costs and expenses are not covered by the provisions of this limited warranty: (i) labour costs including, but not limited to, such costs as the removal and reinstallation of the Product; and (ii) shipping and freight expenses required to return the Product to Allegion.

Additional terms: Allegion does not authorise any person to create for it any obligation or liability in connection with the Products. Allegion’s maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by Allegion may be brought by the Original Owner more than one (1) year after the cause of action has arisen.

Cleaning requirements: Regular cleaning of the Product is required to maintain the validity of the warranty. Cleaning is defined as using mild detergent (such as dishwashing liquid) and warm water to lightly wipe down all exposed surfaces of the Product, rinsing with clean water followed by drying the surface thoroughly. Any damage to the finish as a result of incorrect cleaning will void the warranty.

Low Risk Zone – 10-year warranty:

- A low risk zone warranty applies where the Product has been installed within the light-green zone (Zone B on BRANZ website - refer to image 1).
- Regular cleaning **once every three months** is required.

High Risk Zone – 1-year warranty:

- A high risk zone warranty applies where the Product has been installed within the dark-green or white zones (Zones C and D on the BRANZ website - refer to image 1).
- Regular cleaning **once per month** is required.

See a sample of the BRANZ map overleaf or exact locations can be found by visiting the BRANZ website: <https://www.branz.co.nz/branz-maps-zones>



[Used with the permission of BRANZ.]

Additional exclusions:

Products from the following brands are excluded from the above warranty. Please contact Allegion for their specific finish warranties:

- LCN
- Von Duprin
- Briton
- Ives
- Gainsborough

The following Schlage residential product lines offer a limited lifetime warranty (https://www.schlage.com/content/dam/sch-us/documents/pdf/schlage_residential_warranty.pdf):

- Schlage Encode
- Schlage Sense
- FE/BE Series
- F/B Series

To make a warranty claim, contact Allegion Customer Service:

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