



## **Limited Warranty - 2018**

The Securitech Group, Inc. (The Company) warrants that its products sold are free from defects in workmanship and materials under normal use and service. This warranty does not cover defects or damage arising from improper installation, lack of or improper maintenance, improper storage, shipping and handling, improper application or specification other than the manner which product use was intended, ordinary wear and tear, misuse, abuse, accident, improper voltage, unauthorized service, or use with unauthorized non-Securitech products or parts. This warranty does not cover nor provide for the reimbursement or payment of incidental or consequential damages or any shipping charges related to exercising of this warranty. We reserve the right to make changes in materials, components or manufacturing methods at any time without prior notice.

The effects of corrosion, erosion and normal wear and tear are specifically excluded from this limited warranty. Performance warranties are limited to those specifically stated within the Company's proposal. The Company makes no other warranty or representation of any kind whatsoever, expressed or implied, except that of title, and all implied warranties of merchantability and fitness for a particular purpose, are hereby disclaimed. No agent, representative, dealer, or employee of Company has the authority to increase or alter the obligations of this Limited Warranty. Correction by the Company of nonconformities whether patent or latent, in the manner and for the period of time provided above, shall constitute fulfillment of all liabilities of the Company for such nonconformities, whether based on contract, warranty, negligence, indemnity, strict liability or otherwise with respect to or arising out of such Equipment. The Purchaser shall not operate product which is considered to be defective, without first notifying the Company in writing of its intention to do so. Any such use of product will be at the Purchaser's sole risk and liability and will not be covered by this limited warranty.

The only liability of the Company is tort or contract whether under warranty or otherwise shall be limited to the repair or replacement of any product or component part which shall prove defective as covered by this warranty.

*continued*

## Locks and Trims

## Warranty

5000 Series:	1 year mechanical and 1 year electrical
4800 Series:	3 year mechanical
4200 to 4700 Series:	3 year mechanical
4900 Series:	5 year mechanical and 1 year electrical
6000 Series:	1 year mechanical
8000 Series:	1 year mechanical and 1 year electrical
9000 Series:	1 year mechanical
UG Trims:	2 years mechanical and 5 years electrical
GG, GK Trims:	2 years mechanical and 5 years electrical
LR Trims:	1 year mechanical and 5 years electrical
LDT Trims:	1 year mechanical and 5 years electrical
DX, PB Trims:	1 year mechanical and 1 year electrical
LO-CCMAG Series:	2 years mechanical and 5 years electrical
QID Series Products:	2 years mechanical and 2 years electrical
SEL Series:	5 year mechanical and 1 year electrical
TEL Series:	5 year mechanical and 1 year electrical
USPS-TL Models:	1 year mechanical and 1 year electrical

## All Other Electrical Products & Accessories

All Daisy Series:	1 Year Warranty
Pwr Transfers:	(Trans-X, Yamaka, DCIT) 1 Year Warranty
Pwr Supplies:	1 Year Warranty
Alarms:	1 Year Warranty
Key Switches:	1 Year Warranty
Push Buttons, Remotes	1 Year Warranty
Splice Boxes, All Accessories	1 Year Warranty

- Please call or write to request product warranty information on any product not included in the above list.

## Repair Policy & Procedure

All Securitech products are supplied with installation instructions and products must be installed as per the instructions provided. Failure to do so will void the warranty.

**Handling Fee:** \$75 evaluation fee. This fee will be deducted from any work performed when our repair estimate is approved.

**Parts:** List price, less discount.

**Mechanical & Electrical Labor:** \$95 per hour. Minimum charge of ½ hour.

*Repaired products are covered for 1 year.* Please ensure that you ascertain the *reason* for the repair. Example: If a door is sagging or creating too much stress on the latchbolt or strike, please correct the door problem before re-installing the repaired lock or the same issue may recur.

**No** returned merchandise will be accepted without a Return Material Authorization [RMA]. Please also provide your original PO# or our Order # to expedite processing.

**Ship Authorized Returns to the following address:**

Securitech Group, Inc.  
Returns Dept: [Reference RMA#]  
54-60 46th Street  
Maspeth, NY 11378



## **Return Policy & Procedure**

All Securitech products are supplied with installation instructions and products must be installed as per the instructions provided. Failure to do so will void the warranty.

**Special finish and custom models are non-returnable.**

**Special Finishes include:** 605, 606, 612, and 613

**Certain other products are subject to a restocking fee of 50%.**

Custom Models are defined as any product designed to address an application not covered by a regular catalog item. A custom designed model normally does not become a regularly produced catalog item. Custom models also include any stock item that has a non-stock special finish code. Custom models may include but are not limited to SBO, SHD, IHD, HVL, VC models. Custom models are not returnable. Please contact your sales representative if you have any questions.

Securitech may issue a call tag if the product is deemed to be defective or the return is a result of our error. If the item is returned for any other reason you are responsible for the shipping costs. Material returned to Securitech that it is not adequately packaged and protected for shipping purposes will *automatically* void the warranty.

There is a 20% restocking fee for products that are returned for the following reasons:

1. Customer changed specification details
2. Customer overstock, product is not needed. Securitech reserves the right to deny the return of any overstock products or increase the restocking fee as deemed appropriate.
3. Customer ordered incorrect product

No returned merchandise will be accepted without a Return Material Authorization [**RMA**]. Please follow the RMA instructions provided with the RMA. Provide your original PO# and our Order # to expedite processing. Any credit will be issued based upon inspection and approval, and at the sole discretion of Securitech. Credits are usually applied within 10 business days after receiving and approving the returned item(s).

### **Ship Authorized Returns to the following address:**

Securitech Group, Inc.  
Returns Dept: [Reference the RMA# on the carton]  
54-60 46th Street  
Maspeth, NY 11378

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