

# Door Hardware Warranties



	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY
GAINSBOROUGH SMART LOCK			
FREESTYLE TRILOCK SMART LOCK	ALL	10 years	5 years
*Electrical Warranty 2 years			
GAINSBOROUGH 3-IN-1 ENTRANCE / DUMMY SETS			
TRILOCK / TRILOCK OMNI SERIES	ALL	10 years	5 years
GAINSBOROUGH ENTRANCE SET			
FIRST IMPRESSIONS	ALL	10 years	5 years
GAINSBOROUGH DEADBOLTS			
NEUE SERIES	SC, MB, BC & BSC	10 years	5 years
NEUE SERIES SPECIAL FINISHES	SB & SG	10 years	2 years
CHOICE SERIES	ALL	7 years	2 years
GAINSBOROUGH LEVERS			
AVANT SERIES (QUICKFIX)	BC, BSC & MB	15 years	5 years
AVANT SERIES (QUICKFIX) SPECIAL FINISHES	SB & SG	15 years	2 years
G3 (QUICKFIX)	ALL	10 years	2 years
NEUE SERIES	BC, SC, BSC & MB	10 years	5 years
NEUE SERIES SPECIAL FINISHES	SB & SG	10 years	2 years
CHOICE SERIES	ALL	7 years	2 years
GAINSBOROUGH KNOBS			
TERRACE SERIES	ALL	7 years	2 years
GOVERNOR SERIES	ALL	10 years	5 years
CLASSIC / DIPLOMAT	ALL	10 years	10 years
GAINSBOROUGH PULL HANDLES AND MORTICE LOCKS			
OBLONG	ALL	7 years	2 years
9200 SERIES - HORIZON / CURVED / OBLONG	ALL	10 years	5 years
SEMI / CIRCULAR	ALL	N/A	5 years
RECTANGLE / ORNATE / LINEAR / ANGLED	ALL	N/A	2 years
MORTICE LOCKS - 755 / 760 / 775	ALL	10 years	5 years
TRADEPRO™ BY GAINSBOROUGH			
LEVER / LONG PLATE / KNOB / DEADBOLT	ALL	7 years	2 years
GAINSBOROUGH ACCESSORIES			
TUBULAR LATCHES	ALL	10 years	10 years
TUBULAR LATCHES SPECIAL FINISHES	SB & SG	10 years	2 years
FLOOR STOPS / WALL STOPS	MB, BC, ABC & SC	N/A	5 years
FLOOR STOPS / WALL STOP SPECIAL FINISHES	SB & SG	N/A	2 years
FLUSH BOLTS (150MM / 200MM)	MB, SC, PB & BC	10 years	5 years
FLUSH BOLTS SPECIAL FINISHES (150MM)	SB & SG	10 years	2 years
SECURITY BOLTS	ALL	10 years	10 years
SLIDING CAVITY DOOR SETS (CIRCULAR, SQUARE, RECTANGULAR)	ALL	10 years	10 years
FLUSH PULLS	BC, SC, MB & SS	10 years	10 years
FLUSH PULLS SPECIAL FINISHES	SB, SG & ABC	10 years	2 years
HINGES (LOOSE / FIXED)	MB, CP, SC	10 years	5 years
HINGES SPECIAL FINISHES (LOOSE / FIXED)	SB & SG	10 years	2 years

## Exclusions

1. This Guarantee only applies to defects which have arisen solely from faulty materials or workmanship in the Product and does not apply to other defects however arising, including without limitation as a result of the following:
  - accidental damage, abuse, misuse, maltreatment, abnormal stress or strain of the Products;
  - neglect of any kind in respect of the Product;
  - tarnishing and damage to or deterioration of finishes as a result of harsh or adverse conditions (including corrosive environments such as the coastal locations and large fluctuations in pressure or temperature);
  - deterioration in colour and performance of polymer materials;
  - fair wear and tear;
  - installation or maintenance of the Products not in accordance with the instructions provided with the Products.
2. Alterations to repair of the Product other than approved by Allegion are not covered by this Guarantee (for the avoidance of doubt, attachment of accessories or use of non genuine replacement parts other than those manufactured or approved by Allegion are not covered).
3. Costs incurred by the removal, replacement or installation of the Product are not covered by this Guarantee.
4. Personal injury, property damage or economic loss, howsoever caused, will not be covered by this Guarantee.

## Australian Consumer Law

In addition to this Guarantee, certain legislation (including the ACL) may give you rights which cannot be excluded, restricted or modified. This Guarantee must be read subject to such legislation and nothing in this Guarantee has the effect of excluding, restricting or modifying those rights.

If Allegion fails to meet a guarantee under the ACL, your remedy for such failure may be limited to any one or more of the following at Allegion's discretion:

- replacement of the product;
- repair of the product;

- refunding the cost of the product;
- payment of reasonable costs of having the product repaired;
- payment in respect of the reduced value of the product.

As required by legislation, including the ACL, any claims for damage, or any consequential loss either directly or indirectly due to defects of any kind in a product will only be met by Allegion where the damage or loss was reasonably foreseeable by Allegion.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Guarantee Claims

Any defective product must be returned to the point of sale before replacement can be considered under the terms of this Guarantee. If the costs of returning any defective parts are excessive or unreasonable, please contact Allegion so that we can arrange a collection (if considered appropriate in the circumstances).

Guarantee claims can be made at the point of sale or by posting or emailing a Guarantee claim to Allegion (contact details listed below) within 3 months of the appearance of a defect. Guarantee claims under this Guarantee must include the following details:

- Date of Purchase;
- Location of Purchase;
- Proof of Purchase;
- Contact Details

## Allegion's contact details are as follows:

Address: 31-33 Alfred St Blackburn VIC 3130

Email: [info.au@allegion.com](mailto:info.au@allegion.com)

## Allegion (Australia) Pty Ltd

**Freephone: 1800 098 094**

## HEAD OFFICE

31-33 Alfred Street  
BLACKBURN VIC 3130  
PO Box 330  
NUNAWADING VIC 3131