



# Product Warranty

## Quick Reference Chart

### What is Covered:

dormakaba USA Inc. warrants that the products manufactured by dormakaba USA, identified below, and sold under its trade names "BEST" are free of defects in materials and workmanship. The sole and exclusive liability of dormakaba USA under this warranty is limited to the repair or replacement of any Product or component part covered by the warranty at the sole discretion of dormakaba USA.

### Who is Covered:

This warranty is extended only to the Seller's distributors of products and the end user who purchases Products for purposes other than resale (collectively, "Purchaser").

## Hardware Warranty Period:



The following products warranty term shall be limited lifetime for a period of the useful life of the building in which the product is originally installed:

- 45H/47H Mechanical Mortise Lock
- 48H/49H Mortise Deadlock
- BML83 Series Electronic Strikes and Mags



The following products shall be warranted for ten (10) years from the date of sale:

- 9K Mechanical Cylindrical Lock



The following products shall be warranted for five (5) years from the date of sale:

- 45HW and 47HW Electromechanical Mortise Lock
- BES 2 Series Electronic Strikes and Mags
- BES 0162 Series Electronic Strikes and Mags
- BES 0163 Series Electronic Strikes and Mags

## Hardware Warranty Period (cont.):



The following products shall be warranted for three (3) years from the date of sale:

- 8K Mechanical Cylindrical Lock
- 8K/9K Electro-mechanical Cylindrical Lock
- 9KZ Keypad EZ Cylindrical Lock
- 9KM IDH Max Cylindrical Lock
- 5K, 6K, and 7KC Cylindrical Locks
- 8T/7T Tubular Locks
- 1E, 5E, 8E Cylinders Locks
- 45HZ Keypad EZ Mortise Lock
- EXZ Keypad
- 45HM IDH Max Mortise Lock
- 1C, 2C, 3C, 5C, 6C Cores
- 1A Keys
- 1AM, 1AX Keys (CORMAX)
- AD433 Key Combinator & Equipment
- 11B, 21B, 41B family Padlocks
- 1W Switch Locks
- S Sliding Door Locks
- 45HG, 9KG, 45HBV, 9KBV Offline Locks
- 45HN, 9KN Electrified Locks
- 45HQ, 9KQ and EXQ locks using Wi-Q™ Technology
- AK Series Knob Adaptations
- 5L, 3L, 2P Cabinet Locks
- SPSL, SSRL, SEDA Secure Patient Safety Lever, Seclusion Room Locks, Emergency Door Alarms
- BES 4 Series Electronic Strikes and Mags
- BES 6 Series Electronic Strikes and Mags



The following products shall be warranted for one (1) year from the date of sale:

- 45HOM, 9KOM, OMEM, DMWMS, QASOM, QAXOM, Portal Gateways, Wireless Access Controllers, Antennas and other products using Wi-Q™ Technology not specifically mentioned
- 1CB, 1CK, 1AF Kaba Cores & Keys
- Portal Gateways, Wireless Access Controllers, Antennas and other products using Wi-Q™ Technology not specifically mentioned
- BMLDE Series Electronic Strikes and Mags built-in sounder components

Finishes shall be warranted for three (3) years from the date of sale excluding US10B/613 "Oil Rubbed Bronze" finish.



The following Surface Door Closers shall be warranted from the date of sale

- **30 years mechanical**
  - HD8000; HD7000; SL6000
- **2 years electrical**
  - EMF arm for HD8000 and HD7000

### Wi-Q™ Technology and Offline Software:

- dormakaba USA warrants that all software shall be free from defects in materials and workmanship and will function in substantial accordance to the specifications for a period of one (1) year from the date of installation.
- Specific Limitations: This warranty does not cover any post-sales technical support under the following circumstances:
  - Problems caused by misuse of software or hardware
  - Failure to provide a network connection or site phone line for a modem connection, if deemed necessary by dormakaba USA
  - Technical support for network software products
  - Technical support for software installed on computer hardware or computer operating system that is no longer commercially available for purchase.

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For questions about ordering and to be sure you get the right configuration for your needs, [contact your BEST dormakaba sales representative](#).  
6161 East 75th Street, Indianapolis, IN 46250 USA | [855-365-2407](tel:855-365-2407) | [bestaccess.com](http://bestaccess.com)