August 2024

Revised August 28, 2024

Kaba Ilco Corp., Rocky Mount, NC (Key Systems NA) Product Warranties

Replacement Cylinders

Limited Warranty

What Does the Warranty Cover?

- This limited warranty applies to the normal use of Brass and Die Cast cylinders, purchased new and not for resale by the original end user purchaser from Kaba Ilco Corp. ("Ilco") or an authorized reseller of Ilco products, at the original site of installation.
- For those lock cylinders that are covered by this limited warranty, Ilco warrants that a covered product is free from manufacturing defects in material and workmanship, subject to the terms and conditions in this limited warranty.
- Ilco will, at its option, either repair or replace, free of charge, a covered product that is returned to Ilco and that Ilco finds to be defective upon inspection and/or testing of the returned product.

What is the Period of Coverage?

- **Brass Cylinders:** Ilco offers this limited warranty on covered Brass Cylinders for a period of one (1) year from the date of purchase by the original end user.
- **Die Cast Cylinders:** Ilco offers this limited warranty on covered Die Cast Cylinders for a period of six (6) months from the date of purchase by the original end user.

What is Not Covered by the Warranty?

- This limited warranty does not cover:
    - Defects or malfunctions resulting from improper installation, misuse, or mishandling.
    - Normal wear and tear.
    - Products purchased for resale.
    - Design defects.
    - Products and parts not manufactured by Ilco (including Kaba Ilco Corp. keys and key blanks), if any, are guaranteed only in accordance with that manufacturer's warranty.
    - Ilco cylinders (including Kaba Ilco Corp.) that have been improperly pinned.
    - Products purchased used or not in original packaging at the time of purchase.
    - Replacement parts

Procedure to return products for Service

- To assure your return is properly handled, contact Ilco customer service at ilcormarequest@dormakaba.com prior to sending any product. A return material authorization will be provided that you must include when you ship your products to us.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS EXPRESSLY GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY.

INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS EXPRESS LIMITED WARRANTY AND ANY APPLICABLE IMPLIED WARRANTIES.

THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE END USER'S SOLE AND EXCLUSIVE REMEDIES, AND THE ENTIRE LIABILITY OF ILCO FOR ANY BREACH OF THIS LIMITED WARRANTY.

SOME STATES/JURISDICTIONS DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS, AND EXCLUSIONS DESCRIBED ABOVE, AND AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH MAY VARY FROM STATE TO STATE OR FROM ONE JURISDICTION TO ANOTHER.

Storefront Hardware & Exit Devices

Limited Warranty

What Does the Warranty Cover?

- Subject to the terms and conditions in this warranty, this limited warranty applies to the normal use of storefront hardware and exit devices bearing the item numbers 128 Series CVR and 129 Series Rim, hereafter the "Products" and their accessories, purchased new and not for resale by the original end user from Kaba Ilco Corp. ("Ilco") or an authorized reseller of Ilco products, at the original site of installation of those products.
- For the products covered by this limited warranty, Ilco warrants that a covered product is free from manufacturing defects in material and workmanship, subject to the terms and conditions in this limited warranty.
- Ilco will, at its option, either repair or replace, free of charge (including shipping charges back to end user), a covered product that is returned freight pre-paid to Ilco and that Ilco finds to be defective upon inspection and/or testing of the returned product. The end user is responsible for the cost of removal of the defective product and reinstallation of the repaired or replaced product upon its return.

What is the Period of Coverage?

- **Storefront Hardware:** This limited warranty covers storefront hardware, excluding exit devices, for a period of five (5) years from the date of purchase by the original end user.
- **Exit Devices:** This limited warranty covers exit devices and their accessories bearing the item numbers 128 Series CVR and 129 Series Rim for a period of two (2) years from the date of purchase by the original end user.

What is Not Covered By the Warranty?

- This limited warranty does not cover:
    - Defects or malfunctions resulting from improper installation, misuse or mishandling.
    - Normal wear and tear.
    - Products purchased for resale.
    - Design defects.
    - Cost of removal of the defective product.
    - Removal of the defective product from its original site of installation without authorization from Ilco
    - Shipping cost for return of defective product to Ilco
    - Reinstallation of repaired or replaced product upon its return by an unauthorized installer.
    - Products and parts not manufactured by Ilco, if any, are guaranteed only in accordance with that manufacturer's warranty.
    - Replacement parts

How Can You Get Service?

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INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY.

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NO DISTRIBUTOR, DEALER, SALES REPRESENTATIVE NOR ANY OTHER PERSON HAS BEEN AUTHORIZED TO MAKE ANY AFFIRMATION, REPRESENTATION OR WARRANTY REGARDING THE PRODUCT, OTHER THAN THOSE CONTAINED IN THIS LIMITED WARRANTY, AND IF MADE, SHALL NOT BE ENFORCEABLE AGAINST ILCO. ILCO RESERVES THE RIGHT TO MODIFY THIS WARRANTY AT ANY TIME, IT BEING UNDERSTOOD THAT SUCH MODIFICATION WILL NOT ALTER THE WARRANTY CONDITIONS APPLICABLE TO THE PRODUCTS SOLD WHILE THIS WARRANTY IS IN EFFECT.

Key Blanks & Ilco® Look-Alike™ Remotes Limited Warranty

What Does the Warranty Cover?

- This limited warranty applies to the normal use by the original end user purchaser of key blanks or Look-Alike remotes purchased new and not for resale from Kaba Ilco Corp.("Ilco") or an authorized reseller of Ilco products.
- For key blanks and Look-Alike remotes that are covered by this limited warranty, Ilco warrants that a covered product is free from manufacturing defects in material and workmanship, subject to the terms and conditions in this limited warranty.

What is the Period of Coverage?

- Ilco offers this limited warranty on covered key blanks and Look-Alike remotes for a period of one (1) year from the date of purchase by the original end user.

What is Not Covered By the Warranty?

- This limited warranty does not cover:
  - Defects or malfunctions resulting from improper use.
  - Normal wear and tear.
  - Products purchased for resale.
  - Products and parts not manufactured by Ilco, if any, are guaranteed only in accordance with that manufacturer's warranty.
  - Consequential or incidental expenses or damages resulting from breach of this warranty or any implied warranty.

What Will Ilco Do to Correct Problems?

- Ilco will, at its option, either repair or replace, free of charge (including shipping and labor charges), a covered product that is returned to Ilco and that Ilco finds to be defective upon inspection and/or testing of the returned product.

How Can You Get Service?

- To assure your return is properly handled, contact Ilco customer service at ilcormarequest@dormakaba.com prior to sending any product. A return material authorization will be provided that you must include when you ship your products to us.

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DIRECT, INDIRECT, SPECIAL, INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY.

THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE END USER'S SOLE AND EXCLUSIVE REMEDIES, AND THE ENTIRE LIABILITY OF KABA FOR ANY BREACH OF THIS LIMITED WARRANTY.

SOME STATES/JURISDICTIONS DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS, AND EXCLUSIONS DESCRIBED ABOVE, AND AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH MAY VARY FROM STATE TO STATE OR FROM ONE JURISDICTION TO ANOTHER.

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Automotive Equipment

Limited Warranty for "ILCO" Branded Products

What Does the Warranty Cover?

- This limited warranty applies to the normal use by the original end user purchaser of "ILCO" branded automotive key tools, equipment, and remotes, purchased new and not for resale from Kaba Ilco Corp. ("Ilco") or a reseller of Ilco products.
- For those "ILCO" branded automotive key tools, equipment, and remotes that are covered by this limited warranty, Ilco warrants that a covered product is free from manufacturing defects in material and workmanship, subject to the terms and conditions in this limited warranty.

What is the Period of Coverage?

- Ilco offers this limited warranty on covered "ILCO" branded automotive key tools, equipment, and remotes (hardware only) for a period of one (1) year from the date of purchase by the original end user.

What is Not Covered By the Warranty?

- This limited warranty does not cover:
    - Defects or malfunctions resulting from improper use.
    - Normal wear and tear.
    - Products purchased for resale.
    - Products and parts not manufactured by Ilco, if any, are guaranteed only in accordance with that manufacturer's warranty.
    - Consequential or incidental expenses or damages resulting from breach of this warranty or any implied warranty.

What Will Ilco Do to Correct Problems?

- Ilco will, at its option, either repair or replace, free of charge (including shipping and labor charges), a covered product that is returned to Ilco and that Ilco finds to be defective upon inspection and/or testing of the returned product.

How Can You Get Service?

- To assure your return is properly handled, contact Ilco customer service at ilcormarequest@dormakaba.com prior to sending any product. A return material authorization will be provided that you must include when you ship your products to us.

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DIRECT, INDIRECT, SPECIAL, INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY.

THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE END USER'S SOLE AND EXCLUSIVE REMEDIES, AND THE ENTIRE LIABILITY OF ILCO FOR ANY BREACH OF THIS LIMITED WARRANTY.

SOME STATES/JURISDICTIONS DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS, AND EXCLUSIONS DESCRIBED ABOVE, AND AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH MAY VARY FROM STATE TO STATE OR FROM ONE JURISDICTION TO ANOTHER.

NO DISTRIBUTOR, DEALER, SALES REPRESENTATIVE NOR ANY OTHER PERSON HAS BEEN AUTHORIZED TO MAKE ANY AFFIRMATION, REPRESENTATION OR WARRANTY REGARDING THE PRODUCT, OTHER THAN THOSE CONTAINED IN THIS LIMITED WARRANTY, AND IF MADE, SHALL NOT BE ENFORCEABLE AGAINST ILCO. ILCO RESERVES THE RIGHT TO MODIFY THIS WARRANTY AT ANY TIME, IT BEING UNDERSTOOD THAT SUCH MODIFICATION WILL NOT ALTER THE WARRANTY CONDITIONS APPLICABLE TO THE PRODUCTS SOLD WHILE THIS WARRANTY IS IN EFFECT.

KEY SYSTEMS PRODUCT WARRANTIES

Limited Warranty from the Manufacturer for "Advanced Diagnostics" Branded Products

- As a reseller of Advanced Diagnostics branded products, Kaba Ilco Corp ("Ilco") does not warrant those products itself, but it does pass the manufacturer's limited warranty through to the end user. See below for more information on the manufacturer's limited warranty.

What Does the Advanced Diagnostics Limited Warranty Cover?

- The Advanced Diagnostics limited warranty is as follows:

LIMITED MANUFACTURER'S WARRANTY

Advanced Diagnostics UK, LTD. "AD UK", the manufacturer of the Smart Pro & Smart Pro Lite Device, provides the following limited warranty:

1. LABOR: For a period of 365 days from the date of purchase, if this Device is determined to be defective, AD UK will repair or replace the Product, at its option, at no charge, or pay the labor charges to any AD UK authorized service facility. After 365 days, You must pay for all labor charges.

2. PARTS: In addition, AD UK will supply, at no charge, new or rebuilt replacements in exchange for defective parts for a period of 1 year at its sole discretion. To obtain warranty service, You must take the Smart Pro or Smart Pro Lite Device, or deliver the Device freight prepaid, in either its original packaging or packaging affording an equal degree of protection, to AD UK's distributor: Advanced Diagnostics USA, Kaba Ilco Corp. 400 Jeffreys Road Rocky Mount, NC 27804 Tel: 1-702-799-9705.

This warranty does not cover: Customer instruction, installation or set up adjustments, Any use not expressly permitted by the Smart Pro or Smart Pro Lite Device End User License Agreement, Cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use, or modification of or to any part of the Device, Any modification, adjustment of Smart Pro or Smart Pro Lite Device or combination of Smart Pro or Smart Pro Lite Device with any other equipment or software, Damage due to improper use or maintenance, connection to improper voltage supply, misuse of Tokens, Keys or Software or attempted repair undertaken by anyone other than AD UK or its authorized distributors, Smart Pro or Smart Pro Lite Devices and all Software included sold AS IS or WITH ALL FAULTS, or consumables, such as batteries or Tokens.

This warranty is only valid in the United States.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. ADVANCED DIAGNOSTICS UK AND ITS DISTRIBUTOR ADVANCED DIAGNOSTICS USA, INC. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS DEVICE IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Some states do not allow limitations on warranties, so these limitations may not apply to You. This warranty gives You specific legal rights, and You may have other rights, which vary from state to state.

How Can You Get Service?

- To assure your return is properly handled, contact Ilco customer service at ilcormarequest@dormakaba.com prior to sending any product. A return material authorization will be provided that you must include when you ship your products to us.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, ILCO PROVIDES NO WARRANTY WHATSOEVER WITH REGARD TO ADVANCED DIAGNOSTICS PRODUCTS, OTHER THAN TO PASS THE LIMITED MANUFACTURER'S WARRANTY FROM ADVANCED DIAGNOSTICS THROUGH TO THE END USER. THE LIMITED MANUFACTURER'S WARRANTY IS EXPRESSLY GIVEN AND ACCEPTED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY.

ILCO SHALL HAVE NO LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES THAT ARISE FROM THE SALE OF ADVANCED DIAGNOSTICS PRODUCTS, OR ARE A RESULT OF A BREACH OF THE ADVANCED DIAGNOSTICS LIMITED MANUFACTURER'S WARRANTY REPRODUCED ABOVE.

THE REMEDIES SET FORTH IN THE LIMITED MANUFACTURER'S WARRANTY ARE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDIES, AND THE ENTIRE LIABILITY OF ILCO FOR ANY BREACH OF THE LIMITED MANUFACTURER'S WARRANTY.

SOME STATES/JURISDICTIONS DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS, AND EXCLUSIONS DESCRIBED ABOVE, AND AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH MAY VARY FROM STATE TO STATE OR FROM ONE JURISDICTION TO ANOTHER.

KEY SYSTEMS PRODUCT WARRANTIES

NO DISTRIBUTOR, DEALER, SALES REPRESENTATIVE NOR ANY OTHER PERSON HAS BEEN AUTHORIZED TO MAKE ANY AFFIRMATION, REPRESENTATION OR WARRANTY REGARDING THE PRODUCT, OTHER THAN THOSE CONTAINED IN THIS LIMITED MANUFACTURER'S WARRANTY, AND IF MADE, SHALL NOT BE ENFORCEABLE AGAINST ILCO. ILCO RESERVES THE RIGHT TO MODIFY THESE TERMS AND CONDITIONS AT ANY TIME, IT BEING UNDERSTOOD THAT SUCH MODIFICATION WILL NOT ALTER THE LIMITED MANUFACTURER'S WARRANTY CONDITIONS APPLICABLE TO THE PRODUCTS SOLD WHILE THESE TERMS AND CONDITIONS ARE IN EFFECT.

KEY SYSTEMS PRODUCT WARRANTIES

Limited Warranty from the Manufacturer for "Silca" Branded Products

- As a reseller of Silca branded products, Kaba Ilco Corp. ("Ilco") does not warrant those products itself, but it does pass the manufacturer's limited warranty through to the end user. See below for more information on the manufacturer's limited warranty.

What Does the Silca Limited Warranty Cover?

- The Silca limited warranty is as follows:

LIMITED MANUFACTURER'S WARRANTY (SILCA)

Our company (Silca) warrants its machines in compliance with this certificate, with effect from the date of purchase, on presentation of the warranty together with the delivery note or invoice issued by the supplier. The warranty is valid for 24 months. The warranty covers the free repair or replacement of any parts admitted to have been faulty at source as a result of imperfect manufacture. The warranty does not cover parts which become faulty as a result of negligence, bad installation, mishandling, use by unqualified personnel, normal wear, use of spare parts of other makes, transport and any circumstances beyond the control of our company. Bought-in components are covered by the manufacturer's guarantee.

The warranty is nulled if persons other than those authorized by our company attempt to carry out repairs or changes. Repairs carried out under warranty in no way prolong or renew the period of validity. Parts replaced under warranty become the property of our company. Said company declines all responsibility for damage to persons or things caused by failure to earth the machine or by mishandling. This certificate, endorsed by our company, must be kept for the whole period covered by the warranty.

How Can You Get Service?

- To assure your return is properly handled, contact Ilco customer service at ilcormarequest@dormakaba.com prior to sending any product. A return material authorization will be provided that you must include when you ship your products to us.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, ILCO PROVIDES NO WARRANTY WHATSOEVER WITH REGARD TO SILCA PRODUCTS, OTHER THAN TO PASS THE LIMITED MANUFACTURER'S WARRANTY FROM SILCA THROUGH TO THE END USER. THE LIMITED MANUFACTURER'S WARRANTY IS EXPRESSLY GIVEN AND ACCEPTED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY.

ILCO SHALL HAVE NO LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES THAT ARISE FROM THE SALE OF SILCA PRODUCTS, OR ARE A RESULT OF A BREACH OF THE SILCA LIMITED MANUFACTURER'S WARRANTY REPRODUCED ABOVE.

THE REMEDIES SET FORTH IN THE LIMITED MANUFACTURER'S WARRANTY ARE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDIES, AND THE ENTIRE LIABILITY OF ILCO FOR ANY BREACH OF THE LIMITED MANUFACTURER'S WARRANTY.

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Key Duplication Machines

Limited Warranty for "ILCO" Branded Products

What Does the Warranty Cover?

- This limited warranty applies to the normal use by the original end user purchaser of "ILCO" branded key duplication machines, purchased new and not for resale from Kaba Ilco Corp. ("Ilco") or a reseller of Ilco products.
- For those "ILCO" branded key duplication machines that are covered by this limited warranty, Ilco warrants that a covered product is free from manufacturing defects in material and workmanship, subject to the terms and conditions in this limited warranty.

What is the Period of Coverage?

- Ilco offers this limited warranty on covered "ILCO" branded key duplication machines for a period of two (2) years from the date of purchase by the original end user.

What is Not Covered By the Warranty?

- This limited warranty does not cover defects or malfunctions resulting from:
    - Improper or negligent use.
    - Improper installation.
    - Mishandling.
    - Use by unqualified personnel.
    - Normal wear and tear.
    - Use of spare parts of other makes.
    - Transportation.
    - Products purchased for resale.
    - Circumstances beyond the control of Ilco
    - Products and parts not manufactured by Ilco, if any, are guaranteed only in accordance with that manufacturer's warranty.
    - Consequential or incidental expenses or damages resulting from breach of this warranty or any implied warranty.
    - This limited warranty is voided if repairs or changes to the machine are attempted or carried out by unauthorized persons.
    - Damage to persons or property caused by failure to ground the machine or by mishandling.

What Will Ilco Do to Correct Problems?

- Ilco will, at its option, either repair or replace, free of charge (including shipping and labor charges), a covered product that is returned to Ilco and that Ilco finds to be defective upon inspection and/or testing of the returned product.

How Can You Get Service?

- To assure your return is properly handled, contact Ilco customer service at ilcormarequest@dormakaba.com prior to sending any product. A return material authorization will be provided that you must include when you ship your products to us.

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