

Warranty Policy

All dormakaba closers that are BHMA certified to ANSI A156.4 Grade 1 Standard for Door Controls-Closers, except U1500 Series, are covered by a 25-year warranty. This includes BTS Series concealed floor closers, except where noted.

All fire/life safety products that are BHMA certified to ANSI A156.15 Grade 1 Standard for Closer-Holder Release Devices carry a 25-year warranty on the closer mechanism and a 2-year warranty on any electrical or electronic component.

The RTS Series overhead-concealed closers carry a 5-year warranty.

All other products not mentioned above carry a 2-year warranty.

All interior wall systems including HSW, FSW, PURE, PURE Enclose, Prive, and Fusion include a five (5) year warranty from date of substantial completion, exclusive of glass, wood doors, labor, or competitors products or components. All door hardware components within the system such as door handles, electronic locking devices, etc. revert to the original component warranty.

All dormakaba products including MUNDUS, Universal, TENSOR, DRS, Headers, MUTO Premium and Comfort, RS-120, DRS-120, AGILE 150, MANET, BEYOND, VISUR, and Exit Hardware are covered by a 2-year warranty.

All goods sold are warranted to be free from defects in material and workmanship, the foregoing comprises seller's sole and entire warranty. All other warranties, written or verbal, expressed or implied, and including but not limited to warranties of merchantability or fitness for intended purpose are expressly excluded.

Seller's sole obligation under these warranties, during the period after date of manufacture as listed above, shall be to issue credit, repair or replace any items or part thereof which is proved to be other than as warranted.

Seller shall have the sole right to determine whether such parts shall be repaired or replaced or whether credit shall be issued. No allowance shall be made for any labor charges for replacement of parts, adjustments or repairs, or any other work. In no event shall seller be liable for collateral or consequential damages.

If goods are claimed to be other than as warranted, seller, upon notice promptly given, will either examine the goods at their site or issue shipping instructions for return to seller (transportation costs prepaid by buyer). These warranties shall not extend to any goods or parts thereof which have been subjected to misuse or neglect, damage by accident, rendered defective by reason of improper installation or by the performance of repairs, modifications or attachment to other products outside of seller's plant.

Because dormakaba has no control over conditions under which its products are used, dormakaba specifically does not warrant the adequacy or sufficiency of any device or recommendations given to buyer. Nor does dormakaba warrant that every dormakaba product complies with every code, standard or regulation in every community except as specifically stated in a published dormakaba catalog or in writing by an officer of the company. Nor is dormakaba bound by the terms of buyer's agreements with other parties.

For projects located outside the United States or Canada, the limited warranty period for all products is 1 year from the date of manufacture. dormakaba regional businesses located outside the United States or Canada may offer different warranty periods. "United States or Canada" is defined as the several states of the United States, the District of Columbia, the commonwealths, territories and possessions of the United States, and all of the Canadian provinces and territories.