

Warranty Policy

Automatics/Entrance Systems products ED50, ED100, ED250 shipped after November 13, 2017 carry a 2-year warranty from date of shipment.

The iRevive Slide product carries an 18-month warranty from date of shipment.

Accessories such as sensors, push plates, hardware, etc., are covered under the applicable manufacturer's warranty in effect at time of purchase.

Standard and Custom finish warranties are covered under the applicable manufacturer's warranty in effect at time of purchase. For specific finish warranties, contact customer service. Finishes include, but are not limited to, anodized, powder coating, wet paint, and all clad materials.

All other products not mentioned above are covered under a standard 1-year warranty, unless expressed in writing. Products include, but are not limited to, ESA100/200/300/400/500/Hurricane/Blast, ED1200, ICU Doors, ED-IG, ED-400IG, ED400, ED700, MAGNEO, ED100s and ED250s shipped prior to November 13, 2017, and service parts.

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, liquidated 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 technical documentation 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.