



## Warranty

### LIMITED WARRANTY

Except as otherwise provided below, STANLEY warrants that all Products manufactured by STANLEY and sold under its trade names "BEST" and "STANLEY" are free of defects in materials, workmanship and operation, normal wear and tear excepted, for a period of three (3) years from the date of sale to the original purchaser. The liability of STANLEY under this warranty is limited to the repair or replacement of any Product covered by the warranty. Written notice of a claim under this warranty should be mailed to STANLEY SECURITY SOLUTIONS, P.O. Box 50444, Indianapolis, IN 46250. The notice should include information as to the identity of the Product and its defect along with a customer contact name, company name, address, and phone number. STANLEY will then provide shipping directions, with all shipping charges prepaid by you. STANLEY will then cause the Product to be examined and, if found defective and covered under this warranty, will repair or replace said Product at the sole discretion of STANLEY. Warranty service shall only be provided in the United States.

9K Mechanical Cylindrical Lock warranty term shall be seven (7) years from the date of sale to the original purchaser.

5H/47H Mechanical Mortise Lock Warranty term shall be limited lifetime. 48H/49H Mortise Deadlock and all 45HW and 47HW Electromechanical Mortise Lock warranty term shall be five (5) years from the date of sale to the original purchaser.

BEST 93KQ, 45HQ and EXQ locks using the Stanley Wi-Q™ Wireless Technology shall be three (3) years from the date of sale to the original purchaser. Stanley Portal Gateways, Wireless Access Controllers, Antennas and other products using Stanley Wi-Q™ Wireless Technology not specifically mentioned shall be one (1) year from the date of sale to the original purchaser.

### Software

NT500, Stanley Wi-Q™ Technology, and B.A.S.I.S. Software Warranty - STANLEY warrants that all CD ROM and hardware keys shall be free from defects in material 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:

The warranty for all NT500, Stanley Wi-Q™ Technology, and B.A.S.I.S. Software Products does not cover, free-of-charge, any post-sales technical support during the warranty under the following circumstances:

- Calls from sub-contractors not authorized by STANLEY
- 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 STANLEY.

- Technical support for third party software or hardware products.
- Technical support for network software products.

Support for the items above during normal technical support hours will be provided at an hourly rate of \$150, billable in one (1) hour increments. For pre-arranged, after-hours support, please call for quote.

### GENERAL LIMITATIONS OF WARRANTY

This warranty specifically excludes, and STANLEY shall not be held responsible for, damage caused by Product malfunction or failure attributable to acts of God, improper use or installation, poor or no maintenance, work performed by other than an Authorized STANLEY technician; failure to follow STANLEY's operating instructions or environmental specifications, modification, vandalism, shipping and/or handling, improper storage, accident, abuse or any other cause not within the control of STANLEY other than ordinary wear and tear.

STANLEY provides no warranty or guarantee that its cores and/or cylinders will function properly or be mechanically compatible with products not manufactured by STANLEY.

### THIRD PARTY WARRANTY

Except as otherwise provided above, STANLEY makes no warranty, express or implied, with regard to third party hardware or software and expressly disclaims the implied warranties or conditions of merchantability or merchantable quality, fitness for a particular purpose, title, infringement and those arising by statute or otherwise in law. Customer's sole recourse for warranty claims is with the manufacturer of the Product. However, STANLEY agrees to pass through any third party warranty that STANLEY receives from the manufacturer of the Products to buyer. The extent of any third party warranty details, terms and conditions, remedies and procedures may be expressly stated on, or packaged with, or otherwise accompanying the Products.