

Weiser Lock Warranty

If you have a product problem, Weiser is here to help. Customers know they can depend on Weiser because our products are backed with the best warranty program in the residential lock industry. Warranties differ by product series. For a detailed warranty statement, please choose from the following:

- [Weiser™ Series](#)
- [Elements by Weiser™](#)
- [Electronics](#)
- [Kevo](#)
- [Warranty Updates](#)

Weiser™ Warranty

Lifetime Mechanical Warranty

Lifetime Finish Warranty

Weiser™ products provide a "Lifetime Mechanical Warranty" that covers all defects in material and workmanship. This warranty excludes locks that have been damaged by installation contrary to our written instructions or modified with non-Weiser components. Effective December 1, 2001 Weiser extends a "Lifetime Finish Warranty" against corrosion, tarnishing or discoloring on its Weiser™ products. This warranty excludes scratches or abrasions, misused or abused products or products used in commercial applications. "Commercial" is defined as any application other than those found on private residences. In order to qualify for the lifetime Finish Warranty, purchaser must have a proof of purchase dated no earlier than 12/1/2001 or the product in question must have a production date stamp of 12/1/2001 or later. As an exception, the Lifetime Finish Warranty applies to all Weiser™ products with a Brilliance® finish (Bright Brass, Bright Chrome or Satin Chrome) regardless of purchase or production date. These warranties last while the original purchaser lives and owns the lock. Incidental or consequential damages are excluded. (Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you). To register a warranty claim in the USA, please return the product, freight pre-paid to: Customer Service Weiser 19701 DaVinci, Lake Forest, CA 92610. To register a warranty claim in Canada, please contact us by our toll free number 1-800-501-9471. Weiser will repair or replace the lock, or refund the purchase price (if it is not practical to repair or replace). You will be responsible for the removal of the old lock and reinstallation of the new one. This warranty provides you with specific legal right and you may also have other rights that vary from state to state.

Elements by Weiser™ Warranty

Lifetime Mechanical Warranty - Products are warranted for a lifetime from date of purchase against mechanical failure due to faulty workmanship or materials. The warranty lasts while the original purchaser owns the lock. This warranty does not cover the finish, defects or damage arising from improper installation, incorrect product application, improper maintenance, storage, shipping, handling or normal wear and tear or products used in commercial applications as determined by Weiser Inc. "Commercial" is defined as any application other than those found on private residences.

Lifetime Finish Warranty - Products are warranted for a lifetime from date of purchase against finish deterioration, while the original purchaser owns the lock. This warranty does not cover defects or damage arising from improper installation, incorrect product application, improper maintenance, storage, shipping, handling or normal wear and tear as determined by Weiser Inc.

To register a warranty claim in the USA, please return the product, freight pre-paid to: Customer Service Weiser 19701 DaVinci, Lake Forest, CA 92610. To register a warranty claim in Canada, please contact us by our toll free number **1-800-501-9471**.

Weiser Electronic Lock Warranty

1 Year Limited Warranty on Electronic Components

Lifetime Mechanical Warranty

Lifetime Finish Warranty

Weiser's electronic products provide a "Lifetime Mechanical Warranty" that covers all defects in material and workmanship. This warranty excludes locks that have been damaged by installation contrary to our written instructions or modified with non-Weiser components. Effective December 1, 2001 Weiser extends a "Lifetime Finish Warranty" against corrosion, tarnishing or discoloring on its electronic products. This warranty excludes scratches or abrasions, misused or abused products or products used in commercial applications. In order to qualify for the Lifetime Finish Warranty, purchaser must have a proof of purchase dated no earlier than 12/1/2001 or the product in question must have a production date stamp of 12/1/2001 or later. As an exception, the Lifetime Finish Warranty applies to all electronic products All electrical components are covered by a "One Year Limited Warranty." These warranties last while the original purchaser lives and owns the lock. Incidental or consequential damages are excluded. (Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you). To register a warranty claim in the USA, please return the product, freight pre-paid to: Customer Service Weiser 19701 DaVinci, Lake Forest, CA 92610. To register a warranty claim in Canada, please contact us by our toll free number 1-800-501-9471. Weiser will repair or replace the lock, or refund the purchase price (if it is not practical to repair or replace). You will be responsible for the removal of the old lock and reinstallation

of the new one. This warranty provides you with specific legal rights and you may also have other rights that vary from state to state.

Kevo Warranty

[WEISER KEVO WARRANTY INFORMATION PDF](#)

Weiser Warranty Updates

January 1, 2002 – Full lifetime finish and mechanical warranty on all Prestige, Welcome Home and Elements products

June 1, 2000 – Non-Brilliance products feature a 10-year finish warranty

March 1, 1996 - Full lifetime mechanical warranty extended to cover selected NA series passage lock components on Brilliance products

March 1, 1995 - Full lifetime mechanical warranty on all exterior keyed lock components on Brilliance products

February 1, 1994 - Full lifetime mechanical warranty against mechanical failure due to faulty workmanship or materials from date of purchase

January 1, 1989 – Full mechanical warranty due to faulty workmanship or materials 25 years from date of purchase

December 31, 1988 – Full mechanical warranty against mechanical failure due to faulty workmanship or materials one year from date of purchase