



## Limited product warranty

**(RESIDENTIAL APPLICATIONS ONLY)**

Subject to the terms and conditions of this warranty, Schlage Lock Company LLC (Schlage™) extends a warranty against defects in material and workmanship to the original consumer user (defined below) of the products manufactured by Schlage (the “Products”) beginning from the date of purchase by the original user. Please see below for specific Product warranty periods and details.

<b>PRODUCT</b>	<b>WARRANTY PERIOD</b>
Schlage Encode Plus™ Smart WiFi Deadbolt	Limited Lifetime Mechanical and Finish Limited 3 Year Electronics
Schlage Encode™ Smart WiFi Deadbolt	Limited Lifetime Mechanical and Finish Limited 3 Year Electronics
Schlage Sense® Smart Deadbolt	Limited Lifetime Mechanical and Finish Limited 3 Year Electronics
Schlage Connect® Smart Deadbolt	Limited Lifetime Mechanical and Finish Limited 3 Year Electronics
Schlage Touch® Deadbolt/Lever	Limited Lifetime Mechanical and Finish Limited 3 Year Electronics
Schlage Keypad Deadbolt	Limited Lifetime Mechanical and Finish Limited 3 Year Electronics
Schlage Keypad Knob/Lever	Limited Lifetime Mechanical and Finish Limited 3 Year Electronics
Schlage Mechanical (F Series – F, FB, FE285 and B Series – B)	Limited Lifetime Mechanical and Finish
Schlage Custom™ (FC, FCT Series)	Limited Lifetime Mechanical and Finish
Schlage Barndoor Hardware (SD Series)	Limited Lifetime Mechanical and Finish
Schlage Accessories	Limited Lifetime Mechanical and Finish

**What Schlage Will Do:** Upon return of the defective Product to Schlage for inspection, free and clear of all liens and encumbrances and accompanied by the statement of defects and proof of purchase from an authorized seller, Schlage will, at its sole option, replace the Product with new or remanufactured product (as applicable) or refund the purchase price in exchange for the Product. Because Schlage cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Products that were purchased from an Allegion or Schlage authorized seller, unless otherwise prohibited by law.

**Original User:** This warranty only applies to the original consumer user of the Products (“Original user”) as long as the Original User occupies the residential premises upon which the Product was originally installed. Except where prohibited by law (which may include the Province of Quebec), this warranty is not transferable.

**What is Not Covered:** The following costs, expense and damages are not covered by the provisions of this warranty: (i) back charges or labor costs including, but not limited to, such costs as the removal and reinstallation of the Product or for normal maintenance; (ii) shipping and freight expenses required to return the Product to Schlage; (iii) failures, defects or damage (including, but not limited to, any security related breach or failure or loss of data) caused by the Original User, any third party or third party products, service or system connected or used in conjunction with the Product; (iv) any incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages; or (v) normal wear and tear.

**The provisions of this warranty do not apply to Products:** (i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended by Schlage; (iv) which have been subjected to alteration, misuse, abuse, negligence, or accident; (v) which have been improperly stored, installed, maintained, repaired or operated; (vi) which have been used or installed in violation of written instructions provided by Schlage or which are used on nonstandard residential door preparations (NOTE: Mortise locks and preparations are not considered standard); (vii) which are not the proper size for the application or have been damaged or are defective due to improper installation or installation with improper or incorrect parts; (viii) which have been subjected to improper or harsh temperature, humidity, or other environmental conditions (i.e., corrosion); (ix) which, based on Schlage’s examination, do not disclose to Schlage’s satisfaction non-conformance to this warranty; (x) except where prohibited by law, which have been purchased through a non-authorized seller; or (xi) which are not new, including, but not limited to, returned, refurbished, or similar products. Additionally, this warranty does not cover scratches, abrasions, or deterioration due to the use of abrasive materials, paints, solvents, or other chemicals.

**Finish Exclusion:** Oil Rubbed Bronze finish (613) is designed to improve over time and change in appearance, creating a living finish through daily use and, thus, finish discoloration is not covered under this warranty.

**Additional Terms:** Schlage does not authorize any person to create for it any obligation or liability in connection with the Products. No other warranties, express or implied, are made to the Original User with respect to the Products. Any implied warranty of merchantability or fitness for a particular purpose shall be limited to the duration of this warranty, as applicable to the Product. No agent, representative, dealer, distributor, Authorized Seller or Authorized Reseller has the authority to increase or alter the obligations under this warranty. Schlage’s maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of a claimed breach of this warranty by Schlage may be brought by the Original User more than one (1) year after the cause of action has arisen.

**How Local Law Applies:** United States: This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some States do not allow the exclusion or limitation of incidental and consequential damages, so the above limitation or exclusion may not apply to you. Canada: This warranty gives you specific rights, and you may also have other rights as otherwise permitted by law. If this product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

**Warranty Claims Process:** If you encounter a claim under this warranty, please contact Schlage Customer Service as noted below for a replacement or refund of the original purchase price in exchange for the Product.

**U.S. and Canada**

**Schlage Customer Service**

**2119 E. Kansas City Road**

**Olathe, KS 660061**

**1-888-805-9837 (US Phone)**

**1-800-900-4734 (Canada Phone)**

**consumerschlage@allegion.com**

Effective Date: January 24, 2022

## About Allegion

Allegion (NYSE: ALLE) is a global pioneer in seamless access, with leading brands like CISA®, Interflex®, LCN®, Schlage®, SimonsVoss® and Von Duprin®. Focusing on security around the door and adjacent areas, Allegion secures people and assets with a range of solutions for homes, businesses, schools and institutions. Allegion had \$2.7 billion in revenue in 2020, and its security products are sold around the world. For more, visit [www.allegion.com](http://www.allegion.com)

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