



LockeyUSA Product Warranty Policy

Please read the full details of the LockeyUSA product warranty policy listed below. All warranty claims must be processed through LockeyUSA. Warranty claims processed through LockeyUSA distribution partners, or any other entity, are not valid. To request a warranty claim form, please [contact us](#).

Note: LockeyUSA reserves the right, at its sole discretion, to request additional information in order to process warranty claims more effectively and efficiently. If the product(s) are deemed to be covered by the applicable LockeyUSA product warranty policy, LockeyUSA will repair or replace the defective product(s). LockeyUSA will return ship product(s) covered by the LockeyUSA product warranty policy to Purchaser (at its sole expense) to locations in the United States. For international warranty claims, Purchaser will be responsible for any and all shipping charges, duties and fees.

LockeyUSA Digital Mechanical Keyless Locks (without key override): Lifetime Mechanical Warranty

All LockeyUSA mechanical keyless locks are covered by a lifetime mechanical warranty. The LockeyUSA lifetime mechanical warranty covers manufacturer defects to the lock. The lifetime mechanical warranty does not cover the finish of the lock or defects resulting from vandalism, improper installation or improper use. Use of a non-synthetic lubricant may damage your lock and will not be covered under warranty. Additionally, the lifetime mechanical warranty does not cover lock tampering. Any attempt to remove the silver screws to repair or manipulate the mechanics of the lock will void the warranty. The lifetime mechanical warranty applies only to LockeyUSA keyless mechanical locks. The lifetime mechanical warranty does not apply to key override (KO/KA) locks or any other LockeyUSA product that includes a keyway.

LockeyUSA Digital Mechanical Keyless Locks (with key override): Limited Lifetime Warranty

LockeyUSA mechanical keyless locks with the key override (KO/KA) option are covered by a limited lifetime warranty. The LockeyUSA limited lifetime warranty covers manufacturer defects to the lock. The limited lifetime warranty does NOT cover the tailpiece/spindle or cam, including, but not limited to, damage, bends, breaks and/or modifications to the tailpiece/spindle. The limited lifetime warranty does not cover the finish of the lock or defects resulting from vandalism, and improper installation or use. Use of a non-synthetic lubricant may damage your lock and will not be covered under warranty. Additionally, the limited lifetime warranty does not cover lock tampering. Any attempt to remove the silver screws to repair or manipulate the mechanics of the lock will void the warranty.

Important: Please read/follow installation instructions closely. The warranty may be void if the silver screws are removed or if the lock is not kept in the 'clear' position while the code is being changed. The LockeyUSA lifetime mechanical warranty and limited lifetime warranty cover LockeyUSA mechanical locks manufactured after December 31, 1999. The LockeyUSA lifetime mechanical warranty and limited lifetime warranty do not cover mechanical locks manufactured on or before December 31, 1999. Warranty claims will only be processed when the product is returned to LockeyUSA by the original Purchaser (at Purchaser's sole expense), accompanied by a LockeyUSA warranty claim form and valid proof of purchase.

Lockey E-Digital Electronic Keypad Locks: One-Year Electronic Warranty

All LockeyUSA E-Digital electronic keypad locks are covered by a one-year electronic warranty. The one-year electronic warranty covers manufacturer defects to the electronics of the lock. The one-year electronic warranty does not cover the tailpiece/spindle, including, but not limited to, damage, bends, breaks and/or modifications to the tailpiece/spindle. Use of a non-synthetic lubricant may damage your lock and will not be covered under warranty. The one-year electronic warranty does not cover the finish of the lock or defects resulting from vandalism, and improper installation or use.

Important: Please read/follow installation instructions closely. Failure to follow instructions and properly install the product may result in the void of warranty. Warranty claims will only be processed when the product is returned to LockeyUSA by original Purchaser (at Purchaser's sole expense), accompanied by a LockeyUSA warranty claim form and valid proof of purchase.



LockeyUSA Product Warranty Policy

LockeyUSA TB100, TB175, TB200/TB400/TB600, TB250/TB450/TB650 Gate Closer: One-Year Warranty

LockeyUSA hydraulic gate closers (not including the TB950 Magnum) are covered by a one-year warranty. The one-year warranty covers manufacturer defects to the hydraulic gate closer. The one-year warranty does not cover defects resulting from vandalism, improper installation or improper use.

Important: Please read/follow installation instructions closely. Warranty may be void if the hydraulic gate closer is installed improperly, if the opening angle of the hydraulic gate closer is not restricted to 90 degrees or less (gate stops are recommended), or if the hydraulic gate closer operates in temperatures less than 15 degrees Fahrenheit and/or temperatures greater than 100 degrees Fahrenheit. Warranty claims will only be processed when the product is returned to LockeyUSA by the original Purchaser (at Purchaser's sole expense), accompanied by a LockeyUSA warranty claim form (including installation measurements) and valid proof of purchase.

Lockey TB950 Magnum Hydraulic Gate Closer & Hinge: Ten-Year Warranty

LockeyUSA TB950 Magnum Hydraulic Gate Closer and Hinge is covered by a ten-year warranty. The ten-year warranty covers manufacturer defects to the hydraulic gate closer and hinge. The ten-year warranty does not cover defects resulting from vandalism, improper installation or improper use.

Important: Please read/follow installation instructions closely. Warranty may be void if the TB950 Magnum Hydraulic Gate Closer and Hinge is installed improperly or if the hydraulic gate closer and hinge is operated in temperatures less than negative 40 degrees Fahrenheit and/or temperatures greater than 100 degrees Fahrenheit. Warranty claims will only be processed when the product is returned to LockeyUSA by the original Purchaser (at Purchaser's sole expense), accompanied by a LockeyUSA warranty claim form and valid proof of purchase.

LockeyUSA Panic Hardware: Five-Year Warranty

All LockeyUSA panic hardware including LockeyUSA panic bars and panic shields come with a five-year mechanical warranty. The five-year warranty does not cover damage or defects to the product's finish, or defects resulting from vandalism, improper installation or improper use. The five-year warranty does not apply to *DETEX* Panic Hardware, sold by LockeyUSA. All *DETEX* Warranty inquiries must be directed to the manufacturer.

LockeyUSA Electronic Cabinet & Locker Locks (EC Series): Three-Year Electronic Warranty

All LockeyUSA EC Series electronic keypad locks are covered by a three-year electronic Warranty. The three-year electronic warranty covers manufacturer defects to the electronics of the lock. Use of a non-synthetic lubricant will damage your lock and will not be covered under warranty. The three-year electronic warranty does not cover the finish of the lock or defects resulting from vandalism, improper installation or improper use.

Important: Read and follow installation instructions closely. Failure to follow instructions and properly install the product may result in the void of warranty. Warranty claims will only be processed when the product is returned to LockeyUSA by original Purchaser (at Purchaser's sole expense), accompanied by a LockeyUSA warranty claim form and valid proof of purchase.