

## Limited Warranty

UTC Fire & Security Americas Corporation, Inc. ("UTCFS") warrants that this product will be free of defects in material and workmanship for one year (two years in Europe) from the date of purchase. This warranty is limited to repair or replacement at UTCFS' option. This warranty does not cover forgotten or incorrectly set combinations. Damage caused by modification, abuse or misuse, wear and tear, improper installation, application, storage, or fault or negligence of a party other than UTCFS are not covered. UTCFS will not be responsible for labor costs of removal or reinstallation of products. The repaired or replaced product is then warranted under the terms of this limited warranty for the balance of the term of the warranty or for 90 days, whichever is longer. UTCFS MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL UTCFS BE LIABLE FOR LOSS OF USE, LOST PROFITS, THEFT, PROPERTY DAMAGE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. To obtain repair or replacement information under the terms of this warranty, please contact your local supplier.

## Garantía limitada

UTC Fire & Security Americas Corporation, Inc. ("UTCFS") garantiza que este producto estará libre de defectos, tanto de material como de mano de obra, por el período de un año (dos años en Europa) desde la fecha de compra. Esta garantía se limita a reparar o reemplazar, a criterio de UTCFS. Esta garantía no cubre el olvido de la combinación ni su configuración incorrecta. No quedan cubiertos por esta garantía los daños causados por la modificación, abuso o uso inadecuado, desgaste, instalación inadecuada, aplicación, almacenamiento, o error o negligencia por parte de alguien distinto de UTCFS. UTCFS no será responsable por costos de mano de obra derivados de la retirada o la reinstalación de productos. El producto reparado o reemplazado queda garantizado según los términos de esta garantía por un plazo de 90 días ó hasta la fecha de vencimiento original, el plazo que sea mayor. UTCFS NO OFRECE NINGUNA OTRA GARANTÍA, EXPLÍCITA NI IMPLÍCITA, DE COMERCIALIZACIÓN O IDONEIDAD PARA FINES ESPECÍFICOS. BAJO NINGUNA CIRCUNSTANCIA UTCFS SERÁ RESPONSABLE POR PÉRDIDA DE USO, PÉRDIDA DE BENEFICIOS, LUCRO CESANTE, ROBO, DAÑOS A LA PROPIEDAD, O POR DAÑOS ESPECIALES, INCIDENTALES, OCASIONALES O CONSECUTENTES DE NINGÚN TIPO. Para obtener información sobre la reparación o sustitución bajo los términos de esta garantía, por favor contacte a su distribuidor local.

## Limites de Garantie

UTC Fire & Security Americas Corporation, Inc. ("UTCFS") garantit que ce produit sera exempt de défauts de matériau et de fabrication pendant un an à compter de la date d'achat (Deux ans pour l'Europe). Cette garantie est limitée à la réparation ou au remplacement sur décision de UTCFS. Cette garantie ne couvre pas les situations telles que oubli du code, ou code mal configuré. Les dommages causés par une modification, un abus ou une mauvaise utilisation, l'usure normale, une mauvaise installation, application, stockage, ou les dommages causés par la faute ou la négligence d'un tiers autre que UTCFS, ne sont pas couverts. UTCFS ne sera pas responsable des coûts de main d'œuvre liés au démontage ou à la réinstallation des produits. Le produit réparé ou remplacé est alors couvert conformément aux termes de cette garantie limitée pour le reste de la période de garantie ou pendant 90 jours, si cette dernière période est plus longue. UTCFS NE DONNE AUCUNE AUTRE GARANTIE, EXPLICITE OU IMPLICITE, DE QUALITE MARCHANDE OU D'ADEQUATION A UN USAGE PARTICULIER. EN AUCUN CAS UTCFS NE SERA RESPONSABLE POUR PERTE D'UTILISATION, PERTE DE BÉNÉFICES, VOL, DOMMAGES AUX BIENS, DOMMAGES SPÉCIAUX, ACCESSOIRES OU CONSÉCUTIFS. Pour obtenir des informations sur la réparation ou le remplacement sous les termes de cette garantie, veuillez contacter votre fournisseur.

## AUSTRALIA AND NEW ZEALAND KEY MANAGEMENT PRODUCTS

### ONE YEAR LIMITED WARRANTY

UTC Fire & Security Americas Corporation, Inc. ("UTCFS") warrants to the original consumer purchaser that this product will be free from defects in materials and workmanship under normal use for a period of 1 year from the date of purchase. To the extent permitted by law, UTCFS agrees to repair or replace (at our discretion) any defective product on presentation of the proof of purchase.

#### Australia warranty claims:

Where the goods are offered for sale in Australia, the benefits to the consumer given by this warranty are in addition to other rights and remedies of the consumer under the Australian Consumer Law and other applicable laws relating to the goods. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

#### New Zealand warranty claims:

Where the goods are offered for sale in New Zealand, the benefits to the consumer given by this warranty are in addition to other rights and remedies of the consumer under relevant New Zealand consumer protection laws and other applicable laws relating to the goods. Our goods come with guarantees that cannot be excluded under relevant New Zealand consumer protection laws. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

#### Exclusions

Subject to non-excludable laws, this warranty does not cover:

- Forgotten or incorrectly set combinations.
- Normal wear or tear to the product or parts.
- Damage caused by modification, abuse or misuse, improper installation, application, storage or fault or negligence of a party other than Supra.
- Any indirect, special or consequential loss or damage of any kind.

#### To make a claim

If a defect in the product appears within the time frame stated, you are entitled to submit a warranty claim by returning your product to the address shown below. Please contact UTCFS on the telephone number provided below, Monday to Friday during 7.00AM - 4.00PM, Pacific Time. When returning the product, please ensure it is properly packaged so that no damage occurs during transit. Any postage and packaging expenses required to return the product to UTCFS will be at your cost.

Please provide the original or a copy of the proof of purchase. Also, please make sure you have included an explanation of the problem.

If UTCFS elects to repair the product, please note that goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

This warranty is provided by:

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