

# Multihousing Products

## Standard product warranty policy

Classification: External  
and internal  
May 2025

### Warranty

dormakaba warrants its new Multihousing Products (referred to herein as "dormakaba products") as free from material or workmanship flaws for a period of two (2) years from date of shipment. Refurbished dormakaba products are warranted for a ninety (90) day period from date of shipment. Failure of the Purchaser to notify dormakaba within the time limits identified in this section shall constitute Purchaser's waiver to have the flaws remedied. The warranties as set out herein, are the exclusive warranties provided under this agreement and are in lieu of any other warranties, expressed or implied, statutory or otherwise, including but not limited to warranty of fitness for a purpose and merchantability. No distributor, dealer, sales representative nor any other appointee of dormakaba is authorized to bind dormakaba to any other warranty agreement. dormakaba will at no charge, either repair, exchange, or replace the product, provided it is returned to dormakaba during the warranty period, and return the product by ground transportation to the Purchaser. The Purchaser is responsible for all of the costs required to remove and reinstall the product(s) at the Purchaser's premises. In the case of repairs, dormakaba has the option to repair on site or at its own facilities. If, at the Purchaser's request, the repairs are carried out on site, the Purchaser shall pay for the dormakaba representative's travel, and living costs incurred. Such compensation shall be established according to the Field Service Current Costs, obtainable from the Technical Support Centre. Additionally, the Purchaser will pay the total cost difference between an on-site repair, and a repair at dormakaba's facilities. Flawed products which have been replaced become the property of dormakaba, who may dispose of them in any manner. Replacement products become the property of the Purchaser upon their delivery. dormakaba is not liable for any defects in materials, designs, drawings or information provided by the Purchaser, nor for information which is missing and could not be reasonably identified as such, by dormakaba.

#### dormakaba does not warrant the following:

- Normal wear and tear from use
- Printer ribbons, batteries, key cards and other consumable products used or supplied with the product
- Flawed or defective product operation(s) caused by unusual or unforeseeable use or condition
- Repairs or alterations performed by anyone other than dormakaba authorized personnel
- The use of unauthorized components or sub-assemblies in place of components supplied with the product
- Any products or systems in which dormakaba product is incorporated
- Force majeure
- Improper operation or maintenance of the product
- Installation of the product, unless dormakaba is responsible for the installation

#### Finishes

We apply the finest available protective finishes to the surfaces of our product. These finishes, however, have limitations and in time may deteriorate, either from exposure to weather, pollution, perspiration, extremes of climate, frequency of use, or unavoidable normal wear and tear. dormakaba warrants its standard finishes being free from material or workmanship flaws for a period of two (2) years from the date of the shipment. These warranties are based on the Purchaser performing the specified maintenance instructions. Failure to follow these instructions, based on dormakaba's evaluation of any finish degradation, will result in cancellation of the finish warranty.

#### Repair warranty

dormakaba's warranty policy on repairs is as follows:

Repair warranty	90 days*
Advanced exchange warranty	90 days*

\*and/or the remainder of the original product warranty period, whichever is the latest.

**For questions, please contact Multihousing customer support**

1-800-849-8324

dormakaba.us

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