

Lockwood Guarantee

ASSA ABLOY Australia Pty Limited ("ASSA ABLOY") warrants its Lockwood products against defects in workmanship and materials, subject to the limitations and exclusions set out in this Warranty. If, within the normal working life of a product, it is found to be defective, and none of the limitations and exclusions set out in this Warranty apply, ASSA ABLOY will supply the same or equivalent product free of charge. This is the only remedy granted by ASSA ABLOY under this Warranty.

Limitations

All electrical and electronic components used in ASSA ABLOY's Lockwood range of products (excluding batteries) are guaranteed for a period of 12 months from the date of proof of purchase, unless stated otherwise.

Exclusions

This Warranty does not cover:

1. Damage to or malfunction or failure of the Lockwood product caused or contributed to by:
 - (a) improper installation or failure to follow fitting instructions;
 - (b) improper maintenance;
 - (c) fair wear and tear;
 - (d) any modification or repair which has not been authorized by ASSA ABLOY;
 - (e) use of substitute or replacement parts or cylinders other than genuine ASSA ABLOY parts or cylinders; or
 - (f) use of batteries other than those specified by ASSA ABLOY.
2. The cost of:
 - (a) removal and/or replacement of the Lockwood product;
 - (b) freight and/or travelling time;
 - (c) replacement batteries; or
 - (d) any modification or repairs to a Lockwood product, unless authorised by ASSA ABLOY.
3. Damage to or deterioration of the plated finishes
Florentine Bronze, Architectural Bronze, Polished

Brass, Gold and Satin Brass, which are classified as soft finishes, and are subject to deterioration under some environmental conditions.

4. Damage caused by corrosion when the Lockwood product is used in a corrosive environment.
5. Personal injury, property damage or economic loss, however caused.

Symmetry[®] 5 Year Finish Warranty

ASSA ABLOY Australia Pty Limited will replace five-year branded Symmetry product if within five years from the proven date of purchase it tarnishes, discolours or corrodes when properly installed and subject to no more than fair wear and tear.

Symmetry[®] Everbrass[®] Warranty

Everbrass product is coated both on the exterior and interior surfaces with a lifetime anti-tarnish finish. ASSA ABLOY Australia Pty Limited will replace Everbrass branded product if it corrodes, tarnishes or discolours when properly installed and subject to no more than fair wear and tear.

This Warranty is in addition to and not in substitution for any rights of the purchaser under the Trade Practices Act and state or territory legislation.



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Lockwood Care and Maintenance Recommendations

In order to gain the maximum life from your Lockwood product, correct maintenance procedures should be followed.

The following guidelines provide recommendations for your maintenance program. It is important that maintenance be done on a regular basis. It is recommended that inspections and cleaning be done routinely – at least annually.

A shorter interval should be used in marine or other corrosive environments and in areas prone to atmospheric fallout.

- The complete window or door should be inspected regularly to ensure that it is still in good working order. Such things as the faulty hinges, warped windows and doors, and or distorted frames can put excessive load on other components reducing their operating life.
- Dirt, grime and airborne salt deposits are often capable of causing damage to the product's surfaces and mechanism, including the cylinder barrel, and must be regularly removed.

The following cleaning process is recommended:

- Cleaning should be done with a dilute solution of a mild liquid detergent in warm water. Avoid excessively hot solutions.
- Use a soft bristle brush or similar to clean the surface. Do not use abrasive tools.
- After cleaning, rinse surfaces thoroughly with fresh water.
- Do not use strong solvent type cleaners on surfaces. Where it is necessary to remove materials from the surface (such as adhesives and a solvent is necessary) the weakest possible solvent should be used. The only solvents recommended are methylated spirits, white spirits or Isopropanol. Ensure the contact time for the solvent is kept to a minimum and that the solvent is thoroughly rinsed from the surface. A small test area should be checked prior to solvent cleaning to ensure that no damage to the film or colour change will occur.

- Where more aggressive cleaning is required, a very mild abrasive such as a high quality automotive cream polish, used in accordance with the manufacturer's instructions, may be necessary. The use of strongly abrasive compounds such as cutting compounds is not recommended.
- The use of bore water for cleaning is not recommended due to its mineral content, as it can bring about staining of the coating and may instigate long term coating failure.
- Ensure cleaning fluids do not penetrate into the lock or cylinder.

The use of products with soft finishes; such as gold plate, lacquered brass or chrome plate, need special care. Dirt or other contaminants must not be allowed to build up on the surface, as these will readily discolour and impair the surface.

Some change in colour, gloss or chalking may be expected dependant on exposure.

Key cylinders should be lubricated at least once a year or when there are signs of roughness when inserting or retracting the key. Remove any dirt, grime and salt deposits on and around the end of the cylinder barrel, and apply a small amount of powdered graphite to the keyblade and insert the key into the lock barrel to maintain a smooth action. Lockwood Twin™ cylinder should only be lubricated with 'Rivolta' lubricant which is available from your local Lockwood Twin™ Dealer network locksmith.

Exposed mechanisms and parts should be cleaned with a non-metallic brush. Apply a small amount of preferably Teflon based lubricant or alternatively light sewing machine 5W mineral oil to lubricate moving parts and prevent corrosion of exposed metal surfaces. Be careful not to apply an excessive amount of lubricate as this will have a detrimental effect of adhering dust to these surfaces, potentially reducing their life.

With the proper care & maintenance your Lockwood product will provide you a lifetime of service, making it your future number one choice in locking solutions.



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