



Our warranty

At Gainsborough we offer quality products to ensure you can enjoy your hardware for years to come.

Exclusions

1. This Guarantee only applies to defects which have arisen solely from faulty materials or workmanship in the Product and does not apply to other defects however arising, including without limitation as a result of the following:

- accidental damage, abuse, misuse, maltreatment, abnormal stress or strain of the Products;
- neglect of any kind in respect of the Product;
- tarnishing and damage to or deterioration of finishes as a result of harsh or adverse conditions (including corrosive environments such as the coastal locations and large fluctuations in pressure or temperature);
- deterioration in colour and performance of polymer materials;
- fair wear and tear;
- installation or maintenance of the Products not in accordance with the instructions provided with the Products.

2. Alterations to repair of the Product other than approved by Allegion are not covered by this Guarantee (for the avoidance of doubt, attachment of accessories or use of non genuine replacement parts other than those manufactured or approved by Allegion are not covered).

3. Costs incurred by the removal, replacement or installation of the Product are not covered by this Guarantee.

4. Personal injury, property damage or economic loss, howsoever caused, will not be covered by this Guarantee.

Australian Consumer Law

In addition to this Guarantee, certain legislation (including the ACL) may give you rights which cannot be excluded, restricted or modified. This Guarantee must be read subject to such legislation and nothing in this.

If Allegion fails to meet a guarantee under the ACL, your remedy for such failure may be limited to any one or more of the following at Allegion's discretion:

- replacement of the product;
- repair of the product;
- refunding the cost of the product;
- payment of reasonable costs of having the product repaired;
- payment in respect of the reduced value of the product.

As required by legislation, including the ACL, any claims for damage, or any consequential loss either directly or indirectly due to defects of any kind in a product will only be met by Allegion where the damage or loss was reasonably foreseeable by Allegion.

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 for compensation for any other 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.

Guarantee Claims

Any defective product must be returned to the point of sale before replacement can be considered under the terms of this Guarantee. If the costs of returning any defective parts are excessive or unreasonable, please contact Allegion so that we can arrange a collection (if considered appropriate in the circumstances).

Guarantee claims can be made at the point of sale or by posting or emailing a Guarantee claim to Allegion (contact details listed below) within 3 months of the appearance of a defect.

Guarantee claims under this Guarantee must include the following details:

- Date of Purchase;
- Location of Purchase;
- Proof of Purchase;
- Contact Details

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Warranty periods for selected Gainsborough products:

GAINSBOROUGH SMART LOCKS	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
Gainsborough Freestyle Smart Wi-Fi Trilock	ALL	10 years	5 years	2 years
Gainsborough Liberty Smart Entrance Lock	BL	-	-	2 years
Gainsborough Liberty Smart Touch Lever Lock	BL	-	-	2 years
Gainsborough Haven Smart Entrance Lock	BL	-	-	2 years
Gainsborough Mode Smart Entrance Lock	ALL	2 years	-	2 years
Gainsborough Mode Smart Deadbolt	ALL	2 years	-	2 years
Gainsborough Mode Smart Lever Lock	ALL	2 years	-	2 years

GAINSBOROUGH 3-IN-1 ENTRANCE / DUMMY SETS	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
Trilock Omni Series Entrance & Dummy	ALL	10 years	5 years	-
Trilock Entrance & Dummy	SC, MB, BC, & BSC	10 years	5 years	-
Trilock Entrance & Dummy Special Finishes	SB, SG & WH	10 years	2 years	-

GAINSBOROUGH ENTRANCE SET	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
First Impressions	ALL	10 years	5 years	—

GAINSBOROUGH DEADBOLTS	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
Neue Series	SC, MB, BC & BSC	10 years	5 years	—
Neue Series Special Finishes	SB, SG & WH	10 years	2 years	—
Choice Series	ALL	7 years	2 years	—

GAINSBOROUGH LEVERS	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
Avant Series (QuickFix)	BC, BSC & MB	15 years	5 years	—
Avant Series (QuickFix) Special Finishes	SB & SG	15 years	2 years	—
Avant SR (QuickFix)	ALL	10 years	2 years	—
Neue Series	BC, SC, BSC & MB	10 years	5 years	—
	SB, SG & WH	10 years	2 years	—

Neue Series Special Finishes				
Choice Series	ALL	7 years	2 years	-

GAINSBOROUGH KNOBS	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
Terrace Series	ALL	7 years	2 years	-
Governor Series	ALL	10 years	5 years	-
Classic / Diplomat	ALL	10 years	10 years	-

GAINSBOROUGH PULL HANDLES & MORTICE LOCKS	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
Oblong Series	ALL	7 years	2 years	-
9200 Series Oblong / Horizon / Curved	ALL	10 years	5 years	-
Semi / Circular	ALL	-	5 years	-
Rectangle / Ornate / Linear / Angled	ALL	-	2 years	-
Mortice Locks	ALL	10 years	5 years	-

TradePro by Gainsborough	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
Levers / Long Plates/ Knobs / Deadbolts	ALL	7 years	2 years	-

GAINSBOROUGH ACCESSORIES	FINISHES	MECHANICAL WARRANTY	TARNISH WARRANTY	ELECTRICAL WARRANTY
Tubular Latches	All	10 years	10 years	-
Tubular Latches Special Finishes	SB & SG	10 years	2 years	-
Floor Stops / Wall Stops	MB, BC, ABC & SC	-	5 years	-
Floor Stops / Wall Stops Special Finishes	SB & SG	-	2 years	-
Flush Bolts – 150mm / 200mm	MB, SC, PB & BC	10 years	5 years	-
Flush Bolts Special Finishes – 150mm	SB & SG	10 years	2 years	-
Security Bolts	ALL	10 years	10 years	-
Sliding Cavity Door Sets – Circular / Square / Rectangular	ALL	10 years	10 years	-
Flush Pulls	BC, SC, MB & SS	10 years	10 years	-

Flush Pulls Special Finishes	SB, SG & ABC	10 years	2 years	-
Hinges - Loose / Fixed	MB, CP & SC	10 years	5 years	-
Hinges Special Finishes - Loose / Fixed	SB & SG	10 years	2 years	-