



Faulty or Damaged Goods:

All goods sold are warranted to be free from defects in material and workmanship, the following comprises our sole and entire warranty provided:

While every effort is made to ensure that goods reach you in perfect condition, on occasion faulty or damaged goods may need to be returned for a replacement or refund. We will endeavour to replace any item that is deemed faulty in the first instance.

In most cases we can offer a like for like replacement, however if the item being returned is no longer in stock or no longer manufactured or available from our suppliers, we may instead offer a refund.

We are unable to offer a refund or replacement on items that have been damaged through wrongful or inappropriate use, poor or faulty installation, not following instructions, or normal wear and tear.

Halliday + Baillie must be notified within five years of the purchase date of defects in any trim or locking mechanism, and be given the opportunity of inspection (either in person or with photographs etc and ideally by return of any alleged defective product to us), free and clear of all liens and encumbrances, transportation prepaid, accompanied by the statement of defects and proof of purchase; and

Product has not been modified, abused, misused, or improperly installed, maintained and/or repaired during such period. All other warranties, written or oral, expressed or implied, and including but not limited to warranties of merchantability or fitness for intended purpose, are expressly excluded.

Our sole obligation under these warranties, during the period after date of manufacture as listed above, shall be to issue credit, repair or replace any item or part thereof which is proved to be other than as warranted. We retain the right to determine whether such parts shall be repaired or replaced, or whether credit shall be issued. No allowance shall be made for any labour charges for replacement of parts, adjustments or repairs, or any other work.

Warranty:

Halliday + Baillie Product Liability and Warranties – 5 YEAR WARRANTY PERIOD
For all Halliday + Baillie Products

1. All goods sold are warranted to be free from defects in material and workmanship, the foregoing comprises seller's sole and entire warranty provided:

The Company has been notified within five years of the purchase date of defects in any trim or locking mechanism, and been given the opportunity of inspection by return of any alleged defective Product to the Company, free and clear of all liens and encumbrances, transportation prepaid, accompanied by the statement of defects and proof of purchase;

and The Product has not been modified, abused, misused, or improperly installed, maintained and/or repaired during such period.

All other warranties, written or oral, expressed or implied, and including but not limited to warranties of merchantability or fitness for intended purpose, are expressly excluded.

2. Seller's sole obligation under these warranties, during the period after date of manufacture as listed above, shall be to issue credit, repair or replace any item or part thereof which is proved to be other than as warranted. Seller shall have the sole right to determine whether such parts shall be repaired or replaced or whether credit shall be issued. No allowance shall be made for any labour charges for replacement of parts, adjustments or repairs, or any other work. In no event shall seller be liable for collateral or consequential damages.

Should there be any reason to contact us either within the five year time period or anytime beyond this period please contact the undersigned.

FSB Germany Product Liability and Warranties – 10 YEAR WARRANTY PERIOD or AS STATED



Locks and Latches:

The locks and latches have a mechanical warranty of 10 years notwithstanding normal wear and tear, and providing that they have been correctly installed and have not un-assembled or tampered with during the period.

Lever Handles:

Lever Handles also have a mechanical warranty of 10 years notwithstanding normal wear and tear. Any lock bodies that opened or tampered with immediately void warranty.

Care and Maintenance:

General Guide to Care and Maintenance

For Mortice Locks & Latches, Sliding Door Locks, and any mechanism with moving parts we would recommend a yearly spray with 3 in 1 oil or a CRC equivalent.

Halliday Baillie + FSB Product maintenance. Halliday + Baillie products are thoroughly checked for quality purposes before leaving our premises to ensure that you are receiving the very best quality.

In order to keep the products in good working order and the finish as it is intended we do suggest you read the following:

All electroplated/solid + live finishes are prone to marking/scratching/changing if metal on metal occurs so we ask that each part be kept completely separate when installation is being done. Do not hold the metal products against each other before installation. Never use commercial or domestic cleaners on any of the metals. Only ever use the same mild kitchen detergent you would use to hand wash your dishes. Warm water and wipe clean with a soft cloth. *Do not ever use any stainless steel, brass or bronze cleaners, wax or harsh cleaners etc.* These are not necessary and will damage or hurt the 1st grade finish you have been supplied with.

Solid Brass + Bronze H+B supply including FSB are unfinished/unlacquered + are designed to patina and change. In high salt these finishes as part of its natural aging will go green. Hand oils, temperature change + level of use will impact of the difference between each product on each door.

For external Aluminium Joinery applications or any installations particularly but not solely where high salt conditions are present we recommend the same maintenance time periods as many of our Aluminium /

Timber joiners do. Wash down every 6 months. In any situations where high salt is a concern, then we suggest not installing cylinders to the outside.

From time to time where our sliding locks are used externally it would not hurt to spray a very small amount of Olive oil spray... yes you heard right into the top of the teeth on the latch part when latch is retracted.. It is a very eco way of keeping the sliding lock well-oiled and moving especially on low use doors.WD40 or CRC works well also if needed.

A feature/benefit to the H+B range is that many of our flush handles are sold separately so if a flush handles wants to be refreshed years down the track then this is possible without the need to replace anything else.

Warning: On all H+B Sliding or deadbolt privacy or key locking systems please ensure that the latch on the lock is retracted at all times when sliders have been unlatched/locked before you drag the slider along to engage the strike plate on the frame. If you do not + the solid brass/stainless steel teeth will continue to hit the strike, the strike may crack or worse, constant prolonged incorrect use may damage the inside mechanism + locks may cease or jam over time. The latch on our models does not automatically retract when hit.