



## Schlage Essentials V-Series Warranty

Limited lifetime mechanical,  
limited one year electronics  
and limited five year finish

Subject to the terms and conditions of this warranty, Schlage Lock Company, LLC (“Schlage”) extends a limited lifetime mechanical warranty to the original consumer user (“Original User”) of our V-Series Products (“Product”) against mechanical defects in material and workmanship, as long as the Original User occupies the residential premises upon which the Product was originally installed. Schlage extends a limited five-year finish warranty to the Original User of Product against tarnishing and damage from corrosives such as, but not limited to, salt, sun, humidity, and cleaning products as long as the Original User occupies the residential premises upon which the Product was originally installed and a limited one-year electronics warranty to the Original User of Product against functional electronic defects.

**What Schlage Will Do:** Upon return of the defective Product to Schlage, Schlage’s sole obligation, at its option, is to either repair or replace the Product or refund the original purchase price in exchange for the Product.

**Original User:** This warranty only applies to the Original User of Products. This warranty is not transferable.

**What Is Not Covered:** The following costs, expenses and damages are not covered by the provisions of this limited warranty: (i) labor costs including, but not limited to, costs for the removal and reinstallation of Product; (ii) shipping and freight expenses required to return Product to Schlage; (iii) failures, defects, or damage (including, but not limited to, any security failure or loss of data) caused by any third party product, service, or system connected or used in conjunction with the Product; and (iv) any other incidental, consequential, indirect, special and/or punitive damages, whether based on contract, warranty, tort (including, but not limited to, strict liability or negligence), patent infringement, or otherwise, even if advised of the possibility of such damages. Some local laws do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

The provisions of this warranty do not apply to Products: (i) used in commercial applications; (ii) used in common area applications; (iii) used for purposes for which they are not designed or intended; (iv) which have been subjected to alteration, abuse, misuse, negligence or accident; (v) which have been improperly stored, installed, maintained or operated; (vi) which have been used in violation of written instructions provided by Schlage; (vii) which have been subjected to improper temperature, humidity or other environmental conditions; or (viii) which, based on Schlage’s examination, do not disclose to Schlage’s satisfaction non-conformance to the warranty. Additionally, this limited lifetime warranty DOES NOT COVER scratches, abrasions, or deterioration due to the use of paints, solvents or other chemicals.

**Additional Terms:** Schlage does not authorize any person to create for it any obligation or liability in connection with the Product. Schlage's maximum liability hereunder is limited to the original purchase price of the Product. No action arising out of any claimed breach of this warranty by Schlage may be brought by the Original User more than one (1) year after the cause of action has arisen.

**How Local Law Applies:** This warranty gives you specific legal rights, and you may also have other rights as otherwise permitted by law. If this Product is considered a consumer product, please be advised that some local laws do not allow limitations on incidental or consequential damages or how long an implied warranty lasts, so that the above limitations may not fully apply. Refer to your local laws for your specific rights under this warranty.

**Guaranteed Fit Program:** Schlage products are designed to fit standard residential door preparations and retrofit existing tubular locks. Note: Mortise locks and preparations are not considered standard and are not guaranteed under this program. During the initial installation, if there is a problem with the Product's performance, the Original User may simply contact Schlage Customer Service at 888-805-9837 in the U.S., 800-900-4734 in Canada or 800-506-7866 in Mexico for assistance.

**Program & Warranty Claims:** If you encounter a non-standard residential door preparation or fit issue under the Guaranteed Fit Program or have a claim under this limited warranty, please contact Schlage Customer Service for repair, replacement or refund of the original purchase price in exchange for the return of the Product to Schlage.

**To make a warranty claim, contact Schlage Customer Service:**

U.S. and Canada  
Schlage Customer Service  
P. O. Box 1210  
Olathe, KS 66051-1210  
1-888-805-9837 (US phone)  
1-800-900-4734 (Canada phone)  
1-800-366-5625 (fax)

Visit [Schlage.com](http://Schlage.com) to learn more.

**About Allegion™**

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