

Product Warranty Policy

R.R. Brink Locking Systems, Inc. (RRBLS) warrants that products of its manufacture only shall be without material and workmanship defects of factory origin. The effective period of this warranty shall be the first date of either eighteen (18) months from the date of product shipment or twelve (12) months from project turnover. RRBLS, at its option, reserves the right to repair, replace or return an allegedly defective part or product provided the customer or user complies with the following:

1. Returned product(s) have been stored, installed, maintained and operated in accordance with RRBLS recommendations. Their installation has been in accordance with good construction industry practices and standards. (RRBLS does not warrant against abusive use or inflicted damage.)
2. Returned product(s) have not been adjusted, altered, modified or repaired without the consent of RRBLS.

3. Electrical components have been operated only with the proper polarity and rated voltage.
4. Obtain from an RRBLS in-house customer service representative a "return goods authorization number" and ship the product(s) prepaid to the address hereon.

Product(s) supplied by, but not manufactured by, RRBLS carry only the warranty expressed by the manufacturer.

For out-of-warranty factory product repair or part replacement, a "repair order number" must be obtained from an RRBLS in-house customer service representative. Thereupon, ship the item(s) prepaid along with a purchase order authorizing the necessary work. The attendant charge will be based on expended labor and material. If requested, a quotation will be issued based on our assessment of the product(s) condition.

Warranty Period Field Repair Policy

A purchaser or user of an in-warranty product manufactured by RRBLS claiming a site repairable defect must receive technical input and written authorization from RRBLS before proceeding with reimbursable work. Without such authorization, RRBLS shall not accept related backcharges and shall void outstanding warranties on the subject product.

This policy protects RRBLS against inappropriate and unjustifiable backcharges and disputes. It assures the product user that remedial work performed by others in the field will not jeopardize the RRBLS written warranty.

Door/Frame Preparation Drawing and Wiring Diagram Policy

Door/frame drawings and wiring diagrams must be issued by an RRBLS in-house customer service representative on a per order basis only. Such drawings and diagrams shall be referenced to the assigned RRBLS work order number. RRBLS assumes no responsibility for door/frame preparation or wiring inconsistencies due to the use of drawings or diagrams

not referenced to an order. RRBLS assumes responsibility for shipping material according to drawings issued for a specific work order.

RRBLS reserves the right to change or modify door/frame preparation drawings and wiring diagrams without notice.



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