



Special Finishes

Plated finishes on
commercial hardware

10 year warranty on Chrome Plate (C), Polished Brass (P), Polished Brass Unlacquered (PU), Satin Chrome Plate (S), Satin Brass (SB), and Satin Brass Unlacquered (SBU)

1 year warranty on Antique Bronze (A), Oil Rubbed Bronze (ORB), and Satin Black Chrome (SBC)

Standard plated finishes provide excellent durability and resistance to wear and tear in normal commercial applications. Living finishes over time will develop a natural patina, giving it a distinctive aged appearance. The period for this process to occur will vary depending on the environment and level of maintenance.

Warranty inclusions

Allegion ("Company" or "Seller") warrants its products to be free from defects in material and workmanship for the stated periods above from the date of purchase. The Company will, at its option, repair or replace any products which in the opinion of the Company are found to be defective, provided said products are returned to Allegion, freight prepaid. The Company reserves the right to inspect the installation of defective products before any removal and return of any such products.

Warranty exclusions

As living finishes (ORB, SBC, A, SBU and PU) are a softer manufacturing finish than standard, natural aging, chipping and scratches caused by contact with metal or hard objects is considered fair wear and tear and not covered under warranty. Due to the natural aging process, variations can occur between manufacturing batches of living finishes. We therefore recommend all living finish requirements are ordered in one batch per project to reduce the variation.

All finishes can be damaged by use of unsuitable cleaning agents or improper materials. These include cleaning agents containing acidic, corrosive, abrasive, citrus or alcohol based substances or through scouring of a surface by abrasive cloths, sponge pads or similar.

Additional exclusions of conditions applicable to the warranty are as follows:

- (a) The warranty shall not cover any defect or damage which may be caused or partly caused by or arise through:
- i) Failure on the part of the Buyer to properly install, use or maintain any products; or
 - ii) Failure on the part of the Buyer to follow any instructions or guidelines provided by the Seller; or
 - iii) Any use of any products otherwise than for any application specified on a quote or order form accepted by Seller; or
 - iv) The continued use of any products after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
 - v) Fair wear and tear, or any accident or act of God.
 - vi) The warranty shall cease and the Seller shall thereafter in no circumstances be liable under the terms of the warranty if the products are repaired, altered or overhauled without the Seller's consent.
 - vii) In respect of all claims the Seller shall not be liable to compensate the Buyer for any delay in either replacing or repairing the Goods or in properly assessing the Buyer's claim.

- (b) For products not manufactured by the Seller the warranty shall be the current warranty provided by the manufacturer of products, if any, and to the extent that such warranty can be transferred by Seller to Buyer.
- (c) The Polished brass and Satin Brass finishes are lacquered to maintain the original finish. Scratching or discolouration of the lacquere coating can occur as part of normal wear and tear, and is not considered a defect or grounds for warranty return.

Limited Warranties

No other warranties, express or implied, are made with respect to the products or services including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose.

This warranty does not exclude, restrict or modify any statutory rights.

Allegion shall in no event be liable for any incidental, indirect, special, punitive or consequential damages for breach of any warranty, including but not limited to loss of use of the products, loss of profits, loss of revenue, interest, lost goodwill, work stoppage, impairment of the other goods, increased expense of operation, or claims of user's customers, whether based on contract, warranty, tort or otherwise.

In any event, Allegion's maximum liability to user/customer for, under or in connection with the purchase of the products or services supplied by Allegion, whether in contract, tort (including negligence) or otherwise shall not exceed, in respect of each event or series of connected events, the purchase price of the product upon which such liability is based.

Contact

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