

WARRANTY & MAINTENANCE

N2LOK

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N2LOK opened its doors in 2011 with the intention to supply quality security hardware at a competitive price. Since then, we have been developing and delivering product lines that are revolutionising the way locks look and function.

FINISH WARRANTY

5 Years

Polished Brass, Polished Chrome, Gun Metal, Satin Chrome, Satin Nickel, Stainless Steel, Polished Stainless Steel, Rumble Nickel

12 Months

Matte Black & Venetian Bronze

These finishes have a limited warranty because the matte finish on these items will often begin to turn to more of a shine. This usually happens because the oils from our skin smooths out the matte finish. The black colour itself will last a lot longer.

No Warranty

Satin Brass

This finish doesn't have a warranty because it will very likely start to change colour. This is because the metal (brass) is reacting to the oxygen in the air all the time. This is known as oxidation and is a very normal process which happens to all brass products.

MECHANICAL WARRANTY

7 Years

All working mechanical products

CARE & MAINTENANCE

To ensure that you get the most out of your products it is important to clean and care for the products, especially if they are exposed to the elements. This is to avoid build-up of oils, salt, and more. When cleaning it is recommended to use warm soapy water and avoid using any abrasive chemicals. It is not a requirement to clean these products, but to extend the life of the product it is highly recommended.

CONDITIONS OF WARRANTY

Our products are warranted to be free for mechanical and workmanship defects for 7 years and free from finish and surface defects for 5 years from the original date of purchase. Should a mechanical or finish defect occur within this warranty period please contact the store of purchase, with proof of purchase to start the warranty process. Premature finish deterioration due to the use of solvents, acid cleaners, paints, climatic conditions i.e. salt air or surface abrasion by keys or jewelry is not considered a defect and thus not covered by this warranty. The same applies for mechanical failure due to incorrect installation, misuse or abuse will not be covered by this warranty. The removal and refitting of the product and any associated handling and transportation is not covered by this warranty. N2LOK reserves the right to modify product styles and finishes without notification. If the same product model is no longer available a similar product model will be supplied. Any accessories, spare parts and trim purchased separately to complete and complement the lockset or hardware are not covered by this warranty.

There are a number of instances where our products that are covered under warranty will have been voided the warranty, and therefore no warranty will apply. These include, but are not limited to:

- Improper installation, or failure to comply with instructions supplied with the product.
- The products have been used in a manner other than their original intended use.
- The product continues to be used after any fault or defect has become known or would have become known to a reasonable person.
- The defect or fault has occurred from reasonable wear and tear in use.
- The defect or fault has occurred as a result of circumstances beyond the control of either the buyer or the seller.
- The warranty will become void if any maintenance or alteration is made to the product without N2LOK's knowledge and consent.