

## GENERAL WARRANTY POLICY

Effective Date 2/18/21

**Essex Electronics Inc. ("Essex")** warrants that at the time of original purchase from Essex the products specified below are free from defects in workmanship and material. Subject to the conditions and limitations set forth below, Essex will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Essex on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. Essex reserves the right to discontinue a product for any reason, without notice, at any time. If a product that has been discontinued proves defective and if Essex is unable to repair or replace the product, within the terms expressed in this Limited Warranty, a substitute product may be provided at Essex's election, as a replacement for the original discontinued product.

This Limited Warranty extends only to the original retail or wholesale Buyer and the original site of installation. It does not cover any damage to this product or parts thereof, if the product is installed in violation of the applicable codes or ordinances, or is not installed and used in accordance with our installation instructions. This warranty applies only to standard Essex products purchased as completed assemblies and does not cover custom products (excluding custom graphics) nor does it cover products purchased as subassemblies. This warranty will only include the normal operating life of the LED's and relays as specified by the manufacturer. It does not cover any damage that results from accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, or modification. This Limited Warranty also does not apply to any product on which the original identification or date of manufacture information has been altered, obliterated or removed. In no event shall Essex be liable for any damage to persons, property or area surrounding the installation site caused by any malfunction of the product manufactured or supplied by Essex.

Essex will not pay, nor be responsible for shipping, transportation or delivery charges, or other cost of removal of a defective product or installation of a replacement product. The original component replaced under this Limited Warranty in any system shall become the property of Essex and as such will, at our request, be returned to our factory with transportation charges paid by the Buyer.

**Limited Lifetime Warranty:** Products carrying Limited Lifetime Warranty against defects in materials and workmanship are Essex KTP Series Keypads, K1 Series, SKE Series Keypad and PEB Series Door Access Switches. Only products with a manufactured date of 5/1/06 to the present date are covered by this Limited Lifetime Warranty.

**Limited 18 Month Warranty:** Products carrying an 18 month warranty against defects in materials and workmanship include Hand-E-Wave™ Touchless switches and card readers with embedded 125 kHz and 13.56 MHz processors including the PiezoProx®, iSMART SE™, RoxProx™, RoxProx II™, T-Prox™, iRox™ Series and iRox-T.

**Limited 3 Year Warranty:** Essex KE-1700 Series and AKE-5 Series are covered by a 3 year limited warranty against defects in materials and workmanship.

**Limited 2 Year Warranty:** Essex products used for Elevator access control applications are covered by a 2 year limited warranty. This includes the SKE-34SE used in an elevator access control installation.

Essex Electronics, Inc.'s liability and Buyer's remedy under this warranty is limited to the repair or replacement at Seller's election of the product, or parts thereof, returned to Essex Electronics Inc. at Buyer's expense and shown to Essex Electronics Inc.'s reasonable satisfaction to have been defective.

Notice of any defect must be sent in writing to Essex Electronics, Inc., 1130 Mark Avenue, Carpinteria, California, 93013, USA and must include the date code of the unit, description of the defect and factory assigned Return Authorization #. Upon receipt of such notification, Essex will determine whether to repair or replace. We also reserve the right to have our representative make any inspection or repairs, or furnish replacements.

**ESSEX RESERVES THE RIGHT TO AMEND THIS GENERAL WARRANTY POLICY AS REQUIRED.**



1-800-KEYLESS • [keyless.com](http://keyless.com)

**DISCLAIMER OF WARRANTIES: LIMITATION OF BUYER'S REMEDIES**

Except for the repair or replacement at seller's option which is expressly set forth above, Essex Electronics Inc. extends no warranty of any kind, express or implied, and disclaims any implied warranty of merchantability or suitability for purpose for which sold, with respect to the keypads, keyless entry coded access system or accessories. Except for the limited repair or replacement specified above, under no circumstances will Essex Electronics Inc. be liable to buyer under or in connection with any manufacture or sale of any of the products set forth above under any tort, negligence, strict liability, contract or other legal or equitable theory, or for incidental or consequential damages, or buyer's cost of effecting insurance coverage.

The foregoing limited warranty expressed herein constitutes the sole and entire warranty with respect to the products set forth above and is in place of any and all other warranties, express or implied.

This warranty may not be expanded or extended by any oral representation, written sales information, advertising, drawings or otherwise. Essex Electronics Inc. is not responsible hereunder for incidental damage to person or property, or other incidental or consequential damages. The remedies of the buyer shall be limited to those provided in this limited lifetime warranty to the exclusion of any and all other remedies, including, without limitation, incidental or consequential damages.

This Limited Lifetime Warranty shall be governed by and interpreted in accordance with the California Uniform Commercial Code and by the procedural laws of the State of California. Any lawsuit or other action which arises out of, relates to, or is in connection with the manufacture or sale of the products set forth above shall be governed by California law, and the venue for any such action shall be the Superior Court of the State of California in and for Santa Barbara County, California.

**Repair Policy**

Should it be necessary for a component or a system to be returned for repair, it must be accompanied with an RA# (Return Authorization Number) issued by the factory. Please call 1-800-KEYLESS (800-539-5377) to obtain an RA#. All returns must be sent to the factory freight prepaid. Collect shipments will not be accepted at any time. Standard turnaround time is ten (10) working days from the date of receipt. Repaired components will be returned UPS Ground (or equivalent). Any other shipping requests or instructions will be at the customer's expense.

At the factory's discretion, warranty repairs will include repair or replacement, update and testing. Returns and repairs out of the warranty period or in warranty with damage not covered under warranty shall be subject to a repair charge. All non-warranty repair freight charges are paid for by the customer. Non-warranty repair charges must be paid by credit card. (Factory Authorized Distributors are subject to standard terms).