

# Electronic Digital Lock Warranty

**IMPORTANT NOTICE.**

**Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. You are entitled to a replacement, repair or refund for a failure and compensation for any other reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality.**

This warranty is given by Häfele New Zealand Ltd (Häfele).  
Verification of purchase date will be required should you need to make a claim under this warranty.

**Terms of Warranty**

- This warranty covers all Electronic Digital Lock (EDL) products marketed and distributed by Häfele in New Zealand.
- This warranty is valid in relation to: - Any mechanical or finishing defect which appears within 7 years from the date of purchase.  
- Any electrical defect which appears within 1 year from the date of purchase.
- The warranty guarantees that the product will be replaced, refunded or repaired (at Häfele’s option) if any materials or components are defective, or if workmanship or assembly is faulty.
- The reasonable expenses of claiming the warranty will be borne by Häfele. If you incur any such expenses, you may obtain reimbursement by contacting Häfele by mail, phone or email using the contact details set out above.

**Conditions**

Häfele liability under this warranty includes repair or exchange of the goods. Repairs under this warranty do not extend the warranty period and do not initiate a new warranty period. The replacement parts fitted ends together with the warranty for the entire product. This warranty shall be invalidated:

1. If the EDL installation does not comply with the installation instructions as provided by Häfele. giving rise to the fault.
2. If the installation of the EDL is installed in an outdoor setting without cover, in direct contact with rain and harsh weather conditions.
3. If the EDL is misused or abused, or operated outside the instructions contained in the instructions for use and installation in the owner’s handbook.
4. If the EDL is used for any purpose other than its intended use.

**This warranty does not extend to:**

1. Damage to surface coatings caused by cleaning or maintenance using products not recommended by the owner’s handbook.
2. Defects caused by normal wear and tear, accident, negligence, alteration or misuse.
3. A product dismantled, repaired or serviced by any serviceman other than an authorised service agent.
4. Durable articles such as batteries.

**Service**

Should you require warranty service please contact Häfele on 0800 442 335 or by emailing sales@hafele.co.nz. Service call charges to attend any fault excluded by this warranty or where the product is found to be in full operating condition must be borne by the owner.

**Warranty Details**

Purchaser’s Name: \_\_\_\_\_

Address: \_\_\_\_\_

Article No: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

**The benefits given to you by this warranty are in addition to any other rights or remedies you may have under a law in relation to the goods or services to which the warranty relates.**