



Warranty Overview

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- Most CyberLock® components are shipped with a one-year Limited Warranty covering the unlikely occurrence of defects in material and workmanship. The warranty period begins on the original end-user's date of purchase. During the warranty period, repair or replacement is performed at no cost.
- CyberLock, Inc. warrants the SE-100 Server to be free from defects in material and workmanship for a warranty period of 90 days.
- The CAW-SVR-400 Server is not covered by the CyberLock Limited Warranty.
- The complete warranty can be found at https://cyberlock.com/sites/files/literature/CyberLock_Product_Warranty.pdf

Service Repair Overview

- At the expiration of the applicable warranty period, the product may be covered by a service repair plan. Repair or replacement fees will vary according to the length of time from purchase and the product type. Please contact CyberLock, Inc. to obtain information regarding the service repair fee schedule. Product serial numbers must be provided for CyberLock Support to schedule service.

Caution

Take note of the following conditions and how they affect the validity of the warranty:

- DO NOT apply solvents, lubricants, or other cleaners on any CyberLock components! (e.g. WD-40)
- Water Damage – CyberKey® smart keys have a conformal coating sprayed on the circuit board which helps provide protection in normal weather conditions. They are not waterproof. Water damage to a CyberKey smart key is not covered under warranty.
- Disassembly of CyberLock electronic cylinders – Under no circumstances should any person without sufficient training and experience attempt to perform repairs, as damage to the cylinder may result, voiding the product warranty. Disassembly, cleaning, and re-greasing a cylinder is to be performed only by a trained, certified CyberLock technician.
- Physical Damage – This warranty does not cover exterior finish; e.g. color change due to weather; salt air; chemicals, or other external factors.
- Periodic cleaning of the face of the lock and the pins on the key is recommended, especially in outdoor or dirty environments. ALWAYS refer to the CyberLock Cleaning Instructions before cleaning any CyberLock product. Damage caused by cleaning procedures or use of chemicals proscribed by the CyberLock Cleaning Instructions is not covered under the CyberLock Limited Warranty.

Padlocks

- Only weather-resistant CyberLock cylinders are warranted for use in padlocks. The following cylinders are warranted for use in padlocks: CL-6P3WR, CL-6P3WRD, CL-OVLWR, CL-PL2WR, CL-PL2WRD, CL-PL3WRD, CL-PL4WR, CL-PL5WRD, CLTX-PL5WRD, & CL-PL6WR.
- Replacement shackles and instructions are available.
- DO NOT apply solvents, lubricants, or other cleaners to any padlock components! (e.g. WD-40)

Cam Lock

- Caution: Over tightening the cam latch retaining nut can cause damage to the locking pin. Use a CyberKey smart key to counter-torque when tightening nut but be careful not to over tighten. Tighten only until a slight movement of the cam latch is still possible.

CyberLock, Inc.

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Limited Warranty on CyberLock Hardware

CyberLock, Inc. warrants this product to be free from defects in material and workmanship for a period of one (1) year* from the date of the original end-user purchase. CyberLock, Inc. agrees to repair or, at our option, replace this product without charge if found to be defective during the warranty period.

This warranty does not cover damage or failures caused by products or services not supplied by CyberLock, Inc. or which result from abuse, attempted burglary, vandalism, misuse, neglect, mishandling, faulty installation, alteration, or modification of the products supplied by CyberLock, Inc. This warranty does not cover exterior finish; i.e. color change due to weather, salt air, or chemicals. Only the weather-resistant CyberLock cylinders are warranted for use in padlocks. Periodic cleaning of the face of the lock and the pins on the key are recommended, especially in outdoor or dirty environments.

CyberLock products **should not** be used in applications where the highest level of safety and reliability are required and failure or malfunction would result in harm or loss of life, as well as enormous damage or loss. Such fields of applications include, without limitation, controlling emergency exits, circuitry on aircraft or heavy equipment, atomic energy, life-critical medical equipment, or in any application where the property losses may exceed \$10,000. **CyberLock, Inc. expressly disclaims any and all liability resulting in any way to the use of the product in such applications. Customer agrees to indemnify, defend, and hold CyberLock, Inc. harmless from and against any and all actions, claims, damages, liabilities, award, costs, and expenses, including legal expenses, resulting from or arising out of the Customer's use, or sale for use in such applications.** CyberLock, Inc. is not liable for the cost of labor to remove or replace locks, or for the cost of transportation to or from the job site.

CyberLock, Inc. liability hereunder is limited to the purchase price of the product. In no event shall the company be liable for any consequential, indirect, incidental, or special damages of any nature arising from the sale or use of this product, whether in contract, tort, strict liability, or otherwise. No other warranty, either expressed or implied, is authorized by CyberLock, Inc. All expressed and implied warranties, including the warranties of merchantability and fitness for a particular purpose are hereby disclaimed. Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply.

Repair/Replacement Fees for CyberLock Hardware

During the first year* from the date of the original end-user purchase, repair or replacement is done at no cost. During the following years, the repair or replacement fee will vary according to the length of time from date of purchase. Please contact CyberLock, Inc. for service repair fees.

***Notwithstanding the duration of the warranty period identified above, CyberLock warrants the CyberAudit SP-100 Mini Server to be free from defects in material and workmanship for a period of 90 days. Afterwards, the repair or replacement fee will vary according to the length of time from date of purchase.**