

## Warranty Overview

- CyberLock® cylinders and CyberKey® smart keys are shipped with a two (2) year Limited Warranty covering the unlikely occurrence of defects in material and workmanship. Most other CyberLock hardware is shipped with a one (1) year Limited Warranty. The warranty period begins on the original date of purchase. During the warranty period, repair or replacement is performed at no cost.
- Third-party hardware, such as the SE-200 and SVR-CAW-500/525 servers, is not covered by the CyberLock Limited Warranty. Manufacturers of such hardware may offer their own warranty terms.
- The CyberLock Limited Warranty can be found at [cyberlock.com/warranty](http://cyberlock.com/warranty)

## Service Repair Overview

Upon expiration of the applicable warranty period, the product may be covered by a service repair plan. Repair or replacement fees will vary based on the product type. Please contact your CyberLock Reseller or CyberLock, Inc. to obtain information regarding the current 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:**

- 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. The CyberLock Limited Warranty does not cover damage caused by cleaning procedures that are not consistent with the CyberLock Cleaning Instructions.
- DO NOT apply solvents, lubricants, petroleum based products, or any cleaners, other than alcohol, to 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. CyberKeys are not waterproof. Water or other liquid damage to a CyberKey smart key is not covered under the Limited Warranty.
- Disassembly of CyberLock electronic cylinders – Attempts to repair CyberLock product without proper training may cause damage that voids the Limited Warranty. Repair and maintenance activities, such as disassembling and re-greasing a CyberLock cylinder, are only to be performed by the factory.
- Physical Damage – The Limited Warranty does not cover exterior finish (e.g. color change due to weather, salt, chemicals, or other external factors).

## Padlocks

- Only weather-resistant CyberLock cylinders are warranted for use in padlocks. The following cylinders are warranted for use in padlocks: CL-6P3WR, CL-6P3WRP, CL-OVLWR, CL-PL2WR, CL-PL2WRD, CL-PL3WRD, CL-PL4WR, CL-PL5WRD, CLTX-PL5WRD, & CL-PL6WR.
- Replacement shackles and instructions are available for certain models.
- DO NOT apply solvents, lubricants, petroleum based products, or any cleaners, other than alcohol, to CyberLock padlocks! (e.g. WD-40)

## Cam Lock

Caution: Over tightening the cam latch retaining nut can cause damage to the locking pin, voiding the Limited Warranty. 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.