



# Locking Key

advanced suspended ceiling systems

## Locking Key<sup>®</sup> advanced suspended ceiling systems

### PRODUCT WARRANTY

**Locking Key warrants all Locking Key branded products to be free from defects in materials or manufacture for a period of ten years from the date of purchase, pursuant to the conditions of warranty provided below.**

### CONDITIONS OF WARRANTY

1. All Locking Key products are covered by this Warranty ("**the Product**").
  2. The warranty of the Product ("**the Warranty**") applies when used with the ceiling systems in paragraphs 8 and 9 herein.
  3. The Warranty is provided by Locking Key Pty Ltd ("**Locking Key**") of Unit 2, 31 Hillcrest Parade, Miami QLD 4220 ("**the Address**") Phone: **[07 5515 7970]** Email: [jason@lockingkey.com.au](mailto:jason@lockingkey.com.au) ("**the Email**").
  4. The Warranty is non-transferable.
  5. Locking Key warrants the Product to be free from defects in material or manufacture for a term of ten (10) years from the date of purchase, being the date of invoice rendered by Locking Key ("**Warranty Period**").
  6. The Product has been designed and manufactured in strict compliance with the relevant Australian Standards.
  7. The Warranty only applies to the Product described above when used, installed or maintained in accordance with the then current Locking Key guidelines (available at [www.lockingkey.com.au](http://www.lockingkey.com.au)) and the ceiling system manufacturer's installation specifications.
  8. The Warranty only applies to the Product when used with the following concealed grid ceiling systems:
    - (a) Rondo Key Lock Concealed Suspended Ceiling;
    - (b) Knauf Concealed Suspended Ceiling; and
    - (c) Studco Concealed Suspended Ceiling.
  9. The Warranty only applies to the Product when used with the following exposed grid ceiling systems:
    - (a) Rondo Duo Exposed Grid Ceilings;
    - (b) USG Exposed Grid Ceilings;
    - (c) Armstrong Exposed Grid Ceilings; and
    - (d) AMF Ventatec Exposed Grid Ceilings.
  10. The Warranty is in addition to guarantees that cannot be excluded under the Australian Consumer Law.
  11. The Warranty **does not apply** to any products or Product (whether Locking Key Product or not) that:
    - (a) Have not been purchased from an authorised Locking Key wholesaler (available at [www.lockingkey.com.au](http://www.lockingkey.com.au));
    - (b) Have been installed and modified without approval from an authorised Locking Key wholesaler;
    - (c) Have been used with any concealed or exposed grid ceiling system not listed above;
    - (d) Have not been installed and maintained in accordance with the then current Locking Key guidelines (available at [www.lockingkey.com.au](http://www.lockingkey.com.au)) or the ceiling system manufacturer's installation specifications; and
    - (e) Have been damaged by any third party design or engineering of the building structure to which the Product or products is attached or affixed.
  12. The Warranty **does not apply** to damage caused by:
    - (a) The repair, modification or maintenance of the Product by a person not duly authorised by Locking Key;
    - (b) Mishandling, damage or storage of the Product during or after installation;
    - (c) Any faults to the extent they are caused or contributed to by anyone other than Locking Key;
    - (d) External causes beyond the reasonable control of Locking Key including but not limited to, fire, heat, pollution, adverse weather conditions or chemicals; and
    - (e) The use and attachment of components and systems not authorised by Locking Key.
  13. All expenses associated with claiming the Warranty (included but not limited to telephone expenses, postal expenses and time incurred) will be the sole responsibility of the claimant and are not covered by the Warranty.
  14. The mere granting of the Warranty to a particular person or organisation, shall not be taken to infer in any way that Locking Key has satisfied itself as to the compliance of any particular building with any of the conditions of this Warranty.
  15. Locking Key is not responsible for ensuring that the Product is suitable or appropriate for the intended application. The beneficiary of the Warranty should satisfy themselves in both regards.
- ### Claim Process
16. A claim under the Warranty must be submitted to Locking Key by the Claimant at the Address and the Email within thirty (30) days of discovering the defect and must include:
    - (a) A signed and dated copy of the Warranty;
    - (b) Proof of purchase of the Product in the form of a receipt and the Locking Key Invoice; and
    - (c) A description of the Product and how it is alleged that it does not comply with the Warranty.
  17. The Claimant must respond to all requests and questions in a prompt manner.
  18. The Claimant is to provide Locking Key reasonable opportunity to inspect any allegedly defective Locking Key Product in-situ for assessment under the Warranty prior to any repair or replacement being undertaken, and within a reasonable time after any claim on the Warranty is made.
  19. Any site visits carried out by Locking Key cannot and do not represent inspections, nor do they constitute guarantee or warranty in respect of third-party installation.
  20. Pursuant to any rights or remedies of the Claimant that cannot be limited and subject to a valid claim under the Warranty, Locking Key will, at its sole election:
    - (a) Repair or replace the defective Product; or
    - (b) Compensate for the repair of the defective Product.

PROJECT NAME:	
PROJECT ADDRESS:	
INSTALLER COMPANY:	
BUILDING COMPANY:	
AUTHORISED BY:	
DATE:	