

Warranty Overview

- Most CyberLock components are shipped with a one year warranty covering the unlikely occurrence of defects in material and workmanship starting from the original end user's date of purchase. During this warranty period, repair or replacement is performed at no cost.
- The CyberLock SP-100 mini server is shipped with a 90-day full warranty. Additional service repair and replacement options are available between 91 days and 5 years.
- The complete warranty can be found at http://www.cyberlock.com/assets/product_warranty4.pdf

Service Repair Overview

- At the expiration of the warranty, a service repair plan begins. Repair or replacement fees will vary according to the length of time from purchase and the product type. Please contact CyberLock, Inc. and provide serial number(s) for the service repair fee schedule.

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 – CyberKeys 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 is not covered under warranty.
- Disassembly of the lock cylinders – Under no circumstances should any person without sufficient 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 certified CyberLock technician.
- Physical Damage – This warranty does not cover exterior finish; i.e. 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.

Padlocks

- Only weather-resistant CyberLock cylinders are warranted for use in padlocks. As of the date of this printing, the following cylinders are warranted for use in padlocks: CL-6P3WR, CL-OVLWR, CL-PL2WR, CL-PL3WRD, & CL-PL4WR
- 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 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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