



DynaLife[®]

Lifetime Warranty

A lifetime warranty applies to all standard DynaLock products. Damaged products will be repaired or replaced at no charge. Non-standard electronic products, e.g. custom consoles, will be repaired, if possible, at no charge. Custom length housings and special finished products will be replaced only if factory defective. Charges may apply for products damaged by repeated abuse or errors in installation. Products not subject to charges do not have to be returned by the original purchaser.

Please follow this simple procedure when a problem occurs:

- Call toll free 877-DynaLock, ask for a sales engineer and explain the problem. Most problems are resolved by a simple phone consultation. If the problem is not solved, a Return Authorization (RMA) number will be issued to you.
- To request a Return Authorization, please fill out the web form at www.dynalock.com/resources-form.html. An RMA number and instructions will be e-mailed to you within 48 hours. Alternatively, you may fax us at (860) 585-0338, or send an email to RMA@dynalock.com.
- Clearly mark the shipping container with the RMA number and ship the product prepaid to: DynaLock Corp., 705 Emmett Street, Bristol, CT 06010. The returned product will be repaired or replaced as soon as possible.

WE ASSUME NO RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM DEFECTIVE PRODUCTS. OUR SOLE LIABILITY SHALL BE TO REPAIR OR REPLACE DEFECTIVE PARTS WHICH HAVE BEEN RETURNED TO US, POSTAGE PREPAID. EXCEPT FOR THE LIMITED WARRANTY PROVIDED HEREIN, WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE OR WARRANTIES RELATING TO THE CONDITION OF OUR PRODUCTS.

Emergency Technical Support

Routine technical support is available Monday - Friday, 8:00AM - 5:00PM (EST) by calling the factory toll-free at 1-877-DynaLock.

Emergency technical support is available Monday - Friday, 5:00PM - 8:00PM (EST) by dialing any of the following:

(860) 637-2599 / (860) 916-4805 / (860) 878-9085