

Marketing bulletin

Brand/product	LCN
Date	November 9, 2015
Subject	Warranty and Repair Update

LCN – Warranty and Repair Update

Historically, LCN distributors and end-users have been able to send out-of-warranty product back to the factory for repair. The factory, in turn, would repair the hydraulic cylinder portion and send an invoice to the entity that initiated the request. Repaired out-of-warranty product has a limited two (2) year warranty. Because of the new extended LCN warranties and the desire to be consistent across the entire Allegion premium brands, LCN will be moving away from offering an out-of-warranty repair service beginning in 2016.

LCN will continue to support out-of-warranty repairs through **December 31, 2015**. Beginning **January 1, 2016**, out-of-warranty material that is received at the factory from either a distributor or end-user will be held at the factory and the sender contacted for disposition instruction (return 'as is' to sender or scrap at the factory). After **January 1, 2016**, LCN Customer Care will encourage those with out-of-warranty material to purchase new product and direct them to their local sales office for help locating a distributor that can assist in that endeavor.

LCN will continue to honor all products within warranty. LCN has recently increased our warranty on mechanical products to between 20-30 years depending on the product. For automatic operators', we warranty product for 2 years from date of purchase. Please contact your local Allegion/LCN sales representative or local distributors for support should you have any issues.

For additional information, please contact your local SSC office or Customer Care at 877-671-7011.

Sincerely,

Brad Sweet

LCN Business Lead

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