



## Rutherford Controls Int'l Limited Warranty

Subject to the provisions hereinafter set forth, Rutherford Controls Int'l Corp. and/or Rutherford Controls Int'l Inc. (hereinafter called "RCI") hereby warrants their product selection (hereinafter called the "Product") to be free from defects in any material and/or workmanship supplied by RCI for the period specified in the individual product warranties. RCI's obligation under this Warranty is expressly limited, at RCI's option, to refunding the contract price or repairing or replacing the product if returned, delivery prepaid, to RCI, and if determined to the satisfaction of RCI, upon RCI's examination, to have been thus defective. This Warranty is limited to the original purchaser and is not transferable. This warranty shall not apply if the Product has been subject to misuse, negligence, accident, abuse, customer changes, improper installation, improper or abnormal operations or operating conditions, or if the product has been lost or damaged in transit. This Warranty is expressly in lieu of all other warranties, expressed or implied, and of all other obligations or liabilities on the part of RCI of any kind or character, including without limiting the generality of the foregoing, implied warranties of merchantability and fitness for use and liabilities for alleged representations or negligence. RCI does not assume any liability other than that herein assumed. No person, including any dealer, or any agent or representative of RCI, is authorized to make any representations or warranties concerning the Product on behalf of RCI except to refer customers to this Warranty. RCI shall, in no event, be liable for any direct, indirect, economic, pecuniary or consequential damages.

NOTE: Rutherford Controls Economy Line Electric Strikes are not covered under warranty.

## Terms & Conditions

**Warranty Returns** – Products that are non-functioning due to defects in any material and/or workmanship will be credited, repaired or replaced upon verification by RCI. Warranty information can be found in various locations within our catalog and website.

**Note:** While every attempt is made to accurately diagnose whether a product is defective or not over the phone, issuance of an RMA Number does not guarantee that the product is defective. Final determination as to whether or not a product is defective cannot be fully determined until the product has been received, inspected and operationally bench tested for defects. If no defects in material and/or workmanship are found, the product will be deemed "not defective" and may be returned.

1. Complete Returned Material Authorization form and return to RCI to obtain an RMA Number.
2. All products are to be returned freight prepaid by customer and every attempt should be made to return the product in the original packaging, and the product should be then package appropriately to prevent damage during shipping.
3. Upon receipt and inspection of the product RCI will determine if the items are covered under warranty.

**If under warranty:**

- a. If no advance replacement has been issued, than the product shall be repaired or replaced and returned to the customer freight prepaid by RCI.
- b. If an advance replace has already been received then a credit shall be issued.

**If product is non-warrantable:**

- a. If the product is deemed to be outside of the warranty, abused, or improperly installed; it is the sole discretion of RCI to the return the product to the customer "as is" and freight is deemed the responsibility of the customer.
- b. Upon confirmation and authorization by the customer, RCI will scrap the product locally.

**Non-Warranty Returns** – All non-warranty returns are subject to a minimum 20% restocking fee. However it should be noted that the restocking fee can be adjusted at the discretion of RCI.

1. Complete Returned Material Authorization form and return to RCI to obtain an RMA Number.
2. All products are to be returned freight prepaid by customer and every attempt should be made to return the product in the original packaging, and the product should be then package appropriately to prevent damage during shipping.
3. All items should be brand new in box, unused, and in resalable condition and within 1 year of warranty expiration.
4. Any products that are deemed by RCI, and at its discretion, to be in an unacceptable condition will not be approved for credit or replacement.

# WARRANTY



## Electromagnetic Locks

LIFETIME  
1 YEAR

8310/20, 8360, 8365, 8371/72, 8375, 8380  
Delayed Egress: DE8310S, DE8310CS, DE8310V, DE8310CV  
(Camera, Sounder and Voice Modules)  
DE8310  
Early Warning EW8310

## Electric Strikes

3 YEAR LIMITED  
5 YEAR LIMITED

0161, 4 Series, 6 Series, 7 Series  
(F)0162, 0563, F1 Series, (F)2 Series, 5 Series

## Exit Devices

1 YEAR LIMITED  
3 YEAR LIMITED

1300 Series, Trim and Accessories (Electrical)  
120/1200 Series, Trim and Accessories (Mechanical)

## Keypad & Readers

1 YEAR LIMITED  
2 YEAR LIMITED  
5 YEAR LIMITED

Low Power Proximity Reader & Controller (LPP)  
Keypads - 9212i/9212iLW  
Keypads - 9325i/9325e  
Card Readers - 9310  
Proximity Readers - 9320/21/22/23  
USB Desktop Programmer - 932-UTDP

## Power Supplies

LIFETIME  
1 YEAR LIMITED  
2 YEAR LIMITED  
5 YEAR LIMITED

10-5, 10-5-PDD-T, SPS-6B (Main Board)  
T1001, T1002, T1003, T1004, T1005, T1008, T1009  
TD365 (Day Timer), PDD-FT (Fire Trigger Board)  
10-1, 10-1-FPD, 10-3, 10-3-FPD

## Switches

1 YEAR LIMITED  
2 YEAR LIMITED  
  
3 YEAR LIMITED  
  
5 YEAR LIMITED

Bridge Cables - 9512/9513  
Pushbuttons - All  
Keyswitches - All  
Alert & Sounders - 903, 914  
Current Transfers - 9507, 9509  
Specialty buttons - 904, 909, 917, 913, 915AFI, 9 LP36, 9 BOLL, 9 RCR433/9 RCT433  
Hinges - 9520/21/22/23/24  
Current Transfers - 9500/01/03/05

## Locksets

LIFETIME  
2 YEAR LIMITED

C800 Cylindrical Lock (Mechanical)  
C800 Cylindrical Lock (Electrical)

## Specialty Locks

1 YEAR LIMITED  
2 YEAR LIMITED  
3 YEAR LIMITED

3525  
3108/3308, 3590  
3510, 3513/3513DM, 3360, 3371

# Returned Material Authorization Form



Please follow these steps:

1. Email form to: **sales@rutherfordcontrols.com** or Fax form to: **1-800-482-9795** to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety, placing the form in the package with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.

Our Replacement Department will process your request.

Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province \_\_\_\_\_

Zip/Postal Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

RMA No: \_\_\_\_\_ Date Issued: \_\_\_\_/\_\_\_\_/\_\_\_\_  
dd mm year

Shipments received by RCI without an RMA number will be refused.

Qty	RCI Part Number	Reason for Return	Replace (R) or Credit (C)	Serial No./Date Code	Customer PO # or RCI Order/ Invoice #	Order Date

### Shipping Instructions:

1. Be sure to obtain an RMA number and clearly mark the outside of the package(s) with this number.
2. Ship only the items that are authorized.
3. Ship returned items to:

RUTHERFORD CONTROLS INT'L CORP.  
 65 STRUCK COURT  
 CAMBRIDGE, ON N1R 8L2  
 CANADA

### Sample Address Label with RMA Number

John Smith RMA #: 123456  
 XYZ Corporation  
 123 Main Street Rutherford Controls Int'l  
 65 Struck Court  
 Cambridge, ON N1R 8L2  
 Canada

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Return Approval: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
dd mm year