



Guarantee Information

Gainsborough offers a range of product guarantees which differ according to the relevant series. You will find the guarantee symbol shown throughout our website within the relevant product series being viewed.

A summary of this guarantee information is shown below:



10 year limited tarnish resistant and 10 year limited mechanical guarantee*

Applies to:

- 300 series Decorative door hardware
- 390/392 series Flush pulls
- 395/396/397/398 series Circular sliding cavity door sets
- 400 series Nouvelle leversets
- 600 series Metaline leversets
- 600 series Leverline leversets

*Gainsborough Hardware Industries Limited guarantees to replace to repair this product if within ten (10) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within ten (10) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.



5 year limited tarnish resistant and 10 year limited mechanical guarantee*

Applies to:

- 800 series Stronghold locksets and leversets
- 800 series Stronghold entrance handle sets
- 851 series Innovator series deadbolts
- 890 series Trilock and Trilever leversets
- 900 series Decorator leversets
- YR4000 series Sliding patio door deadlocks

*Gainsborough Hardware Industries Limited guarantees to replace to repair this product if within five (5) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within ten (10) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.



2 year tarnish resistant and 7 year mechanical limited guarantee*

Applies to:

- 500 series Contractor locksets and leversets
- 700 series Contractor leversets

*Gainsborough Hardware Industries Limited guarantees to replace to repair this product if within two (2) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within seven (7) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.



Lifetime Brass finish and 10 year limited mechanical guarantee*

Applies to:

Products marked with "LB" (Lifetime Brass) code

Gainsborough Hardware Industries Limited guarantees to replace to repair this product if from the proven date of purchase it tarnishes, discolours or corrodes during the normal life of the product; or if within ten (10) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

Finishes:

Durabrass

Durabrass is an electroplated gold/silver alloy that achieves the colour of natural brass without the inherent tarnishing. The plating is additionally protected with a 20 micron thick clear electrophoretic coating giving vastly superior finish in both brilliance and resistance to corrosion. This premium finish is selectively used across the product range to ensure that you get the maximum protection for the application the product is used for.

Solid Brass Product

Door accessories (*all solid brass product*)

Solid brass products are coated with a durable baked on clear protective lacquer which will significantly retard, but will not permanently prevent tarnishing. Coated brass items should be wiped with a soft cloth and occasionally polished with a good non-abrasive wax (following manufacturers directions.) NEVER USE ABRASIVE CLEANERS, OR POLISHES, ON A BRASS ITEM WITH A PROTECTIVE COATING. Solid Brass can be restored to its original appearance and re-sealed but it inhibits the products warranty.

Remember, the nature of brass is to tarnish. The beauty of brass is that it can always be restored to its original finish. Breakdown of the lacquer coating, or natural tarnishing, to which brass is subject, in no way indicates a deterioration of the basic product.