



2 Year Electronic Lock Warranty Terms

The appLOK electronic smart lock is designed to deliver convenience, adaptability, and reliable security.

Should a mechanical or electronic fault arise in an appLOK smart lock within the applicable warranty period, please contact **Levco Agencies Ltd** for assistance on **+64 4 4733025**. You may be asked to return the product, along with valid proof of purchase, to the original place of purchase for assessment and either repair or replacement.

This warranty is offered exclusively to the original purchaser and cannot be transferred. The warranty does not cover the following situations:

- Incorrect installation or failure to comply with installation guidelines
- Damage caused by misuse, neglect, or abuse
- Use of abrasive, corrosive, or aggressive cleaning products
- Installation of a residential-grade product in a commercial environment
- Any indirect or consequential loss or damage
- Labour costs associated with removal or reinstallation
- Freight charges or travel-related expenses
- Cosmetic damage such as scratches from keys, jewellery, abrasions, or deterioration from solvents, chemicals, or cleaning agents
- Replacement parts or accessories purchased separately from the original product
- Damage caused by prolonged or direct exposure to extreme weather or environmental conditions, including coastal or geothermal areas

If you are unsure which warranty applies to your appLOK product, please contact our customer service team.

Email: sales@levco.co.nz or Phone: **+64 4 4733025**. We are happy to discuss any questions or concerns you may have.

appLOK Electronic Lock Specifications & Warranty Coverage

- 2-year warranty covering mechanical faults
- 2-year warranty covering electronic faults
- Suitable for residential installations on timber or aluminium doors with adequate weather protection
- Not recommended for commercial applications or doors fitted with hydraulic door closers
- Not suitable for fire-rated or smoke-control doors
- IP55 ingress protection rating
- Not suitable for environments with high salt or sulphur exposure
- Not suitable for outward-opening doors, as only the external portion of the lock is IP-rated and weather resistant
- Must be installed on a flat door surface with no grooves passing through the lock body
- Due to New Zealand's high UV exposure, some colour fading may occur over time

Battery Information

Batteries are not supplied with the lock. We recommend using **AA Energizer Max** or **AA Energizer Max Plus alkaline batteries**. **Do not use** carbon zinc batteries (such as Super Heavy Duty Eveready batteries), as these are designed for low-drain devices. appLOK electronic locks require high-quality, high-drain alkaline batteries for correct operation.