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TEC.COM/)

How can we help you?

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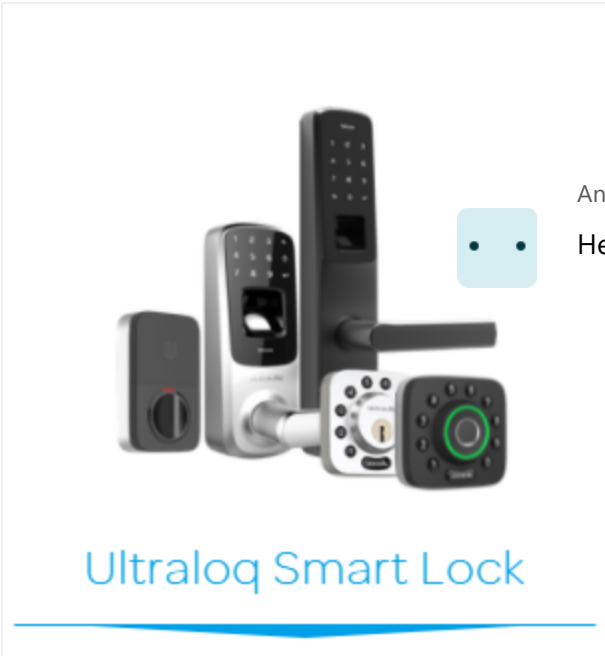
Installation Service (https://store.u-tec.com/pages/installation_service)

Warranty (<https://support.u-tec.com/hc/en-us/articles/360042431311>)

Shipping Policy (<https://support.u-tec.com/hc/en-us/articles/360042429831>)

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Warranty for UltraIQ Smart Lock



Answer Bot
Hello 🙌 How can we help you?

Limited Warranty Coverage



UltraIQ smart lock comes with a lifetime mechanical and finishes warranty along with a 12 to 18-month electronic warranty (see the list below) to the original purchaser of the product against defects in material and workmanship from the date of delivery following the original retail purchase (the “Warranty Period”).

UL1 / Combo: 12-month electronic warranty
([HTTPS://WWW.U-](https://www.u-tec.com/)

UL3 Series (<https://support.u-tec.com/hc/en-us/articles/360058438432-UltraIQ-UL3-Series>): 18-month electronic warranty
TEC.COM/)

Latch 5 Series (<https://support.u-tec.com/hc/en-us/articles/11460042988313>): 18-month electronic warranty

U-Bolt Series (<https://support.u-tec.com/hc/en-us/articles/360058877451-UltraIQ-U-Bolt-Series>): 18-month electronic warranty

UL300: 18-month electronic warranty

Bridge: 12-month electronic warranty

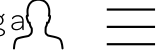
Handle Push Pull: 18-month warranty

Upon return of a defective product to U-tec Group, U-tec may repair or replace the product with a new or refurbished product at U-tec’s sole discretion. If the Product or a component incorporated within it is no longer available, U-tec may, at U-tec’s sole discretion, replace the Product with a similar product of a similar function. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or replacement Product, or (b) the remaining Warranty Period.

What does this limited warranty not cover?

This Limited Warranty does not cover the following (collectively “Ineligible Products”): Products marked as “sample” or “Not for Sale”, or sold “AS IS”; or Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with the User’s Guide, Placement Guidelines, or other instructions provided by U-tec; (c) scratches, abrasions, deterioration due to the use of paints, solvents or other chemicals; (d) abuse or misuse of the Product; or (e) Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). U-tec recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product’s performance and may invalidate this Limited Warranty.

How to file a warranty claim?



Before making a claim under this Limited Warranty, the owner of the Product must (a) notify U-tec of the intention to claim by visiting [U-tec.com/support.html](https://www.u-tec.com/support.html) during the Warranty Period and providing a description of the alleged failure, and (b) comply with U-tec's return shipping instructions. U-tec will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product (defined above). U-tec will bear all costs of return shipping to the owner and will reimburse any shipping costs incurred by the owner, except with respect to any Ineligible Product, for which the owner will bear all shipping costs.

Disclaimer of warranties

Except as stated above in this limited warranty, and to the maximum extent permitted by applicable law, U-tec disclaims all express, implied, and statutory warranties and conditions with respect to the product, including the implied warranties of merchantability and fitness for a particular purpose. To the maximum extent permitted by applicable law, U-tec also limits the duration of any applicable implied warranties or conditions to the duration of this limited warranty.




Limitation of damages

In addition to the above warranty disclaimers, in no event will U-tec be liable for any consequential, incidental, exemplary, or special damages, including any damages for lost data or lost profits, arising from or relating to this limited warranty or the product, and U-tec's total cumulative liability arising from or related to this limited warranty or the product will not exceed the amount actually paid for the product by the original purchaser.

International Warranty:









UltraIQ's limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped to directly from an authorized online purchase.

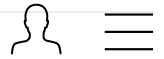
| Region | Official channel | Warranty covers purchases from |
|---------------|------------------|---|
| International | UltraIQ Store | www.u-tec.com |

| | | |
|--|-----------|--|
|  CA (HTTPS://WWW.U- TEC.COM/) | Amazon CA | Ultraloq   |
| | | Amazon.ca |
| AU | Amazon AU | ULTRALOQ Direct |
| UK | Amazon UK | Ultraloq Direct |

For purchases made out of the above channels, please contact your seller directly.

Articles in this section

-  [Guide to Disconnect/Reconnect the Keypad Wire \(/hc/en-us/articles/9818428991129-Guide-to-Disconnect-Reconnect-the-Keypad-Wire\)](/hc/en-us/articles/9818428991129-Guide-to-Disconnect-Reconnect-the-Keypad-Wire)
-  [What is the difference between UL3 / UL3-BT/UL3 BT\(2nd Gen\)/Latch 5 Fingerprint and Latch 5 NFC? \(/hc/en-us/articles/4414635282201-What-is-the-difference-between-UL3-UL3-BT-UL3-BT-2nd-Gen-Latch-5-Fingerprint-and-Latch-5-NFC-\)](/hc/en-us/articles/4414635282201-What-is-the-difference-between-UL3-UL3-BT-UL3-BT-2nd-Gen-Latch-5-Fingerprint-and-Latch-5-NFC-)
-  [What is the Admin Code? \(/hc/en-us/articles/4410183898521-What-is-the-Admin-Code-\)](/hc/en-us/articles/4410183898521-What-is-the-Admin-Code-)
-  [How to use the Discount Code when I check out? \(/hc/en-us/articles/360059940152-How-to-use-the-Discout-Code-when-I-check-out-\)](/hc/en-us/articles/360059940152-How-to-use-the-Discout-Code-when-I-check-out-)
-  [Can Ultraloq Smart Lock be installed on My Door? \(/hc/en-us/articles/360059120331-Can-Ultraloq-Smart-Lock-be-installed-on-My-Door-\)](/hc/en-us/articles/360059120331-Can-Ultraloq-Smart-Lock-be-installed-on-My-Door-)
-  [How to Reset Ultraloq Smart Lock to its Factory Settings? \(/hc/en-us/articles/360058926071-How-to-Reset-Ultraloq-Smart-Lock-to-its-Factory-Settings-\)](/hc/en-us/articles/360058926071-How-to-Reset-Ultraloq-Smart-Lock-to-its-Factory-Settings-)
-  [How to Update the Firmware for Ultraloq Smart Lock? \(/hc/en-us/articles/360016106111-How-to-Update-the-Firmware-for-Ultraloq-Smart-Lock-\)](/hc/en-us/articles/360016106111-How-to-Update-the-Firmware-for-Ultraloq-Smart-Lock-)
-  [How to Factory Reset a Previously Owned Ultraloq Device? \(/hc/en-us/articles/20600979002649-How-to-Factory-Reset-a-Previously-Owned-Ultraloq-Device-\)](/hc/en-us/articles/20600979002649-How-to-Factory-Reset-a-Previously-Owned-Ultraloq-Device-)
-  [ULTRALOQ Handle Push Pull Installation Guide \(/hc/en-us/articles/19600212927001-ULTRALOQ-Handle-Push-Pull-Installation-Guide\)](/hc/en-us/articles/19600212927001-ULTRALOQ-Handle-Push-Pull-Installation-Guide)
-  [How do I remove my Ultraloq Smart Lock from the door? \(/hc/en-us/articles/360061448131-How-do-I-remove-my-Ultraloq-Smart-Lock-from-the-door-\)](/hc/en-us/articles/360061448131-How-do-I-remove-my-Ultraloq-Smart-Lock-from-the-door-)



Need more help?

([HTTPS://WWW.U-TEC.COM/](https://www.u-tec.com/))



1 (844) HEY-UTEC (US & CA)
MON-FRI 6AM TO 7PM PST (<tel://18444398832>)

1800 577 562 (AU)
MON-FRI 8AM TO 4PM AEST (<tel://1800577562>)



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Tickets (<https://support.u-tec.com/hc/en-us/requests/new>)

Company

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Jobs (<https://www.indeed.com/cmp/U--tec-Group-Inc/jobs>)

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Community (<https://community.u-tec.com/>)

Refund Policy (<https://support.u-tec.com/hc/en-us/articles/360042429831-Shipping-and-Return-Policy-for-U-tec-Store>)

Shipping Policy (<https://support.u-tec.com/hc/en-us/articles/360042429831>)

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Program

Partner Program (<https://www.utec.com/partner.html>)

Referral Program
(<https://ultralq.kickbooster.me/boost>)

Affiliate Program
(<http://www.shareasale.com/join/Ultraloq>)

Reviewers Program (<https://www.utec.com/partner/reviewapplication.html>)

Hero Discount (<https://store.utec.com/pages/hero-discounts>)

Follow Us

(<https://www.facebook.com/UtecGroup>)

(<https://www.twitter.com/Ultraloq>)

(<https://www.instagram.com/utec.ultralq/?hl=en>)

(<https://www.youtube.com/channel/UCWRZpEoTlSmjFir6jK2FtFQ>)

QUESTIONS: 1 (844) HEY-UTEC (tel:18444398832) (MON-FRI 6AM TO 7PM PST)

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GET YOUR EXTENDED WARRANTY



Thank you for choosing ULTRALOOQ.

To activate your extended warranty, please follow the steps below:

- 1 Scan the QR Code.
- 2 Provide the email associated with your product registration.
- 3 Enjoy your complimentary 1 year extended warranty coverage.
(limited to your product purchased via this exclusive product bundle)

With this extended warranty, you'll have the continued support from the ULTRALOOQ dedicated customer service team. We are available Monday - Friday, 7am to 7pm PST.

Welcome to the ULTRALOOQ family!



If you have any questions, please feel free to reach out to our customer service team. You can call us at 844-439-8832 or submit a ticket through our website at u-tec.com/help. We will get back to you as soon as possible.

FREE