



Gallagher Product Warranty

Product warranty

Gallagher manufactured product undergoes rigorous testing before it leaves our factory. If you do find a fault with our product we offer a warranty to cover you. Gallagher will always endeavour to repair, replace or refund the purchase price of a faulty product to the original purchaser provided the item is returned within the warranty period.

The following warranty periods apply to Gallagher manufactured product:

Limited lifetime warranty

All Gallagher T10, T11, T12 and T15 readers are covered by a Limited Lifetime Warranty.

This means that these readers are warranted for the life of the product, however, as we evolve our reader range to meet customer requirements some readers may become obsolete. If this happens we will continue to honour the warranty of those products for a further five years.

90 day software warranty

We warrant that all software will operate in accordance with the specification for the current release.

Software will be warranted for 90 days from the date the license was filed.

Five year warranty

We are committed to providing you with products of an outstanding quality and to show this we offer a five year warranty on the majority of our current generation of Gallagher manufactured electronic products. Gallagher maintains a list of products covered by this 5 year warranty. As we develop new products these will also be added to the list and the products they replace will be removed. The products removed from the list will still carry the applicable warranty from their time of purchase.



The products currently covered by a five year warranty include:

- Access control electronics
- Perimeter Controllers and Z10 Sensors
- Type 1A electronics
- PIV electronics

Note: See your Gallagher Certified Installer for a full list of covered products and exclusions.

Additional Warranty

All Gallagher Care Plan customers are eligible to receive an additional 5-year warranty on Gallagher-manufactured electronic products, provided the products meet the requirements of the Gallagher 5-year warranty. For more information, please read our full terms and conditions.



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Two year warranty

All other Gallagher manufactured product is covered by a two year warranty.

Repaired and serviced parts

Repaired and serviced parts will continue with their original warranty period or be warranted for 90 days after the repaired or serviced product was shipped, whichever date is later.

Warranty exclusions

1. Product modified or altered without Gallagher's written authorization
2. Product which has not been used in accordance with Gallagher's documentation, installation or operating instructions
3. Product which has been subjected to conditions not in accordance with those specified in Gallagher technical product specifications, or to unusual electrical or physical stress, fire, lightening, Force Majeure, neglect, contamination by insect or vermin, misuse, abuse, improper storage, testing or connections, power or air conditioning failure, hazardous or unreasonable use, servicing by any third party not authorized by Gallagher to perform such work or servicing, or exposure to airborne contaminants including but not limited to geothermal, chemical, salt spray, local environmental influences etc
4. General wear and tear on all readers, cards and transponders is specifically excluded from warranty claims

5. Product no longer covered under the applicable warranty period
6. Freight costs to return a product to Gallagher
7. Installation, maintenance or service costs relating to a warranty claim
8. Any incidental or consequential costs associated with the failure of a Gallagher product under warranty
9. Product returned to Gallagher in an un-testable state unrelated to the warranty claim (e.g. Reader wiring cut off at the reader base, Controllers missing connectors unrelated to a fault etc.)
10. 3rd party supplied equipment

Where product is outside it's warranty period Gallagher offers a fixed price repair service.

Warranty and service/replacement of products supplied by a third party

Third party products sold by us will be covered under the warranty terms of the respective manufacturer.

Contact your Gallagher Certified Installer for more information on the products you are interested in.

If you have a faulty product

In the first instance contact your Gallagher Certified Installer, they will be able to remove and return the faulty product to us while also handling the warranty process for you.

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