

Lock Depot Inc

Securitron MagnaCare Warranty

Securitron MagnaCare Warranty Program

MagnaCare provides lifetime warranty coverage for maglock failures due to manufacturing defects. Program includes replacement, labor, and transportation at no cost to registered owner.

Coverage Details

- **Manufacturing Defects:** Magnet coil failure, armature plate delamination, bracket cracking
- **Exclusions:** Improper installation, electrical damage, physical damage from impacts, installation in non-approved environment
- **Misuse:** Holding force measured below 80% rated specification, magnet continuously energized with dead armature

Registration Requirements

Register lock within 30 days of purchase using serial number. Provide installer name and installation date. Keep proof of purchase or invoice. Registration enables online claim filing.

Replacement Process

- **Claim Submission:** Complete online form, provide photos of failed component
- **Verification:** Securitron technical team reviews claim within 5 business days
- **Replacement Shipping:** Pre-paid replacement unit ships within 1 week of approval
- **Return:** Original failed unit returns prepaid for root-cause analysis