



Fire King Security Products, LLC. Warranty Information

If a mechanical or operable part of an NKL Safe malfunctions or breaks down during normal use, Fire King Security Products (FKSP) will, at our option, repair or replace such part free for a full year (12 months) from the date of installation. **Validators, validator cassettes and printers are warranted for 90 days. The safe must be installed by factory authorized personnel. Improper safe installation will void the warranty.** Warranty service** includes nationwide Technical Service support via telephone, free parts and labor provided by factory authorized personnel, and excludes user abuse, acts of God (such as lightning), theft or burglary.

Warranty service is available by contacting your dealer or by contacting FKSP Technical Service at 1-800-452-4655. Fire King Security Products reserves the right to have its representative inspect any product or part to honor any claim, and to receive a purchase receipt or other proof of original purchase before any warranty service is performed.

****Optional Maintenance Plans for NKL Safes with AuditLok XLV Electronics:**

A Scheduled Maintenance Plan is available at different levels to meet the diverse needs of each of our customers. Much like a copy machine, a FireKing safe has moving parts and is subject to wear and tear. A validating safe is subject to environmental dirt, dust, lint and stray fibers from bills that can clog your validator over time. FireKing recommends a scheduled maintenance plan to minimize bill jams and maximize business uptime. For complete information refer our Maintenance Plans below.

Maintenance plans include the following:

24/7 phone support at no charge

Access to our own team of technicians who are fully equipped and in the field

Access to our extended network of carefully selected, FireKing-trained independent technicians

A specified scheduled maintenance for validators

- Inspection of moving parts for excessive wear; bolt work, locks, cables, door hinges, etc.
- Inspection and testing of all sensors, cables, batteries, etc
- Servicing of the validator – or if needed replacement with a factory-refurbished model
- Updates to support changes to currency made by the U.S. Treasury at the next scheduled maintenance after the software release
- Service hours are Monday – Saturday 7 am to 11 pm. Overtime rates will apply outside the time of Monday – Friday 8 am to 5pm.
- Calls for validator service above the states plan frequency will be chargeable
- Recommendations should be added to each validator type, i.e., Bulk Maintenance should occur every 50-60,000 notes and cleaning should occur every 10-15,000 notes

This warranty is limited to the terms stated herein. **All expressed and implied warranties including the merchantability and fitness for a particular purpose are excluded, except as stated above. FKSP disclaims all liabilities for incidental or consequential damages resulting from the use of this product or arising out of any breach of this warranty.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights as well, which vary from state to state.

The following are not covered by any and all Maintenance Plans: user abuse or misuse, acts of God (such as lightning), bill jams, tube jams resulting from improper use, theft or burglary.

Scheduled Maintenance, Service and Support Plan Pricing Options

Platinum Scheduled Maintenance, Service and Support Plan (see below for pricing by product)

- Monthly scheduled maintenance plan
- 24/7 Phone Support Included at no charge
- Service plan that includes same day service Monday through Friday 8 am to 5 pm if a call is received before noon, next day service for a call received between noon and 6 pm.
- Overtime emergency service Monday – Saturday 7 am to 11 pm included.

Gold Scheduled Maintenance, Service and Support Plan (see below for pricing by product)

- Bimonthly scheduled maintenance plan
- 24/7 Phone Support included at no charge
- Service plan that includes next day service Monday through Friday during business hours of 8 am to 5 pm if a call is received before 6 pm.
- Overtime emergency service Monday – Saturday 7 am to 11 pm included.

Silver Scheduled Maintenance, Service and Support Plan (see below for pricing by product)

- Quarterly scheduled maintenance plan
- 24/7 Phone Support included at no charge
- Service plan that includes next day service Monday through Friday during business hours of 8 am to 5 pm if a call is received before 6 pm.
- Overtime emergency service available Monday through Friday 7 am to 8 am and 5 pm to 11 pm plus Saturday 7 am to 11 pm at a rate difference between standard time and overtime hourly rate.

Bronze Scheduled Maintenance, Service and Support Plan (see below for pricing by product)

- Semiannual scheduled maintenance plan
- 24/7 Phone Support included at no charge
- Service plan that includes next day service Monday through Friday during business hours of 8 am to 5 pm if a call is received before 2 pm.
- Overtime emergency service available Monday through Friday 7 am to 8 am and 5 pm to 11 pm plus Saturday 7 am to 11 pm at a rate difference between standard time and overtime hourly rate.

Service Plan (see below for pricing by product)

- 24/7 Phone Support included at no charge
- Service plan that includes next day service Monday through Friday during business hours of 8 am to 5 pm if a call is received before 2 pm.
- Overtime emergency service available Monday through Friday 7 am to 8 am and 5 pm to 11 pm plus Saturday 7 am to 11 pm at a rate difference between standard time and overtime hourly rate.

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