

**Terms & Conditions:**

- Yale Care Services of Free Installations & Extended warranty is applicable for Yale Smart Locks only.
- Yale Care Services of Free Installations & Extended warranty are available for purchases from legal vendors in UAE only.
- Special case when there is a revisit required for configuration then 100AED charges will be applicable.
- Customers can book an appointment for installation after purchasing the item by calling **800YALE** or by visiting the website at **<https://www.yalehome.com/ae/en/installation-services/yale-installation-form>**.
- The estimated turnaround time for the installation of the items is approximately 3 working days from the date of the request. However, please note that the actual time frame may depend on Yale Care team's schedule and availability.
- Working hours for 800YALE are **Monday to Friday 9:00am to 6:00pm**.  
Working hours for the installation team are **Monday to Friday 9:00am to 5:00pm**.
- Yale Care Services will not be available on National Holidays.
- **Documents needed for scheduling the installation are listed below:**
  - » **Invoice copy of the product**
  - » **Door image**
  - » **Location details**
  - » **Permit (if required)**
- The customer is responsible for handling the special wooden door cutout with modification requirements.
- In the case of Steel/ Aluminum & Fibre doors, the customer is responsible for performing the necessary cutout and modifications.
- The customer should ensure the availability of a NOC/Work permit, if required by the property management, or security. It is the customer's responsibility to facilitate the installation team's access to the property
- If the customer is not available, or the installation team does not gain access to the property, the installation team will wait for a maximum of 15 minutes. In the event of a failed installation visit, a second visit will be scheduled again after a period of 3 days, depending on the team's schedule and availability.
- Customer can cancel or reschedule the appointment up to 24hrs prior to the appointment by calling 800YALE.
- Customer who has purchased the door lock should be present during the installation to receive the keys of the door lock and sign off. If the customer is not available, then first relatives of the customer can receive the keys and do the sign off on his/her behalf and declaration. ID copies of the person receiving the keys will be required to be captured by the installation team.
- Customer needs to make available to the installation team the master phone required to be paired with the lock and the necessary passwords for Wi-Fi connectivity and App store.
- Pre-requisites for the wireless connection:
  - » 2.4 Ghz Wi-Fi
  - » Electric socket within 5m of door with clear line of sight for the Connect Bridge
  - » Good Wi-Fi signal in the area the Connect Bridge is installed
- The installation team will not be responsible for any additional touch-ups, alterations, or modifications required on the door after the installation of the door lock.
- The installation team will capture photographs of the door and frame both before commencing the installation and after completing the installation process.
- In case there are multiple Yale smart products bought at the same time, then we would provide the installation service for all of them on the same day

## List of products covered under Yale Care:

Retro Fit	Non-Retro Fit	Others
Yale Linus® Smart Lock	YDM3109A	Smart Cabinet Lock
Yale ENTR® Smart Lock	YDM4109A	Smart Garage Opener
Yale Linus® L2 Smart Lock	YMI70A	Smart Gate Opener
Code Handle	Kyra Pro	Smart Safe
	Luna Pro+	ML81 Series
	YDG413A	
	Assure YRD256	
	Assure YRD226	

\* These provisions apply exclusively to Yale locks supplied in the UAE through authorized Yale Sales Partners

### Extended Warranty Terms:

This product is covered by a 12 month consumer guarantee against faulty workmanship, materials and function from the date of purchase providing that it is used in accordance with the full installation and maintenance instructions. Please keep your proof of purchase safe as this must be submitted when making a claim under this guarantee. **You can choose to purchase an additional 1-year warranty for 6% of the product's price or a 2-year additional warranty for 9% of the product's price.**

It is a condition of this guarantee that your Yale product:

- Has been correctly installed and maintained in accordance with the Yale installation and maintenance instructions provided to you at the time of purchase.
- Has not been modified in any way.
- Has not been subjected to unauthorized repairs.

Yale Middle East is responsible under this guarantee for repairing the product or replacing the product as we deem necessary.

If there is a fault with the product, please call 800 YALE (UAE) or +971 800 YALE (international).

Please do not carry out any repairs without our authority or by using an unauthorised person. Any repairs or other works carried out without our prior authorisation or by using an unauthorised person will not be covered under this guarantee.

This guarantee is non-transferable and applies to products purchased in the Middle East region only. This guarantee does not apply to normal wear and tear. This does not affect your statutory rights. A full copy of the product instructions are available upon request or by visiting our website [www.yale.ae](http://www.yale.ae).