



Product Warranty

Mechanical Warranty

EP & PP SERIES: Copper Creek (CCI) extends a “Lifetime Mechanical Warranty” on all EP & PP Series locksets.

LT SERIES: CCI extends a 1 year mechanical warranty from the date of purchase on all LT Series Locksets.

These Warranties are extended to the original residential user where the locksets are first installed, as long as the original user occupies that residence. These Warranties cover mechanical defects in material and workmanship. The Warranty does not cover misuse, abuse, finish defects or any lockset installed in a non-residential dwelling/building.

Finish Warranty

PP SERIES: CCI extends a 10 year finish warranty on all Standard and Distressed finishes, and 25 years on PVD (L03) finish from the date of purchase.

EP SERIES: CCI extends a 5 year finish on all standard finishes and 25 years on PVD (L03) finish from the date of purchase.

LT SERIES: CCI extends a 1 year finish warranty on all Standard finishes from the date of purchase.

These Finish Warranties are extended to the original residential user where locksets are first installed, for as long as the original user occupies that residence. This Warranty covers any finish defect caused from natural environmental elements including sun light, salt air and humidity. The Warranty does not cover damages from paints, cleaners, chemicals, scratches, abrasions or any installation in a non residential building.

To help preserve protective coating, locksets need to be cleaned periodically to remove built up dirt, soot, pollutants etc. When cleaning use a mild soap with soft damp cloth only. Lacquer thinners, caustic soaps, abrasive cleaners or polishes will damage the coating, resulting in tarnish or corrosion and will void the finish warranty.

All Mechanical and Finish Warranty claims must be made in writing (email) or by telephone directly to CCI from the original purchaser or customer where the locks were first sold to validate the claim. Once the locksets are returned, CCI will either repair, replace or refund the original price of the lockset to the original purchaser. All freight to return and re-ship replacement and/or repaired locksets is the responsibility of the original purchaser.

Contact Copper Creek Inc.
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