



## £5,000 Cylinder Guarantee Details

UAP Ltd offer up to a £5,000 cylinder guarantee on their cylinders. The anti-burglar guarantee means that if a home gets broken into via the lock, and you have a UAP 3\* security combination installed, in the event that your insurance company won't pay out – UAP will consider a limited liability claim. Please see below for the terms and conditions of the guarantee, and how to claim.

### Terms and Conditions of Claiming Under the Guarantee

1. The claim will only be considered if you are the homeowner where the 3\* security combination has been installed.
2. The claim will only be considered if there is no sign of forced entry to the door.
3. The homeowner must have valid home insurance at the time of the break in. This must be active for at least 1 month prior to any claim being made.
4. The home insurance provider has refused to pay out for the break in. A full report of this decision from the home insurance provider must be sent to UAP Ltd for review.
5. The cylinder and door must be deadlocked using genuine UAP keys provided, and that the key is not left in or anywhere near the cylinder. If a letterplate is fitted, it must meet the requirements of the latest TS008 anti fishing and lock manipulation standard.
6. The home has been broken in to through the cylinder only.
7. If you have more than one UAP cylinder registered for your home, and one cylinder is outside of the guarantee, UAP will check the batch number and registration number of the cylinder that has been broken in to, and determine the date of the cylinder and how old it is. This is to ensure that the broken in to cylinder is not outside of the guarantee period.
8. There is a 3\* security combination installed on the door of one of the BSi 3 star UAP options. This includes a 3\* Kinetica cylinder, a 1\* UAP+ cylinder with a 2\* high security door handle, or a 1\* UAP+ cylinder with a 2\* high security escutcheon.
9. The cylinder and 3\* security combination must have been fitted by a registered installer or locksmith. A receipt of when the 3\* security combination was installed must be provided and sent to UAP Ltd.
10. The cylinder has been fitted correctly using the fixings provided.
11. The cylinder has been registered online at <https://uapcorporate.com/register/> within 28 days of the installation, and no less than 1 month prior to any claim being made.



- 12.** The cylinder has been maintained correctly, with the internal workings being lightly sprayed with a silicone based lubricant (or similar) every 12 weeks.
- 13.** Any claims must be made in writing within 28 days of the break in. This must include all details of the incident, and must include the crime reference number and the Police Authority that the crime was reported to. This must include a full list of all the items that have been stolen and their current value. UAP will only replace like for like given the age and condition of the stolen property, and new for old would not be offered. No claim for stolen cash or other monetary items will be accepted including credit cards, travellers cheques, bonds and the like. The crime must be also reported to the Police within 24 hours of the break in occurring.
- 14.** The maximum claim for any single item is £500 Sterling. Any item over £50 Sterling needs to be notified at the time of registration.
- 15.** The 3\* security combination must be sent back to UAP Ltd for inspection before a decision regarding the claim will be made.
- 16.** The guarantee is only valid for UK mainland installations, and only applies to domestic homeowners properties.
- 17.** The £5,000 guarantee is only valid for a long as the mechanical guarantee of the cylinder or 2 years from the date of installation, whichever is the shorter.
- 18.** A maximum of only one claim per household will be valid at any time.

### **Claiming Under the Guarantee**

To make a claim under the guarantee, UAP Limited must receive in writing the following:

- A full report of the details of the incident, and must include the crime reference number and the Police Authority that the crime was reported to. This must include a full list of all the items that have been stolen and their value, and either receipts or credit card statements of the stolen items.
- A copy of valid home insurance covering the home at the time of the incident.
- A full report from the home insurance provider of why they have refused to pay out for the break in.
- A receipt of when the 3\* security combination was installed from a registered installer or locksmith.



- We will require the broken in 3\* security combination (cylinder and/or door handle and escutcheon) to be sent to ourselves at the address below by first class recorded delivery post.

Once the above is received, UAP reserve the right to forensically examine the 3\* security combination in question within 28 days so it can be assessed how the lock was by-passed and confirm whether it is covered by the guarantee. If there is no sign of lock bumping or picking then it will be assumed that the lock would not have been in a locked position, and the claim will be rejected. If it is not covered by the guarantee, UAP will advise the homeowner in writing of the reason for rejecting the claim.

### **Limitations of the Guarantee**

UAP Limited's guarantee will be limited solely to the replacement of the 3\* security combination purchased from UAP, and the cost of the stolen items up to a maximum value of £5,000 Sterling, and no more than £500 Sterling per single item that has been registered. There is no liability whatsoever for consequential damages or costs, howsoever calculated or incurred.

UAP Limited will enforce and rely fully upon their terms and conditions of sale in all aspects other than the limitation set out above. UAP will also pay for the cost of the recorded delivery, if and only if, the product is deemed to be covered by the terms of the guarantee set out above.

UAP Ltd will have the final say on whether a claim is valid and will be paid. If a homeowner disagrees with UAP's decision, the maximum cash claim that can be made against UAP Ltd's decision is £40 Sterling.

### **Payment of the Guarantee**

If the claim is successful, UAP will make a payment to the homeowner within 28 days of notifying the homeowner of the successful claim. UAP will not make a payment in cash, and instead will make a payment in like for like goods only.

### **Time Limit on Guarantee Claims**

UAP will only be liable for claims made within a maximum period of 2 years from the date of installation.



### **Correspondence Address for all Guarantee Claims**

Any guarantee claim must adhere to the system set out above in all respects and must be made in writing to: UAP Limited, Unit 1 Albert Close Trading Estate, Whitefield, Manchester, M45 8EH.

The terms of this guarantee may be varied by UAP Limited at any time at our own discretion. Please see [www.uapcorporate.com](http://www.uapcorporate.com) for up to date product guarantees.

**Revision Date: 1st May 2018**