

KNOX SYSTEM / LISTED COMPONENTS

Knox System Limited Warranty

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Knox One Pty Ltd provides this voluntary warranty for the listed Knox System cabinetry products and supplied components. It covers defects in materials or manufacture under suitable installation, normal use and reasonable maintenance.

1. Scope and warranty periods

- 1.1 This warranty covers the listed brands and products supplied in Australia by Knox One or an authorised dealer. Verdecor panels have their own separate warranty.
- 1.2 Fixed periods begin on first delivery to the original purchaser. Reasonable purchase evidence is sufficient; registration is not required. Coverage includes the original installed end user buying through a cabinet maker and may transfer with the same furniture and installation where purchase and installation are reasonably verified.
- 1.3 Limited Lifetime covers only listed Hensen mechanical cabinetry hardware while the original furniture remains in normal service at its original installation. It ends when the furniture is permanently removed, replaced or retired. Manufacturing or material defects causing functional failure are covered; normal wear is excluded. Other brands and categories do not receive Limited Lifetime coverage.
- 1.4 The listed periods apply to residential and commercial use within the product's published ratings for load, operating frequency and environment. Supplied components follow their listed category. A replacement continues for the remainder of the original period; statutory rights remain.

Product / covered component	Warranty period
Hensen cabinetry mechanical hardware	Limited Lifetime
Basistem / Palio storage systems and supplied components	24 months
VoxAura lighting, drivers, controls and supplied installation accessories	36 months
AeroFrame aluminium frames and cabinet glass-door assemblies	7 years
Lecco handles and decorative profiles	7 years
Carbit router bits, saw blades and non-powered cutting tools	1 year - manufacturing defects
Knox System Essentials durable non-powered cabinet components	5 years
Other separately supplied batteries and consumables	1 year - manufacturing defects

2. How categories apply to your products

2.1 Hensen hinges, mounting plates, drawer runners, drawer-system mechanical parts and non-electric lift-up fittings fall under Hensen mechanical cabinetry hardware. Integral mechanical soft-close and push-to-open parts share its Limited Lifetime period. Separately supplied electrical equipment is not included in this category and follows the written warranty supplied with that product, if any, together with applicable statutory rights.

2.2 Basistem and Palio storage products receive 24 months, including pull-out baskets, pantry and corner storage, pot drawers, trouser racks, wardrobe pull-outs and storage drawer assemblies such as SCHIERS. The same 24-month period covers their supplied metal frames, runners, mechanisms, gas springs, counterbalance units, leather, timber, fabric, trays, bin tubs and integral electronic components. These products do not receive Limited Lifetime coverage.

2.3 OLTEN lift baskets and WALDEN pull-down wardrobe rails, including their supplied structure, linkage, gas springs and counterbalance units, receive 24 months as Basistem / Palio storage products. ZUG fingerprint boxes and their supplied electronic locks also receive 24 months. This is a product-defect warranty; theft prevention, a particular security rating or unlimited data recovery is not promised.

2.4 VoxAura lighting coverage is 36 months and includes LED ribbons, linear lights, silicone strips, downlights and display lights; compatible ID4001 and SD4000 drivers; CU4000 control units; wired sensors, wireless switches and remotes; and supplied leads, connectors, profiles and mounting parts. Coverage concerns physical product defects. It does not promise that an external app, internet service, home hub, Matter platform or third-party device will continue to operate unchanged for 36 months. Any essential software or compatibility promise made at sale and applicable legal rights remain.

2.5 Product-specific terms disclosed and accepted at purchase may provide a different period for a specifically identified SKU. Otherwise the table applies. A later catalogue or website update cannot shorten an existing commitment. Third-party brands carrying their own express warranty are handled under that warranty, alongside our obligations as supplier.

3. Covered defects and remedies

3.1 Coverage includes defective materials or manufacture causing a covered part to fail its intended function, such as a faulty hinge, runner, storage linkage, driver or LED module. It does not guarantee a particular LED lumen-maintenance percentage unless stated in that product specification.

3.2 For a valid voluntary warranty claim, we will replace the defective covered product or component without charge; we do not repair it under this warranty. If the original product has been discontinued or a like-for-like replacement is unavailable, we may refund the price paid for the affected product or component, or offer a similar product reasonably suitable in function and compatibility. We will explain material differences and agree any substitute with you before supply. If a suitable replacement cannot be supplied within a reasonable time, we will offer a refund. Any remedy choice required by law remains available.

3.3 Only the affected component is normally replaced. Colour, finish or design may differ slightly where an exact match is unavailable; no equivalent or altered arrangement will be imposed where it would materially compromise use. Legal rights to refund, replacement or compensation, including for a major failure, take priority.

3.4 We may ask for replaced parts to be returned, with reasonable return costs arranged as set out below. Receipt of a warranty remedy does not waive other legal rights.

4. Installation, use and exclusions

4.1 Use the product for its specified purpose, follow the instructions supplied at purchase, observe rated loads and clearances, and maintain alignment, cleaning and ventilation. Required mains electrical work must be performed by a suitably licensed person. Match lighting voltage, polarity, connections, driver capacity and heat dissipation.

4.2 Voluntary coverage excludes damage to the extent caused by overload, misuse, impact, unsuitable cabinet support, incorrect cutting or installation, incompatible components, unauthorised repair, or failure to follow relevant care instructions. An unrelated installation change or maintenance omission does not automatically void the entire warranty.

4.3 Also excluded are damage caused by water or steam beyond the rated protection, corrosive chemicals, excessive heat, fire, power surges, pests or other external events. Outdoor, continuously wet or unusually intensive uses are covered only where the product is expressly suitable. Genuine manufacturing faults are not excluded simply because a product contains glass, timber, leather or electronics.

4.4 Normal fading, patina, scratches, ordinary wear, gradual LED ageing and normal tool-edge dulling are excluded. Premature peeling, delamination or breakage caused by manufacturing defects remain assessable during the relevant product period. Batteries and consumables supplied as part of a covered storage or lighting product follow that product period for manufacturing defects; other separately supplied consumables receive one year for manufacturing defects. Normal depletion or consumption is excluded.

5. Claim procedure and response

5.1 Contact Knox One promptly after discovering a fault and lodge a voluntary claim within the applicable period. Make the product safe and avoid worsening the damage. Delivery damage or shortages should be reported under our delivery policy; its seven-day reporting period does not end a latent-defect, warranty or statutory claim.

5.2 Provide your name, phone and email; reasonable purchase evidence and supplier; brand, SKU, quantity and available batch/serial details; installation address and date; a fault description; and clear photos or video. For lighting, include the driver and control-unit models and the connected load if known. For storage and runners, include the installed load and cabinet dimensions if relevant. Do not send passwords, fingerprint templates or access codes.

5.3 Keep the product available for reasonable assessment. Do not dismantle, dispose of or ship it before receiving instructions unless safety requires this. We may arrange remote assessment, an authorised return or a site inspection.

5.4 We aim to give an initial response within seven business days, explain the assessment and proposed replacement or refund, and provide progress updates. Replacement, an agreed similar product or a refund will be provided within a reasonable time. If you disagree with a decision, request a written review; this does not restrict external dispute resolution or legal rights.

6. Claim expenses and voluntary limits

6.1 Valid covered claims include replacement goods and reasonable agreed return transport free of charge. If return is impracticable because of size, weight or installation, contact us to arrange a reasonable inspection or collection method. Accepted warranty claims attract no restocking fee.

6.2 Under this voluntary warranty, removal, refitting, cabinet fabrication, electrician or installer labour, loss of use and other consequential costs are excluded unless agreed in writing or required by law. This does not exclude compensation or expense recovery required under the Australian Consumer Law.

6.3 Discuss costs before arranging work or freight. Send receipts and your claim reference to seek reimbursement of reasonable approved claim expenses; we confirm the amount and arrange payment. Prior approval is an administrative step, not a condition that removes a legal entitlement to recover costs.

6.4 If no covered fault is established, we will explain any proposed testing or freight charge and obtain agreement before it is incurred. We do not charge for investigating a valid statutory consumer-guarantee claim.

7. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is additional to legal rights and remedies. Its periods, exclusions and limits do not restrict rights that cannot lawfully be excluded. Warranty expiry alone does not determine how long a consumer guarantee lasts.

8. Existing commitments, updates and contact

8.1 The warranty promised at purchase continues for that purchase, including an earlier express longer commitment. Future revisions apply prospectively and cannot retrospectively reduce existing rights. A copy of this warranty is provided with covered products as part of their supplied documentation.

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