



PRESS RELEASE / PUBLIC NOTICE

Date of Notice: 19 May 2026

Effective Discontinuation: December 2022

Public Notice Regarding Discontinuation, Warranty Closure and After-Sales Support Terms for IPSA Series 30 Smart Door Lock

Issued by: IPSA Business India Pvt. Ltd.

IPSA Business India Pvt. Ltd. hereby issues this public notice for the information of all customers, dealers, distributors, service partners, project buyers, installers and the general public regarding the product lifecycle status, warranty applicability and after-sales support terms of the IPSA Series 30 Smart Door Lock.

1. Discontinuation of IPSA Series 30 Smart Door Lock

IPSA Business India Pvt. Ltd. confirms that the IPSA Series 30 Smart Door Lock was discontinued as part of the company's technology upgrade and product lifecycle advancement.

For internal and public product-status purposes, IPSA Series 30 Smart Door Lock shall be treated as discontinued with effect from December 2022.

The last known IPSA billing dates for Series 30 Smart Door Lock were as follows:
26 September 2022

Accordingly, after discontinuation, IPSA Business India Pvt. Ltd. has not treated Series 30 Smart Door Lock as an active regular-sale product in its current product portfolio.

2. Dealer Old Stock Clarification

It has come to the notice of IPSA Business India Pvt. Ltd. that certain dealers, retailers, distributors, resellers or third-party sellers may still be selling or offering IPSA Series 30 Smart Door Lock from their own old stock.

IPSA Business India Pvt. Ltd. hereby clarifies that any sale, resale, offer, commitment, promise, warranty assurance, installation assurance or after-sales assurance made by any dealer, distributor, retailer, reseller, installer, marketplace seller or third party after the discontinuation of Series 30 Smart Door Lock shall be deemed to be made from their own old stock and at their own responsibility.

Such sale shall not create any fresh warranty, extended warranty, renewed warranty, replacement liability, service obligation or after-sales liability upon IPSA Business India Pvt. Ltd.

IPSA BUSINESS INDIA PVT LTD

57/1/17-18 Site 4 Industrial Area Sahibabad, Ghaziabad, Uttar Pradesh - 201010, India
Ph- +91 8505010101 | Email - accounts@ipsaindia.com | Website: www.ipsaindia.com
CIN: U74899DL2001PTC109069

3. Warranty Position

The IPSA Series 30 Smart Door Lock carried a warranty as applicable under the terms prevailing at the time of sale, calculated from the relevant invoice date and subject to applicable warranty terms, service registration, product condition, usage conditions and exclusions.

Since the product was discontinued effective December 2022, and considering the applicable warranty period and product lifecycle status, IPSA Business India Pvt. Ltd. hereby notifies that all warranty obligations, replacement obligations and free after-sales obligations relating to IPSA Series 30 Smart Door Lock stand closed with effect from the date of this public notice.

No warranty claim, free replacement claim, free service claim, free spare claim, installation claim, refund claim, compensation claim or consequential claim shall be entertained by IPSA Business India Pvt. Ltd. for Series 30 Smart Door Lock after the date of this notice.

4. No Liability for Dealer-Level Commitments

IPSA Business India Pvt. Ltd. shall not be responsible for any warranty, guarantee, service commitment, installation commitment, performance commitment, refund commitment or replacement commitment made by any dealer, distributor, retailer, reseller, installer, online seller, project supplier or any third party after the discontinuation of Series 30 Smart Door Lock.

Any such commitment, whether oral, written, printed on invoice, communicated through WhatsApp, email, quotation, website, marketplace listing, catalogue, social media, verbal assurance or any other mode, shall be the sole responsibility of the person or entity making such commitment.

Customers are advised to verify the product's active status, warranty eligibility and service support status directly with IPSA Business India Pvt. Ltd. before purchasing any discontinued or old-stock product from any third party.

5. Paid Service Subject to Spare Availability

Although free warranty and free after-sales obligations for IPSA Series 30 Smart Door Lock stand closed, IPSA Business India Pvt. Ltd. may, at its sole discretion, provide paid inspection or paid service support only if technically feasible and only if relevant spare parts are available.

Such paid support, if provided, shall be:

- 5.1. *Subject to availability of compatible spare parts;*
- 5.2. *Subject to technical feasibility;*

IPSA BUSINESS INDIA PVT LTD

57/1/17-18 Site 4 Industrial Area Sahibabad, Ghaziabad, Uttar Pradesh - 201010, India
Ph- +91 8505010101 | Email - accounts@ipsaindia.com | Website: www.ipsaindia.com
CIN: U74899DL2001PTC109069

- 5.3. *Subject to applicable service charges, visiting charges, spare-part charges and taxes;*
- 5.4. *Subject to customer approval of estimated cost;*
- 5.5. *Without creating any future warranty, extended support obligation or recurring service obligation upon IPSA Business India Pvt. Ltd.*

If spare parts are not available, discontinued, incompatible, obsolete or technically non-serviceable, IPSA Business India Pvt. Ltd. shall have no obligation to repair, replace, upgrade, refund or compensate against the product.

6. Paid Upgrade Option

Customers using IPSA Series 30 Smart Door Lock may contact IPSA Business India Pvt. Ltd. for available paid upgrade options to newer smart lock models, subject to product availability, technical compatibility, commercial terms and company policy prevailing at the time of request.

Any upgrade, if offered, shall be purely on a paid basis and shall not be treated as warranty replacement, free replacement, product recall or admission of liability.

7. Exclusions and Non-Coverage

The following shall not be covered under any warranty, free service or free support for IPSA Series 30 Smart Door Lock after the date of this notice:

- 7.1. *Products sold by dealers from old stock after discontinuation;*
- 7.2. *Products purchased without valid IPSA-recognized invoice;*
- 7.3. *Products not registered as per applicable service process;*
- 7.4. *Products damaged due to misuse, mishandling, wrong installation, voltage/battery issues, water ingress, physical damage, tampering, unauthorized repair or third-party intervention;*
- 7.5. *Lock failure due to non-compatible doors, alignment issues, improper fitting, external accessories or site conditions;*
- 7.6. *Claims based on promises made by third-party sellers, installers, dealers or online platforms;*
- 7.7. *Claims where spare parts are unavailable or discontinued;*
- 7.8. *Claims for refund, compensation, consequential loss, business loss, inconvenience, mental harassment, travel cost, carpenter cost, door damage or indirect damages.*

8. Customer Advisory

Customers are advised not to purchase discontinued old-stock products without verifying warranty status and after-sales support directly from IPSA Business India Pvt. Ltd.

IPSA BUSINESS INDIA PVT LTD

Dealers, distributors, retailers and resellers are advised not to represent discontinued products as active warranty-backed products of IPSA Business India Pvt. Ltd.

Any person or entity continuing to sell Series 30 Smart Door Lock from old stock must clearly inform the buyer that the product is discontinued and that IPSA Business India Pvt. Ltd. shall not be liable for any fresh warranty or free after-sales obligation.

9. Rights Reserved

IPSA Business India Pvt. Ltd. reserves the right to accept, reject, verify, investigate or deny any claim relating to Series 30 Smart Door Lock based on invoice date, product condition, service registration status, installation records, product lifecycle status, spare availability and applicable company policy.

Nothing in this notice shall be construed as an admission of liability, defect, deficiency in service, product recall, continuing warranty obligation or acceptance of any third-party commitment.

10. Jurisdiction

All disputes, claims or proceedings, if any, arising in relation to this notice, IPSA Series 30 Smart Door Lock, warranty, service, sale, resale, installation, replacement, refund or after-sales support shall be subject to Delhi jurisdiction only.

For IPSA Business India Pvt. Ltd.



Ankit Aggarwal
DIRECTOR



Authorized Signatory
IPSA Business India Pvt. Ltd.

IPSA BUSINESS INDIA PVT LTD

57/1/17-18 Site 4 Industrial Area Sahibabad, Ghaziabad, Uttar Pradesh - 201010, India
Ph- +91 8505010101 | Email - accounts@ipsaindia.com | Website: www.ipsaindia.com
CIN: U74899DL2001PTC109069