

10 Year Crimsafe Warranty



Description of Crimsafe product/s installed: _____

Installed at: _____

Installed by: _____ **Date installed:** ____ / ____ / ____

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 for compensation for any other reasonable 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.

Crimsafe warrants to the original purchaser of the Crimsafe Security Product that the Crimsafe Security Product purchased will be free from defects in materials supplied by Crimsafe Security Systems under conditions of normal use for a period of ten years* from the date of installation. This warranty is not transferrable.

Subject to the Australian Consumer Law, this warranty excludes any accessory products that are fitted to the Crimsafe Security Products, including (without limitation) any locks, handles, rollers, hinges and door closers. These accessory products may be covered by warranties supplied by the relevant manufacturer or supplier of those accessory products.

The obligation under this warranty is limited to repair or replacement of the product or components found to be defective by Crimsafe Security Systems or their duly appointed representatives.

This warranty does not cover defects or damage caused by matters outside of the control of Crimsafe Security Systems, including (without limitation) accident, alteration of the product in any way, fire, abuse, misuse, wear and tear or failure to follow our instructions with respect to cleaning or maintenance.

Under this warranty Crimsafe Security Systems shall not be liable or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense or fee.

The benefits conferred by this warranty are in addition to all other rights and remedies which the purchaser has under the law in relation to the goods to which this warranty relates.

In order to prolong the life of the Crimsafe product and maintain your rights under this warranty, you must follow the care and maintenance advice set out within this brochure.

I understand the terms and conditions outlined in the warranty details.

Signature: _____

Date: ____ / ____ / ____

How to make a claim

All claims under this warranty should be made in the first instance to the original Authorised Crimsafe Licensee that supplied and installed your Crimsafe products. You will need to supply proof of purchase (your invoice or receipt). Please keep this Warranty and Care Guide with your original purchase invoice.

Extend your warranty

Crimsafe offers an extended warranty of five years on Crimsafe iQ™ Crimsafe Ultimate (up to 15 years), and two years on Crimsafe Regular (up to 12 years). Visit www.crimsafe.com.au to extend your warranty online. You must register for extended warranty within 60 days of purchase.



**Note that the terms of this Warranty apply to Crimsafe products purchased and installed in Australia and New Zealand only.*

Your Crimsafe Care Guide



Thank you!

Thank you for choosing Crimsafe Security products. This brochure includes simple care instructions that will help you keep your Crimsafe products looking and working like new for years to come. It also explains Warranty Terms and Conditions.

Product service and enquiries

There is a network of Authorised Crimsafe Licensees throughout Australia and New Zealand that are trained to service your Crimsafe product. If you have any concerns regarding your product, please contact the Licensee where you made your purchase. You will need your original invoice as proof of purchase for a warranty claim.

Protect your investment

Crimsafe's Tensile-Tuff® stainless steel mesh is highly corrosion-resistant, however all mesh types can act as a filter, trapping airborne dirt and impurities. Staining of the mesh coating caused by a combination of salt, moisture and airborne impurities may result in reddish marks (common airborne impurities) or 'fluffy' white marks (salt build up). Proper care in line with this schedule is essential to keep your Crimsafe product in good condition and working order. Failure to comply with the recommended care guide will void the Crimsafe product warranty. The table below explains how to care for your Crimsafe product and the frequency required, depending on your environment and location.

Environment	Description	Cleaning interval
Mild	More than 10 km of beachfront or sheltered bay	Every 6 months
Moderate	Within 1 km to 10 km of beachfront or sheltered bay	Every 2 to 3 months
Marine	Within 500m to 1 km of beachfront or within 100m to 1 km of sheltered bay	Every 2 to 4 weeks
Severe Marine	Within 500m of beachfront or within 100m of sheltered bay	Every 1 to 2 weeks

Definitions and Notes: 1. Beachfront refers to breaking surf causing airborne moisture 2. Sheltered bay refers to calm salt waters not experiencing surf conditions, including rivers 3. Fresh water lakes are not considered high risk areas 4. Some installations may require extra maintenance due to local environmental conditions

Clean your Crimsafe

Regular maintenance involves cleaning frames and mesh with Crimsafe Wash and Wax (or a regular car wash and wax) using warm water and a soft non-abrasive brush (such as a bannister brush), followed by a clean water wipe down. If stubborn marks occur, use Crimsafe Stain Clean.

Do not use strong solvent-based or abrasive cleaners as damage to the powdercoated surface may occur. Contact Crimsafe for advice if stains persist.

Crimsafe cleaning products are available from your Authorised Licensee.

For more information about Crimsafe, contact your Authorised Licensee or go to crimsafe.com.au

Tell us what you think

We appreciate all customer feedback. Share your opinion on ProductReview.com.au, or contact us by email or on Facebook.

Crimsafe Security Systems Pty Ltd

Toll Free: **1800 274 672** Email: info@crimsafe.com.au crimsafe.com.au

All information, illustrations and specifications in this guide are based on the latest product information available at time of printing. Crimsafe reserves the right to make changes at any time without notice.