



Version 1: May 2017

Crimsafe Warranty and Care Guide for Commercial Projects

Thank you for choosing Crimsafe Products for your Commercial Project.

Crimsafe Security Systems Pty Ltd employs the latest technology in materials, manufacturing and coating methods, and has a network of registered Licensees throughout Australia and New Zealand that carefully manufacture Crimsafe products to ensure a long and trouble-free life.

The instructions contained in the Care Guide section will assist to keep your Crimsafe products looking and working like new for years to come.

All information and specifications in this guide are based on the latest product information available as at the date of this warranty and care guide. We reserve the right to make changes at any time without notice.

The terms of this 10 Year Warranty apply to Crimsafe products purchased and installed in Australia and New Zealand only.

Caring for Crimsafe

At the heart of your Crimsafe Product is our Tensile-Tuff® woven high tensile 304 grade stainless steel mesh, surrounded by architectural grade aluminium framing.

Crimsafe 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).

It is therefore essential that routine maintenance occurs as outlined in the following table so as to keep the product in pristine condition and proper working order. Regular maintenance involves cleaning of frames and mesh with Crimsafe Wash and Wax (or a regular car wash and wax) in warm water using a soft non-abrasive 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.

Please note that failure to comply with this cleaning schedule will void the Crimsafe product warranty.

Category (AS4312)	Environment/ Location Type	Cleaning Interval
C1/C2	Inland – more than 10km from beachfront or sheltered bay	6 months
C3	Coastal Urban – 1km to 10km from beachfront or sheltered bay	2-3 months
C4	Marine (calm)/ Light Industrial – 500m to 1km from beachfront or 100m to 1km from sheltered bay	2 to 4 weeks
C5	Beachfront (surf)/Heavy Industrial – within 500m of beachfront or within 100m of sheltered bay	1 to 2 weeks

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



Warranty information

Crimsafe Security Systems Pty Ltd ACN 069 651 878 (**Crimsafe**) warrants that the Crimsafe 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. This warranty excludes any accessory products that are fitted to the Crimsafe Products, including (without limitation) any locks, handles, rollers, hinges and doors closers. These accessory products may be covered by warranties supplied by the relevant manufacturer or supplier of those accessory products. 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.

If there is a breach of this warranty, Crimsafe will, subject to the terms and conditions of this warranty, in its absolute discretion either repair or replace the product or components found to be defective by Crimsafe or its duly appointed representatives.

If a Crimsafe Product is repaired or replaced under this warranty, the remainder of the original warranty period applicable to the Crimsafe Product will apply to the repaired or replaced Crimsafe Product. Under no circumstances will any warranty period be extended past the original warranty period for any reason.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (**ACL**). 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.

This warranty does not cover, and Crimsafe is not liable for any defects if, and to the extent that, it is due to or comprises (without limitation):

- (a) any superficial defects, dents or marks that do not impact the performance of the Crimsafe Product; or
- (b) any damage caused by matters outside of the control of Crimsafe Security Systems, including (without limitation) accident, alteration of the product in any way, fire, theft, vandalism, abuse, misuse, wear and tear or failure to follow Crimsafe's instructions with respect to cleaning or maintenance.

The benefits conferred by this warranty are in addition to all other rights and remedies which the purchaser has under the ACL and other Australian laws.

Extended warranty is not available on Commercial Applications of Crimsafe.

These warranty terms and conditions are exclusively governed by the laws of Queensland, Australia.

Product service, enquiries and warranty claims

To make a claim under this warranty and for any other product enquiries, please contact Crimsafe in the first instance and please provide details of the issue and other documentation such as project and installation details, maintenance log books and proof of purchase:

Address: PO Box 529, Ormeau Queensland 4208

Phone: 1800 274 672

Email: warranty@crimsafe.com.au

If a claim under this warranty is made, Crimsafe or its representative will send personnel to the installation location to assess the warranty claim and, if necessary, repair the Crimsafe Product at Crimsafe's cost. If the Crimsafe Product is found not to be defective (either under this warranty or the ACL), or the warranty has expired, the claimant will be responsible for any call-out fee and/or repair costs invoiced by Crimsafe.