

# Your Crimsafe Care Guide



## Thank you!

Congratulations on choosing ultra-durable, high-quality Crimsafe Security products. In this document, you'll find easy to follow care instructions to help keep them looking and working like new for years. It also outlines important information on our Warranty Terms and Conditions.

## Protect your investment

Crimsafe's Tensile-Tuff® stainless steel mesh is highly corrosion resistant. However, all mesh types can act as a filter that traps salt, moisture and airborne impurities - resulting in marks and stains.

To keep your Crimsafe products performing at their best, correct care is essential. Please follow the specific cleaning advice in this guide to ensure your Crimsafe product warranty is not voided. The table below explains the recommended frequency, depending on your environment and location.

## Clean your Crimsafe

Getting rid of dust, dirt and grime through regular maintenance is essential.

- Clean frames and mesh with Crimsafe Wash and Wax
- Use warm water and a soft, non-abrasive brush (eg, a bannister brush)
- Wipe down with clean water
- For stubborn marks use Crimsafe Stain Clean
- Never use strong solvent-based or abrasive cleaners, as they can damage powder-coated surfaces
- If stains persist, feel free to contact Crimsafe for advice

Crimsafe cleaning products are available from your Authorised Dealer.

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

## Product service and enquiries

There's an experienced network of Authorised Crimsafe Dealers throughout Australia and New Zealand. Should you have any concerns regarding your Crimsafe products, please contact the Dealer from whom you made your purchase. **Remember to keep your original invoice as proof of purchase for a warranty claim.**

For more information about Crimsafe, contact your Authorised Dealer or go to [crimsafe.nz](http://crimsafe.nz)

## Let's hear from you!

We're always interested in feedback from our customers. Share your opinion on [ProductReview.com.au](http://ProductReview.com.au) or contact us by email or on Facebook.

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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.