

# 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 the applicable warranty period set out in the table below. The warranty period commences from the date of installation. This warranty is not transferrable. Please note each component of different Crimsafe Security Systems (including Regular, Classic, Ultimate, iQ-m and iQ-e) may have a different warranty period.

	Regular	Classic	Ultimate	iQ-M	iQ-E
Frame	10 Years				
Mesh	10 Years				
Option to Extend	2 Years		5 Years		
Hinges	Refer to warranty offered by the relevant manufacturer			5 Years	
Locks					
Handles					
Electronic Keypads	Not applicable				1 Year

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, unless set out in the table above for the relevant Crimsafe Security Systems. These accessory products, where applicable, 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 any act, event or matters outside of the control of Crimsafe Security Systems, including (without limitation) accident, alteration of the product in any way, fire, flood, earthquake, natural disasters, abuse, malicious attack, misuse, wear and tear, negligence 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 document.

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 Dealer that supplied and installed your Crimsafe products. Remember, you will need your original invoice (or receipt) as proof of purchase – for convenience, please keep it with this Warranty and Care Guide. Your Authorised Crimsafe Dealer may arrange with you to inspect the Crimsafe products; you will be responsible for any inspection and repair charges in the event you are not eligible to make a claim under this warranty.

## Extend your warranty

Enjoy the extra peace of mind that a Crimsafe extended warranty provides: five years on Crimsafe iQ and Crimsafe Ultimate (up to 15 years) and two years on Crimsafe Regular and Crimsafe Classic (up to 12 years). Simply register within 60 days of purchase – it's easy to do it online at [crimsafe.nz/warranty](http://crimsafe.nz/warranty).



\*For specified Crimsafe Security products and components only, please see the table for further details. Note that the terms of this warranty apply to Crimsafe products purchased and installed in New Zealand only.

# 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.

**Crimsafe Security Systems Pty Ltd**  
**14 Dixon Street, Yatala, Queensland 4207 Australia**

Email: [info@crimsafe.nz](mailto:info@crimsafe.nz) • Web: [crimsafe.nz](http://crimsafe.nz)

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.