



Crimsafe North America L.L.C.
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Lakeland, FL 33803
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Warranty And Care Guide

PROTECTING YOUR INVESTMENT

Thank you for choosing Crimsafe Security and Hurricane products.

We at Crimsafe employ the latest technology in products, manufacturing and coating methods and as such, your Crimsafe Product has been carefully crafted and manufactured with the finest materials to ensure a long, trouble free life.

These easy to follow instructions for product care will you to keep your Crimsafe Products looking and working like new for years to come.

Please retain this Warranty and Care Guide (the “Brochure”) as proof of purchase in the unlikely event you ever need to make a claim on our product. Crimsafe North America L.L.C. has a licensee network throughout the Southeastern United States. Our network of licensed personnel are highly trained and equipped to give you the best service on your Crimsafe products. If your product needs service, in the first instance please contact the licensee from whom you purchased the product. The name of the licensee should be recorded on this Brochure and kept along with the original invoice and receipt.

WARRANTY

Crimsafe North America L.L.C. warrants its product for a period of 10 years for residential applications and for a period of 5 years for commercial applications as specifically set forth on the company's website, <http://www.crimsafe.com>. For warranty purposes, applications are residential where the property upon which the Crimsafe product is installed is used exclusively as an individual's single-family residence, (condo's and townhouses are considered residential) and no business activities whatsoever are carried on at the property. All other applications shall be deemed commercial. Other than the warranties expressly provided on the Crimsafe Warranty and Care Guide form and on the Crimsafe website, **CRIMSAFE NORTH AMERICA, L.L.C. MAKES NO OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. CRIMSAFE NORTH AMERICA, L.L.C.'S SOLE OBLIGATION UNDER ALL CRIMSAFE PRODUCT WARRANTIES SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT OR COMPONENT BY CRIMSAFE NORTH AMERICA L.L.C. OR ITS DULY APPOINTED REPRESENTATIVES. CRIMSAFE NORTH AMERICA L.L.C. SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL OR EXEMPLARY DAMAGES OR ECONOMIC LOSS ARISING OUT OF OR RELATED TO THE INSTALLATION, MANUFACTURE, USE, OR OPERATION OF CRIMSAFE PRODUCTS.**

This warranty insures to the benefit of the original owner of the Crimsafe product only. The original proof of purchase invoice and receipt must be retained and kept with this Warranty and Care Guide, and must be produced when submitting a warranty claim.

Not included in this warranty are accessory items fitted to all Crimsafe products. These items, such as locks, handles, rollers, hinges, door closers, installation, etc. are independently covered by warranties supplied by the relevant manufacturer or supplier. This warranty does not cover labor costs, such as removal or reinstallation costs, unless deemed appropriate by Crimsafe North America L.L.C. or its duly appointed representative.

Furthermore, Crimsafe product warranties do not apply to any damage or defect arising due to the improper maintenance, installation, or use of Crimsafe Products, or matters outside the control of Crimsafe North America L.L.C., including owner maintenance, failure of owner to follow the care guide, accident, alteration of the product in any way, fire, hurricane, abuse, misuse, and normal wear and tear.

All claims should be made in the first instance to the original Crimsafe Licensee who supplied and installed the product.

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

CARE GUIDE

At the heart of your Crimsafe product is our Tensile-Tuff® woven high tensile 304 grade stainless steel mesh, surrounded by architectural grade aluminum framing. The Crimsafe mesh used in your product is highly corrosion resistant; however all meshes can act as a filter, trapping airborne dirt and impurities and reducing the lifespan of your product. 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 so as to keep the product in pristine condition and proper working order, as outlined in the following table:

ENVIRONMENT	DESCRIPTION	CLEANING INTERVAL
Mild	More than 6 miles from Beachfront or sheltered bay	Every 6 Months
Moderate	½ mile to 6 miles from beach - front or sheltered bay	2 to 3 Months
Marine	Up to ½ mile from beachfront Or sheltered bay	2 to 4 Weeks

Notes 1. Beachfront refers to breaking surf causing airborne moisture

2. Sheltered bay refers to calm salt waters not experiencing surf conditions

3. Fresh water lakes are not considered high risk areas

4. Heavy industrial areas can be considered marine environments

5. The recommended maintenance intervals provided here are for general guidance only. Some installations may require extra maintenance due to local environmental conditions

Regular maintenance involves a wash down of frames and mesh with a regular car wash and wax using warm water and a soft bristled brush, followed by a clean water rinse.

For a fast and effective alternative use plain water and a Crimsafe HaRa® Green Glove between car washes. The HaRa® Glove is available from Crimsafe and is supplied with instructions for best results.

Crimsafe recommends protecting its products with Oxi Shine™ a multi surface sealer that cleans polishes and protects and will greatly assist in reducing buildup of dust, dirt and airborne particles, making ongoing cleaning and maintenance easier. Application instructions are provided on the Oxi Shine™ bottles.

The Ha Ra® Glove and Oxi Shine™ can be purchased through your Crimsafe Dealer or directly through Crimsafe North America L.L.C.

PURCHASING DETAILS

Please complete and return the following information upon installation of your Crimsafe product:

Company that you purchased your Crimsafe from:

RMA SALES

Address:

99-134 WAIUA WAY

City: AIEA

State: HAWAII

Zip: 96701

Phone Number: (808) 487-9041

Sales Person:

Installer:

Quote/Job Number:

Date Installed:

I understand the terms and conditions outlined in the warranty details

Signed:

Print Name:

Address of installation:

City:

State:

Zip:

Date: