



10 Year Crimsafe Warranty

Description of Crimsafe products installed: _____

Installed at: _____

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

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

This material warranty is to the original retail purchaser of the Crimsafe products. This warranty is for the material only. This warranty does not include the costs of removal, reinstallation, shipping or handling of any replacement parts unless specifically implied herein.

This warranty excludes any accessory products that are fitted to the Crimsafe Products, including (but not limited to) 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 or their duly appointed representatives.

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

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

Crimsafe cannot and shall not be liable for breach of any other written or oral expressed or implied warranties, such as those, if any, given to you by dealers, contractors, applicators or distributors.

This warranty is strictly limited to the Crimsafe products and shall not apply to failure, leaks or consequential damages caused by misapplication of the products. This warranty does not apply to the products that are not furnished and produced by Crimsafe. Any repair, refinishing, replacement or payment shall not extend the original warranty period.

Some states do not allow the exclusion or limitation of consequential damages, so the above limitations and exclusions may not apply to you.

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 Authorized Crimsafe Dealer 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.



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 Authorized Crimsafe Dealers throughout North America that are trained to service your Crimsafe product. If you have any concerns regarding your product, please contact the Dealer 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 5 miles from beachfront or sheltered bay	Every 6 months
Moderate	Within ½ mile to 5 miles of beachfront or sheltered bay	Every 2 to 3 months
Marine	Within ¼ mile to ½ mile of beachfront or within 100 yards to ½ mile of sheltered bay	Every 2 to 4 weeks
Severe Marine	Within ¼ mile of beachfront or within 100 yards 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, followed by a clean water wipe down.

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

For more information about Crimsafe, contact your Authorized Dealer or go to crimsafe.com

Crimsafe North America

Toll FREE: **866-740-3888** Email: info@crimsafe.com

crimsafe.com