



## **SCREENSHIELDX WARRANTY AND CARE GUIDE**

The Australian Consumer Law ensures that our products come with guarantees that cannot be excluded. If there is a major failure with the product, you are entitled to a replacement or refund. Additionally, you have the right to receive compensation for any other reasonably foreseeable loss or damage. If the goods fail to meet acceptable quality standards but do not amount to a major failure, you can have them repaired or replaced.

ScreenShieldX provides a warranty to the original purchaser of the ScreenShieldX Security Product. This warranty guarantees that the product will be free from defects in materials supplied by ScreenShieldX Dealer under normal use conditions. The duration of the warranty period is 15 years and starts from the date of installation. Please note that this warranty is non-transferable.

The warranty coverage for ScreenshieldX includes a 15-year replacement warranty for the 316 marine grade stainless steel mesh and the aluminum frame only. The warranty for the powder coat used on the aluminum framing is provided separately by the manufacturer (Dulux & Akzo Nobel) for the selected finish. It is important to note that this warranty is distinct from the ScreenShieldX product warranty.

Subject to the provisions of the Australian Consumer Law, this warranty does not cover any accessory products that are installed on ScreenShieldX Security Products, such as locks, handles, rollers, hinges, and door closers, unless specifically listed in the table above for the corresponding ScreenShieldX Security System. These accessory products, if applicable, may be covered by warranties provided by their respective manufacturers or suppliers. Under this warranty, the responsibility of ScreenShieldX Security Systems or their authorized representatives is limited to repairing or replacing the defective product or components. This warranty does not cover defects or damages resulting from circumstances beyond the control of ScreenShieldX Security Systems, including accidents, product alteration, fires, floods, earthquakes, natural disasters, abuse, malicious attacks, misuse, normal wear and tear, negligence, or failure to follow our instructions with respect to cleaning or maintenance. Under this warranty, ScreenShieldX 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 ScreenShieldX product and maintain your rights under this warranty, you must follow the care and maintenance advice set out within this document.

### **HOW TO MAKE A CLAIM**

To initiate a claim under this warranty, please contact the original authorized ScreenShieldX Dealer who supplied and installed your ScreenShieldX products. It is important to have your original invoice or receipt as proof of purchase, so please keep it along with this Warranty and Care Guide for convenience. Your authorized ScreenShieldX Dealer may schedule an inspection of the product.

## CARE GUIDE

Please follow these simple care instructions to ensure your products continue to work and look new for years.

If you have any concerns regarding your purchase, please contact your authorised dealer first then contact us on 02 8551 2777 with your original proof of purchase and original warranty.

The maintenance period for our products will vary and is dependable on the environmental elements.

Proper care in line with this schedule is essential and a failure to comply with the recommended care guide will void the ScreenShieldX warranty.

To maintain your rights as stated within this limited Warranty, this care guide **must** be followed.

## CLEANING YOUR SCREENSHIELDX SECURITY PRODUCTS

Your ScreenShieldX Security Products should only ever be cleaned with the following:

- 1) Soft Bristled brush using warm mains water and a mild detergent.
- 2) Rinse well to remove any residue.
- 3) Only mains water is to be used.
- 4) Water that is recycles, bore or tank water is unacceptable and may lead to detrimental corrosion effects.
- 5) Strong detergents must never be used to clean your KINGS Security Products as they may scratch, damage the surface;
- 6) Please take care to avoid excessive amounts of water entering the main lock and auxiliary 3-point locks; and
- 7) When cleaning the main lock only use the periodic lubrication and auxiliary

| Environment     | Description                            | Cleaning Interval               |
|-----------------|--|---------------------------------|
| Mild            | More than 10kms beach front or bay     | Every Six (6) months            |
| Moderate        | 1 to 10kms from the beach front or bay | Every Three (3) months          |
| Marine          | 500m to 1km from beach front or bay    | Every Two (2) to Four (4) Weeks |
| Severe Tropical | Within 500m of beachfront or bay.      | Every One (1) to Two (2) weeks  |