

## General Warranty: 12 Months

Starline Security warrants that, at the company's discretion, it will repair, replace or refund the purchase price of any product proven to be faulty within 12 months of installation or as otherwise stated here or within a product specific warranty offer. Starline Security will also, during the initial 12 months General Warranty period, provide to its clients a free on-site inspection and warranty evaluation service. This service is free regardless of whether the outcome of the inspection is deemed to be covered under our product warranty or not. A site travel service fee will apply, after 12 months, if the issue is not covered under by our warranty.

Where any product or component not manufactured by Starline Security is covered by a warranty period greater than 12 months the company agrees to assign that warranty to the purchaser. All warranties offered herein are non-transferable and only apply where the goods have been paid for in full. Proof of purchase will be required. – Please retain your invoice for proof of purchase. It is also a condition of our warranty that the care and maintenance advice for the product has been adhered to.

## General Warranty: Physical Damage & Tampering

It is a condition of this warranty that the products found to be faulty have not been misused or wilfully damaged and shall not have been worked on or tampered with by any person not authorised by the company to do so.

Wilful damage includes any type of physical damage that has occurred to the product resulting in a fault occurring. This damage includes any caused during a break and enter or by any type of physical force intentional or otherwise outside of parameters considered normal use of the product. Starline Security strives to provide the best products, manufactured from only quality components, however no warranty or guarantee is offered on the performance of any product in the event of wilful damage.

## Care and Maintenance of Your Powder-Coated Products

The effects of ultra violet light, pollution, dirt, grime and salt deposits are detrimental to a powder-coated surface as they accumulate over time. To comply with warranty requirements and extend the life of your products, a very simple maintenance program should be implemented.

As a general rule, cleaning of the powder-coated surface must take place regularly. However in areas where pollutants are more prevalent, especially in coastal or industrial areas, a cleaning program should be carried out on a more frequent basis. See (Definitions of Environments and Maintenance Intervals) below.

To clean the powder-coated surface:

1. Carefully remove any loose deposits with a wet sponge.
2. Use a soft brush or cloth (non abrasive), and a mild household or carwash detergent to remove other deposits. Do not use steel wool, scrapers, scouring liquids or powders as they will permanently scratch the coated surface.
3. Rinse off with clean water.

Please note that detergents that recommend the use of gloves when handling should be avoided as this is a good indication that the detergent is harsh, and therefore unsuitable for cleaning a powder coated surface.

Definitions of Environments and Maintenance Intervals:

**Mild:**

Being rural, away from the coast and remote from industry and urban activity. If you live in this area you should implement your maintenance program every 6 months.

**Moderate:**

Being mainly urban, inland away from heavy industrial activity. If you live in this area you should implement your maintenance program every 3 months.

**Severe:**

Being coastal or marine, within 15kms of the coast or subject to salt deposition. Close proximity to industrial activity. If you live in this area you should implement your maintenance program every 2-4 weeks.

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## SecureView Stainless

### Care and Maintenance

Please follow the "Care and Maintenance of Your Powder-Coated Products" guide.

Screen cleaning mitts are available for purchase at \$29.50 including postage and handling. This screen cleaning mitt was specifically designed for cleaning powder-coated surfaces and will extend the expected life of your Stainless mesh screen and your powder coated products.

### Warranty

Please follow the "Care and Maintenance of Your Powder-Coated Products" guide.

<b>Installation</b>	12 months
<b>Assigned Manufacturer's Warranty</b>	11 Year CommandeX SecureView Eclipx Warranty.
<b>Powder-Coating</b>	7 Year Powder Coating Warranty.
<b>Locks, rollers and closers</b>	12 months
<b>CommandeX Locks</b>	2 years
<b>Lockwood 8653 &amp; 8654 Locks</b>	25 year Lockwood warranty
<b>Components</b>	2 Years

Refer to the applicable CommandeX Maintenance Warranty & Care Guide for further information, terms and conditions

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## Xceed Perforated Aluminium Sheet & BasiX Stainless

### Care and Maintenance

Please follow the "Care and Maintenance of Your Powder-Coated Products" guide.

Screen cleaning mitts are available for purchase at \$29.50 including postage and handling. This screen cleaning mitt was specifically designed for cleaning powder-coated surfaces and will extend the expected life of your Stainless mesh screen and your powder coated products.

### Warranty

Please follow the "Care and Maintenance of Your Powder-Coated Products" guide.

<b>Installation</b>	12 months
<b>Assigned Manufacturer's Warranty</b>	7 Year CommandeX Warranty.
<b>Powder-Coating</b>	7 Year Powder Coating Warranty.
<b>Locks, rollers and closers</b>	12 months
<b>CommandeX Locks</b>	2 years
<b>Lockwood 8653 &amp; 8654 Locks</b>	25 year Lockwood warranty
<b>Components</b>	2 Years

Refer to the applicable CommandeX Maintenance Warranty & Care Guide for further information, terms and conditions

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## 7mm Diamond Grille, Colonial Castings and Standard Flyscreens

### Care and Maintenance

Please follow the "Care and Maintenance of Your Powder-Coated Products" guide.

### Warranty

<b>Installation</b>	12 months
<b>Powder-Coating</b>	3 Years
<b>Locks, rollers and closers</b>	12 months
<b>CommandeX Locks</b>	2 years
<b>Lockwood 8653 &amp; 8654 Locks</b>	25 year Lockwood warranty
<b>Components</b>	2 Years
<b>Fly Screening</b>	5 years (warranty covers perishing & corrosion only)