

Warranty Information & Product Maintenance Guide

WARRANTY INFORMATION & PRODUCT MAINTENANCE GUIDE

The warranty is provided by:

Bonds Security Products Pty Ltd (ABN 79 350 252 884)

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Peace of mind

It all began back in 1951 when Barry Bond and his father Stan developed the first security door and security screen prototype. Now, over 60 years later, Bonds Security Products still leads the way in security door and screen design.

This warranty has been specifically tailored to give you confidence in your purchase, whilst offering the peace of mind you deserve.

This warranty is effective for all installations that have taken place from the 1st of March 2020. As with any valued purchase, maintenance is an essential part to prolonging the life of the product. This is to maintain the rights as stated within this warranty. The Product Maintenance Guide instructions of this warranty must be followed to ensure the product will be eligible for any warranty claims.

What products are covered under this warranty?

This warranty applies to all PROMESH316®, SecureGrille, SecureVision®, SecureShield®, Decorative, SteelFrame and ProFilm products only. PROMESH316® products receive a 20 year warranty. All other products receive a 10 year warranty.

Who is covered under this warranty?

This warranty is non-transferrable and will only cover the original purchaser of the product. The original purchaser must provide a copy of the invoice as proof of purchase to Bonds Security Products to facilitate any claims.

PROMESH316® warranty coverage

All PROMESH316® security doors and screens are covered by a 20 year warranty under normal residential use from the invoice date (commercial warranty is pending on application and can be covered for up to 15 years). Please contact Bonds Security Products to initiate a warranty claim.

PROMESH316® aluminium frame and stainless steel mesh warranty provided above, covers the structural integrity of the material over the course of the warranty period.

The powder coat used to treat the aluminium framing and stainless steel mesh is covered under a warranty period for that selected finish, up to a period of 24 months. Bonds Security Products will not take responsibility for damage caused to any powder coated products after this period. Powder coat warranty is separate to the PROMESH316® 20 year product warranty.

Lock and screen accessories (fittings) that are used in the PROMESH316® product are covered under a separate warranty that is supplied by the relevant manufacturers. Bonds Security Products warrants all workmanship and fittings for a period of 12 months, including any onsite call out costs, from the invoice date.

The 20 year warranty does not include installation of the product, fittings or accessory items. The fittings or accessory items include locks, handles, door closers, rollers, hinges, pet doors, cylinders, patio bolts etc.

Damage caused to the aluminium frame or stainless steel mesh from corrosion build up is not covered by this warranty. To avoid possible damage please follow the Product Maintenance Guide.

The 20 year warranty for PROMESH316® is a non-transferrable warranty and will only cover the original purchaser of the product. The original purchaser must provide a copy of the invoice as proof of purchase to Bonds Security Products to facilitate any claims.



SecureGrille, SecureVision®, SecureShield®, Decorative, SteelFrame & ProFilm warranty coverage

All SecureGrille, SecureVision®, SecureShield®, Decorative, SteelFrame and ProFilm products are covered by a 10 year warranty under normal residential use from the invoice date (commercial warranty is pending on application). Please contact Bonds Security Products to initiate a warranty claim.

The aluminium or steel framing warranty provided for SecureGrille, SecureVision®, SecureShield®, Decorative and SteelFrame covers the structural integrity of the product over the course of the warranty period. The powder coat used to treat the aluminium or steel framing is covered under a warranty period for that selected finish, up to a period of 24 months. Bonds Security Products will not take responsibility for damage caused to any powder coated products after this period. Powder coat warranty is separate to the SecureGrille, SecureVision®, SecureShield®, Decorative, SteelFrame and ProFilm 10 year product warranty.

Lock and screen accessories (fittings) that are used in the SecureGrille, SecureVision®, SecureShield®, Decorative and SteelFrame product are covered under a separate warranty that is supplied by the relevant manufacturers. Bonds Security Products warrants all workmanship and fittings for a period of 12 months, including any onsite call out costs, from the invoice date.

The 10 year warranty does not include installation of the product, fittings or accessory items. The fittings or accessory items include locks, handles, door closers, rollers, hinges, pet doors, cylinders, patio bolts, flywire, restricted vision mesh etc.

Damage caused to the aluminium frame, steel frame, aluminium sheet or stainless steel mesh from corrosion build up is not covered by this warranty. To avoid possible damage please follow the Product Maintenance Guide.

Film curing can take up to 12 weeks under normal conditions, depending on the film type and thickness. The weather, humidity and amount of sunlight falling on the glass can also affect the curing duration. As you would expect, curing tends to be faster in summer and slower in winter. Shaded or covered areas will take longer to cure.

The 10 year warranty for SecureGrille, SecureVision®, SecureShield®, Decorative, SteelFrame and ProFilm is a non-transferrable warranty and will only cover the original purchaser of the product. The original purchaser must provide a copy of the invoice as proof of purchase to Bonds Security Products to facilitate any claims.



Service Call warranty

All charged Service Calls include a cost free 3 month onsite call out warranty against all faulty workmanship or materials. Service Calls do not include the 20 year or 10 year warranty.

Limitations

Sliding doors purchased from Bonds Security Products are designed to be removed in the open position by lifting them off the tracks. If the sliding door is accidentally dislodged, compress the wheels and relocate on the track. Relocating the sliding door on the track is not covered under warranty. If you require onsite assistance to relocate the sliding door on the track, a Service Call fee is applicable.

PROMESH316® products are intended for use in residential applications for a 20 year period. SecureGrille, SecureVision®, SecureShield®, Decorative, SteelFrame and ProFilm products are intended for use in residential applications for a 10 year period. Commercial warranty is assessed on a case by case basis. Damages that are not covered are as follows:

- Events that are outside of control such as fire, acts of God, floods, motor vehicle accident, natural disaster, etc.
- Intentional product damage
- Forced entry and abuse
- Product disassembly
- Product alteration in any way that has not been performed by a licensed Bonds Security Products installer
- Failure to upkeep product maintenance by following the Product Maintenance Guide
- Direct sunlight fading to all materials
- Improper use of the product

Bonds Security Products will not be liable for any damages, expenses or fees.

Making a claim

To make a warranty claim, the original purchaser must contact Bonds Security Products on (08) 9249 3700 during business hours, via email to admin@bondssecurity.com.au, or in writing at: PO Box 3162, Malaga WA 6944.

Warranty claims are to be submitted within a 30-day period of identifying the fault. A description of the fault with details, photos if possible and a copy of the invoice is to be provided to Bonds Security Products. Bonds Security Products will assess the claim and proceed accordingly.



Product Maintenance Guide

Your new security products have been manufactured using the highest quality materials available to the security industry. With a moderate amount of maintenance, they will retain their good looks and resist the elements for years to come.

External fixtures on your home will require some maintenance to up hold and perform well. Depending on how harsh the environmental elements are, the maintenance period will vary. Refer to the General Maintenance Intervals table.

Regular lubrication of locks

In order for Bonds Security Products to provide the customer with a long lasting locking system to doors and windows, we recommend that customers should lubricate the locks as often as suggested in the General Maintenance Intervals table. All mechanically moving positions should be lubricated in order for the lock to move freely and reduce the chances of any problems occurring. We recommend using a product called INOX, which can be purchased from Bonds Security Products or any good hardware store. In areas where pollutants are more prevalent, such as close to pools, spas, rivers, coast, industrial areas, lubrication must be carried out more frequently.

Care & maintenance procedures

Just as washing your car is important for removing dirt and grime, your powder coated product also needs to be regularly washed. The effects of exposure to UV light, atmospheric pollution, airborne salt or pollen deposits, general dirt and grime can accumulate over time and should be removed at regular intervals. The aim is to keep the product as clean as possible to reduce the risk of any damage occurring to the product. The steps to cleaning your product are:

- Remove any loose deposits with a wet sponge
- Use a soft brush and mild detergent in warm water to remove dust, salt or other deposits
- Rinse thoroughly with clean fresh water to remove any remaining detergent

Bonds Security Products does not take any responsibility for damage caused to powder coated products if the maintenance (as stated above) is not carried out. Damage caused to the aluminium frame, steel frame, aluminium sheet or stainless steel security mesh from corrosion build up is not covered by this warranty. Rinse well with mains water to remove any detergent residue.

Bonds Security Products recommend using mains water as recycled or bore water is unacceptable and may lead to detrimental corrosion effects. Care should be taken to avoid excessive amounts of water entering the main lock and triple lock points.

Strong detergents and abrasive cleaners must never be used to clean your security doors or security screens. They may scratch or damage the surface finish and increase the likelihood of corrosion.

GENERAL MAINTENANCE INTERVALS

Environment	Recommended Intervals
Low Conditions <i>Greater than 10km of a coast or river</i>	Every 6 to 12 weeks
Medium Conditions <i>Within 1km to 10km of a coast or river</i>	Every 2 to 6 weeks
High Conditions <i>Within 1km of a coast or river</i>	Every 1 to 2 weeks

External contaminants such as salt, chlorine or bird droppings are very acidic and can quickly burn and damage the powder coat finish of the frame and the mesh coating.

To ensure the warranty is maintained, it is essential that these external contaminants are cleaned immediately with a mild detergent, soft bristled brush and rinsed thoroughly with mains water.

In areas where pollutants are more prevalent, such as close to pools, spas, rivers, coast, industrial areas, cleaning must be carried out more frequently.

Film cleaning instructions

Here are some simple rules which will prolong the life of your film:

- Do not clean windows for at least 4 weeks after installation
- Do not attach anything to the film
- Never clean film with abrasives or ammonia products
- Use warm water to clean the film
- Use a clean sponge to clean the film, never use a brush