



Manufacturer's Warranty and Maintenance Security



This Warranty is in addition to other legal rights you have under the Australian Consumer Law:

Subject to the conditions of this warranty, Franklyn Blinds Awnings Security warrant our products to be free from defects in design, material and workmanship at the time of installation, for the specified time periods stated below:

- 7HD (Diamond Grille) 5 Years
- Decorative Safety Doors 2 Years
- Fly Screens 1 Year
- Crimsafe Regular 10 Years*
(extended warranty to 12 years offered when registering your product with Crimsafe®)
- Crimsafe Ultimate 12 Years*
(extended warranty to 15 years offered when registering your product with Crimsafe®)

- Extended Warranty available from CRIMSAFE 2 to 5 Years*
- Lockwood Locks 25 Years**
- Insect Fibreglass Mesh 1 Year
- Whitco Locks 10 Years**
- Hinges and wheels 3 Years
- Labour & Travel 3 Years

**Locks are warranted for a period of 3 years, with a service fee charged after 3 years for lock malfunction.

7HD (DIAMOND GRILLE) / DECORATIVE SAFETY DOORS / FLY SCREENS

At Franklyn we guarantee that all our products will be free from defects in components and manufacture for the periods stated above, from the date of purchase. In addition, Whitco locks are guaranteed for 10 years and Lockwood locks for 25 years (Terms and Conditions apply).

All goods supplied are guaranteed against mechanical default in normal domestic use and Franklyn will repair or replace at its discretion such components that prove faulty in operation. Damage caused by accidents, alterations, misuse, abuse or colour change resulting from solar or other heat sources are not covered by this warranty.

In the event of a request being made for a service call not covered by our warranty, a call out fee may be charged.

All warranties are conditional. For the warranty to be valid, customers must adhere to the care instructions provided by Franklyn. In addition, a receipt providing proof of purchase is required for any warranty claims.

CRIMSAFE

Lockwood locks are used in all Crimsafe® doors manufactured by Franklyn. Lockwood locks are guaranteed for 25 years (Terms and Conditions apply).

Crimsafe® warrants their products are free from defects in material under the conditions of normal use for up to 10 years from the date of installation.

Crimsafe products must be kept regularly cleaned in accordance with the [Care and Maintenance Guide](#). And this Warranty is non-transferable

***You have the option to extend the warranty on any Crimsafe Ultimate product from 10 years to 15 years! Or extend the warranty on any Crimsafe Regular product from 10 years to 12 years, by registering online directly with CRIMSAFE - <http://crimsafe.com.au/extendedwarranty>**



Manufacturer's Warranty and Maintenance Security



EXCLUSIONS:

* The following is not covered by this Warranty:

- Alteration of the product in any way by customer or other parties not authorised by Franklyn
- Normal Wear and Tear
- Misuse or abuse
- Components not supplied by Franklyn
- Any alterations made to the original security products as supplied that has not been carried out by a Franklyn service technician
- Incorrect or insufficient care with respect to Cleaning and Maintenance –
- Damage caused by fire, wind, hail, or other acts of nature, intentional acts, accidents, negligence, pollutants or exposure to harmful chemicals

Lockwood / Whitco locks are covered for the first 3 years by Franklyn, After this time please refer to:

<http://www.assaabloy.com.au/en/local/au/about-assa-abloy/warranties-and-guarantees/>

Cleaning Instructions –

IMPORTANT: Failure to adhere to this cleaning schedule will void your Security product warranty.

Environment	Description	Cleaning Interval
Mild	More than 10km from beachfront or sheltered bay	Every 6 months
Moderate	1 km to 10 km from beachfront or sheltered bay	2 to 3 months
Marine	500m to 1 km from beachfront or 100m to 1 km from sheltered bay	2 to 4 weeks
Severe Marine	Within 500m of beachfront or within 100m of sheltered bay	1 to 2 weeks
Notes:	<ul style="list-style-type: none"> • 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. 	

If stubborn marks occur, Franklyn recommends using Crimsafe Stain Clean in accordance with the 'directions for use' on that product; Crimsafe Stain Clean has been specifically formulated to assist with the removal of hard to shift stains.

http://crimsafe.com.au/uploads/files/BROCHURE_Crimsafe_Warranty&Care_Guide.pdf

FAQ'S

As a general rule, if a customer is having problems with their doors / locks after the 3 year guarantee we offer:

- A call out fee of \$137.00 that covers the first 20mins and will do any servicing and adjustments etc., but does not include products / parts that need replacing.
- If it is a lock issue, you will then be advised onsite and you will need to make contact directly with Lockwood / Whitco as per there warranty procedures.
- Franklyn is not a warranty repair agent for Lockwood / Whitco.