



**INVISI-GARD**  
316 STAINLESS STEEL SECURITY

**WARRANTY INFORMATION**  
+  
**CARE & MAINTENANCE GUIDE**



# WARRANTY INFORMATION



## The warranty is given by:

**Aluminium Specialties Group Pty Ltd** (ABN 63 001 252 259)

Trading as **Alspec®**

3 Alspec Place, Eastern Creek NSW 2766

(PO Box 262, Horlsey Park NSW 2175)

Phone: 02 9834 9500

Email: [info@invisi.com.au](mailto:info@invisi.com.au)

## Overview

Alspec's 15 year standard warranty has been tailored specifically for the Invisi-Gard® product to give you confidence in your purchase. This warranty is a joint effort between both Alspec®, and the Invisi-Gard® Licensed Dealer.

Alspec® will cover the aluminium framing and/or mesh used in the product to be free of any defects from the date of delivery to cover any defects in manufacturing & workmanship when the product has been fabricated and installed in accordance with the Invisi-Gard® Fabricator Manual. The Invisi-Gard® Licensed Dealer will then facilitate covering the installation & service components of this service.

This 15 year warranty is effective for all installations that have taken place from the 1<sup>st</sup> of July 2014. As with any valued purchase, effective maintenance is an essential part to prolonging the life of the product and is essential to maintain the rights as stated within this warranty. The care & maintenance 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 Invisi-Gard® Window and Door Screens and Invisi-Maxx® products only.

## Who Is Covered Under This Warranty?

This 15 year standard warranty for Invisi-Gard® by Alspec® is non-transferrable and will only cover the original purchaser of the product. The original purchaser must provide a proof of purchase and installation to the Licensed Invisi-Gard® Dealer and/or Alspec® to facilitate any claims.

## Warranty Coverage

All Invisi-Gard® screens are covered by a 15 year replacement warranty when used in a residential application (commercial use warranty is pending on application and can be covered for up to 15 years). When a new Invisi-Gard® screen has been received and there are manufacturer defects in either the workmanship or material, the Licensed Invisi-Gard® Dealer that facilitated the installation is to be contacted in the first instance (however in the event they are unavailable, please contact Alspec®) to initiate the warranty claim process within 15 years of the date of delivery.

The aluminium framing warranty provided for Invisi-Gard® covers the structural integrity of the product over the course of the products warranty period. The powdercoat used to treat the aluminium framing is covered under a warranty period that has been provided by the manufacturer (Dulux & Akzo Nobel) for that selected finish. This warranty is separate to the Invisi-Gard® 15 year product warranty.

Locks and screen accessories that are used in the Invisi-Gard® product are covered under a separate warranty that is supplied by the relevant manufacturers.

The 15 year warranty for Invisi-Gard® by Alspec® is a non-transferrable warranty, and will only cover the original purchaser of the product. The original purchaser must provide a proof of purchase and installation to the Licensed Invisi-Gard® Dealer and/or Alspec® to facilitate any claims.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. The consumer is entitled to a replacement or refund of a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have these goods repaired or replaced if the goods fail to be of an acceptable quality and the failure does not amount to a major failure.

Congratulations on your purchase of Invisi-Gard® and the investment in protecting your home or business. For added peace of mind and confidence in our product, your Invisi-Gard® investment comes with a standard 15 year warranty.

Notwithstanding the preceding statement, Alspec's liability for a breach of a consumer guarantee, condition or warranty implied or created by the Competition and Consumer Act 2010 (Cth) (the "Act"), for any Products not of a kind ordinarily acquired for personal, domestic or household use is limited, to the extent permissible by law and at Alspec's option in relation to the Products supplied, to:

1. The replacement of the Products or the supply or equivalent products;
2. The repair of the Products;
3. The payment of the cost of replacing the Products or of acquiring equivalent products; or
4. The payment of the costs of having the products repaired; and

To the extent permitted by law, all other warranties whether implied or otherwise that are not set out in the Warranty are excluded and Alspec® shall be under no liability in contract, tort (including without limitation, negligence or breach of statutory duty) or otherwise to compensate the Purchaser for:

1. Increased costs or expenses;
2. Any loss of profit, revenue, business, contracts or anticipated savings;
3. Any loss or expense resulting from a claim by a third party; or
4. Any special, indirect or consequential losses or damage of any nature whatsoever caused by Alspec's failure to complete its obligations in accordance with this warranty

### Limitations

Invisi-Gard® is intended for use in residential applications for a 15 year period, and a commercial warranty pending on application of up to 15 years which are 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 have not been performed by a Licensed Invisi-Gard® Dealer
- Failure to upkeep product maintenance as per the Invisi-Gard® Care & Maintenance guide
- Improper use of the product.

### Making A Claim

To make a warranty claim, the Purchaser must make initial contact with the Licensed Invisi-Gard® Dealer. In the event that the original Invisi-Gard® Dealer cannot be contacted, the Purchaser must then contact Alspec® for further assistance on 1300 ALSPEC (1300 257 732) during business hours, via email to [info@invisi.com.au](mailto:info@invisi.com.au), or in writing at: PO Box 262, Horsley Park, NSW 2175.

This is to be done within a 30-day period of identifying the fault, detailing a description of the fault with details of how and when this has occurred, provide photos if possible as well as a copy of the proof of purchase & installation provided by the Invisi-Gard® Dealer. The Invisi-Gard® Dealer or Alspec® will assess whether the lodged claim is covered by the 15 year product warranty, then proceed with the claim process if this is the case.

# CARE & MAINTENANCE GUIDE

Your new Invisi-Gard® Stainless Steel Security Screens have been manufactured using the highest quality materials available to the security industry. Constructed from Architectural Grade Aluminium and 316 Stainless Steel Mesh, both of these metals are highly corrosion resistant and exceptionally strong. With a moderate amount of maintenance, your Invisi-Gard® Stainless Steel Security Screens will retain their good looks, and resist the elements for years to come.

Invisi-Gard® Stainless Steel Security Screens are the product of years of development and are designed to resist corrosion and rusting, but as with all external fixtures on your home, they require some maintenance to keep looking good and performing well. Depending on how harsh the environmental elements are, the maintenance period will vary. Refer to the suggested maintenance table.

Your Invisi-Gard® Stainless Steel Security Screens should only ever need to be washed down with a soft bristled brush using warm mains water and a mild detergent.

Rinse well with mains water to remove any detergent residue paying particular attention to ensure ALL residue is flushed from the mesh retaining areas of the frame.

Only mains water is to be used as recycled, bore or tank 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 auxiliary 3 point locks.

Strong detergents and abrasive cleaners MUST NEVER be used to clean your Invisi-Gard® Stainless Steel Security Screens as these may scratch or damage the surface finish and increase the likelihood of corrosion.

Periodic lubrication of the main lock and auxiliary lock components should only ever be done using graphite powder. Liquid or aerosol lubricants can cause corrosion and damage the locking mechanism.

## SUGGESTED MAINTENANCE PERIOD TABLE

| Environment  | Recommended Maximum Maintenance Interval* |
|--|---|
| <b>Mild</b><br><i>Greater than 10km radius from oceanfront or saline bay</i>       | Every 6 months                            |
| <b>Moderate</b><br><i>Within 1km to 10km radius of an oceanfront or saline bay</i> | Every 2 to 3 months                       |
| <b>Marine</b><br><i>Within 500m to 1km radius of an oceanfront or saline bay</i>   | Every 2 to 4 weeks                        |
| <b>Severe Marine</b><br><i>Within 500m radius of an oceanfront or saline bay</i>   | Every 1 to 2 weeks                        |

\* Indicative maintenance schedule only.

External contaminants that come into contact with the Invisi-Gard® screens such as bird and bat droppings are very acidic and can quickly burn and damage the powdercoat finish of the frame and the mesh coating.

To ensure the Invisi-Gard® 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.





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