

**DEAR CUSTOMER,**

Thank you for purchasing your Trellidor barrier security system. The Trellidor warranty is subject to all conditions stated herein and in our Terms and Conditions of Sale, and is limited to defective installation or faulty workmanship and the repair or replacement of non-conforming or defective materials or components. All rights under the Consumer Protection Act of 2008 apply to this warranty (applicable in RSA only).

In addition, our warranty is offered in terms of quality and corrosion resistance. Material failure due to corrosion will be measured against the industry standard Rig (ISO:4628-3:2003) to determine the extent of material degradation.

**PLEASE NOTE**

- The warranty remains the property of the original Trellidor customer and is not transferable.
- Any product repaired or replaced under warranty will carry the same warranty period, as detailed in the Trellidor warranty terms and conditions, from the original date of invoice, and shall not exceed that period.

**THIS WARRANTY BECOMES INVALID IF**

- Any defects arise from fair wear and tear or willful damage that is caused due to negligence, tampering, abnormal working conditions, failure to follow use instructions (whether oral or in writing) or misuse.
- Any defects that arise from damage caused due to installations, alterations or repairs being carried out by persons other than a Trellidor approved technician.
- Regular cleaning and maintenance of the product as per our product care instructions has not been carried out.
- There has been a power failure/power spike/lightning damage to electric locks and motors etc.
- Any water damage to electric locks, motors, etc.

**FOR YOUR PROTECTION:**

Ensure that you read and follow the operation, cleaning and care advice. Carefully read and adhere to the cleaning and care advice, cleaning interval guide and product warranty period.

**IF IN DOUBT CONTACT YOUR LOCAL TRELLIDOR FRANCHISE**

**GENERAL CARE GUIDELINES**

- Use Trellidor anti-corrosion cleaning agent and soft cotton cloth as per manufacturer's directions and a soft cotton cloth to clean the entire unit.
- Never use abrasive cleaners, detergent based cleaners or solvent based cleaners such as scouring agents, dishwashing liquids, washing powders, thinners etc. as these could adversely affect the expected life of the product.
- Hard to reach areas may require the use of a soft nylon bristle brush.
- Dry the unit with a soft cotton cloth.

**WARNING: DO NOT SPRAY ANY LUBRICANT INTO THE KEYHOLE OF THE CYLINDER WHERE THE KEY FITS.**

- Use Trellidor lubricating spray for all moving parts, especially all hinge points inside the channel sections and into the top tracks.
- Shake the can of lubricating spray well, apply to a clean cotton cloth and wipe the entire unit, or spray directly onto the unit from a distance of about 20 cm.
- Wipe off the excess residue. This will form a protective barrier against both moisture and contamination of airborne pollutants.
- A second application may be required if the unit has stood for too long without being lubricated and has become stiff, dry and difficult to operate. Visit [www.trellidor.co.za](http://www.trellidor.co.za) for more information.

**CAUTION**

Remember to read the warnings on the Trellidor Lubricating Spray label as the product is highly flammable, must not be ingested and is irritating to eyes and skin.

**Please note: a product warranty becomes invalid if recommended cleaning and maintenance of your Trellidor product is not carried out as per the manufacturer's instructions.**

PRODUCT UNDER WARRANTY WARRANTY PERIOD (YEARS)	INLAND			COASTAL		
	1	3	5	1	3	5
<b>HARDWARE:</b> Locks, cylinders, hinges		●			●	
<b>ELECTRIC COMPONENTS:</b> Remotes, batteries, wires, electric locks and electronic accessories (excluding RollerStyle Motors)	●			●		

**CLEANING INTERVAL**

ENVIRONMENT	DESCRIPTION	CLEANING INTERVAL
Mild	More than 10 km from beachfront	Every 2 months
Moderate	5km to 10 km from beachfront	Monthly
Severe	Within 5 km of beachfront	Weekly

**COASTAL:**  
Less than 10km from beachfront

**INLAND:**  
More than 10km from beachfront

**WARRANTY PERIODS**

PRODUCT UNDER WARRANTY WARRANTY PERIOD (YEARS)	INLAND			COASTAL		
	1	3	5	1	3	5
<b>TRADITIONAL TRELLIDOR</b>						
Steel Retractable & Fixed			●		●	
Aluminium Retractable & Fixed			●			●
<b>BURGLAR BARS</b>						
Burglar Guard			●		●	
Cottage Guard			●			●
Poly Guard			●			●
<b>ROLLER SHUTTERS</b>						
RollerStyle Material			●		●	
Motors			●			●
<b>SECURITY SCREENS</b>						
Security Screen Material			●			●
<b>LOUVRE SHUTTERS</b>						
Shutterview Material			●			●
<b>SECTIONAL DOORS</b>						
Steel			●		●	
Aluminium			●			●

\* Spare parts and workmanship are covered by a 12-month warranty from the date of installation.

In the event of lost keys, Trellidor shall not be held liable for the cost of replacing and fitting a new cylinder and issuing new keys. Should you require additional keys for your Trellidor Product, you will need to present at least one key to your Trellidor franchise. In the event of lost keys, we recommend that you immediately contact your Trellidor franchise on 0861-Trellidor (873554367) or [www.trellidor.co.za](http://www.trellidor.co.za).

TRELLIDOR BEARS NO RESPONSIBILITY FOR UNAUTHORISED USE OF KEYS. PLEASE KEEP THEM IN A SAFE PLACE.

**We BELIEVE that all PEACE-  
LOVING citizens have the  
RIGHT to FEEL SAFE in their  
homes and businesses.**

**WE BELIEVE that there  
should be NO COMPROMISE  
when it comes to SECURITY**

### **CONTACT US**

**PHONE:**

+27 (0) 861 873 554 367  
(0861-TRELLIDOR)

**EMAIL:**

info@trellidor.co.za

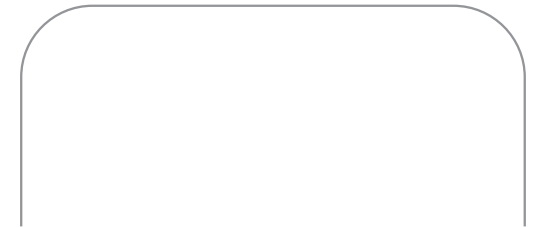
**WEBSITE:**

www.trellidor.co.za

**ADDRESS:**

20 Aberdare Drive,  
Phoenix Industrial Park,  
Durban,  
South Africa.

## **WARRANTY CARD**



CUSTOMER DETAILS /  
TC NUMBER



**TRELLIDOR**  <sup>®</sup>  
THE ULTIMATE CRIME BARRIER