

10 year replacement warranty

Please retain this warranty card

Australia's best warranty

Thank you for investing in Prowler Proof – Australia's best security doors and windows. We are so confident with our quality that we back all products with Australia's only 10 year replacement warranty. You will quite simply get a new door or window if it shows defects in workmanship or materials during normal residential use within 10 years from the date of manufacture. Our high quality accessory items such as locks, handles, hinges, rollers, door closers, etc. are independently covered by warranties supplied by the manufacturers.

Care & maintenance

Thanks to the way they are built, Prowler Proof products require little maintenance. We recommend the following care and maintenance:



Doors and windows

As a general rule you should clean the powder coated surface every six months – in coastal or industrial areas every three months. This is how you do it:

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

You can safely use methylated spirits, turpentine or white spirits if paint splashes, sealants or other residue need to be removed. Avoid using harsh detergents as these could be harmful to the powder coated surface. Any detergent that recommends the use of gloves is likely to damage the powder coating. The damage may not be visible immediately and could take up to twelve months to appear.

Locks, hinges and rollers

1. Use a soft bristle brush or similar to clean the surface – avoid abrasive tools.
2. Clean with a diluted solution such as mild liquid detergent in warm water.
3. Ensure that cleaning fluids do not penetrate into the lock or cylinder.
4. Products with soft finishes – such as gold plate, lacquered brass or chrome plate – need special care. Don't allow dirt or other contaminants to build up on the surface, as these will discolour and impair the surface. Some change in colour, gloss or chalking may be expected dependant on exposure.

Key cylinders should be lubricated annually, or when there are signs of roughness when you insert or retract the key. Remove any dirt, grime and salt deposits on and around the end of the cylinder barrel, and apply a small amount of powdered graphite to the key. Insert the key into the lock barrel to maintain a smooth action.

If you have a warranty claim please contact your dealer and quote the serial number printed on the front of this card. The number is on your Prowler Proof product as well.

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