



## Dealer information guide

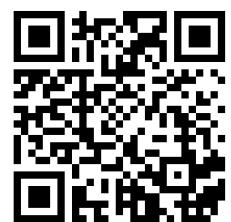
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Thank you for partnering with Prowler Proof and welcome to the team. Included in this guide is information on our brand, products, systems and processes as well as other information you will need to get started. We look forward to working with you.

Version 6: September 2021

*See what Prowler Proof can  
do for your business.*

[View the video](#)



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# 1. Introduction

## 1.a Prowler Proof Vision, Purpose, Mission

### Vision

**We are striving for zero harm of people, or property, in their home.**

You should feel safe in your home, whether that's feeling safe from unwanted intruders - like burglars or insects, or knowing your children are safe from the risks of falling out of windows. Our vision is about reducing the number of people that are harmed in their home, or property that is lost or damaged, due to uncontrolled entrances or exits.

### Purpose

**We believe you and your loved ones should be safe in your home.**

Prowler Proof is working to have a positive impact on safety every day.

Every day in Australia unlawful entries to properties are reported. That means that every day Australian families experience this devastating event. Security screens and doors installed onto a home significantly reduce the risk of unlawful entry, as the opportunistic burglar loses the chance to simply enter through an open window or door.

Australian children fall from windows or balconies in their homes every week. Some of these falls are fatal. A home that installs compliant screens to windows reduces the risk of a child falling from that window by 100%!

Every year in Australia people contract mosquito borne diseases from infected mosquitoes. A home fitted with screens reduces the opportunity for these mosquitoes to enter and bite family members.

### Mission

**We design and produce products and services that make it easier to create a safer home.**

All of our product and service solution development is driven by our mission. The Prowler Proof team are constantly working on ways to help you in creating a safer place.

## 1.b Welcome

We'd like to take this opportunity to thank you for partnering with us and welcome you to the Prowler Proof team. We hope that you find working with Prowler Proof a seamless experience that allows you to spend more time where you make your money.

Working with Prowler Proof will enable you to spend more time quoting and installing, with all products custom manufactured to size and specification arriving to you ready to fit.

In addition, we will try to give you all the tools to help your business every step of the way from marketing, sales, pricing, ordering, delivery, as well as training. This guide will give you a run down of all these tools and how to use them to your advantage. Should you require any further assistance, we have a dedicated support team ready to answer your questions.

## 1.c About Prowler Proof

Prowler Proof is a 100% Australian owned and operated family business. We have manufactured high quality security doors and window screens since 1984.

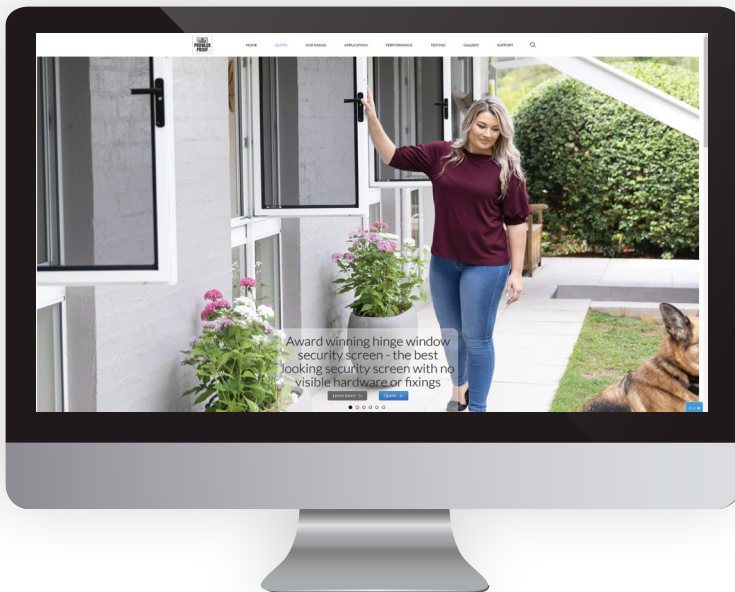
Prowler Proof is Australia's only welded security screen and the only type made in a world class fully automated factory. These two facts combine to make Prowler Proof a superior product at a competitive price.

We are the only security screen manufacturer in Australia to offer a 10 year full replacement warranty. We quite simply supply a new product if a Prowler Proof product shows defects in workmanship or materials within 10 years from the date of manufacture. No ifs, no buts ... no paperwork.



# 1. Introduction

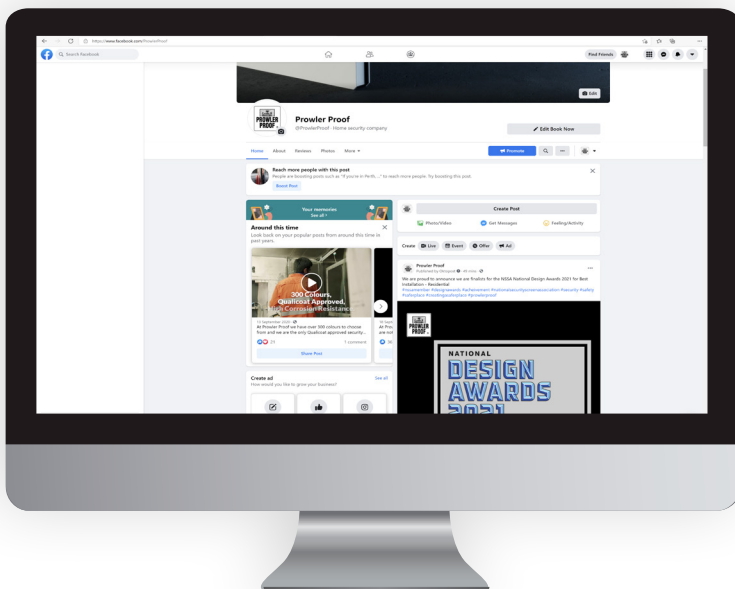
## 1.d Website & Social Media



### Our Website

[www.prowlerproof.com.au](http://www.prowlerproof.com.au)

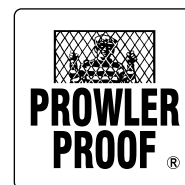
The Prowler Proof website has all the resources you need. There are test reports, cosi, partner documents, and how to guides all available for download, as well as information about our range, comparison tools and performance videos.



### Facebook, Instagram, LinkedIn, Pinterest, Twitter and YouTube

Prowler Proof is on all of the main social media sites. We strongly encourage dealers to become actively involved in social media, to help promote your business, build brand awareness, and allow customers a platform to review your business. Feel free to share content we use across your own accounts.





## 2. Marketing and Sales

### 2.a Marketing

One of the advantages of being a Prowler Proof dealer is your access to state-of-the-art marketing materials that help you make the sale.

Marketing Material Available:

- Logos
- Images
- How to measure / install / price / order guides
- Flyers
- Pull-up banners

[Visit the website:](#)



Call our customer service team to access these today: 07 3363 0666 or visit [www.prowlerproof.com.au/wholesaler](http://www.prowlerproof.com.au/wholesaler)

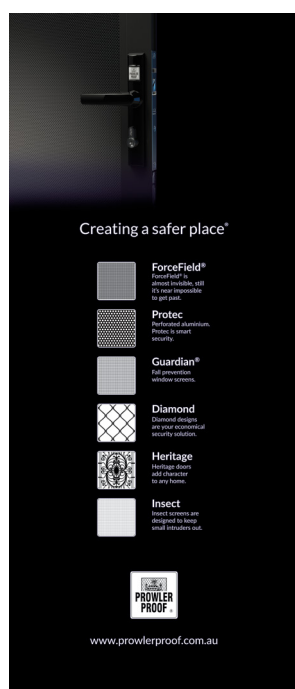
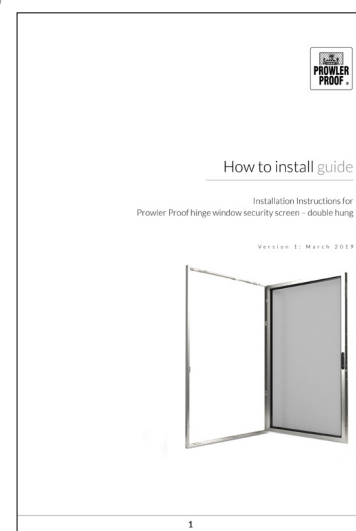
Imagery examples



Flyers



How to Guides



## 2. Marketing and Sales

### 2.b Sales

When you partner with Prowler Proof you will receive a Sales Kit. It will look similar to the one pictured below. Within this kit is everything you need to help you understand our product and to show your customers the variety of products that are available when making a sale.

#### Product Samples

Intended for use during quote appointments to demonstrate the Prowler Proof product range, quality and workmanship.



#### Brochures

Intended to leave with customers at the quote. Additional brochures can be purchased through our ordering system.

#### Colour Cards

For use when colour matching or as a tool for your customer to select a colour. Not all colours are available in sample form.

#### Guides

Intended to assist you with quoting and purchasing (see below).



### 2.c Guides

As mentioned in the 2.b Sales section you will find three guides in your sales kit. The **Wholesale Pricing Guide** which is your guide to pricing, the **Recommended Retail Pricing Guide** which is your guide to quoting and a **Support Guide** which is your guide for ordering.

#### Recommended Retail Pricing Guide (White Cover)

For use as a general guide during quoting.

Contains:

- Recommended retail pricing
- Product options and accessories
- Powder-coating information

#### Support Guide (Grey Cover)

Confidential and not to be disclosed to non-Authorised Dealers.

Contains:

- Terms of Sale
- Delivery, Times & Retailer Responsibilities
- How to order through COSI

#### Wholesale Pricing Guide (Black Cover)

Confidential and not to be disclosed to non-Authorised Dealers.

Contains:

- Wholesale price lists
- Measurements for locks and extrusion profiles
- Product options and accessories
- Powder-coating information
- Manufacturing limitations
- Distribution Information
- Claiming a warranty
- Reporting a product fault or problem

## 2. Marketing and Sales

### 2.d Job Status App



You are one of the first dealers in the industry to have access to your job information on the go! The **Prowler Proof Job Status App** lets you check the status of any job and schedule installs, anytime, anywhere.

This App is a great time saver that puts the power in your hands.

- Check job status
- Schedule installs
- Track your orders
- View and use consumer contact details
- Get directions to consumer's home

You can download this for free from the iTunes Store by searching Prowler Proof, or scan the QR codes below for details.

[Watch the video](#)



[Download the App](#)



### 2.e Lead Times and Delivery

#### Lead Times

Prowler Proof endeavours to stay within the lead times pictured. If we're unable to complete your job in this time, you will be notified via email. Also, remember you can always check the status of your jobs in the **Prowler Proof Job Status App**.

During the busy season, lead times can vary. Every Monday you will receive a **Delivery Forecast** email with expected delivery times to allow you to schedule jobs.





#### Delivery

Your delivery company will be TNT Domestic if you're in South-East QLD ([https://www.tnt.com/express/en\\_au/site/support/contact.html](https://www.tnt.com/express/en_au/site/support/contact.html)). Sydney, ACT, NSW, VIC, Regional QLD, SA, WA and North QLD your delivery company will be Cope (<https://www.cope.com.au/contact-us>). If you're in South-East QLD please allow approximately 1 day for deliveries from the factory after manufacture, 2-3 days for Sydney + ACT, 3-4 days for NSW, VIC + Regional QLD and 5-6 days for SA, WA + North QLD.

*Please Note: If there will be no one available to receipt and sign for your order we will require an [Authority to Leave form](#) with instructions on where to leave the delivery. Please note, we can only have one delivery address.*

# CURRENT DELIVERY DAYS FROM ORDER

(business days incl. transport)

South-East QLD	3	4	5	6	7	8	9	10	11	12
										
Sydney + ACT	3	4	5	6	7	8	9	10	11	12
										
NSW, VIC + Regional QLD	3	4	5	6	7	8	9	10	11	12
										
SA, WA + Far North QLD	3	4	5	6	7	8	9	10	11	12
										



## 3. Product Performance

### 3.a Security



## ForceField®, Protec and Diamond

Prowler Proof security screens have been through every security test in the book – and passed them all with flying colours. The Australian Standards AS5039 test consists of six separate tests that all have to be passed by the same test sample ... so it adds up to quite severe punishment. Have a look at the tests below – presented in the sequence in which the tests were carried out.



### Dynamic Impact Test

**The test:** The dynamic impact test is designed to simulate an intruder trying to kick his way through a security door or window. The test is performed with a bag full of lead shot and sand, weighing more than 40 kg. The bag is smashed into the security screen with a force of 100 joules. The test is repeated five times.



### Jemmy Test

The jemmy test is designed to simulate an intruder using a lever to get past the security door or window. The test is performed with a large screwdriver at all locking, hinging and fastening points. The force applied is up to 450 N (45 kg) for 20 seconds – way beyond the capability of most potential intruders.



### Pull Test

Imagine an intruder trying to pull out a security screen ... that's what the pull test is all about. The security door or window withstands pulling forces of up to 2 kN (200 kg) for 20 seconds at various positions.



### Probe Test

The probe test simulates an intruder having created a gap and trying to get his hand inside to unlock a door or a window. A deflecting force of 1.5 kN (150 kg) is applied to each opposite side of the opening to increase the space enough to get a hand through.



### Shear Test

Cutting pliers are popular tools among burglars. The shear test simulates a cutting plier attack on a security screen. The shearing tool applies increasing pressure until the sample strand breaks. The force required to break one strand must be at least 3 kN (300 kg).



### Knife Shear Test

The knife shear test simulates a knife attack on a security screen. A heavy duty trimming knife is dragged along a 250 mm line with a force of 150 N (15 kg) vertically and up to 350 N (35 kg) horizontally. The test is repeated three times – each time with a new blade – along the same line.

### 3.b Cyclone



## ForceField®

Whether or not you are based in a cyclone-prone area, cyclone testing tells you a lot about a security screen. It's the toughest test a security screen can go through and most security screens have not been cyclone tested at all. Those that have been tested, often skip the ballistics test and only pass the missile test at the relatively low impact speed of 54 km/h. ForceField® has passed the missile test at impact speeds of up to 104 km/h as well as the ballistics test at impact speeds of up to 178 km/h.

### US Hurricane & Pressure Cycle Test

(AAMA 506-06/ASTM E1996/ASTM E1886)

The US Hurricane & pressure cycle test consists of a missile test and a pressure cycle test. The missile test (Level D) smashes a 4.1 kg piece of timber at the security screen at an impact speed of 54 km/h. The same security screen is then air pressure cycled – simulating various wind directions and wind speeds – 9,000 times at intervals of less than five seconds.

### Australian Standards Test (AS/NZS 1170)

The cyclone test consists of a missile test and a ballistics test. In the missile test, a 4 kg timber block is smashed at the security screen. In the ballistics test, 5 steel balls with a diameter of 8mm weighing two grams each are fired at the security screen.

### 3.c Bushfire



## ForceField®, Protec and Guardian®

The Australian Standard for construction of homes in bushfire prone zones (AS 3959) simply states that openable windows must be screened with corrosion-resistant steel, bronze or aluminium mesh with an opening of less than 2 mm x 2 mm. Our Fire Safety brochure summarises the zones each product can be used in.

## ForceField®

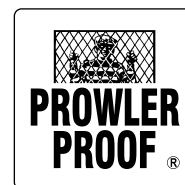
### Fire Attenuation Test No. FS 4302/3572

Prowler Proof asked CSIRO to expose a ForceField® window screen to a radiant heat flux level of 60 kw/m<sup>2</sup> for a minimum of 60 minutes. Most bushfires will create heat levels of around 40 kw/m<sup>2</sup> and will pass within minutes.

[View our Fire Safety Guide:](#)







## 3. Product Performance

### 3.d Energy and UV Light



There are many advantages of having a Prowler Proof security screen. Ventilation is one of them. But did you know that our products can also keep solar heat and UV light out during summer and reduce heat loss during winter.

### ForceField® and Protec

#### Window Energy Rating Scheme (WERS)

Depending on application, Prowler Proof security screens reduced solar heat gain and UV light by up to 67% WERS rating 5 stars for ForceField® and up to 62% WERS rating 4.5 stars for Protec. Reduced heat loss was up to 28%, resulting in a 3 star WERS rating for ForceField® and reduced heat loss was up to 18%, resulting in a 2.5 star WERS rating for Protec. These screens will not only help to keep cool in summer, they will also help to stay warm during winter.

### ForceField®

#### European Standard EN 14501

The solar properties of ForceField® were tested to the European Standard EN 14501 at a testing facility in the UK. With a solar and ultraviolet transmittance of only 43%, ForceField® keeps 57% of solar heat and damaging UV light out of the home. Decreasing solar heat gain by 57% means that the home is cooler in summer, reducing the need for air conditioning as well as decreasing the power bill.

### 3.e Corrosion



### ForceField®, Protec, Guardian®, Diamond, Insect and Heritage

Whenever two different metals interact there's a risk of corrosion. So the fact that Prowler Proof is welded instead of being held together by screws or rivets makes it more corrosion-resistant than other security screens. Prowler Proof is also one of only 10 Qualicoat approved powder coating applicators in Australia, and the only security screen manufacturer.

#### Acetic acid salt spray test (AS 2331.3.2)

The 1,000 hour acetic acid salt spray test is pure torture for a screen. Acetic acid salt spray is not only saltier than sea water, it's also 10,000 times more acidic. The test takes place in an enclosed chamber at a temperature of +35°C with almost 100% humidity.

#### Neutral salt spray test (AS 2331.3.1)

All Prowler Proof products have been tested to the Australian Standard 2331 which requires the product to survive a 1,000 hour neutral salt spray test. This test is an accelerated corrosion process that takes place in an enclosed chamber. The spray is saltier than sea water and the temperature is maintained at +35° C with almost 100% humidity.

### 3.f Insect Protection



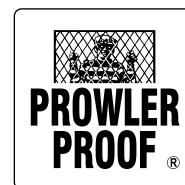
### ForceField®, Protec, Guardian®, Diamond, Insect and Heritage

All Prowler Proof products are insect proof – with the openings in our insect gauze, ForceField®, Protec and Guardian® screens big enough for your customers to enjoy their view and small enough to keep just about all small creatures outside where they belong. One small creature that is not only annoying but also potentially dangerous is the Dengue mosquito. The ability to keep Dengue mosquitoes out makes Prowler Proof products extremely useful in the tropical parts of Australia. The test (right) is living proof that insect protection is another forte of ForceField®.

### ForceField®

#### Mosquito protection test

In the absence of a relevant Australian test, the test was conducted in Thailand with Dengue fever mosquitoes – a species native to Australia. The security screen was measured by its ability to keep mosquitoes away from a food source. With 600 mosquitoes bred in a small cage, only one (1) managed to get through to the food source within 24 hours. At the completion of the test (72 hours) only two (2) mosquitoes had passed through the ForceField® screen.



## 3. Product Performance

### 3.g Extra Wide Viewing Angle



#### ForceField®, Protec and Guardian®

A ForceField® security screen won't interrupt the view. Looking straight at it, it seems almost invisible and visibility remains up to a viewing angle of 156°... almost completely side-on. ForceField® gives better views and lets more light into the home than almost any other security screen.

Protec will let plenty of light into the home. The perforated aluminium sheet allows a viewing angle of 135°.

Guardian® also gives unobstructed views. The 304 stainless steel mesh allows a viewing angle of 156°.

### 3.h Qualicoat



#### ForceField®, Protec, Guardian®, Diamond, Insect and Heritage

Prowler Proof is one of only 10 powder coating applicators in Australia to be approved by Qualicoat International. Qualicoat is an international benchmark of quality. Qualicoat International audits Prowler Proof's powder coating line twice a year, to allow us to retain our certification. The powder coating is a key element in the appearance of a security screen. The long term benefit of choosing a Qualicoat certified screen is superior corrosion protection – as evidenced in the fact that Prowler Proof is the only security screen to pass the acetic acid salt spray test and the only manufacturer to offer a 10 year replacement warranty.

### 3.i Fall Prevention



#### ForceField®, Protec, Guardian® and Diamond

The National Construction Code (NCC) requires that window openings be either restricted or screened, in certain circumstances, to prevent children falling. Screens that resist an outward horizontal action of 250 N meet the code and mean that window restrictors, that prevent the window being open more than 125mm, can be removed. Prowler Proof have force gauge testing kits available for purchase, to allow you to test screens compliance on site.

### 3.j Access Control

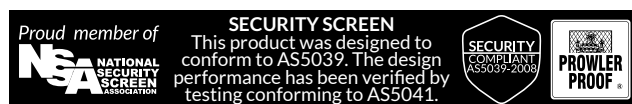


#### ForceField®, Protec and Diamond

Allow unassisted access for pets or people, through the addition of optional access control accessories, such as keying locks alike, pet doors for family pets and solid panels for easier wheelchair accessibility.

ForceField® and Protec also allow easy access to windows for exiting or cleaning with our hinge window.

### 3.k Australian Standards Stickers



Prowler Proof have been audited and passed the National Security Screen Association (NSSA) Australian Standards manufacturing compliance audit, and are therefore eligible to include Australian Standards stickers on compliant products. For a product to have a sticker applied, it must be ordered with all relevant components, such as rollers, hinges, locks, and cylinders, as per the products we have had tested.

## 4. Installation

### 4.a Installing to the Australian Standards

Below are some things you need to know when installing our different types of products.



### Hinge Door

To comply with the Australian Standards, a hinged security door must have a 3 point lock with a 5 pin cylinder. Three tamper resistant security hinges are also required to meet the standards.

Hinge doors that don't meet the standards are **barrier doors**, not **security doors**.



### Hinge Window

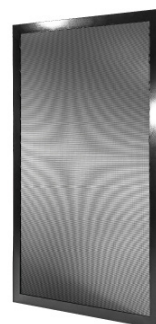
To comply with the Australian Standards, a Hinge Window should have fasteners less than 600mm centres and 100mm from the top and bottom of the frame on both sides.



### Sliding Door

To comply with the Australian Standards, sliding security doors must have a 3 point lock with a 5 pin cylinder and interlocks. Prowler Proof uses heavy duty interlocks in the Australian Standards testing and we strongly recommend that you do the same.

Sliding doors that don't meet the standards are **barrier doors**, not **security doors**.



### Fixed Window

To comply with the Australian Standards, any fixings that are accessible from the outside must be tamper resistant. Rivets or security screws should be placed 50mm from each edge and then no greater than 300mm centres.

Too many fixings are better than too few ... and you need longer screws when you fit to timber.

## Accessories

Accessories such as receivers and interlock should have security screws placed 50mm from each edge and then no greater than 300mm centres.

## Guides

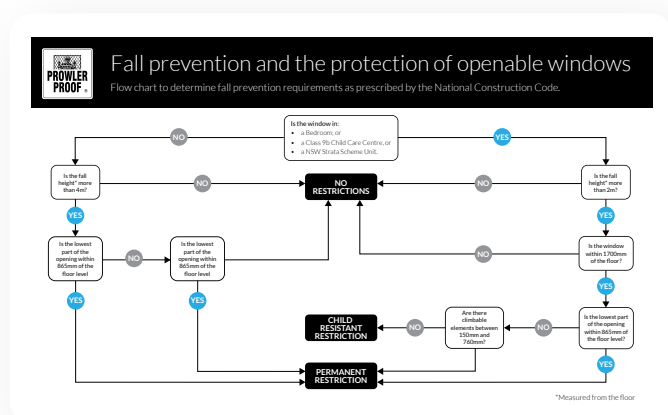
There are a range of how to measure and how to install guides available for your reference at [www.prowlerproof.com.au/wholesalers](http://www.prowlerproof.com.au/wholesalers).

## Options

Prowler Proof offers a wide range of options, not all comply with the Australian Standards for security. Please make your customer aware if you offer a product with options that do not meet the security standards.

Not all customers need a security product. But all customers need to be informed if they're not buying a security product.

### 4.b Installing to National Construction Code for Fall Prevention

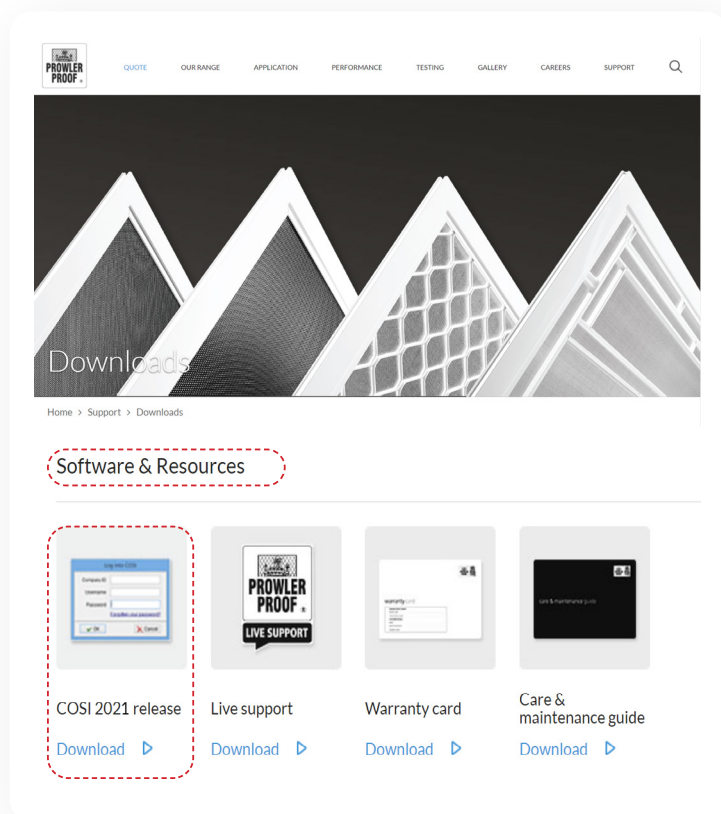


Security screens when installed as per the Australia Standards, see 4a, are deemed to comply to the National Construction Code requirements for fall prevention.

Guardian® screens can be used in fall prevention applications, when onsite testing with an appropriate gauge (available for purchase from Prowler Proof), in compliance with AS5203 Protection of openable windows/fall prevention – test sequence and compliance method, is conducted.

## 5. COSI Online Ordering System

### 5.a COSI About, Download, Installation and Updates



#### About

COSI is our online ordering software. Our dealers use COSI to place and track their orders with Prowler Proof – this software runs online in real time. COSI requires Windows operating system and a strong internet connection to function properly.

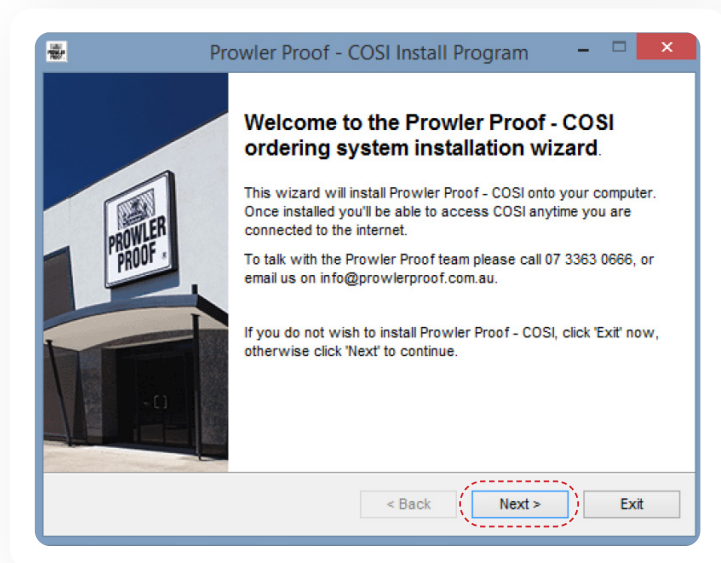
#### Download

To download Cosi, go to the downloads page on the Prowler Proof website:

<http://www.prowlerproof.com.au/page/downloads>

Scroll down the page to the [Software and resources](#) section and click COSI 2021 release.

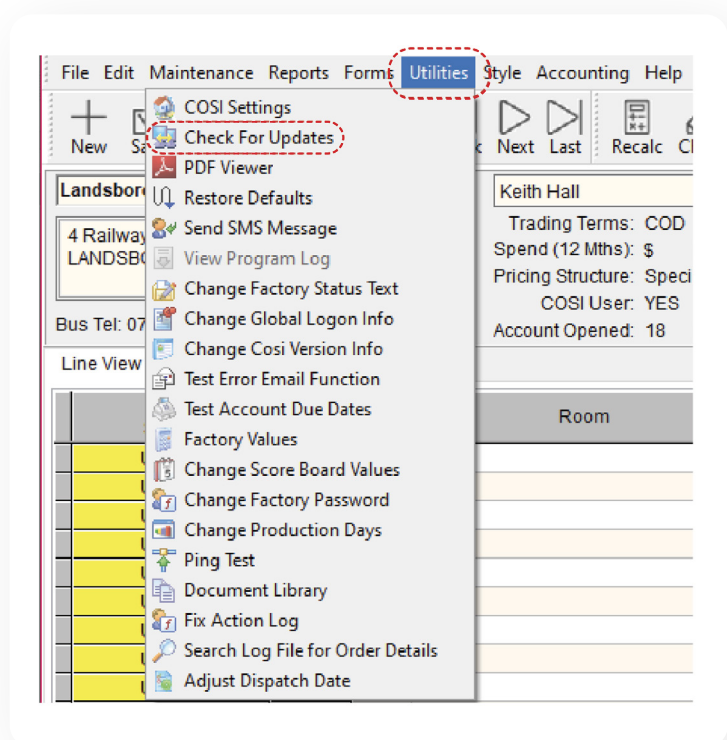
[Or click here to download.](#)



#### Install

1. A box will open. Inside the box click **Run**
2. The installation wizard will open, continue to click **Next** until install is complete.
3. The COSI installation wizard will have saved the following into your C:\BIN
  - COSI software
  - Live Support
  - The Support Guide PDF
  - COSI uninstaller
4. **Your login information will be included in your welcome pack email.**

## 5. COSI Online Ordering System



### Updates

There is a forced update on the first of every month. For these updates to work you need to have TCP Port 9000 and 9050 as well as FTP Ports 20 and 21 set to open on your firewalls. Alternatively, you can check for updates in COSI through the **Utilities Menu**.

If you are on an Apple Mac, you will need to go to the downloads page ([link](#)) on the website to update to the latest version.

If you need any assistance, please feel free to ring Customer Service on **07 3363 0666**.

**Please note** - when entering orders into COSI, we get you to include Consumer Information, such as Name, Phone, Email and Address details, to assist us with Warranty queries in future. To ensure you stay compliant with the Privacy Act, please ensure you update your Terms and Conditions of Sale, to advise your customers that you will be sharing this information with us.

## 6. Payment with Westpac PayWay

### 6.a About Westpac PayWay and Registering your Card

#### About

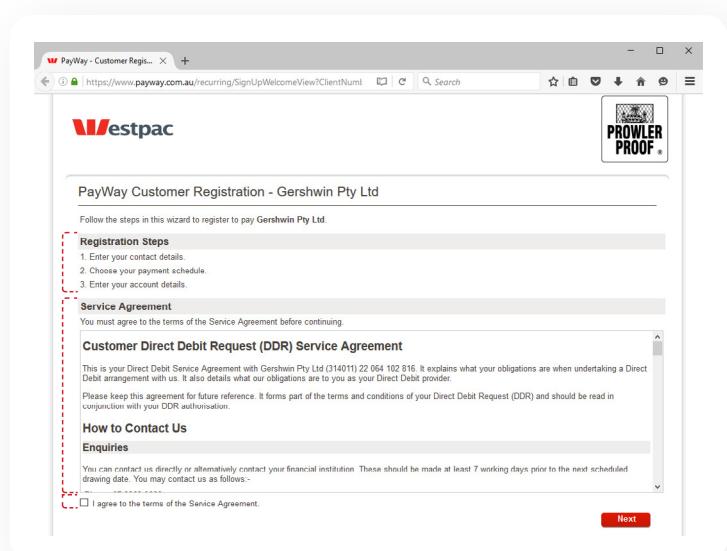
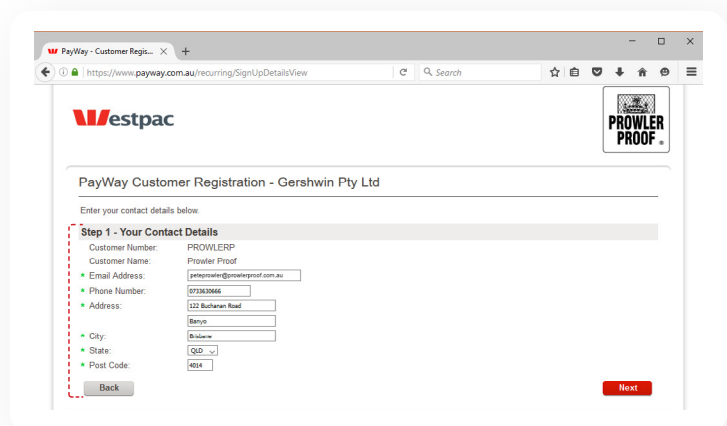
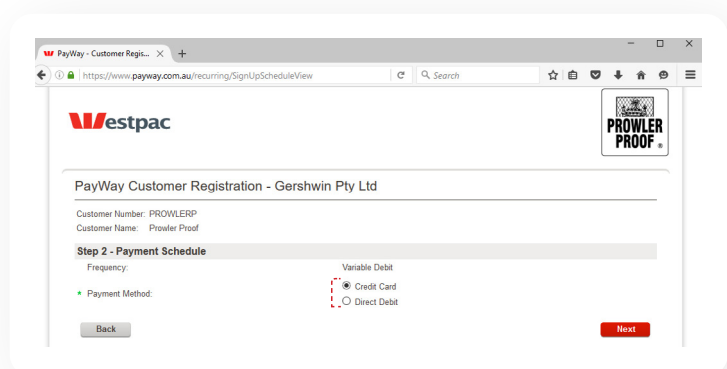
Prowler Proof is a cash-on-order business. We use a secure payment gateway called PayWay which is run by Westpac to collect payments.

PayWay is a simple, secure, internet-based solution, it supports debit and credit cards.

#### Registering your card

1. Included in your welcome pack email will be a unique link, click on that and it will take you through to a card registration portal that will look like the below image.  
**Read** through the **Registration Steps and Service Agreement**.
2. If you agree with the terms tick the "I agree to the terms of the Service Agreement" tick box.

3. Click **Next** to get started.
4. Enter **'Your Contact Details'** into the fields available. All fields marked with a green star are required before you can move forward with your registration.
5. Once all fields have been entered correctly, click the **Next** button to continue.
6. To set up your payment schedule, please check whether you would like to use a **Credit Card or Debit Card**.
7. Click the **Next** button to continue.
8. Enter your **Card Details** in the available fields. All fields marked with a green star are required before you can move forward with your registration. We accept payment by **Visa or Mastercard**.



## 6. Payment with Westpac PayWay

Westpac

PayWay Customer Registration - Gershwin Pty Ltd

Customer Number: PROWLERP  
Customer Name: Prowler Proof

**Step 3 - Credit Card Details**

Cardholder Name:  Name on credit card  
Card Number:  Accepted Cards:   
Card Expiry Date:  /  eg 05/09  
Card Verification Value:  [More Information](#)

[Back](#) [Next](#)

- Once all fields have been entered correctly, click the **Next** button to continue.
- Check that all your Contact Details, Payment Schedule and Cardholder Details are correct.

Westpac

PayWay Customer Registration - Gershwin Pty Ltd

Confirm your details below, then press 'Save'.

**Contact Details**

Customer Number: PROWLERP  
Customer Name: Prowler Proof  
Email Address: petrowler@prowlerproof.com.au  
Phone Number: 0151851856  
Address: 122 Buchanan Road  
City: Banyo  
State: QLD  
Post Code: 4014

**Payment Schedule**

Frequency: Variable Debit

**Cardholder Details**

Cardholder Name: Mr Peter Prowler  
Card Number: 1234 5678 9012 3456  
Card Expiry Date: 01/01

**Security Check**

Verification:  Enter the verification code below

[Back](#) [Save](#)

- To confirm that you are not a robot, complete the Security Check by typing what you see in the image into the Verification box. If you are unable to read it, you can regenerate by clicking the Generate a new verification code link.
- Once you are confident all fields have been entered correctly click the red **Save** button to continue.

Westpac

PayWay Customer Registration - Gershwin Pty Ltd

Your details have been saved.

**Contact Details**

Customer Number: PROWLERP  
Customer Name: Prowler Proof

You may wish to download and print a copy of the [Direct Debit Request and Service Agreement](#).

[Close Window](#) [Return to Gershwin Pty Ltd](#)

To view the attached PDF file you will need Adobe Acrobat Reader Version 5.0 and above. If you do not already have Adobe Acrobat Reader download it here. To convert a PDF file to ASCII or HTML format, use [Adobe's online PDF conversion tools](#). Acrobat and the Acrobat logo are trade marks of Adobe Systems Incorporated.

Once you have registered your card, it will be stored in the Westpac PayWay system. When you press **Send** on your order in COSI, the payment will come out of your registered account.

**You can update your card details at any time, by using the original link that was emailed to you.**





## 7. Warranty

### 7.a Warranty Information

#### Overview

Prowler Proof's 10 year full replacement warranty has been designed to give our customer's confidence in their screen purchase.

Honouring this warranty is a joint arrangement between Prowler Proof and your business, where Prowler Proof covers the full cost of product replacement, where the product has been manufactured by Prowler Proof, and you cover the service and installation component of the process, with a warranty rebate from Prowler Proof to help cover some of the cost for you doing this.

Providing efficient and reliable warranty fulfilment offers Prowler Proof and your business many benefits, including happy customers who are still willing to refer Prowler Proof and your business.

#### Warranty coverage

All Prowler Proof door and window screens are covered by a 10 year replacement warranty. End customers receive a new door or window screen, free of charge, if it shows defects in workmanship or materials within 10 years from the date of manufacture.

Accessories are independently covered by warranties supplied by their manufacturers:

- Prowler Proof accessories – 10 year replacement warranty when fitted with Prowler Proof doors and windows
- Locks, hinges, rollers, door closers, bug strip mo-hair – see individual manufacturer's warranties
- Assa Abloy locks and cylinders – 25 year mechanical warranty
- Speed-fit rollers – lifetime warranty
- Insect gauze – 1 year warranty

The 10 year Prowler Proof warranty is transferable, and covers the door or window screen, and manufactured accessories, in its original application.

#### Limitations

Prowler Proof product is intended for residential use, this warranty covers normal residential use only.

Products that are sold for commercial installations are assessed on a case by case basis by Prowler Proof.

Damage caused by the following events are not covered:

- Improper use or use other than for residential purposes
- Deliberate damage
- Alterations or repairs not made by Prowler Proof

- Neglect
- Forced or attempted forced entry
- Events outside of our control such as fire, flood, earthquake or other natural calamity, motor vehicle or other accident, strike, civil unrest, terrorism or war.

Apart from the replacement of defective products, no other compensation, costs or damages are covered by this warranty.

This warranty is in addition to other rights and remedies customers may have under the law in relation to the products.

#### How to claim Notification received from end customer:

Customers can make a claim by completing the online form on the Prowler Proof website. Prowler Proof will refer the customer to the dealer who originally sold the job.

If this dealer is no longer operating as a Prowler Proof dealer, another dealer may be engaged by Prowler Proof to carry out the warranty process.

#### Notification received from authorised dealer:

Customer can make a claim by contacting the dealer who originally sold the job.

In either notification instance, the dealer notifies Prowler Proof of a warranty claim, providing:

- Original Job number/s
- Item numbers to be remade
- Reason for warranty claim, and
- Photos of claimed items

If the dealer is no longer a Prowler Proof dealer and still prefers to complete the warranty process, Prowler Proof will pay the usual warranty rebate for the claimed warranty items.

In all instances, Prowler Proof will assess the dealer claim submission and decide whether the claim is covered by warranty and if so, will arrange for replacement of the product.



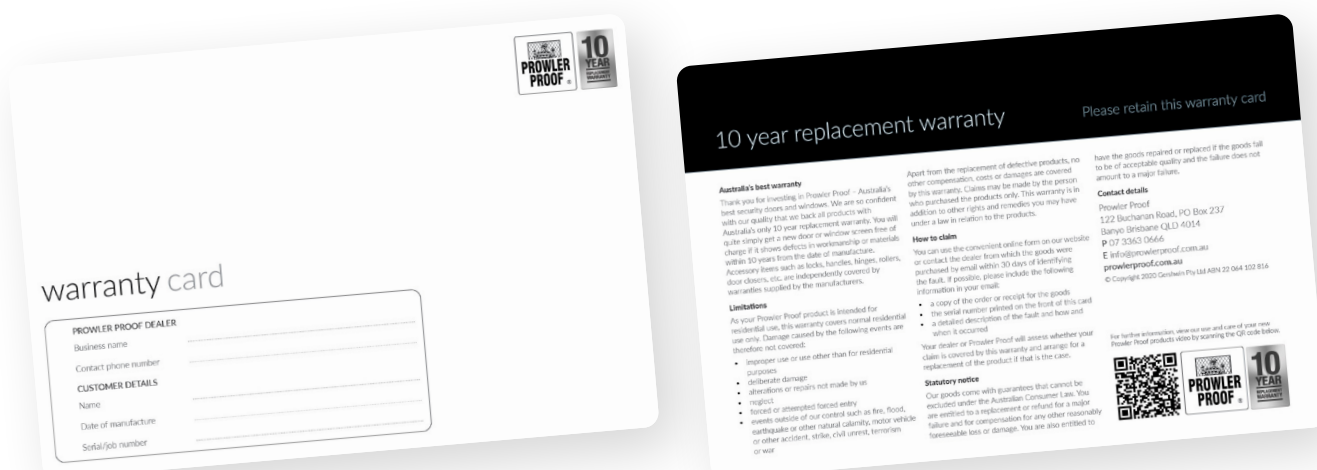




## 7. Warranty

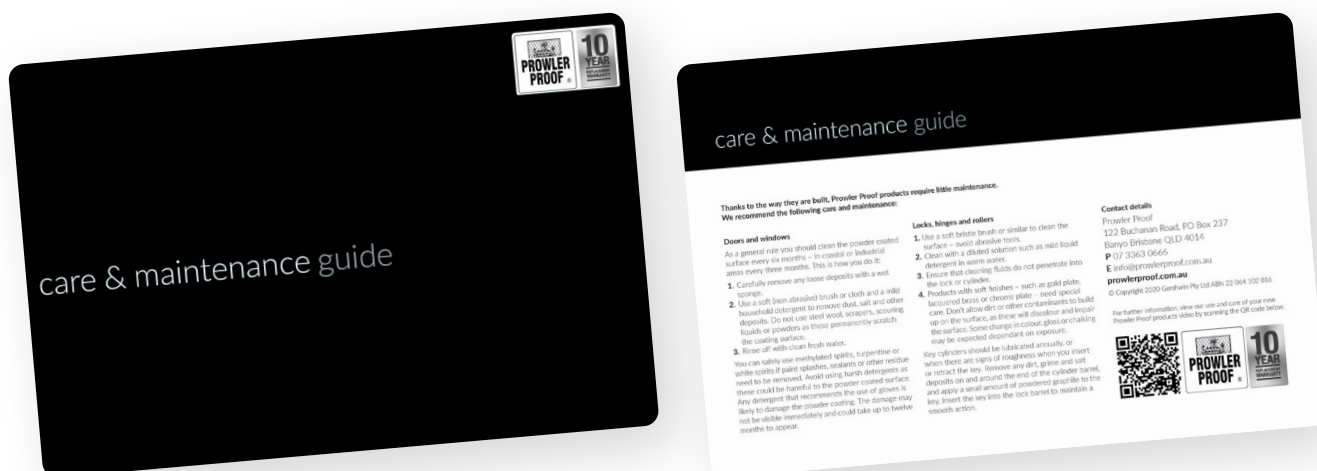
### 7.b Warranty Cards

Every job ordered through COSI will receive a warranty card, printed with your details, and your customer's details. This card is designed to be left with your customer for their future reference.



### 7.c Care and Maintenance Guide

Along with the warranty card, every job will include a care and maintenance guide. This guide covers off simple to follow care and maintenance requirements. We recommend you run through this guide with your customer and the point of handover, so they know how to care for their products going forward.





## 7. Warranty

### 7.d Product ID Sticker

Every door, window or extrusion you order from Prowler Proof will have a Product ID sticker. This sticker should remain on the product, as it is the customers reference for claiming future warranty.

**Example:**



### 7.e Claiming and Warranty Rebate

#### Warranty rebate

In instances where the original dealer makes the warranty claim to Prowler Proof, once the replacement product has been arranged, Prowler Proof will arrange for a warranty rebate, calculated to be 10% of the original product's wholesale value, to be paid to the dealer. The rebate happens automatically, there are no additional forms to be filled out over and above the warranty claim information.

In instances where the original dealer is no longer available to service the warranty, Prowler Proof will engage the services of another local Prowler Proof dealer, and will negotiate an agreeable hourly labour charge for that the dealer. After the job has been completed, the dealer can then invoice Prowler Proof for the number of hours labour required to complete the job.

Faults that are identified and fixed prior to product installation (transit damage, missing items, etc) do not attract compensation. Likewise, failure of accessory items such as locks, handles, hinges, rollers, door closers, etc that are not manufactured by Prowler Proof do not attract compensation.

#### Expectations

If a Prowler Proof dealer is happy to sell the product in the first instance, then the expectation is that they will service any warranty issues that may arise over the life of the product.

It is expected that you will:

- Follow up any warranty claims in the same time-frame you would follow up a new quote enquiry, ie. No longer than 24 hours to make contact with customer
- Not charge the customer any call out/service fee for fulfilling the warranty, unless stated in writing at the time of initial sale
- Remove damaged product from customer's property, and return to Prowler Proof for review, if requested, otherwise you will be responsible for disposing of damaged product.



## 8. Industry Involvement

### 8.a NSSA Membership

We highly encourage all of our dealers to join the National Security Screen Association. As a member you will have access to many benefits, such as compliance information, technical support, training courses and information sessions and marketing and communication materials. To find out more about the association visit: [www.nssa.org.au](http://www.nssa.org.au)

**NSSA NATIONAL SECURITY SCREEN ASSOCIATION**

ABOUT JOIN CONSUMERS MEMBERS NEWS EVENTS

**We are the NSSA**

The National Security Screen Association (NSSA) is the peak national not-for-profit industry body representing security screen manufacturers, installers and their suppliers. The NSSA advocates compliant, quality performing products and services that delivers value to the Australian market, ensuring long term sustainability for our industry.

The NSSA advocates for the Australian Standards and regulations that relate to the security screen industry. The NSSA promotes compliant and fit for purpose products and installation as well as ethical trading practices to establish and maintain consumer confidence.

We aim to provide services to our members that improve their business and help them deliver and promote quality compliant security screen products.

**Our Association** **Who is the NSSA?** **Our People & Partners** **Our Purpose & Mission**

**Developed by the Industry FOR THE INDUSTRY**

The charter for the NSSA is to advocate for our industry on behalf of its members, to set industry standards, drive greater collaboration and cohesion between the industry and suppliers, and ultimately, achieve the overall betterment of the security screen industry through focus on compliance and best practice. The NSSA is a member driven association, backed by the major systems and product suppliers in the security screen industry. Collectively, the NSSA Membership delivers more than 80% of the security screen products that are sold in Australia.

**Our PURPOSE**

Our purpose is to drive best practice through compliance, advance to government bodies, facilitation of technical capacity and knowledge, and actively work towards the betterment of the security screen industry.

**Join US**

Joining the NSSA gives you and your staff access to an extensive range of benefits.

**Find a MEMBER**

The NSSA promotes fair and competitive market conditions in the interest of members and consumers. Our members follow a strict code of conduct and provide consumers a high level of standards, installation and service.

**Our PARTNERS**

ALLEGION AMPLEX ANTHONY INNOVATIONS ASSA ABLOY ClearShield crimSafe Doric LINCOLN MESHTEC PROWLER PROOF

**NSSA NATIONAL SECURITY SCREEN ASSOCIATION**

Suite 1, Level 1, Building 1  
20 Bridge Street, Pyrmont  
New South Wales 2009  
p: 02 9195 4727 | e: [info@nssa.org.au](mailto:info@nssa.org.au)

Connect with us

© National Security Screen Association



## 9. Support

### 9.a Contacts

#### Customer Service

Prowler Proof customer service is available to answer your Product and COSI questions **Monday-Friday 7.30am-4.30pm (AEST)**.

Phone: 07 3363 0666

Email: [customerservice@prowlerproof.com.au](mailto:customerservice@prowlerproof.com.au)

#### National Sales Manager

Marty Campbell

Phone: 0437 129 192

Email: [marty.campbell@prowlerproof.com.au](mailto:marty.campbell@prowlerproof.com.au)

#### Business Development Managers

If you have any other questions or queries Prowler Proof has two Dealer - Business Development Managers. One in Queensland and one for all other states.

#### QUEENSLAND - Based in Brisbane

Michael Cuffe

Phone: 0429 106 449

Email: [michaelc@prowlerproof.com.au](mailto:michaelc@prowlerproof.com.au)

#### ALL OTHER STATES - Based in Brisbane

Marty Campbell

Phone: 0437 129 192

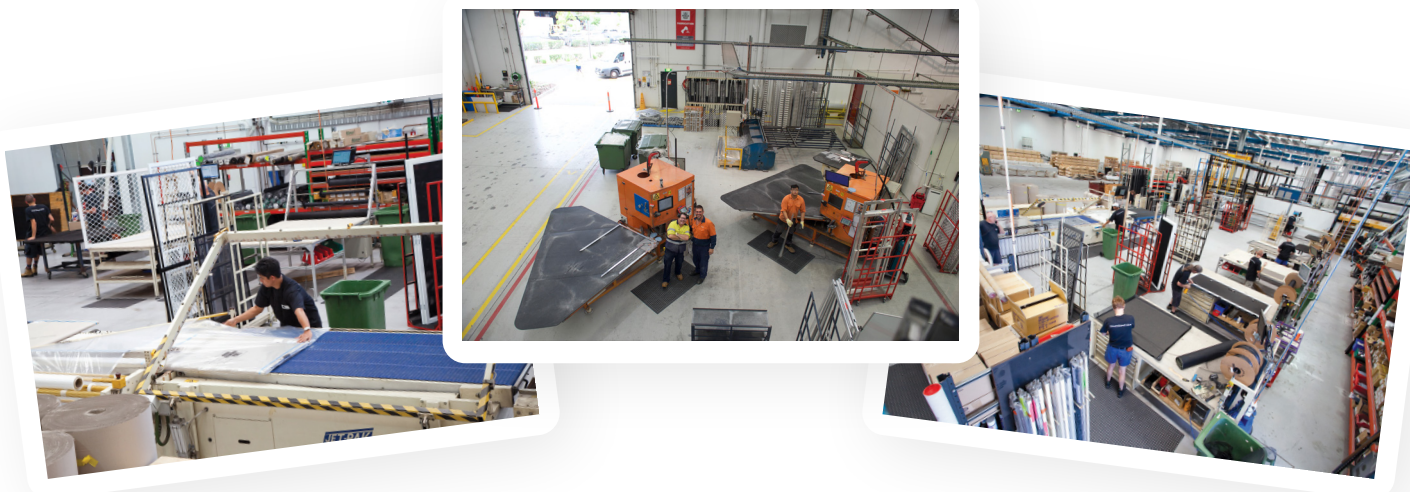
Email: [marty.campbell@prowlerproof.com.au](mailto:marty.campbell@prowlerproof.com.au)

### 9.b COSI Support and Training

1. If you need assistance you can refer to your **COSI Support Guide (Grey Cover)**. This is your complete COSI guide for use during ordering.  
Contains:
  - COSI ordering guide
  - Terms of sale
  - Distribution information
2. Alternatively, our customer service team is available to give phone support **Monday to Friday 7.30am - 4.30pm (AEST)**. They will be able to help you verbally or visually with the use of Live Support / Team Viewer.
3. Should you require training in the COSI interface or would like further guidance please contact your BDM to arrange a time that suits you both to give on-site training to you and your team.

### 9.c Book a Factory Tour

Finally, should you wish to see how Prowler Proof operates, testing, processing of orders etc. you can Book a Factory Tour through your Business Development Manager.





# 10. Terms and Conditions

## 10.a Marketing and Sales Terms and Conditions

These terms and conditions of sale relate to trade account customers only (authorised dealer). Gershwin Pty Ltd ABN 22 064 102 816 trading as Prowler Proof does not sell direct to the public. Prowler Proof reserves the right to alter or change these terms and conditions at any time, without notice.

### Authorised Dealer

It is a matter for Prowler Proof in its discretion whether it approves of a trade account customer as an authorised dealer or not. An approval relates to each specific Job. Approval for one Job should not be taken as approval for any other Job. Acceptance by Prowler Proof of a Job as set out below will only constitute a person as an authorised dealer for that Job.

### Jobs

- Jobs can only be placed by authorised dealers via the COSI electronic ordering system.
- Access to COSI will be granted only to authorised dealers.
- You may submit a Job to us at any time. Unless otherwise agreed in writing, you request that we supply you with the Goods listed in a Job on the terms and conditions set out below.
- We may accept or reject any Job, or any variation or modification of a Job, requested by you at our sole discretion.
- We may accept or reject any Job cancellation request by you at our sole discretion. If a cancellation request is accepted by us, you will be liable for any direct loss or expense incurred by us in respect of that Job (fees relating to cancellation are laid out in the Wholesale Price Book).
- To ensure we can service our warranty commitments, Jobs must contain the surname and the suburb of the customer of the authorised dealer.
- Jobs must be placed in make sizes only.
- Quotes will not be supplied over the phone. Quotes can be accessed by entering the details into COSI.
- In our discretion, changes may be made over the phone to Customer Service or our Business Development Managers, but no liability will be held for any data entry errors that may occur.
- Prowler Proof does not sell individual components, other than those items specifically listed in the Wholesale Price book.
- The Wholesale Price book may change from time to time and as changed constitutes part of these terms and conditions of sale.

### Advice

Except for any guarantees, rights or remedies which cannot be excluded or modified under the Australian Consumer Law, you hereby acknowledge that you have not relied on any service involving skill or judgment, or on any advice, recommendation, information or assistance provided by us in relation to the Goods or their use or application.

### Delivery

- We will make all reasonable efforts to have the Goods delivered to you on the date agreed between the parties as the delivery date. However, time is not of the essence under this Contract and, except where we have an obligation under the Australian Consumer Law, we shall not be liable for any failure to deliver or delay in delivery for any reason.
- We will notify you when the Goods have been dispatched to you.
- You must be available to sign for goods on delivery, or you will need to have a completed Authority to Leave form in place, to allow the delivery driver to leave goods unattended. If you are not available and no Authority to Leave form has been completed, Prowler Proof reserves the right to return the goods to our factory. You will be liable for the cost of doing this and the cost of any redelivery.

### Defects

As all of our products are custom made, the finished product may vary by approximately one (1) millimetre in either direction of the specified measurements, with the exception of out of diagonal measurements which may vary by approximately five (5) millimetres in either direction of the specified measurements.

- Prowler Proof products are custom made. Our materials cannot be reused once manufacturing has commenced. Please order carefully as we do not give refunds or exchange if you or your customer change your mind, incorrectly measure or make a wrong decision. Subject to the procedures set out below being observed, where goods are defective, incorrectly supplied, manufactured to a different size than ordered or damaged in transit by us to you, you are entitled to a replacement.
- You must examine the Goods for defects upon delivery and notify us of any defects via email to customerservice@prowlerproof.com.au within 14 days of delivery. Photographs of Goods and packaging should be provided.
- Except where the Australian Consumer Law requires, if you do not notify us of any defects within 14 days of delivery, you shall be deemed to have accepted the Goods.
- You must preserve any Goods that are found to have a defect in the state in which they were delivered and allow us (or our nominated agent) access to your premises to inspect the Goods or to have the goods picked up and returned to us.

Our liability for any breach of the conditions is limited to the resupply of Goods.

### Price

Any price indications or price lists provided by us to you or otherwise made available to you are subject to alteration at our discretion at any time.

### Payment

- All transactions are processed in Australian Dollars (AUD)
- Full payment is required on Job placement
- Payment is processed in COSI, via the Westpac PayWay payment gateway, using a debit or credit card (VISA, MasterCard, AMEX).
- Authorised dealers must set their debit or credit card up in the Westpac PayWay payment gateway, using the link provided by Prowler Proof. Credit card details will not be accepted over the phone, or via email, for payment.
- Any Job changes requested must be paid for at the time the change is requested. Prowler Proof will process this payment, through COSI, via the Westpac PayWay payment gateway, on the card registered by the authorised dealer.
- Manufacture of Job will not commence until full payment is received.

### Resale of Goods

If you resell Goods or services, then you and your contractors must:

- provide to the purchaser any instructions or information about the use or care of the Goods or services, information about repairs and warranties intended for the purchaser which are provided by us to you for the purpose of being provided to the purchaser;
- not make any statement or representation about the Goods or services which is not consistent with information provided by us or make any representation on behalf of us;
- not make any misleading or deceptive statements about the Goods, services or us or which disparages them or us;
- if you or your contractors also provide related installation or other services, perform those services in accordance with any instructions and guidelines provided by us;
- comply with your obligations under the Australian Consumer Law in relation to mandatory guarantees; and
- not tamper with, alter, obscure or remove any trademarks which appear on the Goods or alter the labels or packaging in which they are intended to be offered to purchasers.
- Not remove the product label from the product as this is required by the purchaser for future warranty claims.

### Closure of Accounts

Prowler Proof reserves the right to close trade accounts, at its discretion, if it becomes aware of any breaches of these Terms and Conditions.

Closed accounts cannot be reactivated. Should the authorised dealer wish to commence ordering from Prowler Proof again, they need to reapply to Prowler Proof, and go through the New Dealer Application Process.

Once your account has been closed, we will notify you in writing to the postal address we have lodged in COSI. This letter will also advise the time you have to remove and/or return Prowler Proof product and marketing materials to Prowler Proof. Removal from your premises and disposal of all products will be at the authorised dealer's expense, and no reimbursement will be made by Prowler Proof for any display stock and/or marketing collateral that may have been purchased from Prowler Proof.

### Release

Except where legislation which cannot be excluded (such as the Australian Consumer Law) would make this clause illegal, or where the inclusion of this clause would otherwise make Prowler Proof liable to a penalty, you release us from any claim that is made against us for damages or otherwise in respect of any loss, damage, death or injury arising from negligence or otherwise caused directly or indirectly by or arising out of the use or condition of Goods sold to you, except to the extent that such loss, damage, death or injury has been caused by us.

### Variation And Assignment

These terms may be varied and updated by us from time to time. When you offer to purchase Goods from us, you are offering to acquire them on the most up-to-date version of these terms.

### Governing Law

This Contract is governed by the law of the State of Queensland. You and we submit to the non-exclusive jurisdiction of the courts of the State of Queensland, Australia.

### Intellectual Property

The purchase of Goods under this Contract does not confer on you any licence or assignment of any copyright, patent, design or trade mark, or any other intellectual property right (whether registered, registrable or not) that subsists in the Goods.