



CARE GUIDE

Thank you for your purchase of Supa Shield™ by K&B.

We're proud for you to join our family of over one hundred thousand customers in south-east QLD and northern NSW.

To keep your Supa Shield™ product performing at its best, refer to the recommended cleaning frequency table below:

CONDITIONS	DEFINITION	CLEANING FREQUENCY
Mild	10km from coast. Rural / suburban area.	Every 6 months
Moderate	5km from coast. High traffic area.	Every 3 months
High	1km from coast. Heavy industry.	Monthly
Extreme	500m from coast.	Fortnightly

HOW TO CLEAN YOUR SUPA SHIELD™ PRODUCT

1. With a damp cloth (or soft bristled brush), clean the frames and mesh with warm water and a neutral household detergent. Pay close attention to the bottom frame and mesh.
2. Wipe down after Step 1 with clean water.

HOW TO MAKE A WARRANTY CLAIM

1. Contact K&B within 30 days of identifying the fault. Ensure you have a receipt or invoice number as proof of purchase.
2. Provide a description of the fault with details of how and when it occurred. You may also be asked to supply photos / videos.
3. Your claim will then be assessed by a member of the management team who will contact you within 10 working days.

Please note: labour and / or pick-up / delivery charges could apply (at K&B's discretion) to products that were not installed by K&B, and / or where the warranty has expired.

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