



## Warranty Information

Vandal Stop Products is proud of the rugged durability and reliability of our products and we back it with the strongest warranty in the industry. Products that contain "VSP" or "AA" nomenclature in the product name are covered by this warranty unless otherwise stated.

### Definitions

**12 Gauge Products:** come with 10 year vandalism warranty against non power tool assisted vandalism. Unit must be installed using specified mounting hardware and locked while in service. Your product is guaranteed to remain functional after a vandal attack or it will be repaired or replaced at our discretion.

**14 Gauge Products:** come with a Limited 5 Year Functional Warranty against manufacturing defects and heavy abuse and non tool assisted vandalism when properly installed using specified mounting hardware and locked while in service. Your product is guaranteed to remain functional after a vandal attack or it will be repaired or replaced at our discretion.

**16 Gauge Products:** come with with a Limited 2 Year Functional Warranty against manufacturing defects and heavy use for high traffic facilities that do not see frequent abuse or vandalism by customers when properly installed using specified mounting hardware and locked while in service. Your product is guaranteed to remain functional in heavy use or it will be repaired or replaced at our discretion.

**304L Stainless Steel Products:** are suitable for applications where frequent exposure to fresh water will occur. The product is guaranteed not to fail because of corrosion related deterioration due to freshwater or it will be repaired or replaced at our discretion.

**316L Stainless Steel Products:** are suitable for applications where frequent exposure to salt water or air will occur typically encountered in marine or beachside applications. The product is guaranteed not to fail because of corrosion related deterioration due to saltwater or it will be repaired or replaced at our discretion.

**Etch Resistant Mirrors:** Our line of etch resistant mirrors employ a sacrificial layer of plexiglass that takes the brunt of vandalism attacks and offers a cost effective method of restoring the mirror to use without replacing the entire mirror. We do not warranty the sacrificial layer of plexiglass. Minor repair of the plexiglass may be performed by the customer using a hand-torch to melt out any scratches. Replacement plexiglass may be purchased from us or sourced from your local vendor.

**Product Functionality:** Our warranty covers the functionality of the product in that it is guaranteed to continue working as intended even after enduring heavy use or attempted vandalism. We do not cover the cosmetic appearance of the product.

**Mounting Requirements:** To be warranted against intentional vandalism attacks the product must be properly mounted using  $\frac{3}{8}$ " diameter x 2.5" long mounting hardware (customer procured or sold optionally) with at least 4 mounting points anchored securely to the wall. Sheetrock installations require  $\frac{3}{4}$ " plywood backing or must have a minimum of two  $\frac{3}{8}$ " diameter x 2.5" long mounting hardware screwed into a stud and the other two mounting points attached using heavy duty drywall anchors.

**Security Requirements:** Products must be securely locked with a key lock or padlock in order to be warranted against vandalism.

**Labor Cost:** When a product is being serviced under warranty we will cover the repair or replacement and return shipping cost of the product. We do not cover labor costs associated with removal and reinstallation.

**Theft Warranty Requirements:** Products that have been removed from the facilities are not covered under warranty unless they are installed using our Vandal Stop Theft Proof security mounting hardware kits.

**Mechanical Components:** Some of our products come with mechanical components sourced from suppliers and are not covered by our warranty. This may include the plastic automated dispensing mechanism inside our soap dispensers or the clutch bearings inside our controlled dispensing mechanisms. If you should encounter a problem with these components we will be glad to assist with repair or replacement at the customer's expense.

### Product Name Warranty Key:

- 304L-12g: 10 Year Vandalism & Corrosion in Fresh Water Environments Warranty
- 316L-12g: 10 Year Vandalism & Corrosion in Saltwater Environments Warranty
- 304L-14g: 5 Year Standard Warranty against Abuse & Corrosion in Fresh Water Environments
- 316L-14g: 5 Year Standard Warranty against Abuse & Corrosion in Saltwater Environments
- 304L-16g: 2 Year Standard Warranty against Defects for Parts & Material
- 316L-16g: 2 Year Standard Warranty against Defects for Parts & Material



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