

# To order Plexi-Shields or replacement glass, call 1-877-WE SHIELD or go to [www.sentrymirror.com](http://www.sentrymirror.com)

## Sentry Mirror™ Installation and Care Recommendations

1. Verify federal and local building codes regarding location and installation requirements for compliance with safety and handicapped persons regulations.
2. Select desired location.
3. Tape template to wall.
4. Select appropriate (screws, bolts, etc.) for mirror weight and wall surface.
5. Start drilling holes, remove template and finish holes.
6. Insert screws or bolts, leaving space to hang mirror.
7. Remove front bezel (frame) from mirror, using Tamper-Pruf hex driver
8. Hang mirror on wall screws and tighten as necessary.
9. Loosen stainless Plexi-Shield hold down brackets with nut driver and remove protective coating, then re-tighten brackets.
10. Replace front bezel, seating captive screws into clip holes. Tighten Tamper-Pruf screws with Tamper-Pruf hex driver.

**Note: Attaching the mirror system directly to the wall with glue or adhesive is not recommended, as it would make removal much more difficult if the glass mirror should become broken and negate an important safety feature of the design.**

### Replacing Mirrors

When installed properly, a broken glass mirror can be replaced as follows:

1. Order replacement mirrors from Sentry Mirror Sales Co.
2. Remove front bezel (broken glass will remain captive behind Plexi-Shield) loosening captive Tamper-Pruf screws with Tamper-Pruf hex driver.
3. Lift entire mirror system off wall screws.
4. Lay mirror system on a flat surface and remove Plexi-Shield and both sets of brackets with nut driver. Carry self-contained mirror (back acts as a tray) and empty into trash receptacle. Brush out any remaining glass particles with a whisk broom.
5. Replace glass, red brackets, Plexi-Shield, stainless brackets and re-hang and replace front bezel using hex driver.

### Replacing Plexi-Shields

1. Order Plexi-Shields from Sentry Mirror Sales Co.
2. Remove front bezel (frame), loosening captive Tamper-Pruf screws with Tamper-Pruf hex driver.
3. Loosen nuts on stainless hold down brackets with nut driver (no need to remove).
4. Slide existing Plexi-Shield to spread brackets.
5. Remove damaged Plexi-Shield and replace with new by seating Plexi-Shield directly over mirror. Push brackets in to secure Plexi-Shield and tighten with nut driver.
6. Replace bezel and tighten Tamper-Pruf screws with Tamper-Pruf hex driver.

### Maintenance and Guidelines to Extend Plexi-Shield life

1. **Use damp soft cloth to clean mirror and Plexi-Shield. A small amount of dish soap may be used.**
2. **Do not use paper towels, they will scratch Plexi-Shield.**
3. **Do not use any ammonia based cleaning products (will fog and degrade Plexi-Shield over time).**

Sentry Mirror Sales Co.  
Phone 805.892.8059

201 Bernoulli Cir., Unit A  
Toll Free 877.937.4435

Oxnard, CA 93030  
[www.sentrymirror.com](http://www.sentrymirror.com)



**Sentry Mirror Limited Lifetime Warranty**

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Sentry Mirror (referred to as "the Warrantor") will repair or replace this product with new or refurbished parts, free of charge, in the USA, in the event of a defect in materials or workmanship as follows:

<u>Product</u>	<u>Parts</u>	<u>Period</u>
Sentry Mirror	Stainless Steel Front Bezel	Lifetime
	Aluminum Wall Panel	Lifetime

Carry-in or mail-in service, as applicable, in the USA can be obtained by contacting Sentry Mirror at: 201 Bernoulli Cir., Unit A, Oxnard, CA 93030. Or by calling toll free 1.877.WE SHIELD (1.877.937.4435), to arrange for product parts replacement.

This warranty is extended only to the original purchaser. A purchase receipt or other proof of the date of the original purchase and purchaser registration is required before warranty replacement parts can be provided.

This warranty only covers failures due to defects in materials and workmanship, which occur during normal use and does not cover normal maintenance, including, but not limited to, mirror or shield replacement. The warranty does not cover damage, which occurs in shipment, or failures, which are caused by products not supplied by the warrantor, or failures, which result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification, faulty installation, set-up adjustments, or damage that is attributable to vandalism or acts of God.

PARTS REPLACEMENT, WHICH DOES NOT INVOLVE DEFECTIVE MATERIALS OR WORKMANSHIP, AS DETERMINED BY THE WARRANTOR, IN ITS SOLE DISCRETION, IS NOT COVERED. COSTS OF SUCH REPLACEMENT PARTS ARE THE RESPONSIBILITY OF THE PURCHASER.

**THIS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Purchaser shall indemnify and hold harmless Sentry Mirror, from and against any and all claims, causes of action, losses, liability, damages (including any punitive or exemplary damages) and all incidental costs and expenses thereto which may incur resulting from or arising out of the use of this product.

Sentry Mirror's liability is limited to the repair or replacement of defective parts as provided herein. Sentry Mirror shall not be liable for indirect, special, incidental or consequential losses, damages, or expenses.

## **Return Policy**

**A RETURN AUTHORIZATION NUMBER is required for all credit returns. RETURNS WILL NOT BE ACCEPTED WITHOUT A RETURN AUTHORIZATION NUMBER. No Returns on glass mirror replacements. No returns after 30 days.**

There is a 20% charge for products returned in unused, undamaged condition. Items not in re-sale condition will incur a 20% restocking charge and any additional costs for refurbishing.

In order to receive your RA#, please contact customer service at:  
1.805.892.8059

SHIP PREPAID FREIGHT TO:

**Sentry Mirror Sales Co.**  
201 Bernoulli Cir., Unit A  
Oxnard, CA 93030

THE RETURN AUTHORIZATION NUMBER MUST BE MARKED ON THE PACKING SLIP AND ON THE OUTSIDE OF THE SHIPPING CARTON.

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