



DRIFIRE® DUOSTORM CARE & MAINTENANCE

Cleaning DuoStorm garments regularly ensures optimum performance. Oil, grease and soil deposits can impair the fabric's protective performance. Follow the care instructions listed here and on the care label sewn into each garment. Failure to follow care instructions may result in voiding of the manufacturer warranty.

GENERAL CARE:

- Follow care instructions as listed here & in garment labeling.
- Failure to properly follow care instructions may result in voiding the manufacturer's warranty.
- Wash prior to wearing.
- Oil, grease & soil deposits can impair the fabric's protective and waterproof performance. Regular cleaning ensures optimal performance.

STORAGE:

- Shake out excess water & hang dry.
- Never store garment wet.
- Store out of direct sun or UV light.

WASHING:

- Wash separately from other garments.
- Close all zippers and hook & loop closures and fastenings prior to washing.
- Do not use products containing chlorine bleach or peroxide (Clorox™, OxiClean™, etc.).
- Do not use fabric softener or dryer sheets.
- Do not dry clean.
- Oil-based stains can be pretreated with liquid dish soap (Dawn® or similar).
- Machine wash warm (Max 120F/50C) using mild detergent.
- Add extra rinse cycle to standard wash to remove all soil and detergent residue.

DRYING:

- Machine tumble drying is recommended.
- Turn garment inside out before drying.
- Tumble dry on medium (permanent press)

INSPECTION & REPAIR:

- Regularly inspect garment for contaminants, wear, tear or damage.
- Field Repair Kits can be purchased to temporarily repair small punctures or tears.
- Garments can be submitted for repair by NSA at the expense of the owner (up to 3 years after original purchase date).





DRIFIRE® DUOSTORM REPAIR OPTIONS

REPAIR KITS :

Repair kits can be purchased through your NSA representative. Includes various patch sizes for field repair.

RIPKIT2L-RK5

DRIFIRE® Field Repair Kit for DuoStorm Rainwear

FIELD REPAIR:

PREPARING THE GARMENT

1. Ensure the repair area is clean and dry.
2. Place the garment on a hard, flat surface with the inside of the garment facing up. The patches are applied to the inside of the garment to provide a water-resistant repair.
3. Smooth the fabric to minimize gaps or wrinkles in the repair area.

APPLYING THE PATCH

1. Place the patch over the damaged area so that it overlaps the tear by at least 1/2" in all directions. If multiple patches are required, overlap patches by 1/2" until the entire damaged area is covered.
2. Remove the backing from the patch, and apply it to the repair area using firm pressure.
3. Continue pressure on the patch until there are no air bubbles or wrinkles under the patch

FACTORY REPAIR:

When tears or pinholes happen from normal wear and tear, NSA's Factory Repair program supports your garments life expectancy as a GORE-TEX PYRAD® authorized repair center. Contact your distributor and get a Return Merchandise Authorization (RMA) from NSA customer service for your repair, then send it in. We will patch tears, pinholes, broken zippers, broken buckles and more.

WARRANTY REPAIR:

It doesn't happen often, so if it does we want to respond right away. Fabric, seam, or zipper failures not related to normal wear and tear?

We will inspect, evaluate, and execute needed factory repairs. These can be performed alongside standard repairs if needed.





DRIFIRE® DUOSTORM WARRANTY COVERAGE

2 YEAR MANUFACTURER WARRANTY:

National Safety Apparel®, Inc. (NSA) guarantees DuoStorm garments, manufactured by NSA, to be free from defects in material and workmanship. This guarantee applies for 2 years from date of original purchase of each product. This warranty applies only when the garment is used for the application for which it was intended and when warnings, use and care instructions are followed.

EXCLUDED FROM WARRANTY:

This warranty does not cover damage caused by:

- Thorn/briar punctures
- Accident
- Improper care
- Chemical Exposure
- UV exposure
- Tool pocket damage caused by misuse and/or tools
- Exposure to hazards outside of the scope of the product's intended use
- Normal wear and tear

If damage is caused by any of the foregoing or any combination of the foregoing, repair/service and replacement costs will be at the expense of the owner.

GARMENT SELECTION:

It is the users' responsibility to determine whether these products will adequately provide protection in the environment in which they are being used. NSA cannot anticipate all conditions under which this garment and related products can or should be used. Users are advised to make their own evaluations to determine the suitability of each product, or product combination, for their own purposes.

CARE AND MAINTENANCE:

It is the users' responsibility to follow all care instructions for the DuoStorm garments. See the separate DuoStorm Care & Maintenance document for more details. Regular washing and drying ensures optimum fabric performance. Failure to follow care instructions may result in voiding of the manufacturing warranty.

REPAIR/SERVICE UP TO 3 YEARS:

To support users in extending the life of their DuoStorm garments, NSA will support repairs NUI covered by the 2 year Manufacturer Warranty for an additional cost.

STANDARD REPAIR SCHEDULE INCLUDES:

- Washing & Drying (required prior to repair)
- Minor seam repairs or reinforcement
- Minor pinhole repairs
- Buckle replacements
- Minor rip/tear repairs
- Zipper replacement
- Hook & loop tabs added or repaired
- Knee and lap reinforcement

If a garment is in need of a repair or other service offered within the Repair Schedule, it must be shipped back to NSA corporate headquarters with an Return Merchandise Authorization (RMA) for review, consideration of service, and determination of work to be completed. This must be completed by the original purchaser/distributor of the garment. Contact our Customer Service Team at 800.553.0672 for an RMA.

The manufacturer warranty and the repair/service schedule are non-transferrable.

In the event of a breach of the foregoing warranty, NSA's only obligation shall be to replace such quantity of the product proven to be defective. The foregoing constitutes the exclusive remedy of the buyer or user of NSA's products, and NSA's sole obligation, for claims based upon defects in or nonconformity of NSA's products. This warranty is exclusive and in lieu of all other warranties, whether oral, written, expressed, implied or statutory. No implied or statutory warranties of merchantability or of fitness for particular purpose will apply. NSA shall be liable for any loss or damage – direct, indirect, incidental or consequential – arising out of the use of, or inability to use, the product. Before using, users shall determine the suitability of the product for the intended use, and users shall assume all risks and liability whatsoever in connection therewith. Therefore, user should make careful analysis of the use for which these products are purchased. With respect to any products not manufactured by NSA, NSA gives no warranty, and the only warranty, if any, provided by the manufacturer of such products will apply.

