



Warranty, Maintenance & Lifespan Information

1. WARRANTY INFORMATION

- *Warranties cover only faulty materials or workmanship.*
- *Fair wear and tear resulting from normal use is excluded.*
- *The Manufacturer (or his agent) shall be the sole arbiter of all warranty claims.*
- *The warranty time limits mentioned herein do not imply any form of helmet life expectancy. These time frames simply place reasonable limits on the discovery of faulty materials and workmanship and allow these to be dealt with.*

The products and the relevant sub-components are supplied with varying warranties (depending on the model) for 1-6 years.

SHELLS

6-year warranty.

EAR FLAPS/NECK PROTECTORS

1-year warranty. We recommend they be replaced after a maximum of 50 wash cycles.

FACE SHIELD/EYE PROTECTORS

2-year warranty. Replace once scratched or deformed by chemicals, heat, smoke or other pollutants.

COMPONENTS

2-year warranty (except neck protectors).

- *Damage caused to the helmet and/or components in the course of normal use is not covered by warranty*
- *Many recreational, public order, fire fighting or rescue operations including training or can result in damage to this equipment, which is not covered by this warranty.*
- *Damage resulting from careless use (e.g. dropping of helmet) and/or using helmet for anything other than its intended purpose (head protection) is not covered by warranty.*
- *Training personnel involved in repetitive hot fire training will require their helmets to be replaced at frequent intervals certainly no longer than one year. This is dependent on the duration, frequency and exposure to heat and pollutants.*
- *All staff involved in hot fire training should wear their helmets with aluminized hoods over the shells when engaged in these activities.*
- *Follow instructions in the user booklet regarding regular checks on this helmet and when making repair/replace decisions*
- *Components are available as spare parts.*

2. LIFESPAN INFORMATION

- *Always adhere to your relevant government, corporate or departmental regulations relating to replacement periods of safety equipment. The below guidelines do not supersede these.*
- The lifespan of any helmet is dependant on frequency, duration and severity of use.
- Pacific Helmets offers guidelines only based on proper care and maintenance.
- Regular inspection of your helmet is encouraged to ensure all components are in good working order.
- With proper care and maintenance the helmet lifespan could exceed the below recommendations

SHELL LIFESPAN

Helmet shells manufactured by Pacific Helmets (NZ) Ltd are of Kevlar/fibreglass composite laminate construction.

Most shells have a light fibreglass layer on the outer side of the shell as this gives a smooth surface. Beneath this, laid up in a variety of shapes and thickness', is the Kevlar/Aramid fabric, which provides the lightweight strength of the shell.

Composite shells will crack and/or chip upon impact. The advantage of this over plastic shells is that the user can see when safety is being compromised. Light surface crack or "crazing" usually does not compromise the integrity of the shell.

The shell is then painted with industrial grade Acrylic Urethane. Acrylic urethane coatings are used in a variety of applications due to their versatility, durability, appearance and superior weatherability compared to other resin systems. The paint gives the shell resistance to UV light, as well as other beneficial properties such as excellent abrasion resistance, chemical & solvent resistance and excellent gloss.

Because the Kevlar & fibreglass are all protected from UV light this gives the shell an almost limitless lifespan with proper care and maintenance.

Many brigades around the world have had the same Pacific Helmets' in service for over 15 years and some for over 20.

The shell of any helmet should be replaced after severe impact.

Impacts are considered wear and tear and are not covered by warranty.

COMPONENT LIFESPAN

By virtue of being plastic injected parts, many of the internal components of a helmet are susceptible to the following conditions:

1. Damaging effect of the UV radiation from sunlight. *(NB Helmet shell is not adversely affected by U.V. radiation)*
2. Damaging effect of the chemicals contained in the toiletries/hair products used by the users.
3. Damaging effect of incorrect stowing of the helmet.
4. Damaging effect from the combination of sweat, heat, and repeated tensioning and loosening of the headband. *(Sweat is acidic and corrosive in nature.)*
5. Frequency of use

In view of the above factors that are beyond our control, we recommended that components be replaced in the following time frame. This is a guide only and should not replace regular inspection. With proper maintenance some parts can last much longer depending on the use of the helmet.

LIFESPAN GUIDELINE – not warranty

- External Face Shield – 3 Years *(Or when transparency impaired)*
- Internal Face Shield – 4 Years *(Or when transparency impaired)*
- Internal Eye Protectors – 4 years *(Or when transparency impaired)*
- Neck Protector - 2 Years or 50 Washes
- Headband – 5 years
- Sweat Pads – as necessary
- Ribbon Cradle – 5 years
- Shell – 10-15 Years

NB. The above time frames exclude damage incurred due to improper use or storage.

3. CLEANING, REPAIRS AND ONGOING CARE

Do not use helmet unless thoroughly cleaned and dried.

EXTERNAL CLEANING OF SHELL

Use general cleaning materials such as normal household polishes and cream cleansers.

After exposure to dirt, flame, fumes or non-toxic chemicals use the following procedure:

- Wash the helmet shell down in warm soapy water and rinse thoroughly

- Remaining pollutants can be cleaned with any spirit cleaner like Methylated Spirits. Be sure to wipe off quickly. *Avoid contacting the face shield with any solvents.* Again, wash off in warm soapy water and rinse thoroughly.
- Where necessary, wash or dry-clean the earflaps (neck protector).
- Ensure helmet is dry inside and out before storing.

Decontaminating the helmet after toxic and biological exposure.

- At all times comply with your Department/Employer's standing instructions. In general decontamination requires the use of clean water with some detergents.
- Use anti-bacterial or anti-biological agents strictly in conformity to the Department/Employer's instructions or follow National/Federal/State Hazardous Materials guidelines.

CLEANING THE FACE SHIELD & EYE PROTECTORS

- Use a soft cloth and warm soapy water - be careful to avoid scratching. DO NOT use spirit (petro-chemical) based cleaners as these affect the polycarbonate.
- Most water based household window cleaners can be used on polycarbonate surfaces. (*Follow the recommended instructions of the cleaning product being used*)

INTERNAL CLEANING

- Follow the general cleaning instructions above (warm soapy water), avoiding the use of petro-chemical cleaners unless absolutely necessary. However all internal materials are resistant to most chemical cleaning agents.
- The leather comfort bands may be cleaned from time to time with leather/vinyl restorer.
- Dry-cleaning the neck protector from time to time will maintain the material.
- Ensure helmet is thoroughly dry inside and out before storing

INSPECTION AND MAINTENANCE CRITERIA

- Maintenance requirements will vary depending on the level of use and the age of the helmet.
- Check the helmet after incidents where it could have received damage.
- Avoid dropping the helmet wherever possible.
- Visually inspect your helmet and all sub-components 6 monthly, or whenever considered appropriate, for wear and tear or damage.
- Frequent and/or prolonged use may warrant more regular visual inspection
- Destroy the helmet and replace it, at any time where damage is evident (see below) that may effect your safety, or when the helmet may no longer comply with the Standard to which it was manufactured.
- Never modify the helmet, or drill holes in the shell without prior permission from the manufacturer. Any unauthorised modifications will void warranty.
- Dropping the helmet onto a hard surface from reasonable heights (>1m/3 feet) may damage the paint, and the shell laminate. Small scratches or marks on the painted surface are unlikely to affect the performance of the helmet.

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Storage

- Ensure helmet is clean and dry before storage
- Use the rear storage hook (where fitted) or chin strap to hang helmet on hooks
- If possible store out of direct sunlight. Especially avoid storing behind glass or in vehicles during high summer temperatures.
- If helmet is stored in sunlight ensure that the shell is exposed rather than the internal plastic components.
- Retro-reflective tape and the tint of some paint colours can be affected by ultra-violet light.
- Helmet shells painted with photo-luminescent (glow in the dark) paint require storage in day or incandescent light, in order to glow at night.

4. PACIFIC HELMET REPAIR/REPLACE DECISIONS

Repair if:

1. Shell stained by carbon or chemicals
2. Painted surface scratched
3. Surface damage only
4. In these cases the shell can be restored to use by warm wet sanding to remove the stains, scratches and surface damage.

Destroy shell and replace if:

1. Shell shows signs of major laminate failure/breakage. This will either take the form of deep indentations from falling objects or major crushing. It can also be seen as a 'whitening' of laminate in impact area when the inside of the shell is inspected.
2. Brim area has severe crack lines or flexes abnormally.
3. Helmet has obviously suffered excessive heat or burning. This includes any charring of the paint or helmet substrate. By charring we mean an actual burnt area or surface damage, which cannot be repaired by cleaning or repainting.
4. Acids and chemicals may damage the shell paint or substrate, and if there is visible signs of this destroy the shell and replace it.
5. If the shell shows signs of distortion to its shape. This can be seen as "sagging" or "drooping" when it is compared to a new helmet. This type of damage would be most unusual in the Pacific helmet shell, as it does not melt. However, if it is involved in a major event or hot fire training the shell can soften, but once removed to normal ambient temperatures it will regain its rigidity and suffer no serious consequences.

Helmet shells may be damaged in a number of ways and may display a number of different damage characteristics. Distinguishing the differences is important and will affect the repair/replace decisions. The important fact to remember is that all composite shell Pacific helmets have a Kevlar frame within the shell structure, that is very resilient and somewhat flexible, so that cracks in the surface of the shell are

very unlikely to affect the Kevlar structure or seriously affect the performance of the helmet as a whole.

Replace components if:

1. Ribbon cradle is cut or fayed
2. Plastic components are cracked
3. Rivets, domes or screws are missing