

BULLETPROOF IT, LLC

TACTICAL SHIELDS OWNER'S MANUAL

T A C T I C A L

CONGRATULATIONS!

You are the proud user of a ballistic shield manufactured by one of the well-known and widely respected companies

BULLETPROOF IT, LLC takes pride in consistently exceeding customer expectations and ballistic standards with the most comprehensive offering of field proven hard and soft armor. From our coveted tactical carriers to the most respected ballistic shields, armor plates and helmets in the industry, BULLETPROOF IT, LLC provides unparalleled head to toe protection.

BULLETPROOF IT, LLC

TACTICAL SHIELDS

IMPORTANT SAFETY INFORMATION

WARNING

Given that police situations are dynamic, unpredictable and potentially dangerous, a shield cannot protect against harm in all situations and it can provide protection only if used properly by trained personnel. A ballistic shield will provide protection only if placed between the threat and the operator, and only to those parts of the body covered by the ballistic shield.

BULLETPROOF IT, LLC ballistic shields are for use by authorized, trained law enforcement officers only.

Ultimately, due to the nature of dynamic and unpredictable situations, BULLETPROOF IT, LLC not responsible for determining when and/or how a ballistic shield should be used in any particular situation. With proper training and instruction from his/her agency, operators are responsible for exercising sound judgment in the deployment or use of the ballistic shield. Failure to use the ballistic shield without proper instruction, training and in accordance with the warnings in this manual, or any contravention to the agency's policy, protocols or orders, could result in serious injury or death to operator, and potentially place others in danger.

Operators are responsible for proper use of the ballistic shield in accordance with this Owner's Manual and the policies, procedures, practices or training requirements established by his/her agency.

- ***NEVER use a ballistic shield until you have been properly instructed/trained.*** There are numerous ways to utilize a ballistic shield in a threat situation (e.g., offensively, defensively, man-down rescue, breaching, etc.). Your first time utilizing a shield for one of these purposes should not be in the field when under fire. Before you ever use a shield in the field, you should receive instruction and hands-on training from an experienced and knowledgeable instructor. Your employer should provide such training or arrange for a reputable agency to provide you with it. If you do not feel that you have been properly trained/instructed on the use of your shield, discuss this concern with your supervisor.
- ***ALWAYS select and use a shield that is appropriate for the type of threats you are likely to encounter.*** The shield can only protect the operator from threats it was designed and tested to stop. It is important to know and understand the shield's threat level which can be found on the NIJ label on the body side of the shield.
- ***ALWAYS position the shield so it is between you and the threat.*** Always be aware of what parts of your body are protected (and not protected) by the shield—the ballistic shield and viewport (if applicable) can only protect the areas of the body it covers. Always hold the shield in an upright, vertical position facing the threat. When grasping the handle, the operator's palm should face towards the operator.
- ***ALWAYS wear a ballistic helmet when using a shield.***—the shield is designed and intended to be used in conjunction with a ballistic helmet. If the shield is equipped with a viewport, the helmet should be pressed against the shield in close proximity to the upper lens cap of the viewport to provide the best angle of protection and peripheral vision. You should be able to see through the viewport.
- ***ALWAYS consider what other forms of body protection should be used with a shield***—in addition to a ballistic helmet, you should also consider other forms of body armor to compliment the use of the shield. The shield is an item of equipment that does not replace the need for flexible body armor both for parts of the body covered and not covered by the shield.
- ***ALWAYS properly care for and maintain your shield.*** A ballistic shield performs at its best when it is properly taken care of. Failure to properly maintain your shield in accordance with the use and care instructions in this manual could result in reduced ballistic protection for you or others and will void the warranty.
- ***ALWAYS use your shield for the purpose for which it is intended.*** The shield must only be used for its intended purpose.
 - NEVER abuse your shield or allow it to be damaged through misuse or mishandling.
 - NEVER use the shield for anything other than ballistic protection - it is not intended for use as a battering ram, umbrella or other off-label use.
 - NEVER stand on or place/store heavy objects on the shield.
 - NEVER drill, cut, rivet or penetrate the ballistic panel.
 - NEVER use simunitions or paintballs during training as they could affect the polycarbonate viewport (if equipped). If the shield does not have a viewport simunitions will not cause any damage to the shield.

Contact BULLETPROOF IT, LLC Customer Service department if you have any questions about any of the safety information or instructions contained in the Owner's Manual.

EXPRESS LIMITED WARRANTY FOR BULLETPROOF IT, LLC BALLISTIC RESISTANT EQUIPMENT

Subject to the limitations set forth herein, BULLETPROOF IT, LLC (the “Company”) warrants the BULLETPROOF IT, LLC Tactical Ballistic Resistant Equipment (“Equipment”) as follows:

Workmanship - Equipment, including but not limited to shields, helmets, face shields, shin guards, blankets and non-certified armor plates, is warranted to be free from defects in material and workmanship for a period of twelve (12) months from date of purchase.

Ballistic Performance - Equipment has been tested for ballistic performance at an NI-accredited laboratory. For a period of sixty (60) months from the date of purchase, Equipment is warranted for ballistic performance in accordance with the applicable testing protocol, which may include NIJ STD-0106.01 (Ballistic Helmets), NIJ STD-0108.01 (Resistant Materials) and/or SBULLETPROOF IT, LLC independent testing protocol for non-certified products, as against the threat level designated on the Equipment’s label. Equipment shall be tested without conditioning and will be deemed satisfactory so long as there are no perforations. Equipment should not be used after the expiration of this warranty period (i.e., “useful life” period).

This is a LIMITED WARRANTY and is the sole and exclusive warranty for the BULLETPROOF IT, LLC Tactical Equipment. It shall not be enlarged by any representation, description, course of dealing, trade usage, or otherwise.

This warranty does not apply if the Company’s examination determines that the Equipment has been subjected to misuse, abuse, accident, neglect, alteration, breakage, damage, improper storage or handling, or unauthorized repair or service. Further, this warranty is subject to the proper use and care of the Equipment, which includes, but not limited to, avoidance of the following:

- Exposure to chemicals and/or solvents other than approved cleaning agents
- Storage in direct sunlight for prolonged periods of time
- Storage in damp areas
- Damage through misuse or mishandling

THE COMPANY MAKES NO OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY.

IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, ANTICIPATED OR LOST PROFITS, INCIDENTAL DAMAGES, LOSS OF TIME, OR OTHER INDIRECT LOSSES OR EXPENSES THAT ARISE FROM ANY CAUSE RELATING TO THE PRODUCT, REGARDLESS OF THE FORM OF THE ACTION, WHETHER IN TORT (INCLUDING NEGLIGENCE), CONTRACT, STRICT LIABILITY OR OTHERWISE, AND REGARDLESS OF WHETHER THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.



USE AND CARE:

Your shield should NEVER be cleaned as a complete armor protection system. Each system component should be cleaned separately.

CLEANING THE OUTER SKIN (METAL ALLOY OR ABS):

1. Gently wipe the outer surface of the shield with a damp sponge and a mixture of cool water and antimicrobial soap.
2. Wipe off excess soap with clean water and a damp sponge.
3. Allow to air dry or wipe dry with a soft cloth.

DO NOT use harsh solvents, abrasives or highly alkaline cleaners. DO NOT store shield in extreme temperatures.

CLEANING THE LENS (WHERE APPLICABLE):

1. Gently wipe the lens of the shield with a soft cloth or damp sponge and a mixture of cool water antimicrobial soap.
2. Wipe off excess soap with clean water and a damp sponge.
3. Allow to air dry or wipe dry with a soft cloth.

DO NOT use harsh solvents, abrasives or highly alkaline cleaners. DO NOT scrape the lens with razor blades or other sharp instruments. DO NOT clean lens in the hot sun or other elevated temperatures.

NIJ THREAT TYPES

NIJ TYPE IIIA	SPECIAL THREATS
9mm 124 Gr. FMJ	7.62 x 25mm 85 Gr. FMJ (Tokarev)
44 Mag 240 Gr. LSWC	5.7 x 28mm 40 Gr. (SS197 Blue Tip)
	Winchester Ranger 9mm 127 Gr. +P+ SXT
	.357 Sig 125 Gr. TMJ

NIJ TYPE III	SPECIAL THREATS
7.62 x 51mm 147 Gr. FMJ (NATO)	7.62 x 39mm 123 Gr. MSC


NIJ TYPE IV
7.62 x 63mm 166 Gr. AP (30-06)



TYPE IIIA
Protects against a
9mm 124 Gr. FMJ and
.44 Mag 240 Gr. LSWC



TYPE III
Protects against a
7.62 mm (FMJ) steel
jacketed (M80/NATO).



TYPE IV
Protects against a
.30 caliber Armor
Piercing (M2 AP).

RETURN AND CLAIM POLICIES:

RETURN POLICY: Upon evaluation, should a situation/product necessitate a return to manufacturer, contact your Distributor immediately to arrange provision of a Return Material Authorization (RMA). *

No goods will be accepted for return without the issuance of an authorized RMA Number as well as the RMA number being clearly marked on the outside of the return package. The RMA must also be noted on the accompanying documentation.

To ensure the most prompt and effective response to return needs and concerns, please be prepared to provide the following "Return" information (where applicable) to your Distributor:

- Name and Address
- Shipping Address
- Serial and/or Model Number
- Original Invoice and /or Purchase Order Number
- Description and Quantity
- Reason for Return & Proposed Action

*Failure to include information may prolong response time.

Product/ Materials returned without mitigating cause may be charged a 15% restocking fee.

CLAIMS: Please check all packages for shipping damages* and correct content upon immediate arrival of the product. All claims and damages incurred in shipping must be addressed within 48 hours of receipt. All other initial claims must be made to our company within five (5) business days.

Shipping Damages- Due to the Carrier's liability in most damages that are incurred in shipping, it is imperative that all damages are reported to your Carrier within 48 hours of receipt! **This is necessary in order to notify the carrier for filing your claim and to facilitate a prompt response & resolution to your damage concerns. The carrier must be able to inspect the shipment as received, including all packing material.

To ensure that the shield arrives damage- free and that final delivery of the shield does not suffer damage, deterioration or misuse during shipment- BPI Strictly adheres to the following packaging procedures:

- Shields are inspected
- Shields are wrapped & secured in plastic
- The shields are packaged in expandable foam* and/ or Styrofoam peanuts, etc for the most maximum and effective protection feasible for shipping purposes

Shipping damages are not covered under the warranty. Although we are not involved in resolving such claims, please do not hesitate to contact our Customer Care department should you have any questions or need assistance in resolving a claim. We will be more than happy to try and assist you.

* In instances where other products are packaged with your shield, foam may not be used in order to prevent damage that the foam may cause to the alternate products. In this case an alternate packaging material will be utilized.

** For our information purposes, please notify our Shipping Department of damages and your claim.

CONTACT US

BULLETPROOF IT, LLC is committed to providing the highest level of service. We welcome your questions, comments, suggestions or concerns. If you need assistance, call our Customer Care department using one of the phone numbers below.

COMPANY INFORMATION & RETURNS**US Customers**

Phone: (360) 518-2464

Hours: Monday-Friday, 8am-6pm PST

For additional product information please visit our website:

www.bulletproof-it.com





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