



**SURVIVE-A-STORM SHELTERS  
PRODUCT USE AND CARE MANUAL  
UNDERGROUND SHELTERS**

**REGISTER YOUR NEW PRODUCT TODAY!**

By registering your new Survive-a-Storm Shelters tornado safe room, you will receive these important benefits: Proof of ownership, product protection, product registration, and special offers.

You may register your product online at [www.survive-a-storm.com](http://www.survive-a-storm.com).

**IMPORTANT SAFETY INSTRUCTIONS**

Your Survive-a-Storm Shelters underground tornado safe room has been designed by engineering professionals and subjected to rigorous physical testing to ensure that this model of safe room meets or exceeds FEMA P-320 Guidelines: Taking Shelter From the Storm: Building a Safe Room For Your Home or Small Business.

Your Survive-a-Storm Shelters underground tornado safe room has also been designed in accordance with standards promulgated by the National Storm Shelter Association (NSSA) and bears a seal from that organization.

While your tornado safe room is designed to provide near absolute protection against EF5 tornadoes and other violent windstorms, no shelter can completely eliminate the risk of injury or death resulting from such calamities. We have taken every step possible to ensure that your safe room will provide this near absolute protection so long as the shelter is used in accordance with these guidelines.

1. You should never operate AC electric appliances or other high-voltage appliance in electrical storms or in wet conditions.
2. When entering your shelter, exercise caution as surfaces may become wet and slippery as a result of water intrusion from the open safe room door.
3. Always carry a mobile phone with you so that you can contact first responders in the event that your shelter is obstructed by debris, but do not return to your home, car, or office to retrieve a phone if you have forgotten to bring it with you to your shelter and you are under a tornado watch or warning.
4. We recommend taking shelter in your safe room whenever the National Weather

Service broadcasts a tornado watch or warning.

5. You should leave basic provisions and supplies inside of your safe room for your comfort or safety during periods of occupancy.
6. Your safe room is not a toy and should not be used by children.
7. Lock your shelter when it is not in-use, but always keep the key in an easy-to-access location so that you are not locked out of your shelter during a storm.
8. Do not store flammable materials or any type of fuel in your shelter.
9. Never use an open flame in your shelter, or you may die or become seriously injured from asphyxiation.
10. We have taken every reasonable measure to make your shelter door easy to operate, but you should familiarize yourself with the operation for the door so that you can quickly open or close the door in an emergency.
11. Never cover the vents of your shelter, or you may die or become seriously injured from asphyxiation.
12. Use only manufacturer recommended paints or coatings on your shelter, as harmful fumes may accumulate in this space and may cause serious injury or death.
13. Never attempt to exit a partially opened door that is blocked by debris, or entrapment or amputation leading to serious injury or death may occur.
14. Periodically inspect your shelter to ensure that the shelter is in good operating condition and safe to use for its intended purpose.
15. Your shelter is not intended to be occupied as a residence or to be occupied for long periods of time.
16. Should you ever have any questions about the operation of your shelter, please contact the manufacturer at [www.survive-a-storm.com](http://www.survive-a-storm.com) or Toll-Free at 1-888-360-1492.

## **MAINTENANCE**

To clean the safe room, simply use a damp rag with dishwasher soap. Rinse and dry thoroughly. Do not use solvents or other harsh cleaning agents, as these may cause your shelter to rust.

Do not attempt to repair the safe room yourself. This product does not contain any user serviceable parts. Contact the manufacturer at 1-888-360-1492 with any questions that you may have about the operation of the shelter or to obtain guidance on repairing the safe room.

Ensure that water is directed away from the shelter. Excessive water accumulation against the shelter may result in damage to the shelter that is not covered by the manufacturers warranty.

## **WARRANTY**

This product has been manufactured and tested to the highest quality standards by Harbor Enterprises, LLC (dba Survive-a-Storm Shelters). This Limited Warranty offered by Harbor Enterprises, LLC covers defects in material or workmanship in new Survive-a-Storm Shelter products. This warranty extends to the original purchaser only and is non-transferable. Only consumers purchasing Survive-a-Storm Shelters products from authorized Survive-a-Storm Shelter dealers retailers or resellers or through the Survive-a-

Storm website may obtain coverage under our limited warranties.

Survive-a-Storm Shelters warrants this product against defects in material or workmanship as follows:

Survive-a-Storm Shelters will replace at no charge for parts only or, at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If Survive-a-Storm Shelters is unable to provide a replacement and repair is not practical or cannot be made in a timely fashion, Survive-a-Storm Shelters may elect to refund the purchase price in exchange for the return of the product.

This warranty is in effect for the lifetime of the product from the documented date of purchase as established by a written sales order or receipt.

Our warranty does not cover any problem that is caused by:

- A. Conditions, malfunctions, or damage not resulting from defects in materials or workmanship.
- B. Conditions, malfunctions, or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident, or alteration.
- C. Accessories, connected materials and products, or related products not manufactured by Survive-a-Storm Shelters.

Survive-a-Storm Shelters will only provide coverage under this warranty if proof of purchase can be established to its satisfaction through receipt or sales order. In order for this warranty to remain in-force after the first anniversary of purchase, purchaser must within 30-days of each anniversary of purchase, submit to manufacturer a minimum of five color photographs showing the exterior of the door, the stairway(s) if an underground safe room, the door hinges, the floor, and the sidewalls of the safe room. Purchaser should take special care to photograph any damage to the safe room so that the manufacturer may, at its sole and exclusive option, take steps to mitigate such damage.

Defects in installation will be covered under this warranty only if the product is installed by the manufacturer or factory authorized installer. This warranty is void if, in the sole and exclusive assessment of the manufacture, the product has been altered or modified in such a way as to affect the structure or soundness of the product or if such alterations or modifications are found by manufacturer to have contributed to the failure of the product.

To obtain service under this Limited Lifetime Warranty, please contact Survive-a-Storm Shelters by writing at the following address:

**WARRANTY CLAIM**  
Survive-a-Storm Shelters  
1207 Sunset Drive  
Thomasville, Georgia 31792

In your claim, please provide a copy of the original proof of purchase including the address at which the product is situated. Provide your contact phone number along with e-mail address (if available), a written description of the problem, and photographs depicting the defect in materials or workmanship. You can expect to hear from a representative of our company within two weeks of receipt of your warranty claim.

Manufacturer specifically disclaims and will be held harmless for any incidental or consequential damages, including but not limited to, loss of use of the shelter and any injury or loss that may arise pursuant thereto.

Purchaser acknowledges receipt of this warranty at the time of purchase and agrees to be bound by the terms and conditions included herein. Any dispute arising from this Limited Lifetime Warranty shall be adjudicated in the County of THOMAS State of GEORGIA, USA. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Our warranties do not affect any additional rights consumers have under laws in their jurisdictions governing the sale of consumer goods. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in our warranty may not apply. You may be required by law to give us a reasonable opportunity to correct or cure any failure before you can bring any action in court against us under the Magnuson-Moss Warranty Act.