

## Care & Maintenance Guide

Our products are all made with high quality materials which are designed to provide maximum weathering protection.

By following our care and maintenance guideline, it will ensure maximum warranty coverage.

All products require care prior to and during the installation process. Periodic cleaning and maintenance after installation is also required.

### Glass

- Vinegar is effective and safe for cleaning your glass. Put white vinegar into a spray bottle and spray onto the glass. Scrub the mixture onto the glass with a non-scratch pad before rinsing off with warm water. Keep the spray bottle away from children.
- Wipe the surfaces with a clean, nonabrasive damp cloth using warm water and nonabrasive, pH neutral detergent solution.
- Never use abrasive household cleaners, steel wool, hard brushes or excessive abrasive rubbing which will wear, damage and dull the finish.
- For more stubborn dirt, a mild detergent should be used with a soft brush or sponge.
- Surfaces should be thoroughly rinsed after cleaning to remove all residues.
- Do not use cleaners that contain Hydrofluoric or Phosphoric Acid.
- Never use alkaline, acidic or abrasive based cleaners.
- Under no circumstances use strong solvent or harsh detergents, bleach, scourer or any other abrasive cleaner on glass or frames.
- Do not clean glass when the glass is hot or in direct sunlight.
- Avoid causing extreme temperature changes to the glass as this may lead to thermal fracture of the glass.
- Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

### Stainless Steel

- Stainless steel looks best if it's cleaned regularly with plenty of water.
- Drying afterwards makes sure streaky marks aren't left behind.
- Remember that simply wiping with a damp cloth is not as effective as it can smear dirt without removing it.
- Routine cleaning prevents any stubborn stains building up.

What will you need?

- An excellent cloth to use is 3M's Scotch-Brite high performance cleaning cloth. You don't need any fancy equipment. For day to day cleaning, plenty of water, some mild detergent and a cloth or soft brush will do the job. You can use a 1% ammonia solution but don't use bleach. After washing, rinse in clean water and wipe the surface dry with a soft absorbent cloth. On brushed stainless steel, follow the direction of the polish for best results.

Watch out for scratches;

- The important thing to remember is that stainless steel can be scratched by careless handling or aggressive scrubbing. Just like you would take care of a polished timber finish, avoid dragging rough items across the surface and be aware that grit trapped under other objects can be the culprit. Stainless steel may discolour if left in contact with salts or acids for extended periods. Also avoid leaving carbon steel items in contact with stainless steel, particularly if wet. Prevent any stubborn stains building up.

Fingerprints, oil & grease marks;

- If a mild detergent or dishwashing detergent doesn't shift unsightly finger-marks, get rid of them with a bit of glass cleaner on a soft cloth. You can also use a small amount of alcohol, methylated spirits, acetone or mineral turpentine. Then rinse with clean water and dry.
- You can give longer protection to high traffic areas by lightly rubbing with olive oil or baby oil followed by a polish and shine using a soft cloth.

### Preventing Tea Staining;

- This brown discolouration or tea staining is common in area's close to the ocean. It does not affect the structural integrity, or the longevity of the material and it can be controlled.

### Where does it occur?

- Tea staining occurs most commonly within about five kilometres of the surf or a few hundred metres from a sheltered bay. It becomes progressively worse closer to the marine source.
- However, places with wind exposure, industrial pollution levels and higher temperatures can create environments where tea staining may occur more frequently.
- Marine environments are the most aggressive for all building materials. Stainless steel has a very slow corrosion rate in marine environments which means that installations are likely to remain structurally sound for decades.
- Rough surface finishes promote tea staining, the smoother the surface, the better. Smoother surface finishes stay cleaner between washes and don't have deep surface grooves where chlorides and other contaminants can collect and concentrate.

### Do Not Use Hydrochloric Acid!

- Hydrochloric acid is sometimes used to clean cement or mortar residues. This acid should never be used on or near stainless steel - it will frost the surface and usually causes pitting.

### Wash Regularly;

- Depending on the environment even smooth stainless-steel finishes may tea stain if not washed regularly to remove salt. As a rule of thumb, it should be washed as regularly as the windows.
- Washing removes contaminants (such as salt) that can cause corrosion and is necessary to avoid tea staining. Rain washing the surface is helpful in reducing tea staining, so design the job to take advantage of the rain but ensure good drainage.
- Stipulate that the stainless steel also be washed when cleaning of the surrounding area takes place. For best results wash with soap or mild detergent and warm water followed by rinsing with clean cold water. The appearance of the surface can be improved further if the washed surface is wiped dry.
- If routine cleaning of the surrounding area does not take place, washing frequency for the stainless steel is recommended.

### **Warranty**

North Queensland Glass warrants to the original Purchaser that its products are free of defects in material and workmanship under normal use and with normal maintenance for a period of ten years from date of manufacture. If the product fails, North Queensland Glass will repair or replace it, at the discretion of North Queensland Glass, free of charge, provided the product has been given reasonable care and the damage has not resulted from accident, negligence or misuse, or from unauthorized alterations by the Purchaser.

Accessory items such as locks, handles, hinges, rollers, door closers, etc. are independently covered by warranties supplied by the manufacturers.

Limitations; Damage caused by the following events are not covered: • improper use or use other than for intended purposes • deliberate damage • alterations or repairs not made by us • neglect • forced or attempted manipulation • events outside of our control such as fire, flood, cyclone or cyclone debris or other natural calamity, motor vehicle or other accident.