



Product Care

Maintenance and Warranty Terms & Conditions

The following information is a guide to care and maintenance procedures of CiilOCK products in accordance to the terms and conditions of CiilOCK Warranty.

1. MAINTENANCE

General instructions

Ensure the product rating and usage is suitable for the application before installation; Follow all installation instructions;

Ensure regular maintenance and cleaning for all products. Maintenance and cleaning is needed to be carried out as often as necessary. However the following minimum frequencies of maintenance must be met:

- General environments: 6 monthly
- Coastal marine, industrial or dusty environments: 3 monthly
- Avoid using cleaning products that may contain solvents, acidic or abrasive substances, as they can impair working functions and blemish the finish of the products

More detailed instructions about care and maintenance procedures for specific types of product are described below.

Stainless steel parts and products

To retain a good finish on our stainless steel surfaces please follow these few simple Instructions:

- Clean stainless steel surfaces regularly with plenty of clean tap water to maintain their shiny look. Ensure drying afterwards using a soft clean cloth to avoid streaky marks.
- To remove stubborn marks use a 1% ammonia to water solution and a cloth or soft brush. 3M's Scotch Brite™ cleaning cloth is recommended. Ensure the surface is then rinsed with clean water and dried with an absorbent soft cloth. On brushed finish surface it is best to run along the grain.
- Never allow a build up of acids or salts on the product for extended periods.
- Tea staining can be removed with a soft damp cloth and some cream cleanser or a proprietary stainless steel cleaner.
Note: these cleaners are based on dangerous chemicals and acids and therefore must be handled with care to protect your health. After cleaning it is important to neutralize the acids with a 1% ammonia or baking powder solution. Finally, rinse with clean water and wipe dry with a soft clean cloth.
- For cement and mortar, splashes should be washed immediately before they are set but be careful not to scratch the surface. After removal of the cement and mortar, follow step (iv) to return the stainless steel to its original finish.
- For stubborn stains use a nylon scourer and a chalk based cream cleanser. However, be careful as the use and rubbing of the cleanser can cause bright polished spots. It is best to test in an inconspicuous area first.

DO NOT USE the following cleaning liquids or products as they will cause corrosion on the surface of stainless steel products:

- Steel Abrasives
- Wire Wool
- Ordinary (carbon) steel scrapers tools etc
- Brick Cleaning Acid (usually Hydrochloric)
- Acids

ALWAYS rinse with 1% ammonia solution followed by clean water and dry thoroughly with a soft clean cloth

Locks and keys

Locks

Exposure to extreme climate or dusty environment conditions may affect the original Lubricant and consequently working functions of the lock therefore, in such conditions the lock may require re-lubrication. Re-lubrication process for locks must be implemented as follows:

- Clean the working mechanism of the lock with a non-corrosive substance
- Then re-lubricated with a quality silicone or teflon based lubricant

DO NOT use lubricants of oil or aerosol types.

Keys

Key may become "sticky" in cylinder over time.

"Re-lubricate" a key by sprinkling a small amount of graphite onto it and then insert the key into the lock cylinder. **DO NOT use** any lubricant.



Window and door systems

Working functions of window and door hardware such as window latches, door hinges or door rollers and etc are strongly affected by environmental factors. The following care instructions must be frequently implemented to maintain smooth working functions and durability of those products:

- Vacuum thoroughly all dirt, sand and rubbish out of the bottom of sliding windows doors
- Clean aluminium windows with a non abrasive pH neutral detergent solution. Rinse clean to remove residue. **Do NOT** use solvents or abrasive cleaners;
- Remove all surface contaminants by wiping all visible surfaces with a damp soft cloth and a mild detergent, then wipe clean with a clean cloth.
- Lubricate moving parts such as roller bearings, hinges, hangers or pivots with a silicone based spray or corrosion preventative such as WD40®, CRC Marine 66® or Innox®.

Hint

A tube attached to the nozzle of the spray bottle will help concentrate the lubricant to the cared points or surfaces and reduce excess to surrounding parts or panels

2. WARRANTY

CiilOCK products are covered by a **seven (7) year warranty** from the date of purchase against manufacturing defects. Full terms and conditions of CiilOCK Warranty are provided below

Meaning of words

"CiilOCK", "We", "our", "us" mean CiilOCK Engineering Pty Ltd ABN 90 112 576 815 and its officers and employees

Conditions of warranty

- CiilOCK Warranty covers for manufacturing defects of the products including faulty materials and workmanship
- Except for the above defects (1), CiilOCK Warranty excludes all other defects caused or contributed in whole or in part by, or resulting from any of the following circumstances:
 - Alterations or modifications of any kind or level made to the products
 - Overload, abuse, misuse or neglect of the products
 - Use of ancillary components or accessories not approved by us in writing
 - Use of the products for purposes other than stated or intended
 - Use of the products in extreme geographical locations, which include but are not limited to:
 - Areas located within 5km of coastal areas or areas with highly corrosive or extreme weather conditions
 - Corrosive industrial or manufacturing environments with corrosive or abrasive materials
 - Failure to follow the proper installation, fitting, adjustment, calibration and operation
 - Procedures provided with the products;
 - Failure to follow the proper product care and maintenance procedures, instructed by us;
 - Direct exposure to industrial or environmental corrosive elements
 - Direct exposure to harmful chemicals, contamination or leakage
 - Damages caused by construction debris, solvents or brick cleaning acids
 - Damages caused by physical accidents
 - Natural disasters of any kind such as flooding, windstorm and lightning
- Normal wear and tear of moving parts, or tarnish and excessive wear on soft finishes due to environmental influences is also excluded from CiilOCK Warranty.

Special Conditions (Exceptions)

Products with following will have special warranty conditions as specified below and are exempt from the general CiilOCK Warranty terms and conditions.

- Products with an OEM gas strut: The gas cylinder compression consistency and reliability will only be guaranteed as per manufacturer's specification of 2 years



Custom engineered hardware and components for the building, transport and furniture industries.

Our liability

1. CiiLOCK liability in respect of products that it finds to have manufacturing defects is limited to repairing or replacing the defective products. The repair or replacement will be to a standard that will provide the same degree of functionality and serviceability that a product without defect would otherwise have.
2. CiiLOCK shall not be liable under this warranty for any other direct or indirect incidental or consequential damages of any kind whatsoever.
3. CiiLOCK will not be liable for any costs, expenses, loss or damage to any person or property resulting from any defective products or any breach of this warranty.
4. This is the only warranty provided by CiiLOCK Engineering Pty Ltd. All other warranties, whether expressed or implied by any legislation are hereby excluded to the extent permitted by law.

Warranty claim procedure

1. Upon discovery of a product defect the customer should inform us in writing (see Contact us). Once a warranty inquiry is received, we will arrange an assessment for the faulty product at our best of effort and provide a response as soon as possible.
2. Under no circumstances should the customer attempt repair the product without written consent from us, otherwise warranty is voided.