

## 25 YEAR GUARANTEE

Designer Doorware Pty Ltd guarantees their products against defects in workmanship or materials. If, within 25 years the product is found to be defective, Designer Doorware will repair and or supply the same or an equivalent product free of charge.

Designer Doorware Pty Ltd however, assumes no liability for the following:

- Improper installation or failure to follow the fitting instructions;
- Failure due to improper maintenance or fair wear and tear;
- Indirect or consequential loss or damage;
- Cost of removal and/or replacement and
- Cost of freight and/or travelling time;

Brass and all plated finishes are classified as soft finishes; as deterioration is possible under some climatic conditions, these are excluded from this guarantee.

Any modifications to a product as supplied or repairs are excluded from this guarantee.

### Product Design

In the interest of constantly enhancing products, we reserve the right to alter our dimensions, materials and designs, any time without notice.

### Responsible Cleaning and Maintenance

All Designer Doorware products are made with superior quality materials and meet strict standards. However, it is necessary that the products be cared for and maintained once they have been fitted. Below are some recommendations to assist in ensuring that all products are appropriately maintained.

In order to maintain the superior finish of all Designer Doorware products, please ensure that only a damp cloth is used with diluted, mild detergent to remove any stains or finger prints.

Residue build-up may cause corrosion or discolouration of the original finish. To avoid such damage, please wipe products with a dry cloth.

Do not use harsh solvents, abrasive cleaning products or scourers on any Designer Doorware product. These may affect the gloss level and plating thickness of the finish. We recommend using metholated spirits to clean our products with Satin Chrome or Polished Chrome finishes. Do not use this cleaning agent on any product with a Brass finish as it may strip away the coating on the product.

### Responsible Cleaning and Maintenance of Stainless Steel

There are many advantages with Stainless Steel, but it is still steel, and steel does rust. Regardless of the grade, cleaning is important, especially in coastal areas.

**We can not stress enough that these products will need constant maintenance or they will oxidise.**

The attractive and hygienic surface appearance of Stainless Steel products cannot be regarded as completely maintenance-free. All grades and finishes of Stainless Steel may in fact stain, discolour or attain a layer of grime in normal service. To maximise corrosion resistance the surface of Stainless Steel must be kept clean. However, the frequency and cost of cleaning Stainless Steel is lower than many other materials.

Surface contamination and the formation of deposits are critical factors which may lead to drastically reduced life. These contaminants may be minute particles of iron or rust from non-stainless steel items nearby. Industrial, commercial and even domestic and naturally occurring atmospheric conditions can result in deposits which can be quite corrosive. An example being salt deposits from marine conditions.

### Maintenance During Installation

Cleaning of new handles should present no special problems, although more attention may be required if the installation period has been prolonged. If surface contamination is suspected, immediate attention to cleaning will promote trouble-free service life.

### On Going maintenance

People often ask about the frequency of cleaning stainless steel. The answer is quite simply "clean the metal when it is dirty in order to restore its original appearance". This may vary from once to four times a year for external applications or be once a day for an item in hygienic or aggressive situations.

Stainless Steel is easy to clean. Washing with soap or a mild detergent and warm water followed by a clean water rinse is usually quite adequate for domestic and architectural situations. Rust and other corrosion can be removed by adding one part of nitric acid to nine parts of warm water. Leave for 30 - 60 minutes, then wash off with plenty of water.

For light scratches – gently rub with grain impregnated nylon pads (Scotchbrite) following satin.

### Choosing a Cleaning Product

The choice of a proper cleaning product is that of the consumer and there are many products to choose from. Depending upon the type of cleaning and the degree of contamination, some products are better than others.

Although some products are called "Stainless Steel Cleaners", they may scratch the surface and many contain chlorine bleach which will dull, tarnish or discolour the surface if not completely removed. We recommend Eagle One Never Dull (available from Designer Doorware).

We reiterate that the mildest cleaner possible should be used for the particular task, rubbing should follow the satin lines of the steel and always ensure thorough rinsing after cleaning. For routine cleaning (as indicated above), the cleaning products most recommended are gentle soaps or detergents or mild mixtures of ammonia.

### Product Stewardship

Product Stewardship is a concept whereby environmental protection centers around the product itself. Designer Doorware recognises that there are multiple parties, including suppliers, retailers, users and recyclers involved in the life-cycle of its products and these parties cannot be governed by or held accountable to reducing the environmental impact of Designer Doorware's products, however Designer Doorware looks, where possible, to ensure all stakeholders and related parties involved in the life-cycle of its products are committed to reducing the environmental impact of products, procedures and services within their operation.

Designer Doorware is an environmentally aware organisation that is committed to reducing the environmental impact of its operations.

### Overall Environmental Objectives

- To promote a sound awareness of, and favorable attitudes towards, the environment amongst all staff, suppliers and customers.
- To seek to reduce, and where possible limit, any adverse impacts the company's activities may have on the local, national and international environment.

### Environmental Policy

- Designer Doorware recognises its environmental obligations, both locally and globally, to future generations.
- Designer Doorware, as a progressive company, accepts its responsibility for environmental protection.
- Designer Doorware operates in a manner which protects the human environment, especially the health of staff, customers and visitors.
- Designer Doorware endeavours to ensure that customers and visitors to its showrooms and offices are made aware of the company environmental values and the types of behavior which might be detrimental to those values.
- The environmental policy will establish a framework for setting and reviewing environmental goals.

### Environmental Principles

To support Designer Doorware's Environmental Policy, the following principles have been developed to provide additional direction on specific issues.

Designer Doorware employs the best practicable methods to:

- Conserve energy (produced by non-renewable resources, and by methods which pollute the environment);
- Conserve water resources and minimise wastewater disposal;
- Minimise, and where possible, eliminate the use of harmful substances;
- Ensure the correct and safe disposal of all substances;
- Minimise waste generation through reduction, reuse and recycling;
- Minimise pollution – noise, visual, electromagnetic radiation and odour;
- Address environmental concerns in all planning and landscaping decisions;
- Encourage procurement procedures that adhere to the principles of the environmental policy and
- Encourage teaching and research activities designed to facilitate and implement the policy.

Should you have any queries regarding any aspect of this document please refer your queries to:

### Designer Doorware

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