



MAINTENANCE GUIDELINES

GENERAL

These recommendations assume the door/window has been correctly manufactured and installed in the first instance. Any significant defect in manufacture or installation is likely to severely curtail the serviceable life of the hardware.

It is also assumed that the door/window is made to a standard appropriate to the type of building in which it is installed.

All hardware parts should ideally be maintained twice a year (spring and autumn) but in any event not less than once a year.

This list is not exhaustive and is to be interpreted as the MINIMUM standard of maintenance required for domestic dwellings. High usage buildings and high performance products may require additional maintenance as per manufacturer's guidelines.

ADJUSTMENT

Where adjustment is provided the door/window should be checked and adjusted where needed to in order to maintain the correct cavity dimensions/ weatherseal compression and also to ensure the operating forces required are reasonable.

CLEANING

All moving parts should be kept clear of dirt, debris or other obstructions

Cleaning is undertaken with a soft dry cloth if possible. Where needed mild soapy water can be used but thereafter the hardware must be dried thoroughly using a soft cloth.

Under no circumstances must solvent based cleaning products or abrasive agents be used on any hardware.

LUBRICATION

Silicone spray should be applied to all moving parts, and a small amount of petroleum jelly may be applied to locking points.

Residues of old lubricants should be removed before lubrication takes place.

WINLOCK MAINTENANCE RECOMMENDATIONS FOR SURFACE COATINGS

1. PAINTED FINISHES

BASE MATERIAL

Your painted handles and other furniture will probably be applied onto a zinc or aluminium base material, although painted finishes are also applied to steel or brass components. The good news is that provided the base material has been properly treated before the paint is applied then the adhesion and long term corrosion resistance achieved on all these materials is exceptionally good and the maintenance required is the same.

The bad news is that once a painted finish is scratched or damaged so that the base material is exposed then corrosion will commence and over time will spread. Aluminium and zinc base materials in particular may then suffer from bubbling and flaking paint and discolouration of the base material (white oxidation), So try to keep the painted surface in good condition and in particular avoid scratching with keys or other sharp objects. With regular cleaning and no surface damage your painted finish should last 10 years or more in a normal environment.

CLEANING

Painted finishes should be cleaned using only warm water with a small amount of domestic detergent added (less than 5%) and applied using a soft cloth or sponge. Once cleaned the furniture should then be dried thoroughly with a soft clean cloth. Do not use any abrasives cloths or cleaning agents on a painted surface.

CLEANING INTERVALS

This will depend upon the location of the product and how often it is used. For example, the outside handle of front door will be open to the elements and used very frequently whereas an upstairs window handle may be operated very infrequently.

In general cleaning should be done every 3 months for internal furniture but more frequently (every 1 or 2 months) for external furniture.

2. PLATED FINISHES

PLATED COLOURS AND BASE MATERIALS

The most common plated finishes for door and window furniture are polished chrome, gold and satin chrome but many other special colours are available particularly for window handles.

The most common base material used is zinc, but plating is also used on brass, aluminium and steel components. The cleaning guidance for all plated finishes and base materials is the same.

However, it is not easy to distinguish a plated product from a PVD coated stainless steel/brass product but in any event using this cleaning guidance on PVD coated products will be appropriate and will not damage the surface or the finish.

CLEANING

Plated products should be cleaned with a damp soft cloth then dried with a clean duster. Non- abrasive wax polish can be applied to the surface to help maintain it's appearance. Under no circumstances should an abrasive cloth or cleaning agent be applied to a plated surface.

CLEANING INTERVALS

This will depend upon the location of the product and how often it is used. For example, the outside handle of front door will be open to the elements and used very frequently whereas an upstairs window handle may be operated very infrequently.

In general cleaning should be done every 3 months for internal furniture but more frequently (every month) for external furniture.

3. SOLID BRASS FURNITURE

COATED OR UNCOATED BRASS?

Traditionally brass furniture was always supplied uncoated, and kept in tip top condition by the application of elbow grease!! Winlock still supply uncoated solid brass products, but brass can also be found with the following coatings:

- Lacquered
- Chrome plated
- PVD coated

The cleaning regime is different for the different finishes so it is important to establish whether your brass is coated and if so what with. If the finish dulls relatively quickly then it is almost certainly uncoated brass, if it is a polished chrome finish then it is probably chrome plated and if it is a high gloss brass finish that does not dull then it will either be lacquered or pvd coated. In general, older and cheaper high gloss finishes are probably lacquered whereas newer and more expensive furniture is more likely to be pvd coated. If there is any evidence of discoloured areas or clear flakes appearing then it is definitely a lacquered product.

CLEANING

LACQUERED BRASS

Winlock does not sell lacquered brass and we do not recommend it – and here's why. The lacquer will break down over time and will leave unsightly dull patches where the lacquer has flaked off. If the surface is scratched then this process is accelerated. The only solution to this problem is to remove all the lacquer with an acetone thinner, it can then be maintained as uncoated brass. In the meantime cleaning with warm mild soapy water and drying with a clean duster is all that is needed.

UNCOATED

One of the beauties of solid brass is that you can choose to let it naturally oxidise and take on an aged patina or you can keep it bright by regular cleaning. Wipe with a soft dry cloth regularly in either case to keep the surfaces clean, and if a bright finish is required then elbow grease, a soft cloth and a proprietary brass cleaner (such as Brasso) will do the job.

CHROME PLATED BRASS

A plated finish (normally polished chrome) on solid brass furniture should be cleaned regularly with warm mild soapy water and thoroughly dried with a clean duster. If the chrome plated surface becomes slightly dulled or discoloured for any reason then the application of a non- abrasive metal cleaner such as Autosol will return the finish to a bright gloss.

PVD COATED BRASS

These products are treated with a pvd coating which provides an extremely hard surface finish which makes it unlikely to scratch or mark in normal use. Cleaning with a damp cloth followed by drying with a dry duster should be sufficient to maintain the surface appearance of these products.

CLEANING INTERVALS

Wiping with a soft cloth is recommended for all solid brass furniture monthly.

Unlacquered brass will probably require polishing with a brass cleaner every 3 months or so to maintain a bright finish.

Plated or PVD coated brass should be cleaned every 3 months if used externally, and as frequently as is needed to maintain a bright finish if used internally.

4. STAINLESS STEEL

GENERAL

Whilst stainless steel finishes are used for high corrosion resistance and carry long surface finish guarantees (15-25 years) they in fact require regular maintenance to keep them looking their best. They will not corrode over time but the finish will become dull and marked if not regularly cleaned.

CLEANING

In most instances cleaning with a clean cloth and warm mild soapy water is sufficient. Rinse with warm water and thoroughly dry with a soft dry cloth.

For more stubborn dirt and stains, a non- abrasive powder household cleaner can be used with warm water and cloths or brushes with natural bristles. Again rinse off with warm water and dry thoroughly.

Under no circumstances should steel bristles or abrasive cleaning agents be used as these may contaminate the stainless steel finish. Brushes with stainless steel bristles can be used on brushed stainless finishes but not on polished stainless finishes as they will obviously mark the surface.

CLEANING INTERVALS

Stainless steel finishes are best preserved by regular cleaning and it should be undertaken monthly or even more regularly for environments where the furniture is exposed to dirt, water or salt.