

Caring for door hardware

Allegion (New Zealand) Limited

Allegion recommends a simple care and maintenance program to protect your architectural hardware and maximise its longevity.

Powder Coated Products

Cleaning should be done using a soft cloth, mild detergent (e.g., dishwashing liquid), and warm water to lightly wipe down all exposed surfaces of the product. After cleaning, rinse thoroughly with clean water and dry the surfaces.

Electroplated Products

The cleaning process described for powder coated products is also applicable for electroplated products.

Electroplated products require special care as the build-up of dirt and other contaminants on the surface will cause discolouration and surface impairment. To avoid such damage, we advise the following:

- Wipe products with a damp cloth and dry thoroughly. This should be incorporated into a regular general cleaning routine; and
- Particular care should be taken to avoid paint smears, thinners, and strong cleaning agents as they will quickly destroy the protective coatings and subject the finish to rapid oxidation and discolouration.

Oil-Rubbed and Antique Bronze finishes are living finishes that evolve over time. As the plated finish wears, more of the underlying brass substrate will show. To protect living finishes, apply a light coating of bees' wax (or similar product) with a soft cloth every six months.

What you need to remember:

- DO NOT use strong solvents, abrasive cleaners, or scourers on any architectural hardware surfaces. These may affect the thickness of protective coatings, such as plating, powder coating, and lacquer; and
- DO NOT use bore water for cleaning. Its mineral content may result in surface staining and instigate long term coating failure.

Stainless Steel Products

Our stainless steel products are made from either 304 grade or 316 marine-grade stainless steel which have high chromium content that make them resistant to most corrosive environments.

Although stainless steel is resistant to corrosion, factors exist that cause stainless steel to stain or discolour, impairing the overall look. This brown discolouration, also known as tea staining, does not affect the structural integrity or lifespan of the door hardware and it can be controlled.

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Most discolouration can be removed with a mild cleaner (e.g., Ajax, White Lily, Bon Ami) or a specialist stainless steel cleaner (e.g., 3M Stainless Steel Cleaner, Goddard's Stainless Steel Cleaner, Revere Ware Stainless Steel Cleaner) and a non-scratch cleaning sponge or cloth.

- Apply filtered, clean water with the cleaning sponge and rub gently in the same direction of the grain;
- If the mark does not shift, apply the specialist stainless steel cleaner and rub gently; and
- The surface should then be thoroughly rinsed with clean water and buffed with a soft cloth.

What you need to remember:

- DO NOT rub across the grain as the finish can be spoiled, the stainless steel may lose its shine, and the finish may pull threads from the cloth that may be difficult to remove;
- DO NOT use muriatic (hydrochloric) acid on the products or anywhere near them; and
- DO NOT use steel wool to clean stainless steel. Steel wool is usually made from carbon steel and the fragments left behind, as well as scratching the surface, will rust onto the stainless steel surface, causing further damage.

Electronic Locks

Cleaning your electronic lock is simple. Removing any build-up of dirt, oil, and other contaminants will help keep it looking like new. Here are our recommendations:

- Wipe the lock body and touchscreen with warm water using a clean, soft cloth;
- Using a non-abrasive mild household detergent and soft cloth, clean the lock body of all dirt and debris. A cotton bud can be used to get into any difficult areas;
- Always rinse any application of soap away with warm, clean, potable (drinking) water and a soft cloth; and
- Use a soft cloth to dry and polish the lock body and touchscreen.
- Do not use abrasive cleaners, high alkaline cleaners, or alcohol on the lock body or touch screen, nor should you use abrasive scouring pads or scrapers which will scratch the surface of the lock.

Mechanical Locks and Cylinders

Our locks are manufactured using a quality lubricant for smooth operation. If the product has been installed in a region subject to extreme climatic conditions, or a dusty environment, such conditions may affect the original lubricant and the product may require re-lubrication.

In this case, the working mechanism may be cleaned with a non-corrosive substance and then re-lubricated with a quality silicone or Teflon based lubricant.

If the key becomes "sticky" in the cylinder, sprinkle a small amount of graphite onto the key and then insert the key inside the cylinder. Do not use lubricant in the cylinder (oil or aerosol type). Cleaning fluids should also not be allowed to penetrate into the lock or cylinder.

Finish Warranty

Please refer to our Allegion Finish Warranty for specific information on finish warranties for your Allegion architectural hardware; www.allegion.co.nz/finishwarranty