



Door & Access Systems **WARRANTY INFORMATION**



Congratulations on the purchase of your new home and thank you for choosing to build using using GWA Door & Access Systems.

As part of our commitment, we offer peace of mind via the support of a dedicated Aftersales Service Team should you encounter an issue with any of our products.

Gainsborough offers a range of product guarantees which differ according to the relevant series.

10 Year Limited Tarnish Resistant and 10 Year Mechanical Guarantee

Applies to following series:
Cavity Sliders, Classic Series



2 Year Limited Tarnish Resistant and 7 Year Mechanical Guarantee

Applies to following series: **G4 Series, Omis Series**



5 Year Limited Tarnish Resistant and 10 Year Mechanical Guarantee

Applies to following series: **G2 Trilocks, G2 Deadbolts**



7 Year Limited Tarnish Resistant and 10 Year Limited Mechanical Guarantee

Applies to following series: **Security Series**



2 Year Limited Tarnish Resistant and 7 Year Mechanical Guarantee

Applies to following series: **G3 Series**



Electronic Hardware 1 Year Limited Electrical Guarantee

Applies to following: **G+ Access System Products**



*For full warranty details see www.gainsboroughhardware.com.au

BASIC CARE AND MAINTENANCE

Cleaning and care

General Care

Gainsborough suggests cleaning knobs, roses and plates every two months with a soft, damp cloth. A solution of soap and water could also be used to remove dirt from knobs, roses and other surfaces, but should not be used on cylinders. Ensure liquid does not enter cylinder at any time.

When cleaning, avoid using acidic or abrasive substances which may contain solvents, i.e. cleaning products, as such substances may cause a deterioration of the finish.

Caring for Stainless Steel

Depending on the environment where the product is used, blemishes can appear on stainless steel product. To

help prevent this occurring, clean once a month. Blemishes on satin stainless steel may be removed by rubbing with a suitable stainless cleaner/polish. Ensure rubbing occurs in the same direction as to the grain itself.

Caring for Solid Brass

Door Accessories
(all Solid Brass products)

Solid Brass products are coated with a durable baked on clear protective lacquer which will significantly retard but will not permanently prevent tarnishing. Coated brass items should be wiped with a soft cloth and occasionally polished with a good non-abrasive wax (following manufacturer's directions). NEVER USE ABRASIVE CLEANERS OR POLISHES ON A BRASS ITEM WITH A PROTECTIVE COATING.

Solid Brass can be restored to its original appearance and re-sealed but it inhibits the product's warranty.

Remember, the nature of brass is to tarnish. The beauty of brass is that it can always be restored to its original finish. Breakdown of the lacquer coating, or natural tarnishing, to which brass is subject, in no way indicates a deterioration of the basic product.

Lubrication of Locks and Cylinders

Gainsborough products are manufactured using a quality lubricant for smooth operation. If the product has been installed in a region subject to extreme climate or subject to a dusty environment, then such conditions

may affect the original lubricant and therefore 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. Do not use lubricant in cylinder (oil or aerosol type).

Cylinders

When key becomes "sticky" in cylinder, you may sprinkle a small amount of graphite onto the key and then insert the key inside cylinder. Do not use lubricant in cylinder (oil or aerosol type).

GWA Door & Access Systems - Aftersales Contact Details: Phone: **13 14 18** Fax: **13 18 14** Email: aftersales@gwagroup.com.au

If you require out of hours locksmith services please call **API Locksmiths** on **13 15 39** (additional charges will apply)