



Novas Maintenance of Stainless Steel

Retaining the attractive finish of stainless steel is easy with a few simple maintenance steps. When maintained properly, stainless steel will retain its visual appeal and structural integrity in a wide range of applications and environments.

Novas Stainless Steel products are designed to be durable, low maintenance, highly resistant to corrosion and easily maintained resulting in a high quality, pleasing appearance.

Cleaning Stainless Steel

Stainless Steel is best cleaned using a mild detergent and a soft cloth. After washing, rinse in clean, cold water and wipe the surface dry with a soft absorbent cloth. Drying afterwards ensures there are no streaky marks left on the surface.

Retaining Surface Integrity

Stainless steel looks best if its cleaned regularly and correctly which prevents stubborn stains building up. The level of cleaning and maintenance depends primarily on its environment where the product is situated.

1. Sea Side

When Stainless Steel is located in a coastal environment, tea staining of surface can occur. Tea staining is discolouration of the surface of stainless steel by corrosion. It is a cosmetic issue that does not affect the structural integrity or the lifetime of the material. Discolouration or a tea staining effect most commonly occurs within 5 kilometres of the coast and becomes progressively worse closer to the water. Regular washing also removes deposits (such as salt) that can cause corrosion. In these instances it is recommended that cleaning is performed fortnightly.

2. Interior

Dirt, grease and fingerprints can accumulate from many sources. These can be removed by routine cleaning using a mild detergent and a soft cloth. After washing, rinse in clean, cold water and wipe the surface dry with a soft absorbent cloth. Drying afterwards ensures there are no streaky marks left on the surface. If a mild detergent or dishwashing liquid doesn't shift unsightly stains/fingermarks, then wipe over with glass cleaner on a soft cloth. You can also use a small amount of alcohol, methylated spirits, acetone or mineral turpentine. Then rinse with clean water and dry. You can give longer protection to high traffic areas by lightly rubbing with olive oil or baby oil followed by a polish and shine using a soft cloth.

3. Exterior

In most exterior environments normal rain washing is sufficient, but in more polluted or coastal regions the surfaces will require regular washing to retain its pristine condition. (see above in Sea Side for more details) Discolouration or a tea staining effect most commonly occurs within 5 kilometres of the coast and becomes progressively worse closer to the water. For rust or tougher stains apply a cream cleanser with a soft damp cloth, rub gently then rinse with clean cold water. Dry with an absorbent soft cloth.

Surface Protection

It is important to know that Stainless Steel can be scratched so it is important to be aware that harsh abrasives, steel wool or plastic scourers must NEVER be used. Cloths used to rub over the stainless steel must be free of grit or chemicals and always avoid vigorous rubbing.

Strong mineral acids such as hydrochloric, hydrofluoric acid or bleach should never be permitted to come in contact with Stainless Steel. If this should happen, the solution must be washed off immediately with plenty of water.

Never use oil based commercial cleaners as the residual oil film can result in an unwanted iridescent colour on Stainless Steel.

Environment

Maintenance Schedule

Seafront / Chlorinated Pool	Fortnightly
Coastal (within 5km of coast)	Monthly
Industrial and Urban	Every 3-6 months
Suburban Rural	Annually or as required
Internal	As required to maintain appearance

Please note: Unless regular maintenance of the Stainless Steel surface occurs to the appropriate schedule, the Novas Guarantee will be rendered void.



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Product Warranty for Installers

IMPORTANT NOTE:

THIS WARRANTY IS PROVIDED TO THE INSTALLER OF THE PRODUCT. IT IS NOT PROVIDED TO THE END USER OF THE PRODUCT. THIS WARRANTY DOCUMENT MUST NOT BE PROVIDED TO THE END USER.

This warranty is provided by:

Nova Hardware Pty. Ltd., trading as Novas Architectural
4/5 Becon Court
Hallam VIC 3803
ABN 73 074 131 650

Lodging a Warranty Claim

To make a claim under this warranty, please contact the Novas Architectural distributor from whom you purchased the product. Otherwise, you may contact Novas Architectural directly on (03) 9709-3200

All claims must be received by Novas Architectural within the applicable warranty period. Once your claim is received, a representative of Novas Architectural will determine whether your warranty claim is valid and, if it is, will inform you how Novas Architectural will honour it. After you lodge a warranty claim, Novas Architectural may, before providing warranty service, require that you provide proof of purchase, respond to questions designed to assist with diagnosing potential faults and follow Novas Architectural's procedures for obtaining warranty service. You must respond to all requests promptly and at your own expense.

If you are required to return any products to Novas Architectural, you must do so at your own expense. Products must be securely packed to protect against damage. You must notify Novas Architectural of your warranty claim before returning any products.

General Warranty

Warranty: Novas Architectural warrants that all products supplied by Novas Architectural will be free of defects in material and workmanship (including mechanical parts). The warranty period is 25 years from the date of supply of the product, with the following exceptions.

Other warranty periods: (a) Keys – The warranty period for keys supplied with Novas Architectural products is 12 months from the date of supply; (b) Finishes – Some Novas Architectural products are finished with an Armortec or Blackened Steel, which is warranted to be free of defects in material and workmanship for 7 years from the date of supply; Polyester Powder Coat finish is warranted to be free of defects in material and workmanship for 5 years from the date



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of supply (c) Other products – The warranty period for door closers, short backset mortice lock and key and lever locks is 7 years from the date of supply.

GEZE GmbH and Exidor Ltd branded products: Novas Architectural will honour warranty claims on these products that are within the terms of the warranty offered by the manufacturer.

If you submit a valid claim under this warranty, Novas Architectural will, at its option:

- (a) repair the product;
- (b) replace the product with a product that is at least equivalent to the original product in function and quality; or
- (c) refund the purchase price.

When a product or component is replaced or refunded, any replacement item becomes your property and the replaced item becomes Novas Architectural's property.

Novas Architectural's obligations under this warranty are limited to those stated above. Any costs you incur in making this warranty claim are your responsibility and are not covered by this warranty. This warranty does not cover the removal or fitment of products replaced under warranty or any other associated costs.

If products are returned to Novas Architectural and it is determined by Novas Architectural that the warranty does not apply the products will be returned to you at your expense.

This warranty is subject to the exclusions and conditions below. Where a supplemental warranty has been issued by Novas Architectural, the terms of that additional warranty prevail to the extent of any inconsistency.

Warranty Exclusions and Limitations

This warranty does not apply to products that:

- (a) have not been purchased from Novas Architectural or a Novas Architectural authorised distributor;
- (b) have been modified or changed without approval from Novas Architectural;
- (c) have not been installed in accordance with Novas Architectural's then current installation and environment specifications (including outdoor use of products designed for indoor use only);
- (d) products which have not been properly maintained in accordance with Novas Architectural's care and maintenance recommendations;
- (e) products which are sold as "B" class or seconds; and



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- (f) products which have had any of the brands, marks, patented plates, numbers or other information defaced or removed.

This warranty does not apply to damage caused by:

- (a) repair, maintenance or service by a person not authorised by Novas Architectural;
- (b) normal wear and tear;
- (c) use of substitute or replacement parts or cylinders, other than genuine Novas Architectural parts;
- d) accident, abuse, misuse, neglect or damage; and
- (e) defects or deterioration caused by being exposed to harsh environments outside the specification for that product (e.g., corrosives, including (without limitation) vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray and high humidity).

Special note about stainless steel products

Stainless steel products are not 'stain free', but rather will stain less than ordinary carbon steel. Novas Architectural stainless steel products are not warranted against surface discolouration known as 'tea staining'. Please see our maintenance guidelines for more information about stainless steel products and tea staining.