

CARE AND MAINTENANCE INSTRUCTIONS

You are now the proud owner of a Sunflex Aluminium Folding Sliding Door system. Your door system has been manufactured to the highest standards and will be a pleasure to use. To ensure that your system is kept in its peak condition we recommend that you follow the simple steps below; these guide notes are intended to help you maintain your system and ensure optimum performance at all times.

GENERAL ADVICE AFTER DOOR INSTALLATION

1. Do not attempt to completely open up door system unless you have read the operating instructions and followed the instructions contained therein.
2. Do not leave keys in lock when opening doors.
3. Protect floor tracks from cement debris which could cause obstruction and damage wheels.
4. Expansion gaps must be left in floor screeds and timber floor finishes so that track alignment is not affected. Care must also be taken when laying tiles and paving slabs that track is not lifted in any way.
5. Do not cut off damp proof membrane protruding externally from underneath the floor tracks.
6. Ensure damp proof membrane protruding externally from underneath the floor track is upturned before laying internal floors to prevent water ingress.
7. Protect finished surfaces from cement which can discolour the finished surface.
8. Ensure floor levels do not exceed recommended maximum floor height shown on working drawings.

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1. Doors should always be opened and closed in accordance with operating instructions, should you misplace the operating instructions, please contact us for replacement.
2. On odd numbered sets, when the single leaf panel is open it should always be connected into the panel catch at the top of the adjacent door. This spreads the weight of the system evenly, avoiding unnecessary strain to the running mechanism.

3. Keys should not be left in the doors, when key locks are fitted to handle positions and doors are outward opening, do not leave keys in the lock after unlocking. This will cause severe damage when doors are folded.
4. In outward opening systems, there will be a pull handle next to the operational handle. When closing the door system, the pull handle **MUST** be used to pull the doors into the closed position.
5. The best method of cleaning is by regular washing of the coating using a solution of warm water and mild detergent. All surfaces should be cleaned using a soft cloth or sponge, using nothing harsher than natural bristle brushes. (Cleaning of window sections etc. can be conveniently carried out at the same time as glazing cleaning.). If the atmospheric pollution has resulted in heavy soiling of the coating, then nothing harsher than white spirit should be used for cleaning.

The frequency of cleaning depends in part on the standard of appearance that is required and also the requirements to remove deposits that could, during prolonged contact with either the powder film or the metal substrate (if exposed) cause damage.

In marine environments systems should be washed with clean, fresh water to prevent build-up of salt deposits. Likewise, ridges, grooves, joints and drainage channels where salt or other deposits can collect should be well washed with clean, fresh water to prevent corrosion sites from occurring.

In hazardous environments the normal frequency of cleaning should be at a maximum of three monthly intervals. However where there is high atmospheric pollution or an extremely hazardous atmosphere (i.e., a combination of factors above or others) the period between cleaning should be reduced.

Where the atmosphere is deemed to be non hazardous, e.g., rural or a “normal” urban environments, then the period between cleaning can be extended up to a maximum of 18 months. However, if heavy soiling occurs more regular cleaning is required.

It is the condition of the powder coating company that records of cleaning schedules and frequencies shall be kept and maintained and made available if requested for guarantee purposes.

If the system is subject to any hazardous unusual environmental factors, or is close to salt water, an estuary or marine environment, then the coating company Sunflex will advise on this on request) must be consulted on an individual basis.

An easy reference guide to follow for cleaning:

Normal Environment (with standard RAL coating or Anodise finish)	Clean and check every 12 months
Marine Coating (located over 1000M of shoreline)	Clean and check every 2 to 4 weeks
Marine Coating (located within 1000M of shoreline)	Clean and check every 2 weeks
Industrial Environment	Clean and check every 3 months
Swimming & Leisure Pools	Clean and check every 6 months

The category will depend on geographical location; environmental surroundings (industrial, swimming pools; marine etc); levels of atmospheric pollution; prevailing wind; protection of the building by other buildings; if there are environmental changes during lifetime (i.e., rural areas becoming industrial etc).

Do not, under any circumstances, use strong solvents or solutions containing: chlorinated hydrocarbons; esters; ketones; abrasive cleaner or polish.

Chemical cleaners used on both brick and concrete contain strong chemicals that can cause damage to door frames. All exposed surfaces should be fully protected. If any such solutions or chemicals come in contact with the framework, wash immediately with copious amounts of water. Prolonged exposure can cause discolouration of the film, loss of gloss and damage to the coating surface.

Abrasive shot blasting of concrete or brick must be carried out in such a way that all glass and framework must be fully protected. The abrasive medium will not only mark the glass, losing its transparency, but will strip any paintwork from the metal framework.

Angle Grinding or any other works of this nature should not take place in the near vicinity of your folding sliding door system. It will mark both the framework and glass.

Stubborn marks on anodised finishes (your contract will detail if the finish is a painted RAL colour or an anodised finish), an ink rubber can be used to remove any stubborn marks.

Please note where doors are installed in a marine environment any scratch or damage to any painted surface must be repaired within 24 hours so as not to invalidate the guarantee.

6. Bottom tracks must be kept clean. After operation and before closing, the track should be checked for large obstacles (stones/debris) and removed. Although the running mechanism is proud of the bottom surface of the track to allow for general dust and small debris not to impede the running of the system, the track must be cleaned on a regular basis to ensure smooth operation. A vacuum cleaner is the easiest method and we recommend that this be carried out at least once every month – or more often dependent on use. After cleaning; Sunflex recommend that the track is then lubricated with a silicone spray at the point where

the wheel and guide discs (at the bottom of the running gear which is connected to the hinges) connect with the track; this prolongs the life of your system. You can also spray the running gear and guide discs for optimum performance.

7. In the unlikely event of a squeaky hinge, this can easily be remedied by spraying the hinge with silicone spray.
8. For optimum performance of the locking mechanism, keep your keys and profile cylinder locks clean by applying a light lubricating oil to the key and insert in and out of the cylinder a few times every 3 months. This will both lubricate and clean ensuring easy operation.
9. Should you experience difficulty with the running mechanism or any operational parts, and following the above steps has not remedied this, contact Sunflex immediately for instruction. Do not continue to use the door when you have a problem as this could lead to further failure or damage. Please note damage caused by continued use of a system requiring adjustment is not covered under your guarantee.
10. In the event of direct sunlight onto door systems installed into a south-facing property, it may be that difficulty will be experienced in locking the door system. **PLEASE DO NOT FORCE THE LOCK.** Due to door systems now being able to reach u-values of 1.0W/m²k due to glass and warm edge spacer bar technology, the heat build-up can affect the operation of the locking system on darker coloured door systems. A quick remedy for this is to spray the door system with cold water for a couple of minutes; this will immediately cool the outer face of the aluminium and will allow the door to operate correctly. This is not a manufacturing problem, but due to building regulations with which we all have to comply.
11. Should you experience difficulty with the running mechanism or any operational parts, and following the above steps has not remedied this, contact your supplier immediately for instruction. Do not continue to use the door when you have a problem as this could lead to further failure or damage. Please note damage caused by continued use of a system requiring adjustment is not covered under your guarantee.
12. Where integral blinds are fitted, it is recommended that blind cords are kept well out of reach of children. For further information, please refer to safety guidelines laid down by the British Blind and Shutter Association and RoSPA which can be downloaded from the following link: www.rosipa.com/homesafety/Info/blind-cord-safety

Should you have any queries when re-coating, please call us and we will be pleased to answer any queries.