

CARE AND MAINTENANCE INSTRUCTIONS



You are now the proud owner of a SUNFLEX UK aluminium system. To ensure that your system is kept in its peak condition we recommend that you follow the guidance below; these guide notes are intended to help you maintain your system and ensure optimum performance at all times.

GENERAL ADVICE AFTER INSTALLATION

1. Do not attempt to open your Sunflex UK system unless you have read the operating instructions and followed the instructions contained therein.
2. Protect floor tracks from cement debris, builders sand or render which could cause obstruction and damage any painted surface.
3. 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.
4. Do not cut off damp proof membrane protruding from underneath the floor tracks.
5. Do not remove any packers under the tracks when laying patio, slabs or drainage channels.
6. Ensure damp proof membrane protruding internally from underneath the floor track is upturned before laying internal floors to prevent water ingress.
7. Ensure floor levels do not exceed recommended maximum floor height shown on working drawings.
8. Do not, under any circumstances, use strong solvents or solutions containing: chlorinated hydrocarbons; esters; ketones; abrasive cleaner or polish.
9. 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.
10. 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.
11. Angle Grinding or any other works of this nature should not take place in the near vicinity of your door system. It can permanently mark both the framework and glass.

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.rospa.com/homesafety/Info/blind-cord-safety
13. If any building materials, whether this be render, builders sand, plaster, etc. come into contact with a painted surface, this needs to be washed away immediately with copious amounts of water. If this is not washed away adequately, this will show up over time.

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CLEANING

The best method of cleaning is by regular washing of the coating using a solution of warm water and mild detergent. Do not use cleaning wipes as some of these contain substances which may harm the powder coat. 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 isolated cleaning as a last resort and rinsed well afterwards.

The frequency of cleaning depends in part on the standard of appearance that is required and 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 it is vital the cleaning regime is followed. Systems should be washed with clean, fresh water to prevent build-up of salt deposits. Likewise, drainage systems should be flushed out with clean, fresh water. See chart below for frequency of cleaning 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.

An easy reference guide to follow for cleaning:

Normal Environment, not within 5000 metres of coast or near any chemicals	Clean and check every 12 months
Marine Location (located between 5000 metres and 1500 metres of shoreline)	Clean and check every 2 to 4 weeks
Marine Location (located within 1500-500 metres of shoreline)	Clean and check every 2 weeks

Marine Location (located within 500 metres of shoreline)	Clean and check every week
Industrial Environment	Clean and check every 3 months
Swimming & Leisure Pools	Clean and check every 3 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).

Please note in a marine or chemical environment any scratch or damage to any painted surface must be protected within 24 hours to help prevent salt/chemicals getting under the paint. Any sign of corrosion should be reported straight away. If there are multiple signs of corrosion reported at once this is a sign of lack of maintenance and will void any warranty.

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.

STAINLESS STEEL

Over time, if not regularly cleaned or in a harsh environment, stainless steel can show signs of corrosion. This is called 'tea staining'. This does not affect the structural integrity of the product and can be repaired. The below kit can be ordered to repair this –

<https://parts.sunflexuk.co.uk/product/stainless-steel-cleaning-kit/>

DOOR TRACKS

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 UK recommends that the track is then lubricated with a silicone spray.

LOCKING

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.

HINGES

Help ensure any hinges are kept clean and working to their optimum by applying a silicon spray every 3 months.

SYSTEMS IN DIRECT SUNLIGHT

In the event of direct sunlight onto Sunflex UK systems installed into a south-facing property, especially with a dark coloured door, it may be that difficulty will be experienced in locking/closing the door system.

Due to systems being very thermally efficient the outside of the system and the glass can get very hot whilst the internal remains cool. This leads to material expansion and possible temporary bowing of sashes. A quick remedy for this is to spray the system with cold water for a couple of minutes; this will immediately cool the outer face of the aluminium and will allow the system to operate correctly.

Please note, this is not a manufacturing problem, but a result of a good thermal performance and material expansion beyond the systems built in tolerance. This issue should only occur when the aluminium and glass get very hot.

EASE OF OPERATION – DO NOT FORCE

Should you experience any difficulty with the opening of your Sunflex UK system or any operational parts, and following the above steps has not remedied this, contact your supplier/installer immediately for instruction. Any damaged caused by 'forcing' parts or systems will not be covered under your guarantee/warranty.

SERVICING

To help ensure optimum performance is maintained and maximise the longevity of the system it is recommended to get these periodically serviced. The timescale of this can depend upon frequency of use and how close this is to the extremes of the system. Please contact your supplier/installer regarding this.

ORDERING SPARE PARTS

Should you require spare parts for your sliding door system you can order these directly from SUNFLEX UK by visiting <https://parts.sunflexuk.co.uk>

