

# CARE AND MAINTENANCE INSTRUCTIONS

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## Care and Maintenance Instructions

Thank you for purchasing your doors from Dutemann UK Ltd. Your door system has been manufactured to the highest standards to ensure they are 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.

1. Doors should always be opened and closed in accordance with operating instructions, should you misplace the operating instructions, please contact us for a replacement.
2. On our bi-folding door sets with an odd number of panels, 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 **never** be left in the locks of our door systems. Failure to remove keys will cause severe damage to adjoining panels and could also result in the key snapping.
4. On outward opening bi-fold 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 your doors is by regular washing 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 the glass can be conveniently carried out at the same time as other glazing cleaning. Stubborn marks on **powder coating** can be removed by using paraffin based cleaner or a liquid cream cleaner. If atmospheric pollution has resulted in heavy soiling of the coating, then nothing harsher than white spirit should be used for cleaning.
6. 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 hazardous environments the normal frequency of cleaning should be at a maximum of one month intervals. However, where there is a high atmospheric pollution or an extremely hazardous atmosphere the period between cleaning should be reduced.

Where the atmosphere is deemed to be non hazardous, ie rural or a 'normal' urban environment, then the period between cleaning can be extended up to a maximum of three months. However, if heavy soiling occurs a more regular cleaning schedule is required.

An easy reference guide to follow for cleaning:

Normal environment	Clean and check every 3 months
Marine environment	Clean and check every 1 month
Industrial environment	Clean and check every 1 month
Industrial and marine environment	Clean and check every 2 weeks
Swimming and leisure pools	Clean and check every 1 month

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 (ie rural areas becoming industrial etc).

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

Stainless steel parts are long-lasting, eye-catching and extremely resilient, however, in order to keep the finish of stainless steel parts looking at its best, we recommend regular cleaning with a small amount of washing up liquid diluted in warm clean water. Always rinse, dry thoroughly and polish with a soft clean cloth.

Very occasionally, atmospheric conditions can cause the appearance of rust on your product. This is actually a film caused by rust particles being carried onto the surface of the product in the air. If you see these particles we recommend removing them immediately in order to avoid surface corrosion.

For satin or brushed surfaces, rub these particles off using a non-abrasive scourer. For brilliant polished surfaces only use a soft cloth with a cleaning agent for polished stainless steel surfaces if necessary.

7. **Bottom tracks and thresholds** must be kept clean. After operation and before closing, the tracks and thresholds 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 is carried out at least once every month – or more often dependent on use. After cleaning we recommend that the track is then lubricated with a silicone spray 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.
8. In the unlikely event of a squeaky hinge, this can easily be remedied by spraying the hinge with silicone spray.
9. 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.
10. Should you experience difficulty with the running mechanism or any operational parts on either our bi-folding door systems or our Haus range, and if following the above steps has not remedied this, contact us immediately for instructions as, any damage caused by ‘forcing’ parts, will not be covered by your guarantee/warranty.

Should you have any queries on the above, please call and we will be happy to answer any questions you may have.