Care and Maintenance

Content

1. General cleaning instructions

All Rampart materials, such as, aluminum extrusions, gaskets, glass or wood panels are subject to natural aging process. The mood system is designed to last a lifetime. In order to achieve a long-lasting product, the systems must be regularly maintained. However, this must be done in a particular way, otherwise the surface finish may be damaged or may degrade over time. Abrasive materials or strong liquids should never be used on any Rampart products. The cloth should always be rubbed over the surfaces in the horizontal or vertical directions.

2. Veneers and Melamine

Veneered panels should be wiped in the direction parallel to the veining of the wood. Do not wipe with circular movements as the rubbing force concentrates in one single point and this could create marks or stains on the surface. Before using a cleaning product for the first time, it is always advisable to test it on a small or hidden part of the wall.

3. Laminated ceramic parts

These must be cleaned with a damp cloth and soapy water. Abrasive liquid cream applied to a cloth can be used for removing stubborn stains. To prevent marks from being left on the surfaces, it is advisable to wipe them dry with a dry cloth.

4. Wooden parts

Do not use aerosols or chemicals in general. Wooden parts can be cleaned with a soft cloth slightly moistened with plain water or slightly soapy water (use neutral soap). Rinse with a slightly damp cloth and thoroughly dry all the surfaces. Liquid detergent should only be used in moderation: an excessive use of such products may lead to infiltrations between the panel and edge and could cause the panel to swell. Do not use alkaline detergents or ones containing abrasives, soda or solvents, ammonia or acetone. Do not use furniture wax. Do not use pumice stone, wire wool or cloths with abrasive surfaces.

5. **Glass parts**

Use the products specific for cleaning glazed surfaces available from reputable outlets. The majority of glass cleaning products contains ammonia, a substance that could damage the surfaces of the wooden or lacquered frames. Always make a moderate use of such detergents. Excessive temperature changes of the glass must be avoided. The ambient temperature should be between 4 °C to 27 °C. Cleaning the glass panel with a grit-free cloth or grit-free sponge. Using a light to medium pressure, wipe the cleaning solution on the glass. Rinse the glass immediately with clean water making sure to remove all the cleaning solution. Use a clean lint-free cloth or a squeegee to dry the glass surface. Care must be taken to ensure that no metal parts of the cleaning equipment make contact with the glass surface and that no abrasive particles are trapped between the glass and cleaning materials. All water and cleaning solution residue must be dried from window frames, seals and gaskets to avoid any potential deterioration of these materials. If residues are still present on the glass the steps above should be repeated. Abrasive cleaners, powder based cleaners, scouring pads or other harsh materials must never be used to clean the glass. Glazing should never be cleaned with strongly alkaline washing solutions or with acids, particularly hydrofluoric acid or other cleaning agents containing fluoride. These solutions can destroy both the coating and the glass surface and thus lead to irreparable damage.

6. **Powder painted MDF or lacquered parts**

Lacquered or powder painted surfaces require particularly careful maintenance so as to prevent them from being scratched. Use neutral soap or cleaning products diluted with plenty of water and dry the surfaces immediately with a non-abrasive, soft, clean cloth. The detergent must be used in moderation to prevent infiltrations and prevent the panel from swelling.
Do not use: alkaline detergents or ones containing abrasives, soda or solvents, ammonia or acetone. Do not use furniture wax. Do not use pumice stone, wire wool or cloths with abrasive surfaces.

7. **Anodized parts**

Test clean a small area first. Different cleaners should not be mixed.
It is preferable to clean the metal when shaded. Do not attempt to clean hot surfaces since possible chemical reactions on hot metal surfaces will be highly accelerated and cleaning non-uniformity can occur. Surfaces cleaned under these adverse conditions can become streaked or stained so that they cannot be restored to their original appearance. Avoid cleaning in freezing temperatures or when metal temperatures are sufficiently cold to cause condensation. Use a microfiber cloth, mild soap (pH between 6 and 8) and water. Never use brass polish or abrasive cleaners. The minerals in water would cause white spots on anodized finishing. Thus, dry the anodized aluminum finish with a microfiber cloth immediately after finishing the cleaning processes. Do not use excessive abrasive rubbing to remove stubborn stains. Such procedures can result in an even more undesirable appearance or adversely affect the finish.
For more reference, please refer to American Architectural Manufacturers Association (AAMA) – 609.1-85.

8. **Painted metal parts**

It is preferable to clean the metal when shaded. The ambient temperature should be between 4°C to 27°C. Use a soft cotton cloth moistened with diluted soapy water (neutral soap) or with lukewarm water and a mild detergent. Dry immediately after cleaning using a soft cloth.
Do not use powders or abrasive products as they would score the surface. Do not use wire wool or excessively aggressive products (e.g. ones containing chlorine, muriatic acid, bleach, etc.).

9. Fabric components

Regular cleaning is important in order to keep the fabric looking its best and to prolong its life. Dust and dirt wear down the textile and also reduce its fire-retardant properties.
Normal cleaning: Vacuum frequently at half power where appropriate. Wipe fabrics made from polyurethane with a dry or moist cloth. May also be vacuum-cleaner with a soft brush.
Stain removal: we recommend contacting a professional cleaning institute. Employing pH neutral carbon dioxide solutions for cleaning is recommended because this method avoids the use of soap.

10. Hardware

10.1 General:
Abrasive cleaners, harsh chemicals, or lacquer thinner should not be used to clean the surface of any door hardware. The most commonly used cleaner should be a lightly dampened, clean, cotton cloth. The use of abrasives and harsh chemicals is often considered abusive treatment. Check mounting fasteners periodically. Retighten if found loose. Periodically clean finish hardware to maintain the best possible appearance. The following are the recommended methods for cleaning popular finishes.
Satin stainless steel: Use a non-chlorinated kitchen or stainless steel cleaner and a soft cloth. Light surface rust can readily be removed by rubbing the surface with a brass silver or chrome cleaner. Irreversible pitting will develop under rust that remains on stainless for any period of time. Never clean with mineral acids or bleaches.
Anodized Aluminum: Follow section 7. Anodized parts.
Powder Coated: Follow section 8. Painted metal parts

10.2 Locksets
Clean lever set using only a soft, damp cloth. Do not use any lacquer thinners, caustic soaps, abrasive cleaners or polishes, which can damage the coating, resulting in tarnishing and will void the warranty. If cylinder is rough or dragging, lubricate with powdered or liquid graphite. Do not use oil-based lubricants. Some cylinders are stiff when they are new and will loosen up with usage.

10.3 Exit Devices
All surfaces can be cleaned with soap and water or a mild non-abrasive chemical cleaner. Periodically remove covers of the exit devices and lubricate the mechanical parts with a small amount of silicone base lubricant or lithium grease to ensure smooth operation and long life. This is regularly required in corrosive environments for proper product operation.

10.4 Closers
Periodic adjustments to closers are not necessary, however the closers can be adjusted to best accommodate different circumstances. Periodically lubricate the pivot points on closer arms with a small amount of silicone base lubricant to ensure smooth operation and long life.

10.5 Hinges and Auxiliary Door Hardware
To remove dirt from hinges, simply wipe with a soft damp cloth. This also applies to trim and auxiliary hardware (stops, pulls, push plates, etc.). For all products, abrasive cleaner or lacquer thinner should not be used to clean the surface. To do so, may void any warranty for the product.

10.6 Gaskets

A visual and operational inspection should be performed periodically. Inspect for signs of deterioration such as splitting, cracking, or deforming of flexible components. Install replacement components as needed.

MECHANICAL PARTS AND MOVING COMPONENTS

Contact Rampart for all issues related to doors, hinges, glass, track related issues. Rampart will advise on the proper course of action. Do not attempt to make changes or modifications to the system without first consulting Rampart or a certified installer as the system is complex and making changes without full knowledge of the system may cause damage or injury to users of the system or to the system itself and cause it to fail.

ROUTINE MAINTENANCE

Inspect the entire system on a regular basis and pay close attention to doors and related components (hinges, handles, locks, doorframe, etc.). Take great care when cleaning around electrical, telephone and data input sockets.