

UNEX PRODUCT WARRANTIES

At UNEX, we stand behind the quality of our systems. UNEX warrants that all products comply with the requirements of the Consumer Guarantees Act 1993, and are warranted against defects in design and manufacture under normal use. Coverage is for ten (10) years in residential applications and five (5) years in commercial applications, starting from the date of delivery.

This warranty applies only to genuine UNEX components, fabricated and installed by an authorised UNEX fabricator or installer, and maintained according to UNEX care and maintenance guidelines. It also requires fabrication and installation in line with the current UNEX Fabricator Manual, all project-specific instructions, and Clause F4 of the New Zealand Building Code. The warranty applies only to the product supplied for the specific project and site and is not transferable.

This warranty does not cover incorrect installation or fabrication, improper storage, handling or transport, unusual or extreme conditions, waterproofing issues, unauthorised repairs or modifications, normal wear and tear, or materials not manufactured by UNEX. UNEX is not liable for indirect or consequential loss, including loss of business, property damage, or third-party claims.

Claims must be made in writing to UNEX within the warranty period. UNEX may, at its discretion, repair, replace, or refund the defective product or part. UNEX is not responsible for fabrication, installation, or site costs related to replacement products.

This warranty does not cover surface finishing, nor any materials or products that are covered by the warranty of another supplier or manufacturer.

Purchaser Responsibilities

- > Be the original purchaser of the product.
- > Demonstrate the defect is due to faulty materials or workmanship.
- > Confirm the product has been used expressly for its intended purpose.
- > Provide evidence that care and maintenance obligations have been met.
- > Lodge the claim within the warranty period.

PRODUCT CATEGORY	DESCRIPTION	WARRANTY
Balustrades & Screens	Aluminium - Residential Application	10 Years
Balustrades & Screens	Aluminium - Commercial Application	10 Years
TreadTech Deck framing	Aluminium - Residential Application	10 Years
ScreenPro Heat Pump Covers	Aluminium - Residential Application	5 Years
Duralloy Powdercoat	Powdercoat colour warranty	10 Years
Duralloy+ Powdercoat	Powdercoated Aluminium	15 Years
Duratec Powdercoat	Powdercoat colour warranty	20 Years

DURATEC® DURALLOY®

☎ 0800 333 777
✉ info@unex.co.nz
🌐 www.unex.co.nz

UNEX
ARCHITECTURAL BARRIERS

CARE & MAINTENANCE OF UNEX BALUSTRADES

It is the Fabricators responsibility to ensure that a copy of these Care and Maintenance Instructions is made available to every purchaser of UNEX Balustrades. It is important that every building owner observes these recommendations to obtain the durability required in the NZ Building Code.

1. MAINTENANCE OF ALUMINIUM BALUSTRADES

Cleaning is necessary if the fine finish of powdercoated and anodized aluminium is to be preserved. Deterioration of the coating occurs mainly as a result of grime deposition and attack by contaminated moisture which in a coastal environment contains salt and sulphur compounds. Deposited grime and contaminations absorbs moisture like a sponge and holds it against the powdercoated and anodized surfaces. This permits attack to proceed thereby damaging the coating which cannot be restored.

- Safety barriers shall be maintained in a structurally sound condition and, where applicable, self-closing gates and other components required for the protection of children shall be kept operable. Defects should be remedied immediately once they are apparent.
- Ensure drainage holes in posts and rails are kept clear, on 6 months frequency.
- While surface finishes do not last forever, observance of these instructions will maintain their appearance and significantly extend their useful life.
- Powdercoated surfaces will lose some gloss with time. Where desired, powdercoated gloss may be enhanced with 'Dulux Gloss Up', used in accordance with the manufacturer's instructions.

CARE AND PROTECTION

Always protect the balustrades from contact with:

- Wet cement or plaster, household cleaners including bleach, paint splashes, chemicals, solvents, stains and fertilisers are possibly harmful to the surface finish. If contact does occur, remove the contaminant immediately and wash as described below.
- Copper, brass, lead, mild steel, CCA treated timber, cement or concrete less than 1 month old, and water which has contacted any of these substances.

GUIDELINES FOR ALUMINIUM BALUSTRADE CLEANING

It is recommended most residential balustrades in mild conditions or interior installations be cleaned at least every once a year. In areas where pollutants are common such as industrial or geothermal areas, and for all sites within 1 km from the sea or in any sea spray zone identified by Section 4.2 of NZS 3604:1999, cleaning must be carried out more frequently as required, but not less than every three months.

PROCEDURE FOR ALUMINIUM BALUSTRADE CLEANING

- Gently remove loose deposits with a wet sponge. Do not dry dust, or the surfaces will be scratched. Remove any moss growth, and ensure that all drain holes are unblocked, particularly those at the base of the posts and underside of lower rails.
- Using a soft brush and a mild household detergent in warm fresh water, clean the surface to remove any dust, salt, or other deposits. Pay particular attention to any areas not washed naturally by the rain. In the instance of stubborn stains, use ONLY Isopropyl alcohol (IPA) or methylated spirits to help remove these.
- Always rinse well after cleaning with fresh water so that the contact time of the cleaning solution is kept to a minimum. Hosing must be avoided under all

circumstances. Rinse with a chamois, or a soft cloth.

IMPORTANT NOTES

- Never use scrAPE2rs, emery pAPE2r, sandpAPE2r, steel wool or other highly abrasive materials on any aluminium, nor acid or alkaline cleaners, or any chemical cleaners, as they can damage the anodised or powder coated finish.
- Be careful with emulsion cleaners as they too can attack anodised coatings – use only in consultation with companies who are specialists in anodised aluminium. Solvents, household cleaners, bleaches, and abrasive cleaners are possibly harmful to the surface finish and must not be used.
- All coated aluminium surfaces should avoid contact with acids, alkalis, mortar based products and solvents.
- Sunscreen can leave permanent marks on aluminium. Use gloves when handling, and, if affected, wash the sunscreen off immediately with warm, soapy water.

2. MAINTENANCE OF GLASS

Glass needs to be periodically washed to remove visible dirt and to prevent accumulations of dirt from bonding to or attacking the surface. Glass should be washed frequently as is needed to keep its appearance acceptable. In some locations, and for some building owners, this cleaning will be more frequent than for others.

GUIDELINES FOR GLASS CLEANING

- Glass should be cleaned using only cleaning materials which are free of grit and debris (to avoid scratching and marking of the glass surface).
- Only detergents and cleaning solutions which are recommended for cleaning glass should be used. Mild detergents are preferable.
- Extra care is necessary where high performance and coated glass products are installed as the coated surface can be susceptible to stains and scratches.
- Hand cleaning of the glass surface to visibly remove accumulated dust or fingerprints can be accomplished using a number of different glass cleaning products. Recommended cleaning product is Mr Muscle® Surface and Glass. For screen printed glass, use only neutral cleaning products on the printed surface. The use of ammonia-base and alcohol-base glass cleaners are not recommended because these products tend to leave visible streaks. The exterior surface of the glass is not coated so cleaning can be undertaken in the same fashion as ordinary glass.
- Glasses with a Low E or reflective coating need to be treated with special care when cleaning to ensure the coating is protected and not damaged once cleaned. Do not use razor blades, steel wool or other metallic objects on the coated surface.

PROCEDURE FOR GLASS CLEANING

- While cleaning ensure jewellery and watches are removed and gloves should be worn to avoid scratching the surface of the glass. scratches that occur from foreign objects will be permanent and are not repairable.
- Flood the glass surface with water and the spray-on cleaning solution or with a cloth saturated with the cleaning solution. Be generous with the amount of solution applied.
- Scrub the wetted surface with a clean, lint free towel or cloth.

It is recommended most residential balustrades in mild conditions or interior installations be cleaned at least every 6 months. In areas where pollutants are common such as industrial or geo-thermal areas, and for all sites within 1 km from the sea or in any sea spray zone cleaning must be carried out more frequently as required, but not more than every three months.

PROCEDURE FOR STAINLESS STEEL CLEANING

- a) Use a soft nylon brush to remove accumulated dirt.
- b) Wash with warm water, mild soap or detergent.
- c) Follow with a clean-water rinse.
- d) Wipe dry with a soft cloth, disposable wipe, or air blower.

PROCEDURE FOR STUBBORN DIRT AND STAINS

- e) Use a soft nylon brush to remove accumulated dirt.
- f) Use non-scratching abrasion powders such as typical household cleaners.
- g) For more aggressive cleaning a small amount of vinegar can be added to the powder.
- h) These can be used with warm water, soft bristle brushes, sponges, or clean cloths.
- i) Follow with a clean-water rinse.
- j) Wipe dry with a soft cloth, disposable wipe, or air blower.

IMPORTANT NOTES

- Avoid any contact with carbon steels or iron.
- Use cleaners showing "Suitable for Stainless Steel"
- Do not weld, cut, drill, or grind carbon steel near stainless steel.
- Avoid contact with concrete detergents and chloride solutions.
- Do not use steel wool or other abrasive scrubbing pads.
- Never use chloride cleaners, abrasive cleaners, all-purpose cleaners, or chloride bleach cleaning products on stainless steel.

ABOUT THIS ADVICE

This information is offered as a general guide only and specific advice should always be sought from a reputable glazier or professional window cleaner before undertaking any cleaning. This guidance does not preclude the use of other methods, materials or equipment. However, the user should undertake careful evaluation and make suitable enquiries of the suitability of alternative methods, materials or equipment, before using them.