

L I M I T E D

Care & Maintenance

**of Shopfronts,
Fittings & Interiors**

2017

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Care and Maintenance of Shopfronts, Fittings and Interiors

The development and new processes has resulted in considerable advancement, both aesthetically and functionally, in the design and appearance of all types of premises.

The shopfitter, combining a high standard of design and crafts ability, uses these new materials and processes to construct facades and interiors of pleasing and compelling appearance in keeping with the changing times and the competitive scene.

To maintain your investment: to ensure that your shopfront and interior look their best; to show your commodities to the best possible advantage, and to be fair to the reputation of the shopfitter who has created and installed them, proper maintenance is essential.

The purpose of this booklet is to give you the best possible advice on how to keep your shopfront and fittings clean and attractive.

REGULAR CLEANING IS IMPORTANT: A few weeks' neglect may cause irreparable damage.

Metals

Atmospheric deposits, sulphurous acids, carbon dioxide and other chemicals in the air will discolour and tarnish all metalwork, and in time cause corrosion. Regular maintenance prevents atmospheric deposits building up and attacking the metals.



Anodised Aluminium

Weekly: Wash with mild soap and water or a mild detergent solution, a fine brush may be used to loosen dirt/grime, rinse down with clean water and dry off with a soft cloth or chamois leather. Difficult grime can be cleaned with a soft cloth and white spirit, wash off thoroughly and dry. Apply a liquid wax polish to protect the metal from the atmosphere.



AVOID: The use of stiff brushes. Metal polish of any kind, abrasive cleaners, strong alkalines or acids, and the use of ammonia or ammonia based cleaners from washing windows as they can cause staining of surrounding framework.

Anodised (Coloured) Aluminium

As for anodised.



Milled and Satin finished (Unanodised) Aluminium

Weekly: Wash with mild soap and water or a mild detergent solution used a soft brush to get into corners and crevices. Rinse down with clean water and dry off.

Monthly: Interior surfaces to be treated in the same way.

Metals



Bronze* (Natural finish)

New installations twice weekly: Clean with tepid soapy water to remove grime and grit, rinse down with clean water, dry off and then wipe down with a clean duster lightly damped with turpentine. After a few weeks of this treatment the bronze will assume a rich brown tone. *Weekly, or as required, depending on the severity of the environment.* Thereafter, all that is required is a regular wiping down with a duster lightly damped with turpentine followed by rinsing down with cold water, drying off and the application of a coating of wax polish, well polished off to preserve and protect the finish.

AVOID: Metal polish and all abrasive and hard rubbing. Liquid wax or silicone wax polishes. Do not use detergents.

* “Bronze” is used as the accepted shopfitting term for “Gilding Metal”.

Bronze (Artificially toned)

Weekly: The metal is artificially toned and if properly maintained right from time of installation, a pleasing velvety sheen develops.

Wash down to remove grime/grit and clean down with turpentine, rinse with clean water, thoroughly dry off and apply a light coating of liquid wax polish.

AVOID: Metal polishes, paraffin, abrasives, soda or caustic preparations and hard rubbing.



Bronze (Polished) or Brass

Twice weekly or more frequently depending on severity of the environment and tarnishing: Wash away grime and grit used a tepid soapy water, rinse down with clean water and dry off. Apply any good metal polish or impregnated wadding, rubbing in vertical or horizontal strokes to obtain an even appearance and to remove all traces of tarnishing. Carefully remove surplus polish and coat with an application of wax polish to protect the surface from the atmosphere.

N.B. Bright polished “bronze” or brass for exterior work requires almost daily cleaning to retain its bright appearance.

Silver Bronze (Nickel Silver)

Twice weekly or more frequently in damp or humid weather: This metal, although highly resistant to corrosion, will tarnish to a dark colour if neglected. Clean in a similar manner to polished “Bronze”.

N.B. This is another material which for reasons of maintenance is not really practical for exterior use.

Lacquered Surfaces

Weekly: Metal surfaces which have been given coats of cellulose lacquer should be carefully washed with soapy water to remove grime and grit, rinsed down with clean water, dried off and coated with an application of wax polished off to prolong the life of the lacquered film. Lacquer life cannot be guaranteed, being dependent on atmospheric conditions and must be carefully watched to determine re-lacquering requirements.

AVOID: Abrasives or anything which may scratch the coated surface.



Metals



Chromium Plate

Weekly: Wash off grime and grit with luke warm soapy water or a mild detergent solution. Follow with clean water, dry off and polish with a soft duster or chamois leather. If any signs of discoloration appear these can be removed with one of the proprietary brands of chrome polish.

AVOID: Ordinary metal polish.

Stainless Steel (Bright Polished)

The most durable metal for shopfronts. Requires the minimum of attention but is must not be neglected.

Wash away grime and grit with luke warm soapy water or a mild detergent solution using a nail brush for awkward crevices and corners thoroughly to remove the grime and dirt, and then repeat with clean water. Dry and polish with a soft duster or chamois leather.

AVOID: Metal polishes and other abrasives.



Stainless Steel (Satin Finish)

As for “bright polished”, but satin finish is more susceptible to staining and requires more regular cleaning.

AVOID: Metal polishes and all abrasives, toxic materials, acids, strong alkalines, nylon pads, wire wool.



Coloured Stainless Steel

Weekly: Wash away grime and grit with luke warm soapy water ; mild washing up liquid may be used. The soap must be thoroughly rinsed off the steel with clean, preferably hot, water, to prevent staining. Oil and grease marks can be removed using organic solvents (e.g. a duster lightly dampened with turpentine, or a proprietary cleaner such as “Genklene”).

AVOID: Metal cleaners and metal polishes or any abrasive cleaners.



Stove Lacquered Materials

Weekly: Use a damp cloth with a light solution of washing up liquid. Remove any grease or finger marks, then dry with a soft cloth.

AVOID: Any abrasive materials.



Polyester Powder Coated Materials e.g. Syntha Pulvin

3 monthly or more frequently depending on severity of environment: As with any organic coating, in order to retain the aesthetic properties, it is recommended that the coating be regularly maintained. Wash at intervals of not more than three months using a solution of warm water and mild detergent. (e.g. 5% Teepol solution or mild washing up liquid). All surfaces should be cleaned using a soft cloth or sponge but nothing harsher than a natural bristle brush.

AVOID: Abrasive cleaners/cleaning solutions eg: ketones, esters or alcohols.

Decorative Stones



Granite (Polished)

Every two or three months, depending on the severity of the environment: The most durable and one of the most impervious of all materials used in a shopfront and requiring nothing more than washing with luke warm slightly soapy water and rinsing down with clean water to remove surface deposits of grime and grit. Dry off thoroughly.

Granite (Unpolished)

Frequent professional cleaning may be necessary to maintain appearance. As for polished granite but use a stiff brush.

Marble (Light and White)



Fortnightly or as circumstances require, depending on the severity of the environment: The appearance of light marbles is easily spoiled in heavily polluted atmosphere areas. To be kept clean, bright and fresh looking they require to be washed down with tepid soapy water and rinsed down with clean water. Afterwards they should be dried off and very lightly coated with a liquid wax polish against acid contamination from the atmosphere. Periodic use of a low pressure hot water lance might be desirable to prevent a build-up of polish than can lead to discoloration or a patchy appearance.

Internally, particularly where contact with food is made, no added protection need be used, but the use of trivets/place mats under hot dishes will prevent heat marks or scratching. Marble is porous and easily stained and etched by acids, so avoid spills of vinegar, fruit juice and carbonated beverages. Wipe immediately if spills occur, wash and rinsed off with plenty of clean water and then dry thoroughly.

AVOID: Cleaners that contain acids bleach or ammonia, and the use of abrasives, scourers and stiff brushes.



Marble (Coloured)

Fortnightly or depending on the severity of the environment: As outlined for white or light marble, applying a coat of wax polish carefully polished off.

Marble (Black)

Treat as for coloured marble, but it may require especially skilled attention.



Terrazzo

Weekly: Where used on fascias, pilasters and stallrisers, terrazzo should be washed down regularly with clean water and soap; the latter tends to retain the high polish. Cleaning powders need only be used on these surfaces about every two months, or when markings and dirt are to be removed. When the surface has been cleaned and is thoroughly dry, a good quality liquid wax can be applied as for other polished surfaces on the shopfront, the process being completed by a final rub over with a clean cloth.

After several applications of wax polish the surface can often be maintained simply by rubbing over with a clean cloth and the periodical absorption of the wax into the terrazzo acts as a protecting coat against dirt and moisture. The material will ultimately require very little attention to keep clean.

With new work the initial washing, cleaning and waxing is particularly important and it is essential to have constant clean water. Do not polish terrazzo floors or steps. Clean only with a neutral PH cleaner or non-treated dry dust mop.

AVOID: All-purpose cleaners or soaps containing water soluble, inorganic or crystallizing salts, harmful alkali or acids.

Woodwork



Hardwood (French Polished)

Weekly or more frequently depending on the severity of the environment: French polished woodwork exposed in external situations should be washed and cleaned as often as the windows. Use warm soapy water, rinse off with clean water and dry thoroughly with a soft rag or chamois leather.

2-monthly: About every 2 months apply a thin coat of liquid wax polish.

New installations: With new installations it is recommended that the front be re-polished professionally at the end of the first year, early autumn being the best time, and again after a further two years. Thereafter once every two or three years will suffice, providing the polish receives regular cleaning.

Periodically: Interior woodwork should be dusted regularly and every few months wiped down with a slightly damp cloth using a solution of two teaspoons vinegar or one teaspoon of acetic acid to 5 litres of water and wiped off with a chamois leather. Normal dusting does not always remove grease deposits. Use a soft cloth to apply a minimal amount of liquid, solid or good quality aerosol wax spray polish and buff up with another soft cloth.

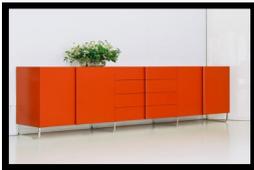
AVOID: Allowing polished woodwork to get damp. **AVOID:** Abrasive cleaners.



Melamine Lacquer finishes, Formica and other Laminates

Weekly or as necessary: Laminate surfaces are best kept clean by cleaning with water and mild detergent. Persistent marks can be removed by using a mild abrasive cleaner. On no account should harsh abrasive cleaning agents be used to remove stubborn markings. Instead, non-scratch scouring cream or pastes should be used as they will not alter the surface appearance.

After cleaning, the surface must be washed thoroughly with clean water, polishing dry with a soft cloth. Window cleaning agents such as a few drops of vinegar on a wash leather or the use of proprietary agents are excellent in removing and avoiding smears to the final finish.



Microporous finishes

Periodically: Where proprietary microporous finishes are used, these give a moisture control system and avoid the problems of flaking/blistering which may result from trapped moisture. The appearance falls short of the traditional polish and varnish finish but has the advantage of very slow degrade. The finish is low maintenance requiring only periodic washing with a mild soap solution.

Laminate Surfaces



Care of Laminate Worktops, Surfaces and ColorCore 2

General cleaning of laminate worktops requires only a damp cloth and a mild detergent or non-abrasive cleaner diluted in warm water. Abrasive scouring powders, creams and even polishes should all be avoided. Potentially persistent stains should be removed immediately. If stain remains, using a paste of baking soda and water applied with a soft brush, lightly scrub in a circular motion. Rinse with warm water and dry with a soft cloth. Repeat if necessary. If stains do not respond to this treatment, undiluted bleach may be used. Leave on surface for no more than 90 seconds, rinse thoroughly with warm water and dry. (warning prolonged exposure to the laminate surface with bleach will cause discolouration) Solvent glue stains and pencil marks can be removed by lightly rubbing with a soft cloth soaked in white sprit.

Scratches

Scraping with sharp edges should be avoided and objects with rough or uneven bases can cause scratches if allowed to slide across the surface. Food should not be chopped on a working surface—use a chopping board will prevent permanent damage.

Heat

Although most laminates are tested to a temperature of around 180 degrees Centigrade, care should be taken to avoid prolonged exposure to high temperatures. Objects such as oven hot pans and dishes should not be taken from direct heat and placed directly on the laminate. Burning cigarettes should never be left on the surface.



Solid Surfaces



On installation a solid surface worktop will have an overall satin sheen finish. As you use it, the surface acquires a smoother, more silken finish and appearance. So that this lustre does not appear unevenly, use a gently abrasive powder or cream once or twice a month over the first few months. Using a circular motion, clean the entire top using a wet sponge and cleaner, then rinse thoroughly and dry.

Any spillage should be cleared up straight away and wiped off with a mild detergent or hard surface cleaner. More persistent stains may need a gently abrasive powder or cream. Apply in a circular motion and rinse off with water.

More persistent stains ie: saffron or lily pollen, or indeed scratches may be attacked by using a harsh abrasive powder or an abrasive plastic scouring pad (ie: Scotch-Bright). If you have to use harsh abrasives or pads, always restore the over lustre afterwards using the gentle abrasive powder or cream, again in a circular motion and rinsed off afterwards.

Preventing damage

Heat: Rather than cause accidental heat damage, prevent such damage in the first place:

Note—Make sure electrical appliances such as fryers and cookers have at least a 7mm space between underside and counter top.



Always use a heat protection pad or trivet (with rubber feet) for hot cookware or leave cookware to cool on the hob first. A hot pan, especially cast iron can damage the surface or indeed crack it.

Scratches: is not a good idea to cut or chop on solid surface materials—it will score the surface. Day-to-day abrasion marks will occur—please use cleaning methods as described earlier.

Chemical spillage: Avoid surface contact with strong chemicals and acids (eg: paint stripper, brush cleaner, acid drain cleaners or nail varnish removers. Accidental spillage should be flushed with soapy water to avoid further damage.

Serious damage (eg: cracks or heavy scratch or stain marks can be repaired reasonable easily. Please call PJW Limited and we will be able to help.



Flooring



Altro Safety Flooring

Heavily trafficked or highly visible areas need to be cleaned more often than areas which are seldom used, or where appearance is less important. The best and most cost effective method of cleaning Altro safety flooring is by machine. Care should be taken to select the correct pad: medium pads for safety flooring. For Altro Marine 20, use nylon or polypropylene brushes. Remember that dirty equipment, particularly mops, does not clean but merely redistributes the dirt. Use only recommended cleaning liquids in the correct concentration. Do not mix cleaning liquids, and always follow the manufacturer's instructions.

Remove scuff marks regularly. Use the correct machine pad, or scrub by hand, using scouring powder. For areas requiring renovation due to neglect or heavy soiling consult Altro Technical Services on 01502 561364.

General notes concerning staining

Some materials are known to cause staining on vinyl floors eg:

Asphalt and bitumen materials

Cardboard/hardboard (wet)

Transfer of some fire treatments and maintenance materials used on carpets

Dyes from printed literature or packaging

Rubber-backed carpets and rubber mats

Rubber furniture rests and trolley wheels

Shoe soles not made from non-staining materials

Heat degradation

Some chemicals used in cleaners eg: pine oil

Poster paints and powder paints

Marble, Terrazzo, Mosaics, Tiles, Quarries

Weekly or as traffic and soiling require: The main point is to avoid a polished and therefore slippery surface. Wash with tepid water using a mild abrasive if necessary, rinse down with clean water and dry off. If soapy water or some proprietary cleaner is used all traces of soap or cleaner should be washed away to avoid slippery surfaces or caustic action.

Linoleum and Thermoplastic Tiles

Daily or as traffic and soiling require: Wash with a minimum of tepid soapy water or a mild detergent solution, rinse down with clean water and dry off completely. Apply a reputable brand of non-slip wax floor polish.

Old dressings of wax may need to be removed periodically and this can be done either with white spirit or turpentine substitute. Slight scuff marks can also be removed with white spirit. Non-slip polish or the emulsion type will discolour if allowed to build up where continuously applied. A proprietary brand of floor tile cleaner can be used to advantage.

Parquet or Polished Hardwood

Daily or as traffic and soiling require: Dust or sweep surface perfectly clean and wipe over with good proprietary floor polish. Finish with a soft mop or duster. If greasy or dirty wash with soapy water but not detergent or caustic and rinse off with clean water. Thoroughly dry off and apply a light coating of liquid wax polish.





Ceramic Tiles

Caring for Ceramic Tiles

Wiping or damp-mopping regularly with water and an all-purpose cleaner will keep your ceramic wall and floor tile looking new. For heavy-duty cleaning of ceramic floor tile, use a scouring powder plus a nylon scrubbing pad. For really difficult stains, mop a scouring powder paste over the surface of the ceramic tile and let it stand about five minutes. Scrub it with a brush, rinse, and wipe dry. Ceramic wall tiles can simply be wiped clean. Avoid using steel wool pads and harsh cleaning compounds so your ceramic tile will maintain its lustre.



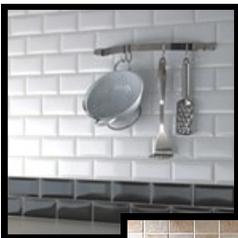
Glazes are highly resistant. The combination of hardness and low-moisture absorption rate make ceramic floor tile impervious to virtually all acids (except hydrofluoric), alkalines, oils and other caustic and corrosive substances.



For glazed-tile floors, vacuum regularly to remove dirt and gritty particles. Follow with a mop or sponge dampened with an approved household cleaner.

Heavy-Duty Cleaning

For high traffic areas or when tile has been neglected for a long time, heavy-duty cleaning may be required. Glazed walls and countertops should be cleaned with a scouring powder, commercial tile cleaner or all-purpose cleaner applied with non-metallic or very fine stainless steel pad. Rinse and wipe dry.



To clean badly soiled countertops, cover with a solution of scouring powder and very hot water. Let stand for about five minutes, then scrub with a stiff brush. Rinse thoroughly. If stain remains, apply bleach and let stand. Rinse well with clean water and dry after all cleaning.



For glazed floors, use a commercial tile cleaner, or apply a strong solution of all-purpose cleaner or scouring powder paste. Let stand five minutes, brush and scrub. Then rinse with clean water and wipe dry.

DO's and DON'Ts of Ceramic Tile Care

Do not combine ammonia and household bleaches. **Do not** use harsh cleaning agents (such as steel wool pads) which can scratch or damage the surface of your tile. **Do** test scouring pads in a small area first. **Do** use a silicone sealer on grout joints if continuous staining is a problem.



Periodic Cleansing for Ceramic Tiles

Rotary, cylindrical or reversing mechanical scrubbing machines, may be used from time to time if there is a dirt build-up particularly in large areas. Using uni-mix nylon polypropylene brushes, these machines should rotate at a slow to medium speed. Allow the water detergent mixture to remain on the floor for 5-15 minutes. Repeat the scrubbing operation with clean water while the suction drying facility (if any) is switched on. Spilt oil, fat or materials likely to stain or cause slipping, should be removed immediately by using detergent and hot water. Rinse thoroughly with clean water.



When it's necessary to scour the tile, remove impacted or built up dirt, abrasive powder may be added to the water detergent mixture. Remove the residue with clean water before it dries out.

High velocity water jets may be used for general use and removal of stubborn dirt. These will not damage the tiles, but may erode the joints if used regularly. Warm or hot water with a neutral detergent may be used for oil and grease removal.



Laminate Flooring

The best way to keep your laminate floor looking its best is to understand its limitations. General daily maintenance requires vacuuming, sweeping and dust mopping. Laminate floors are fade, stain, dent, burn and scratch resistant. However, it is still possible that you may end up with a scratch, chip or dent that will require repair. Laminate flooring is very tough, but it is not “bullet proof”.



There are a range of flooring laminate putty's which can help mask any small chips in your flooring however, they will not cover or high scratches. Scratches will fade a little with use of the flooring depending on how deep, with proper advice and cleaning equipment, you can reduce the risks of damaging your flooring and keeping it looking new.



While laminates are meant to stand up to wear, they keep a new look if you follow this simple advice.

Vacuum or sweep the flooring to remove loose dirt or grit. Whilst many laminate flooring manufacturers actually say you can use vacuum's with hard floor attachments, we recommend you only use a soft brush to clean the surface grit and dirt away prior to mopping. We have found that if your flooring is suffering from a lot of grit particles on the floor you do risk the chance of some of this grit getting onto the wheels of the vacuum, and whilst dragging or pushing the vacuum around the floor, it is possible that a piece of grit can stop some of the smaller wheels found on today's vacuums from going around, this will result in a scratch on your laminate floor.



Flat mop, using a laminate manufacturer's cleaning solution. Spray the cleaning solution onto a flat mop with a microfibre cloth, do not saturate or over wet the mop. The mop should not leave moisture behind the mopped area cleaned, this should be almost dry. If your laminate flooring has a wood grain type finish, the flooring should be mopped in the same direction as the grain.



Never use polish, varnish or wax. Most laminate flooring have a pre-finished wear layer, this never needs further treatment, only correct cleaning.

Never clean with abrasives, scouring powder or steel wool.

Wipe up spills/liquids immediately.

Avoid allowing any liquids to stand on your floor—including your pets water bowl.



Dirt is the primary enemy of laminate floors. Walking over time causes fine scratches that lead to dullness and larger particles of sand or rocks cause visible scratches

Protections Advice for Laminate Flooring

Never drag any unprotected furniture or heavy items across your floor.

Install felt pads to the bottom of chairs/tables/furniture.



Install proper barrier mats. It is essential that proper door mats are used at every entrance and exit of your premises. A good system is to have a coir or Astroturf type mat on the outside to remove grit from the treads of shoes and then a rubber backed cotton based map inside. This will reduce the transfer of grit and moisture onto your laminate floors.



When using caster cups it is best also to install felt pads to the base of these to reduce scratches.

Shop & Office Entrances

Doors

Particular attention should be paid to the metalwork of doors which should be cleaned regularly by the appropriate method for the particular metal as described earlier to remove grit and atmospheric deposits. If these are allowed to build up, corrosion can occur and the surface will be destroyed.

AVOID: Allowing water/cleaning agents to enter locks through the keyholes.



Rubber Mats

These should be periodically removed from the mat well and cleaned with a stiff brush. If very dirty, clean with ordinary soap and water and *dry well* before replacing.

AVOID: Polishes having wax or oil content.

Glass

Wash as often as possible with clean water and a chamois leather, scrim or squeegee, and dry off. The occasional application of a proprietary window cleaner or polish can be beneficial providing it does not contain ammonia. Advice will gladly be given by a reputable window cleaning company.

The stopping filled in between the plate glass windows and the timber or metal mouldings sometimes perishes after a time, especially along cills and transoms. If neglected, damp will penetrate and reach the wood core of the metal moulding which may swell and burst the metal. Contact your shopfitter for advice.

Roller Shutters



Reliability and safety in operation can be achieved by regular inspection and maintenance of your door. Prompt repair action will avoid any unnecessary over stressing of components, greatly prolonging the useful life of the door.

Warning: Untrained personnel should not interfere with any of the components that are under tension, they can be extremely dangerous and should only be considered as Level 3 maintenance.

Level 1: (by the user) On a daily basis, the user should ensure that:

There is no visual damage to any part(s) of the door and that excessive force is not required to operate the door

All accessible components of the door are clean and free of built-up dust and dirt

Any bottom tracks are free from debris and if not, cleaned out

They are fully conversant and comply with these instruction and all the Safety instructions applicable to your product

There is no irregular noise when the door is in operation.

Level 2: (by Specialist Engineer) Level 1 check, and also:

Check all fixing bolts, screws and bolts are tight

Generally clean the faces of the doors and wipe excess grease off tracks

Level 3: (by Approved Installation Team only)

All other repairs eg: Fire Roller Shutters, electric operations, barrel and counterbalance assembly, Speed/Rapid Roll doors, testing etc. should be carried out by an approved installation team.



Door Furniture

Hinges



Hinges must be fitted accurately to ensure efficient operation and all hinge pins should be in vertical alignment.

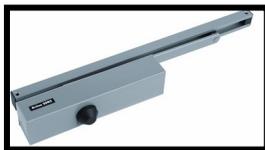
Loosening of hinges is usually caused by poor alignment or by incorrect choice of screws. Loose screws should be tightened and if possible the problem should be eliminated by realigning the hinges or by replacing the screws with a more suitable type.



Hinges should be lubricated periodically with light machine oil.

Whilst squeaking of hinges is a sign of lack of lubrication, if it occurs frequently then pin misalignment should be investigated.

Overhead Door Controls



Since all internal parts are completely immersed in oil there is little routine maintenance to be carried out. However, each overhead door closer should be inspected for oil leakage, tightness of fixings and correct operation. Light oil lubricant should be applied to exposed pivot points.



Ensure the door closes smoothly and firmly into the frame overcoming the latch and/or seals if fitted. If it does not, make sure the lock and hinges are correctly fitted and operating correctly before adjusting the closer.

To avoid slamming, the latch action should be adjusted. Where backcheck or delayed action functions are incorporated these should also be checked and adjusted. Similarly with adjustable power units the valve should be adjusted to take account of the size of door, variable air pressures and the ability of the user to operate the door. It is recommended that doorstops be fitted to all non-backcheck applications to prevent the door opening beyond the limit of the closer.

Locks and Latches



The correct operation of a lock or latch, assuming correct fitting, is often affected by movement of the door or frame caused by climatic conditions or wear on hinges.

The usual result is the inability of the latch and deadbolts to easily engage the striking plate or keep, requiring an adjustment to their position on the frame. The mortise should also be checked to ensure that no debris has entered the lockcase.



It is also important that the holes in the frame behind striking plates are deep enough and free from foreign matter, to ensure unrestricted movement of the bolt or bolts.



Lubricant should occasionally be applied to the side and striking face of latch bolts. Grease should not be applied to the internal lock mechanism, as this will attract dust.

Cylinders should not be lubricated with oil, as this will attract dust, which can affect their smooth operation. They should be maintained with a periodic application of powdered graphite into the keyway.



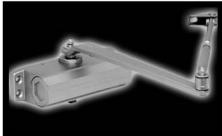
Pull Handles

Pull handles should be inspected to ensure that bolt through fixings and/or screw fixings are tight. Loose pull handles can damage the door face and become unstable.

Hydraulic Door Closers



HIDDEN



FOR FIRE DOORS

Note: The mechanism of hydraulic door closers, whilst designed to withstand constant use, is complex and involved and should not be opened up or adjusted except by a fully trained and experienced person. It is strongly advised that a maintenance contract is made with a specialist company to service and maintain this vital part of your shopfront.

Care should be taken when washing floors, that water or detergents do not enter the floor spring box through the pivot bearing as this will cause excessive damage and corrosion. All door spring manufacturers recommend that door stops should be fitted to relieve mechanisms of undue strain should the door be opened beyond manufacturers limits.

Regular adjustments to floor springs and transom closers are required to realign doors for correct fitting and ensure the speeds and control of the door do not create a hazardous situation.

Your shopfitter will advise the name and address of a suitable maintenance company.

Automatic Doors



To ensure safe operation, long term reliability and working efficiency, a powered door installation (including safety devices and safety systems) should be:

- Regularly maintained to the manufacturers specification by the powered door companies authorised technician and:
- Annually inspected in accordance with current national standards and recorded on a checklist which should be retained for a period of at least one year.

To ensure continued safe operation of a powered door installation, the installation and its environment should be subject to systematic occupier safety checks. These checks should be carried out approximately weekly for buildings such as shops, hospitals and airports. The checklist should be retained for a period of at least one year. The automatic door company will be able to give details on the exact procedure for these checks.

Automatic door installations are specialised items of equipment and should only be serviced and adjusted by trained and experienced engineers.

PVCu Wall Cladding, Ceilings & Doorsets



Manual - Weekly

Wash with water or dilute soap/detergent solutions. Follow the manufacturer's dilution instructions. Use a soft cloth only. Do not use abrasive cleaners, pads or wire wool.

Sterilisation and Pressure Cleaning

Sterilisation solutions (supplied by others) may be used following the manufacturer's instructions. Pressure cleaning with hot water lance may be carried out with the pressure nozzle a minimum of 600mm (approx 2 feet) from the wall surface. N.B. Observe maximum temperature at 60 deg C on all Altro Whiterock products.

Heavy or Stubborn Stains

Clean heavily soiled areas with AltroClean 44 cleaner or equivalent alkaline cleaner. Remove stubborn stains with Altro Whiterock Cleaner A859.

Dusty Environments

To reduce static charge after cleaning, apply Antistatic A809 to all surfaces when dry.

Suspended Ceilings



General Maintenance

Maintenance on suspended ceilings should only take place after the effect of the work on the technical functions of the installation has been fully considered.

Mineral wool ceilings require no more maintenance than painted ceilings. However, when maintenance is necessary, certain procedures should be followed. This will ensure that high performance and attractive appearance are maintained.

Repainting

Most wet felt mineral fibre and metal tiles can be re-painted but consideration should be given to the effect on the tile's acoustic efficiency and fire reaction. If a professional firm of decorators is used, assurances should be sought that the necessary performance will be maintained. It should be noted that any repainting would invalidate warranty for the product.

Refurbishment

In order to facilitate ceiling maintenance, all tiles are marked on the back. This identification makes it easy to change a few tiles in cases of damage or to replace a ceiling but retain the same design if desired.

Cleaning

Wet Felt products

First remove surface dust from the ceiling using a soft brush. Pencil marks, smudges etc may be removed with an ordinary art gum eraser. An alternative method of cleaning is with a moist cloth or sponge dampened in water containing mild soap or diluted detergent. The sponge should contain as little water as possible. The ceiling must not be made wet. After washing, the soapy film should be wiped off with a cloth or sponge lightly dampened in clean water. Abrasive cleaners must not be used.

Ceramaguard ceilings are unaffected by moisture and can be made damp with no adverse results.

Specialist contractors offer cleaning services using chemical solutions. Where these methods are employed, it is recommended that a trial operation is first carried out so that the result and overall effect can be assessed. It is best in this case to conduct such a test in a non-critical area of the building.

Soft Fibre products

Soft Fibre Ceilings can normally be easily cleaned if their surface becomes soiled. The cleaning process to be used depends upon the product type and the degree of soiling.

It is important that the interval between cleaning is not excessive, otherwise once dirt becomes ingrained, or the surface stained, cleaning is unlikely to be successful.

Dry Cleaning

First remove surface dust from the ceiling using a soft brush or a vacuum cleaner with a brush mouthpiece. Pencil mark, smudges etc may be able to be removed using a "Scotch Bright" abrasive faced foam pad, lightly rubbed across the soiled area. Glossy patches will not occur provided excessive force is not used.

Wet Wiping

An alternative method of cleaning is with a moist cloth or sponge dampened in water containing mild soap or diluted detergent, but abrasive cleaners must not be used. The sponge should contain as little water as possible. After washing, the soapy film should be wiped off with a cloth or sponge lightly dampened in clean water.

Soft Hygiene products

High Pressure Water

This method must be adopted with care and it is recommended that a small trial area should be initially attempted. The following precautions must be observed to avoid damage to the tiles:

Tiles must be clipped down using a minimum 2 pieces for 600mm dimensions and 3 pieces for 1200mm.

First apply a coating of cleaning foam, and then ensure that this is thoroughly flushed off with clean water.

The water pressure must not exceed 80 bars.

The distance of the nozzle must not be closer than 300mm from the ceiling face and the angle of application should be 45 degrees. The application pattern of the water from the nozzle shall be fan shaped. The cutting mode must not be used.

The maximum water temperature should be 40 degrees C and the water flow limited to 6-8 litres per minute.

In hygienic areas, only permitted cleaning detergents should be used and the pH-value of the water/detergent mixture should be between 7 and 12.

Although water penetrates into the product and around its edges, after 1-2 days the water should evaporate. The prevailing temperature and ventilation in the ceiling void are important factors in minimising this time.

This cleaning process should be limited to no more than twice a year.

Metal products

It is important that metal ceilings are cleaned as soon as they become soiled otherwise once dirt becomes ingrained, or the surface stained, cleaning is unlikely to be successful.

The method employed depends upon the degree of soiling as follows:

Surface Dust— wipe with a lightly moist clean soft cloth.

Grease & Fingerprints—use a moist cloth or sponge dampened in water containing a mild soap or detergent. The sponge should contain as little water as is possible. After cleaning, the soapy film should be wiped off with a cloth or sponge lightly dampened in clean water. Excessive use of water should be avoided as it could result in moisture being retained in the joints between tiles or on the rear surface and this could hasten corrosion. For this reason the use of high pressure sprays is not recommended.

Do not use abrasive cleaners nor rigorously scrub the surface of metal ceilings otherwise damage and/or “glossy” patches may occur.

Specialist Cleaning—specialist contractors offer cleaning services using chemical solutions. Where these methods are employed, it is recommended that a trial operation is first carried out (in an unobtrusive area) so that the result and overall affect can be assessed.

Further advice and guidance regarding ceiling installations may be found in BS8290: Part 3: 1991 “Suspended Ceilings—Code of practice for installing and maintenance”.

Upholstery

Regular Maintenance

Always follow the manufacturer's cleaning instructions and only use products they recommend.

Plump and turn cushions daily. Over time some fillings, including fibre, will lose up to 20% of their original volume through normal wear and tear. Daily plumping will help make them last longer.

Use the upholstery or drape attachment to vacuum your furniture weekly and reduce the abrasive effect of dust and crumbs.

Fixed cover fabric suites should be professionally cleaned at least once a year.

Clean all covers of a loose cover suite at the same time to prevent colour variations.

If you spill something, blot up the excess immediately. Do not use detergents or rub as you could cause permanent damage. If you have purchased Guardsman, contact them right away and they will advise on what to do. Often it requires professional cleaning to rectify the matter. For Guardsman policy holders this will be arranged for you.

If you have any doubts about how to care for your furniture and can't find your instructions from the manufacturer, please phone your local store for help.

Making It Last

Do not have your furniture too close to direct heat or air conditioning. It can cause joints to dry out and squeaks and creaks to develop.

Remember light affects the colour of fabrics and leather. Over exposure to sunlight will cause your furniture to fade.

Don't pull loose threads, you could cause a hole. Trim them off neatly with sharp scissors.

Over time, perspiration and natural oils from our skins and hair can have an effect on the finish of leather. Where hands, bare arms or heads rest on the hide, wipe regularly with a slightly damp cotton cloth and a mild soap. Do the same with any areas where pets may have rubbed against your furniture.

Heavy perspiration can also affect the long term durability of fabric suites. We strongly recommend you use arm caps and, if necessary, antimacassars to protect your furniture.

Do not leave newspapers lying on upholstered furniture. Ink can stain the cover permanently.

Do not sit on light coloured upholstery, in particular pale leathers, wearing denim jeans or non colour-fast dark clothing. The dye can transfer on to your furniture and cause permanent discoloration.

Neon Signs and other Electrical Installations

Repair and maintenance is a job for fully trained and qualified specialists and it is recommended that a maintenance contract is arranged with a specialist company.

IN ALL CASES WHEN CLEANING OR CARRYING OUT MAINTENANCE ON ELECTRICAL INSTALLATIONS, THE FUSE SHOULD BE PULLED OUT

All electrical installations, including those which are completely new, should be inspected annually by an approved Electrical Installation Engineer. The inspecting engineer should then issue an Inspection Certificate as prescribed in the I.E.E. Regulations for the Electrical Equipment of Buildings. It is to be recommended that the inspecting engineer be an approved member of the N.I.C.E.I.C. which is an inspecting body whose members are required to maintain specific standards.

One of the most common causes of electrical faults is the result of alterations or extensions to the installation by unqualified "electricians", very often a member of the shop staff, and sometimes even the manager. It is therefore important that these faults are discovered and rectified at least annually. Flexible leads to portable appliances are another common source of fault which need regular checking.

Regular cleaning of light fittings will ensure maximum efficiency for current consumed.

It is not generally appreciated that the light output from fluorescent tubes decreases progressively in use. Since they seldom fail completely until several years old, they are too frequently used beyond the point of useful light output. In retail premises where tubes are in use for most of the day, it is recommended that they are changed at least once every two years. In this way, maximum efficiency is maintained, and lamp failure will seldom occur. A faulty fluorescent tube should never be left in circuit since over-heating of the control unit can occur which may result in a fire. Tungsten filament lamps do not present the same problems and need only be changed when failure occurs.

In the event of a lamp failure in a low voltage fitting, prompt action should be taken to replace the defective lamp to avoid overloading and failure of the remaining lamps in the same series.

GENERAL NOTES