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Care, Cleaning, and Maintenance Instructions – Washroom Accessories

With proper care and cleaning, as well as routine maintenance, you will help to maximize the life of your AJW accessories. Please refer to these procedures when maintaining our products:

Stainless Steel Surfaces:

Wipe stainless steel cabinets with a soft cloth, rubbing with the grain to prevent scratching the surface. The grain of AJW's stainless steel cabinets runs in a vertical direction. Do not use abrasive cleaners containing chloric solutions on stainless steel. Avoid cleaning products that contain hydrochloric acids, bleach, or chlorides.

Soap Dispensers:

The majority of operational issues with soap dispensers are due to improper maintenance and lack of cleaning. Soap tanks, valves, and globes should be cleaned periodically to avoid sludge and soap build up, thus promoting better operation. When soap dispensers are left unmaintained for long periods of time, the soap could potentially dry out inside the valve mechanism, causing clogs or leaking. While cleaning, do not remove or take valves apart as this creates problems with the seals and may cause a bypass leak. Flush valves with warm water. If the water does not flow through the valve after cleaning, repeat the procedure until it does.

Take care to make sure you are using the right soap in your soap dispensers. The proper viscosity is imperative for trouble free operation. AJW recommends that the soap viscosity should be at least 95 cps, and no more than 2500 cps for use in all AJW soap dispensers. Coconut oil soaps should be the only products used in liquid valve soap dispensers. We recommend that you use a standard liquid, non-chloric soap, which should be mixed in a solution of one part water to one part soap. We recommend free-flowing, thin viscosity soaps only.

JetAir Hand Dryers:

Begin the cleaning procedure by disconnecting the electrical supply. Using the allen key supplied, remove all tamper-resistant screws and lift the cover of the dryer off of the base, and clear dust and lint from the inside of the machine and cover. When you have finished cleaning, reinstall the cover onto the base and secure with tamper-resistant screws. Wipe cover with a damp cloth; do not use abrasive cleaners. Clean the inner cover and internal mechanism periodically to ensure proper operation.

Note: Hand Dryer maintenance that is performed inside the cover should not be done by unqualified personnel.

Mirrors:

Wipe mirror frames with a soft cloth, making sure to rub stainless steel frames with the grain to avoid scratching. Do not use abrasive cleaners containing chloric solutions on stainless steel frames.

Mirror glass should be cleaned by spraying cleaner on a soft cloth, and then wiped onto the mirror (it is best if cleaner is not sprayed directly onto the mirror). This will ensure that cleaning agents do not run down the mirror and into the frame. If a cleaning agent and/or still water is allowed to sit in a frame or on the back of a mirror, it will lead to a de-lamination of the protective coating, and/or the mirror silver, voiding the AJW warranty.

Note: Soap dispensers should not be mounted directly on a mirror surface, as soap residue and water from a person's hand can be splashed into the mirror frame, causing the same de-lamination as described above.

Corrosive Chemical / Surface Rust Alert

Stainless steel is very resistant to rust, however it is not entirely impervious to it. Proper care, especially under corrosive conditions is needed. Cleaning your stainless steel surface using the instructions above is necessary, but it is also important to keep your stainless steel surface free from contaminants.

The below listed substances will react with stainless steel to produce rust and corrosion. These elements are commonly used in caustic cleaning agents, and should never be used to clean stainless steel washroom accessories. The most common elements that react adversely with stainless steel include:

Bromide
Chloride
Fluoride
Iodine

Other common acids and compounds cause significant damage to stainless steel. Stainless steel will sustain permanent discoloration and/or corrosion if the material comes into contact with even vapor fumes from these substances. The following acids and compounds should never be used to clean any stainless steel product:

Acetic Acids
Nitric Acids
Phosphoric Acids
Hydrochloric / Muriatic Acids
Sodium Chlorides (contains salt)
Sodium Hydrochloride (Bleach)
Sodium Hydroxide
Sulfuric Acids



Some other conditions that can cause stainless steel to corrode, discolor, or develop surface rust are:

1. Contact with Muriatic Acid (commonly used to clean up after tile or concrete installation).
2. Soap residue (chemical additives will cause discoloration and dried soap residue actually looks like rust).
3. Water with high iron content can leave a rusty residue, especially after continuous contact.

Surface Rust Removal

If your stainless steel surface is exposed to any of the contaminants above, please follow the instructions below to remove any discoloration:

- Wash affected accessory with a mild dish detergent and warm water.
- Dry all surfaces with a towel or soft cloth.
- Using a dry Scotch Brite pad, rub all surfaces until rust marks are completely removed. Be sure to rub in the direction of the grain to prevent scratching. Grab bars may be cleaned using a rotating motion, as the grain is random in these products. Do not use on bright polish stainless steel.
- Rinse with a damp cloth and dry with a soft cloth.

Care, Cleaning, and Maintenance Instructions – Visual Display Products

Markerboards:

Initial Cleaning:

All AJW markerboards are delivered with a protective film in order to keep the porcelain surface safe during shipment and installation. Prior to the initial use of the board, a utility knife can be used to cautiously cut around the inside edge of the aluminum trim. The film can then be peeled off of the board.

Before using the markerboard for the first time, it is important to follow the cleaning instructions below to remove any dust or residue that may have settled during shipping or storage.

1. Gently clean the entire board with a clean cloth and a high quality whiteboard cleaner or a glass cleaner with ammonia (Note: Using a caustic, or abrasive type of cleaner may harm the porcelain surface, and should not be used)
2. Remove the remaining dirt and residue by using a dry clean cloth.
3. Rinse the surface with clean water to remove any residue potentially left behind from the cleaner.
4. Dry the surface using a soft, dry cloth and remove any liquid that may have accumulated in the markertray.

Daily Care and Cleaning:

Markerboards can be cleaned as often as required. Cleaning will not negatively affect the condition of the porcelain markerboard as long as the proper cleaning method described above is followed. AJW recommends that you clean the markerboard surface at least twice a week.

AJW also recommends that the board is erased after every use. The board will be harder to erase if the ink is allowed to be left on the board for an extended period of time.

It is also important to use the proper dry erase markers. Low odor markers are hard to erase, and do not perform well on the porcelain surface. Even with proper cleaning, a faint marker residue may remain if low odor markers are used.

Permanent Marker Removal:

Permanent marker can easily be removed from the porcelain surface by gently rubbing isopropyl alcohol with a clean cloth on the affected area until the stain is removed. Rinse the area with clean water and dry the surface prior to use.

Tack Surfaces:

Natural Cork:

Dust should be wiped away with a soft dry cloth. Stubborn soil may be removed with very fine sandpaper.

Colored Cork:

Clean with a mild soap and water solution to remove dirt. Stubborn stains can be washed using any common pH neutral cleanser. After using soap or cleanser, rinse the surface with clear water, and dry with an absorbent clean cloth.

Vinyl Covered Tackboards:

Clean with a mild soap and water solution to remove dirt or grime. For stubborn stains, a household detergent may be used on the vinyl surface. Do not use harsh chemicals or abrasive cleaning products as these can damage the vinyl surface. Rinse with water after cleaning and dry surface with a clean cloth.

Fabric Covered Tackboards:

Lint and dust may be removed using a lint roller. Stains should be removed using a mild detergent or household upholstery cleaner, with a sponge.



Warranty – Visual Display Products

Subject to the terms set out in this warranty, AJW guarantees its Visual Display Products, to be free from manufacturing defects in material and workmanship for the specified periods below, all from the date of shipment.

- **Life of the Building** – Porcelain Enamel Markerboard Writing Surface
- **Five (5) Years** – All AJW Tackboard surfaces
- **One (1) Year** – Display Cases, Bulletin Boards, Conference Units

This warranty is for material supplied by AJW only, and only applies to the original installation of the Visual Display Products, installed in accordance with AJW's written installation instructions. AJW's recommendations for proper handling, storage, cleaning, and maintenance must be followed for this warranty to be valid.

This warranty excludes defects in the Visual Display Products caused by: vandalism, improper use, improper installation, neglect, and environmental damage. Note: AJW Visual Display Products should be stored and installed in environments that are temperature controlled. Mold and mildew can develop in wet, damp, or humid environments. It is essential that boards are not installed on CMU or concrete walls that are not fully cured. Masonry wall condensation (sweating) can lead to mold damage and warped or distorted boards. The AJW Visual Display Products warranty will void when boards are installed in improperly conditioned environments or on uncured walls.

If the Visual Display Product is found to be defective in workmanship or materials within the warranty period, AJW will replace all affected components, free of charge. AJW will not be responsible for any other expenses including, but not limited to: removal costs, installation costs, or any other costs associated with the repair or replacement of the Visual Display Product.

The replacement or repair of defective material as stated in this warranty shall constitute the sole remedy of the buyer and the sole liability of AJW under this warranty. AJW shall not be liable for any incidental, consequential, or indirect damages caused by the failure or defect in the material supplied, or any delay in the replacement or repair of warranty items.

Warranty claims must be made during the warranty period, and communicated to AJW by contacting AJW Architectural Products at: 509 Temple Hill Road – New Windsor, NY 12553 - Phone: 845-562-3332.



Warranty – Washroom Accessories

Accessories

AJW guarantees its Washroom Accessories to be free of material defects, and defects from workmanship for a period of one (1) year from the date of shipment.

Baby Changing Stations

AJW baby changing stations are guaranteed for five (5) years from the date of shipment.

Mirrors

We guarantee our mirrors against silver spoilage for a period of fifteen (15) years under normal use. This guarantee includes all ¼” plate glass mirrors including tempered, laminated, and all other ¼” safety glass mirrors.

Hand Dryers

Our Jet Air hand dryers are warranted to be free of defects from workmanship under normal use and maintenance for a period of five (5) years from date of shipment (with the exception of the U1511EA which has a warranty period of two (2) years from date of shipment). Hand dryer warranty info is as follows:

- U1511EA- 2 Year Limited Warranty, Motor Brushes 2 Years, Eye Sensor One Year
- U1512EA- 5 Year Limited Warranty, Motor Brushes 2 Years, Eye Sensor One Year
- U1521EA- 5 Year Limited Warranty, Eye Sensor One Year
- U1525EA- 5 Year Limited Warranty, Eye Sensor One Year

This warranty excludes defects in the Washroom Accessory caused by: vandalism, improper use, improper installation, neglect, and environmental damage.

If the Washroom Accessory is found to be defective in workmanship or materials within the warranty period, AJW will replace all affected components, free of charge. AJW will not be responsible for any other expenses including, but not limited to: removal costs, installation costs, freight costs, or any other costs associated with the repair or replacement of the product.

The replacement or repair of defective material as stated in this warranty shall constitute the sole remedy of the buyer and the sole liability of AJW under this warranty. AJW shall not be liable for any incidental, consequential, or indirect damages caused by the failure or defect in the material supplied, or any delay in the replacement or repair of warranty items.

Warranty claims must be made during the warranty period, and communicated to AJW by contacting AJW Architectural Products at: 509 Temple Hill Road – New Windsor, NY 12553 – Phone: 845-562-3332.