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Renovations to Wells Theatre  
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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 - Solid Plastic Partitions

Routine cleaning of dirt and grime should be performed with a soft wet cloth. Stubborn dirt and grease can be removed by using any non-abrasive household cleaning agent.

Graffiti can be removed by using an industrial graffiti remover. It is best to test a small subtle area before applying an industrial graffiti remover, as some cleaners can harm your plastic surface.

Mineral spirits or acetone may be used to remove any masking residue that may have adhered to the product after installation.

Do not use any form of abrasive cleaners or pads on your solid plastic toilet partitions. These products will leave scratch marks and will remove the sheen from the surface.

Regularly tighten any fasteners that may have become loose as a result of vibrations, vandalism, or misuse.

Most cuts and scratches can be repaired by burnishing the affected surface with a smooth round object, such as a spoon, or the rounded edges of a screwdriver handle. While utilizing the rounded edge of the tool, apply pressure to the cut or scratched surface to heal the plastic.

After cleaning, silicone can be applied to the plastic surface to brighten the finish.



## Warranty – Solid Plastic Partitions

Subject to the terms set out in this warranty, AJW guarantees its solid plastic toilet partitions to be free from manufacturing defects in material and workmanship, and free of breakage, corrosion, and delamination of all plastic components for **a period of (25) years** from the date of shipment.

This warranty is for material supplied by AJW only, and only applies to the original installation of the toilet partitions, installed in accordance with AJW's written installation instructions and drawings. 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 partition caused by: vandalism, improper usage, improper installation, neglect, or failure in the structure of the building. Regular maintenance is required for the partition warranty to be valid.

If the solid plastic toilet partition system is found to be defective in workmanship or materials within (25) years from the date of shipment, AJW will replace all affected solid plastic components, free of charge. AJW will not be responsible for any expenses including, but not limited to the removal, installation costs, or any other costs associated with the repair or replacement of the partition.

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 1/4" plate glass mirrors including tempered, laminated, and all other 1/4" 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.**