

## Product Warranties and Limitations

### Washroom Accessories / Soap Dispensers    *Limited Warranty*

The following Bobrick dryers warranties is limited to the repair or exchange of defective parts at the option of Bobrick and is only extended to the original owner of the installed unit against defects in factory workmanship or material under normal use and service.

### **Koala Kare Products®<sup>3</sup>**

Baby Changing Stations KB208, KB300, KB300-SS, KB301, KB301-SS, KB310-SSRE, KB310-SSWM, KB311-SSRE, KB311-SSWM	5 years
Child Protection Seat KB102-00	5 years
KB3000-AHL Adult Changing Station	3 years

## **Cubicles and Toilet Partitions**

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Privada® Cubicles	10 Year <sup>8</sup>
Evolve Cubicles	10 Year <sup>8</sup>
<b>Cubicle Hardware</b>	<b>10 year<sup>8</sup></b>

### ***Traditional***

DuraLineSeries®, CGL 1080/1180	25 years
SierraSeries®, SCRC 1090	25 years <sup>6</sup>
DesignerSeries™, HPL 1040	2 Year <sup>5</sup>

### ***Budget HPL Series***

MetroSeries™, HPL 1550	2 Year <sup>5</sup>
<b>Toilet Partition Hardware</b>	<b>1 year<sup>7</sup></b>

<sup>1</sup> The following Bobrick mirrors are warranted against silver spoilage from the date of purchase for the periods set forth.

<sup>2</sup> The following Bobrick hand dryers are warranted to be free from defects in workmanship and material under normal usage from the date of purchase for the periods set forth.

<sup>3</sup> The following Koala Kare® Products are warranted to be free of defects in workmanship and material under normal usage, and a replacement policy against vandalism from the date of purchase for periods set forth.

<sup>4</sup> The following Bobrick toilet partition panels, doors and stiles are warranted against breakage, corrosion, delaminating and defects in workmanship from the date of purchase for the periods set forth (*this limited warranty is conditioned on the toilet partitions being properly installed, used and serviced*).

<sup>5</sup> Spraying down or hosing HPL partitions voids warranty.

<sup>6</sup> SCRC is a natural material comprised of wood chips, dyes and resins with a melamine surface. Edges lack a melamine surface and may discolor in environments with significant UV lighting. Discoloration of edges, should it occur, is not covered under warranty.

<sup>7</sup> All hardware and mounting brackets are guaranteed to be free from defects in material and workmanship provided for a period of one year from date of purchase. (*this limited warranty is conditioned on the hardware being properly installed, used and serviced*)

<sup>8</sup> Manufacturer's Warranty: Manufacturer's standard 10 year warranty for material and workmanship. Manufacturer's standard 10 year guarantee against defects in material and workman ship for door hardware, frame, and mounting brackets.

### ***Other Products***

Bobrick washroom accessories not listed above and hardware for all series of Bobrick toilet partitions are warranted to be free from defects in workmanship and material under normal usage service for one year from the date of purchase. (*Rust and discoloration to stainless steel and cast metal parts resulting from exposure to harsh environmental and/or chemical conditions are not considered to be defects in workmanship or material and there is no expressed or implied warranty provided for such condition. Refer to Bobrick Advisory Bulletin TB-21, Effective Ways to Clean Stainless Steel and Cast Metal Parts.*)

### ***Limitations on Warranties***

In all instances, the purchaser's exclusive remedy against Bobrick is for the repair or replacement, at Bobrick's option, of warranted defective products or parts. Bobrick will also bear the cost of the purchaser's return of defective products or parts to Bobrick. Bobrick's warranties set forth above do not cover damage resulting from vandalism. No other remedy (including, but not limited to, damages for field labor charges, lost profits, lost sales, injury to persons or property or any other incidental or consequential losses) is available. We cannot warrant the quality of products handled by distributors outside of our network of distributor partners, so our warranty only applies to purchases made directly through an authorized distributor.

**Date of Terms:** Last updated 04/08/25

# Advisory Bulletin



## TB-21 Stainless Steel Cleaning and Maintenance

**Always:** Wipe or polish with the grain direction of satin finishes.

Remove any cleaning or soap residue from stainless surface with water and wipe dry with clean cloth.

**Caution:** Avoid cleaning products containing bleach, hydrochloric acids and or chlorides . . . these are frequently found in toilet bowl or tile cleaners and in abrasive scrubbing powders.

Avoid use of steel wool which can leave behind fine particles that cause surface rust.

Avoid use of abrasive cleaners on bright polish stainless steel surfaces.

CONDITION	CLEANING AGENT	METHOD OF APPLICATION
Dirt, smudges, and fingerprints	Use mild cleaning solution or stainless steel cleaners.	Apply cleaner. Wipe off soil using a cloth or sponge for smooth surfaces and a soft brush for textured surfaces. Rinse and dry.
Graffiti	Bobrick Graffiti Remover, part #891099 or equivalent.	Apply cleaner, rub spots with soft cloth or sponge. Rinse and dry.
Stubborn spots, atmospheric discoloration	Liquid or spray stainless steel polish.	As recommended by manufacturer. Rinse or dry.
Mineral deposit or scale from hard water	Bathroom cleaners containing phosphoric acid or acetic acids.	Apply liberally, allow to stand for a few minutes; scrub with coarse toweling or soft bristle brush in direction of grain. Rinse and dry.
"Rust" discoloration resulting from exposure to harsh environmental and or chemical conditions  Note: Shower and other wet environments may need to be cleaned daily to minimize "rust" discoloration.	Appropriate cleaner listed above, plus 3M Scotch Brite pad #7447 or equivalent.	Clean surface as above, then rub stained area lightly with 3M Scotch Brite pad. Clean with stainless steel polish. Rinse and dry. Rub only with the grain direction of satin finishes. . . do not use on bright polish stainless steel.

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## Special Note for Toilet Partition Hardware

Although stainless steel is very resistant to rust, there are certain conditions where this can happen depending on various factors listed below:

- Cleansers containing Chloride or Muriatic Acid (hydrochloric acid).
- Concentrated soap residue where chemical additives to soap may cause discoloration and potentially dry out and result in a rusting appearance.
- Environments where water has high iron content or where contact with iron occurs (such as steel wool, machining chips or iron residue or dust from installation or cleaning of other steel products) can leave a rusty residue.
- Presence of salt containing chlorides.

Remove rust discoloration or corrosion as soon as possible to prevent permanent discoloration and pitting of the surface. Regular cleaning can restore the original condition in most cases with proper maintenance and cleaning. DAILY cleaning should prevent discoloration (rusting and rusting appearance) and corrosion in high moisture environments such as showers and shower compartments.

### Materials and Tools Required:

- Mid abrasive cleaner such as Bar Keepers Friend (available at Home Improvement or Discount Stores).
- Soft Sponge and/or 3M Scotch Brite pad #7447 or equivalent.

### Follow the Steps Below During Daily Cleaning:

1. Apply a generous amount on the affected areas and rub with a damp sponge in the direction of the grain. NOTE: Avoid using caustic cleaners that contain chlorides as the abrasive nature of these products will further damage the steel's chromium film.
2. Rinse with clear water and gently towel dry.
3. Repeat cleaning process daily or more often depending on severity of rusting.

### For Powder Coated (e.g., .MBLK) and PVD Stainless Steel Accessories:

1. Use a soft cloth to remove dust.
2. Use a highly diluted mild soap in a soft water-based solution applied to a soft cloth to gently clean. Then, rinse with soft water and dry with another soft towel.
3. For PVD stainless steel accessories, do not use any compounds containing silicone.