

# dormakaba Australia Pty Ltd

ABN: 14 067 969 466

Head Office: 12-13 Dansu Court Hallam VIC 3803  
Postal Address: PO Box 1035 Narre Warren VIC 3805

PH: 03 8795 0270 FAX: 03 8795 0624

EMAIL: [info.au@dormakaba.com](mailto:info.au@dormakaba.com)

## WARRANTY STATEMENT – dormakaba products

*In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

dormakaba Australia Pty Ltd (ABN 14 067 969 466) trading as dormakaba of 12-13 Dansu Court, Hallam, Victoria 3803 (**dormakaba**) provides the following warranty in relation to its dormakaba branded products (**Products**).

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

### WARRANTY

1. Unless otherwise set out in the table below, dormakaba product has a mechanical 10 year warranty.

Products	Warranty & Term
Hinges	2 years
Electric Strikes	5 years
Electric Locks	Electronic components - 1 year
Digital Door Locks	Electronic components - 1 year
Batteries for Electric Mortice Locks and Digital Door Locks	No warranty
Safe Locks	2 years
Entrance Control Access systems	2 years
Interior Glass Systems	Mechanical products - 2 year
Push Button Locks	2 years from the date of manufacture
Automatic Operators	2 years
Labour on Automatic Operators	1 year from installation/ commissioning by dormakaba technician or authorised representative
EL301 & AL401 Automatic operator	10 years on the Motor and Gearbox when serviced according to AS5007
Finishes	Powder Coated Finishes – 1 year except for leading edges which have no warranty Electroplated Finishes – 1 year Plated Finishes (black chrome, satin chrome, polished chrome, oiled nickel, bronze and polished bronze) – No warranty provided to these soft finishes as deterioration is anticipated under some climatic conditions

2. If a defect covered by warranty appears before the end of the warranty period, then dormakaba will, in its sole discretion, either:
  - a. replace or repair the Product or the defective part of the Product free of charge; or
  - b. refund the price of the Product; or
  - c. re-supply the defective labour and workmanship; or
  - d. refund the price of the labour and workmanship.
3. dormakaba reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition where an identical part or component is not available.
4. All Products replaced under this warranty become the property of dormakaba.
5. Products presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the Products.
6. For discontinued or unavailable Products, dormakaba may replace the goods with equivalent current or available goods.
7. The warranty period commences from date of purchase.
8. For installed goods, dormakaba requires adequate access to assess the goods, fittings and fixtures to assess any warranty claim, and to undertake any warranty repairs. dormakaba will not be responsible for any consequential damage or costs where adequate access to goods, fittings or fixtures is not provided.

### WARRANTY CLAIMS

9. If a defect covered by the warranty occurs, the purchaser must first contact their point of sale or dormakaba at the address listed above, at the earliest stage that the defect becomes obvious to enable prompt action and to avoid further damage, and must be made no later than 1 month from the defect becoming obvious.
10. The expense of claiming on the warranty will be borne by the purchaser claiming on the warranty.
11. Any warranty claim must be accompanied by proof of purchase and full details of the alleged defect and appropriate documentation which stipulates the date of delivery/installation, invoice number, the purchaser's name and address and any maintenance records.

12. The purchaser must make the Product or workmanship available to dormakaba for inspection and testing. If dormakaba finds no fault, then the purchaser must pay dormakaba's usual costs of service work, inspection and testing. Warranty work will be conducted by dormakaba during normal working hours (8.00am to 5.00pm Monday to Friday).

#### **EXCLUSIONS**

13. The purchaser acknowledges that the Products are not indestructible, and that some care in installation and maintenance is necessary. This warranty will not apply to:
- a. any damage or defects caused by misuse or failure to adhere to the manufacturer's selection and installation specifications, instructions or recommendations or maintenance instructions;
  - b. any damage or defects caused by fair wear and tear;
  - c. any damage or defects arising due to the installation of the Products where the Products were not installed by dormakaba or its agents;
  - d. any damage or defects caused to the structures the Products are installed in, where the Products were not installed by dormakaba or its agents;
  - e. damage caused by circumstances beyond dormakaba's control;
  - f. any damage or defects within acceptable industry variances;
  - g. Products that have been used other than for the purpose for which they were designed;
  - h. damage caused by exposure to abnormal conditions, including but not limited to environment.
    - i. temperature, water, fire, humidity, pressure, stress or similar;
  - j. defects that arise due to abuse, misuse or neglect;
  - k. Products that have been modified, built on or repaired;
  - l. Products that have not been maintained as recommended by dormakaba including failure to comply with care, cleaning & maintenance instructions applying to the Product as may be amended from time to time on the website)
  - m. maintenance items (which are the responsibility of the purchaser);
  - n. Products installed, maintained or operated other than in accordance with dormakaba's instructions; and
  - o. overhaul, replacement or repair works undertaken prior to approval from dormakaba of any warranty claim.

#### **LIMITATIONS**

14. dormakaba makes no express warranties or representations other than set out in this warranty.
15. dormakaba reserves the right to alter product specifications and introduce improvements at any time.



# Product care and maintenance guide

dormakaba offers a comprehensive portfolio featuring high-quality products for the architectural and residential sectors. Regular care and maintenance of our products is required to keep them looking and performing as intended.



# Care of product

When in environments at high risk of airborne salt deposits such as coastal areas, dirt and grime build up on external applications. It will be necessary for maintenance to be undertaken on a monthly basis.

The following provides a basic guideline for inspection and maintenance of a selection of products.

## Mortice Locks and Locksets

### Lock Mechanisms

At twelve (12) monthly intervals, the internal lock mechanism should be lubricated. Dry lubricants such as INOX and Superzilla, Ezy Glide are preferred, petroleum based wet lubricants should not be used.

### Cylinder Mechanism

We permit the use of graphite or the dormakaba cleaner in our inline cylinders.

In our reversible key systems we permit the use the dormakaba cleaner only.

In harsh environments it is recommended to maintain the cylinders on a six (6) monthly cycle or as required. The procedure is to spray dormakaba cleaner into the keyway and insert and withdraw key three (3) times. Wipe the key blade clean to remove any debris that may have been in the keyway.

### Latchbolt Mechanisms

At twelve (12) monthly intervals, the internal latchbolt mechanisms should be lubricated by an aerosol lubricant. In high' corrosive environments it is recommended that the spindles and cams should be sprayed with a lubricant or smeared with White Lithium Grease for protection when servicing locks.

### External Pull handles, Knobs, Levers and Roses

Wipe down with a soft cloth with clean warm water to remove dust, dirt, salt and other deposits then dry thoroughly with a clean soft cloth. Avoid harsh solvents and abrasive cleaners.



dormakaba cleaner offers exceptional corrosion protection for steel, nickel silver and brass, and has no long-term effect on the surfaces.

It can be used on all lock cylinders without restriction (including mechatronic products and car cylinders).

Article No.	Description
9400000000621	200ML DORMAKABA CLEANER SPRAY
9400000003992	DORMAKABA CLEANER PUMP SPRAY 60ML





## Door Closers

At twelve (12) monthly intervals, the fixing screw from the closer shoe (bracket) to the frame and the door closer body to the door should be tightened. Also, in the case of adjustment arms, the adjustment screw on the arms should be tightened.

At any time during the closer life, the closing cycle adjustment valves can be varied to best suit the working environment of the door. If however, it is constantly necessary to increase the closing speed or the closing force because "the closer seems to be slowing down" then we recommend that the door hinges be examined as they may be worn and causing 'binding' and thus oversteering the closer.

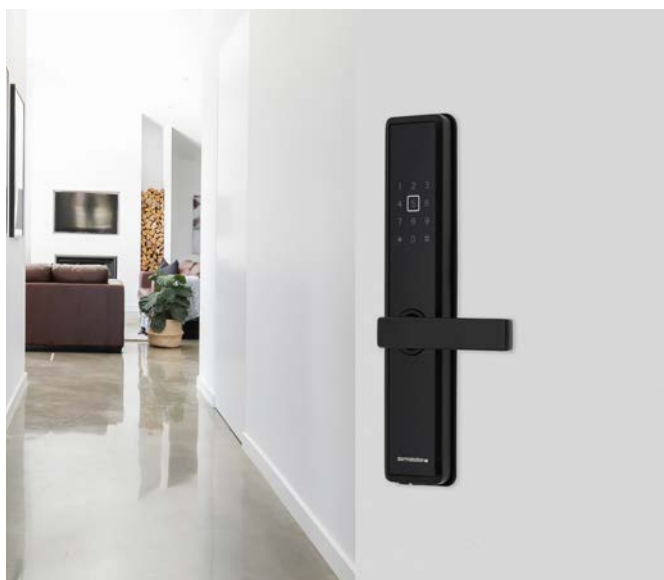
If the closer cycle valves are adjusted, open and close the door at least four (4) times to allow the valves to "seat" themselves in their new position. If the cycle is still unacceptable, commence the full procedure again.



## Exit Devices

At twelve (12) monthly intervals, the following maintenance should be followed:

- All fixing screws should be tightened
- All strikes should be checked for correct alignment
- Internal mechanisms need to be lubricated with an aerosol lubricant
- External surfaces need to be treated as stated in (knob, levers and roses)
- Hinges should be checked for wear as this may cause misalignment of the latch



## Digital Door Locks

Replace batteries when the low battery indicator is displayed following the steps in the lock's user guide. Clean the external face of the lock with a soft cloth taking care not to scratch or damage the faceplate.

If living in a coastal environment the external face of the electronic lock needs to be cleaned once a month due to high salt residue corrosion, if left the lock will become damaged.

Ensure your digital door lock is always performing at its best by updating to the latest firmware for any new features or improvements.

# Care of product finishes

## Stainless Steel

### Care

Stainless steel is made stainless by the addition of chromate and nickel, but it is not until we add molybdenum that we get 316 grade stainless steel. Molybdenum increases resistance to both local (pitting, crevice corrosion, etc) and general corrosion. Moisture borne salts, oils from our hands, dust and other contaminants concentrate and crystallize on the surface of the metal. It is important to regularly clean your handles to remove contaminants on the surface.

### Cleaning and Maintenance

For general cleaning, plenty of water, some mild detergent and a cloth or soft brush will do the job. 1% ammonia solution can be added, but don't use chlorides, bleach or hydrochloric acid.

After washing, rinse in clean water and wipe surface dry with a soft absorbent cloth.

Removing fingerprints or oil marks can be done with a specialized Stainless Steel cleaner or a small amount of methylated spirits, acetone or mineral turpentine. Then rinse with clean water and dry.

Always rub stainless steel in the same direction as the grain, and never use steel wool to clean stainless steel.

### Tea Staining

Stainless steel may become stained or discolored over time, impairing the overall look. This brown discoloration is referred to as tea staining. It is a cosmetic issue that does not affect the structural integrity or the lifetime of the material. It typically occurs on stainless steel products exposed to the external elements.

Routine maintenance can prevent tea staining, and if it has occurred, cleaning with a specific stainless steel cleaner will usually remove it.

## Physical Vapor Deposition

### Care

PVD (Physical Vapor Deposition) coating vaporises specialised materials through a high tech vacuum process. A thin-film of the vaporised material is deposited on the target material to create a super-hard coating. PVD is the most durable coating available today and with regular cleaning your products will maintain their finish. Traditional electroplating of brass, nickel, and gold finishes require a clear coat that degrade with time and can easily tarnish or corrode. PVD requires no clear top coats that fade or dull. It is four times harder than chrome which makes it corrosion and scratch resistant.

### Cleaning

For general cleaning, use a soft cloth to wipe away loose dust and dirt in the direction of the grain. Avoid hard rubbing and scrubbing.



### Maintenance

A soft cloth with clean warm water can be used to remove dust, dirt, salt and other deposits. For stubborn marks a diluted solution of a mild pH-neutral detergent and clean water can be used. Avoid harsh solvents and abrasive cleaners.

## Powder Coat

### Care

Powder coating is a free-flowing dry powder that is applied electrostatically and then cured. This creates a hard finish that is tougher than regular paint. Powder coating is one of the most durable coatings and requires minimal maintenance. The effects of ultra violet light, atmospheric pollution, dirt, grime and airborne salt deposits can accumulate over time and lead to weathering and colour changes in the coating. This is a natural process and does not indicate a defect in product or powder coating application. Regular cleaning to remove dirt, grime and other build-up will minimise these effects and prolong the life of the powder coat. Take care with metal objects coming into contact with powder coated products as powder coat is applied on top of a prepped metal surface there is a risk of chipping and scratching.

### Cleaning

For general cleaning, carefully remove any loose surface deposits with a soft cloth and clean warm water. Do not use abrasive cleaners or cloths and avoid hard rubbing or scrubbing.

### Maintenance

Use a soft, non-abrasive brush with a diluted solution of a mild detergent, eg, pH-neutral liquid dishwashing detergent in warm water to remove dust, salt and other deposits. For stubborn stains use a suitable solvent on the affected area, e.g. Isopropyl alcohol (IPA) or methylated spirits. A final rinse with clean water and a dry wipe will complete the process. Do not use aggressive solvents.



## Aluminium

### Care

Aluminium is characterised by its high durability, strength, and corrosion resistance and low maintenance. Surface treatments such as anodising and powder coating are finishes designed to further improve the durability of aluminium.

As with other types of metal, certain conditions and environments can render aluminium aesthetically unacceptable, even once Powder-coated or Anodised. Build up can facilitate a corrosive condition which may lead to damage of the coating, particularly in a coastal or salt air environment. Regular cleaning to remove dirt, grime and other build-up will minimise these effects.

### Cleaning

For general cleaning, carefully remove any loose surface deposits with a soft cloth and clean warm water. Do not use abrasive cleaners or cloths and avoid hard rubbing or scrubbing. Where possible cleaning should not be carried out in direct sunlight.

### Maintenance

Use a soft, non-abrasive fibre brush or sponge with a diluted solution of a mild detergent, eg, pH-neutral liquid dishwashing detergent in warm water to remove dust, salt and other deposits. After cleaning the aluminium should be washed thoroughly and dried to prevent streaking and water staining. Do not use aggressive solvents. Anodised aluminium may be treated with a good quality wax polish after it has been thoroughly cleaned.

## Glass

### Care

It is recommended that all glass surfaces be kept clean by prompt removal of all dirt or other contaminants. Dry, overcast days are the perfect time for cleaning windows and doors. A lower temperature and less direct sunlight will allow cleaning solutions to dry slowly and reduce the risk of streaks and water staining.

### Cleaning

Glass cleaning should be carried out using clean water and, in some instances, a small amount of mild detergent or cleaning solutions. For best results, clean the glass beginning at the top and working downwards. Do not use razor blades, steel wool, or other abrasive objects. Stubborn dirt or residue should be lightly sponged off to avoid scratching of the glass. Thoroughly rinse with clean water and dry with a clean, lint free towel or cloth to prevent streaking or water staining.

### Maintenance

Spot cleaning may be required to remove stubborn dirt or foreign materials which adhere to the surface. Clean area using a small amount of mild detergent or cleaning solutions. Do not use razor blades, steel wool, or other abrasive objects. Thoroughly rinse with clean water and dry with a clean, lint free towel or cloth to prevent streaking or water staining.





We service and repair all brands of **automatic doors, manual door closers, industrial doors, entrance control systems, roller shutters and physical access systems** to the latest legislations ensuring your building is secure and your people are safe.



## 24/7 Door Service

### The complete service package



#### Manual Doors

##### door closers - floor springs - locks - panic exit devices

When neglected, manual door operators can quickly become unsafe and dangerous. They can start to stick, become noisy, slam or operate too slowly and fail to close properly. If this happens to an ordinary door it is unsafe, or at best annoying, on a fire door it's potentially deadly. To prevent this, manual door closers should be examined at six month intervals.



#### Automatic Doors & Entrance Control Systems

##### sliding - swing - bi-folding - breakout - revolving

All dormakaba service technicians and authorised service agents are fully trained and accredited to AS 5007 "Powered Doors for Pedestrian Access and Egress". As well as allowing people easy access, regular servicing and maintenance of your automatic doors and entrance control systems will ensure unwanted visitors are kept out.



#### Industrial Doors & Automated Windows

##### roller shutters - vertical lift doors - coolroom doors

dormakaba recognises the importance of the safety and security of your staff, customers and warehouse facilities. It is with these things in mind that dormakaba ensures effective and on-time service to all forms of industrial doors so that your building is never compromised. To ensure the safe working and security of all types of industrial doors it is recommended that maintenance is carried out at four monthly intervals.



**Door  
Hardware**



**Entrance  
Systems**



**Electronic  
Access & Data**



**Interior Glass  
Systems**



**Lodging  
Systems**



**Mechanical  
Key Systems**



**Safe Locks**



**Services**

**dormakaba Australia**

Head Office  
12-13 Dansu Court  
Hallam VIC 3803  
T 1800 675 411  
[info.au@dormakaba.com](mailto:info.au@dormakaba.com)  
[www.dormakaba.com.au](http://www.dormakaba.com.au)

**dormakaba New Zealand**

Head Office  
Building P, 61-69 Patiki Road  
Avondale, Auckland 1026  
T: 0800 436 762  
[info.nz@dormakaba.com](mailto:info.nz@dormakaba.com)  
[www.dormakaba.co.nz](http://www.dormakaba.co.nz)