

18th October, 2017

All of our products are designed and manufactured to high quality standards to ensure many years of satisfactory service. To assure long life and beauty, the product should be cleaned, protected and maintained. Usually units that have just been installed will require cleaning after the protective plastic film has been removed. Depending upon how long the units have been in storage prior to installation, a product such as 3M 6041 may be helpful in removing any stubborn vinyl & adhesive residue.

Under normal usage, Stainless Steel products require regular cleaning. Easiest is with a soft clean rag moistened with a mild detergent followed by water-moistened clean rag and then a dry rag, much the same as stainless steel sinks, pots & pans and eating utensils. For a “new” look surfaces can be wiped with lemon oil applied by soft polishing cloth to maintain sheen.

Stainless Steel should be protected against Muriatic acid and caustic or abrasive materials, and harsh cleaning detergents [with pH outside the range 7 ± 1.5]. In the event such agents cause discoloration, polishing with a stainless steel cleaner such as 3M Stainless Steel Cleaner & Polish® and a soft cloth on bright or mirror finishes, or for satin finish surfaces the SS cleaner and 3M Scotch Brite® pad either blue (less aggressive) or green (more aggressive) is recommended.

Plastic, Phenolic or laminate materials can be maintained with general-purpose protectant products such as Armor All®. Do not soak edges of laminated products to allow moisture to seep into edge seams as this may lead to delamination as the core swells over time.

Soap dispensers located in low traffic areas should have the soap dispenser valves wiped down to remove any air-hardened soap residue left on the nozzle spouts. This should be done as part of the day-to-day janitorial maintenance routine covering them. General cleaning on a regular schedule is adequate for soap dispensers in higher traffic areas, with no special attention required. Specific soap dispenser management information is on the product TDS.

Dryer products are designed to be mostly maintenance free. General cleaning of the exterior housing and nozzle surfaces on a regular schedule is adequate, with no special attention required. Any general-purpose spray-and-wipe type cleaner, such as Formula 409® or Windex® is appropriate for porcelain enameled surfaces. For Stainless Steel covers follow the same guidelines for SS cabinet. Periodically, the sensor lens (if so equipped) should be wiped clean with a soft towel dampened with mild soap and water (NOT SOAKED), and rinse-wiped and dried. In highly dusty environments, the inside of the nozzle and/or exhaust screen should be examined regularly for dust and/or lint build-up, which should be removed. If necessary, maintenance crews can open the housings with special security wrenches (after the power has been shut off) to clean the inside of the screen and/or the blower unit and heating element.

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NOTES FOR DRYERS

1. Repair parts are available for all internal components, with service kits including instructions available for major sub assemblies. These are designed to be installed by qualified technician ONLY.
2. DO NOT SOAK any dryer unit. They are not designed for wet wash-down. Exterior surfaces only may be wiped. Refer to cleaning instructions in unit model manual.
3. DO NOT ALLOW any in-housing access or “service” by unqualified personnel.

NOTES FOR MIRRORS:

- Glass surfaces should be cleaned with any suitable non-abrasive standard glass cleaner, such as Windex® or Glass Plus®. Do NOT use cleaner with ammonia or bleach. Plastic surface mirrors {D & E glazing only} can be washed with mild soap and damp cloth with light pressure to remove splash & spatter, taking care to avoid mirror edges. To remove grease, oil or tar deposits on the mirror surface either kerosene or hexane may be used. Do not use kitchen cleaning sprays or window cleaners or any scouring compounds, or any other unlisted chemical product cleaners.
- For protection each D and E glazing mirror has a durable paint backing and a removable masking on the front. This masking should remain in place to protect the mirrors during all phases of installation. Plastic mirrors should be handled with the masking left on. Care should be taken to avoid sliding the mirrors against each other.
- After installation if there is trouble removing the masking, aliphatic naptha, kerosene or distilled alcohol may be used to moisten and soften the adhesive. Do not use any other unlisted chemical product cleaners or sharp objects to remove the masking.
- For long term maintenance of surface gloss the plastic mirror may be occasionally polished using a clean flannel cloth and good plastic cleanser and/or polish, e.g. Johnson’s Pledge®. Follow the polishing instructions on the container label.
- To repair vandalism fine scratches use a plastic scratch remover or compound cleaner and apply by hand polishing. Remove all residue and polish as above step No. 3. Deep scratches can be smoothed out by lightly sanding with 400 grit wet paper, and then following the fine scratch step and polishing step as above.

GENERAL NOTES

Any effects of vandalism or tampering should be repaired immediately by the user/owner to prevent any product performance deterioration. Products severely damaged must be replaced before they become hazardous. Proper maintenance procedures are the only pre-scribed method of ensuring a long, trouble free life for the product. Properly maintained facilities also contribute to the general feeling of well-being that characterizes the ambiance of a hygienic installation. Failure to follow proper maintenance procedures may shorten service life and will reduce product aesthetic quality level over time. Such a condition tends to encourage the disrespect that engenders overt vandalism and may forfeit any user/owner claims to warranty.

ASI JD MacDonald reserves the right to, and from time to time does make changes and improvements in the details of this document.

Warranty Statement

ASI JD MacDonald expressly warrants its products against defects caused by faulty workmanship (for a period described below) from date of purchase **providing the product is installed and maintained in accordance with ASI JD MacDonald's Installation and Operation instructions.**

Hand Dryers

- Applause – 1 year parts & labour
- Applause Plus – 3 years (first year parts & labour, remaining 2 years parts only)
- Autobeam – 10 years (first year parts & labour, remaining 9 years parts only)
- Select Classic – 5 years (first year parts & labour, remaining 4 years parts only). One year warranty on cabinet.
- Touchdry – 10 years (first year parts & labour, remaining 9 years parts only)
- Tri-Umph – 5 years (first year parts & labour, remaining 4 years parts only)
- Turbo-Dri – 5 years (first year parts & labour, remaining 4 years parts only)
- Turob Slim – 5 years (first year parts & labour, remaining 4 years parts only)
- Turbo 3in1 – 5 years (first year parts & labour, remaining 4 years parts only). One year warranty on cabinet.

Baby Change Stations

All ASI JD MacDonald baby change stations are warranted to be free of defects in material or workmanship for a period of five years from date of purchase.

Other

All ASI JD MacDonald commercial washroom and bathroom products are warranted to be free of defects in material or workmanship for a period of one year from date of purchase and includes product from the below categories:

- Back Rests
- Combination Paper Towel Dispensers & Waste Bins
- Grab Rails
- Hooks
- Mirrors
- Paper Towel Dispensers
- Security Accessories
- Shelves
- Shower Tracks, Rods, Kits Seats & Curtains
- Soap Baskets
- Soap Dispensers (with the exception of the EZ Fill range of soap dispensers, which is warranted to be free of defects for two years)
- Toilet Roll Holders
- Towel Rails
- Waste Bins



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1. WARRANTIES

- 1.1. 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 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.
- 1.2. The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded.
- 1.3. In addition to your statutory rights, the Company warrants to the Customer that on the date of delivery of the Product, the Company believes that the Product is free from defects in material, workmanship and design.
- 1.4. The Customer may during the Warranty Period (as defined in clause 1.5) notify the Company in writing at the Company's business address specified in clause 1.9 of any defect or suspected defect in the Product. Subject to clause 1.6, the Company will, to the extent necessary, repair or replace the Product at the Company's discretion and at no additional charge provided that:
 - 1.4.1. the Product has been properly serviced, maintained, used and operated by the Customer according to the manner prescribed by the Company, whether in the form of a maintenance manual or otherwise, or if no manner is prescribed by the Company, then according to the manner normally applicable to such Product;
 - 1.4.2. the Product is not subject to unusual or un-recommended physical, environmental or electrical stress;
 - 1.4.3. the Product is not used by any other party other than the Customer, or if the Customer re-supplies any Product, by the party acquiring the Product from the Customer;
 - 1.4.4. the Product has not been repaired, altered, modified or dismantled in any way by any party other than the Company or its authorised service representative; and
 - 1.4.5. the Product is not used in a manner contrary to the law.
- 1.5. The warranty period (**Warranty Period**) means the applicable warranty period set out on the front page of this warranty in relation to the relevant Product, provided that the parts have been fitted correctly and to the Company's satisfaction.
- 1.6. The warranty does not extend to:
 - 1.6.1. damage or breakdown of the Product arising directly or indirectly from normal wear and tear, incorrect, faulty or negligent operation or maintenance or by continued use of the Product after the discovery of any defect or deficiency which has not been rectified;
 - 1.6.2. any claim other than those directly attributable to faulty material or workmanship or design in respect of the Product; and
 - 1.6.3. any parts which are not original parts supplied by the Company, or any consequential damage to or failure or breakdown of the Product arising from the use of unauthorised parts or materials.
- 1.7. Any obligation of the Company to repair or replace the Product is subject to the following:
 - 1.7.1. the repair or replacement work being conducted during the Company's normal business hours; and
 - 1.7.2. if the Customer is located in a remote region, the Customer may, with the Company's prior written agreement:
 - (a) arrange for the repair or replacement work to be conducted at the premises of the Customer provided that the Customer pays to the Company all reasonable travel, accommodation and other costs and part freights; or
 - (b) conduct the warranty repairs and be reimbursed by the Company at the Company's standard repair times. If the customer needs to make a claim they can contact the customer service department on 1800 023 441.
- 1.8. Subject to clause 1.7.2, the Company will bear all costs in relation to the valid return of any Product in accordance with this warranty.
- 1.9. The Customer may contact the Company about the warranty given under this clause 1.9 at: ASI JD MacDonald, 13-17 Naxos Way, Keysborough VIC 3173, Free Call 1800 023 441 or by email at enquiry@asijdmacdonald.com.au