

Effective February 2, 2024

Bradley Australia warrants to commercial and institutional purchases only, each new Bradley accessory product purchased from us, to be free from defects in all material and workmanship, under normal use and service, upon the following terms, conditions and limitations.

- 1.** This warranty is limited to replacing or repairing, at our option, transportation charges prepaid by the purchaser, any Bradley washroom accessory item or part thereof, which our inspection shall show to have been defective within the limitations of this warranty.
- 2.** The warranty does not cover installation, or any other labour charge, and does not apply to any units which may have been damaged by accident, abuse, improper handling, insufficient protection during the construction period, or improper maintenance in service.
- 3.** The warranty does not cover mounting fasteners, or devices not furnished by Bradley Australia.
- 4.** The period during which Bradley Australia accessory units are warranted is as follows measured from the date of our invoices:
  - Complete Unit, Excepting Mirrors – one (1) year.
  - Stainless Steel Mirror Frames – fifteen (15) years against corrosion.
  - Hand Dryers – ten (10) years Outer Case; five (5) years Motor; three (3) years Timer, Brush and Fan; one (1) year Heater Element and PCB Sensor.
  - Laminate Glass – five (5) years against silver spoilage.
  - Polished #8 Architectural Grade Finish on 304 Series Stainless Steel – one (1) year against corrosion.
  - Bright Annealed Finish on 304 Series Stainless Steel – one (1) year against corrosion.
- 5.** The replacement or repair of defective Bradley washroom accessory units as stated in this warranty shall constitute the sole remedy of the purchaser and the sole liability of Bradley Australia under this warranty.

BRADLEY AUSTRALIA SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES CAUSED BY DEFECTS IN BRADLEY WASHROOM ACCESSORY UNITS OR ANY DELAY IN THE REPAIR OR REPLACEMENT THEREOF.

- 6.** This warranty extends only to commercial and institutional purchasers and does not extend to any others, including consumer customers of commercial and institutional purchasers.
- 7.** All items must be inspected at the time of delivery! Bradley Australia must be notified of damages, or discrepancies, within 7 calendar days from date of invoice.
- 8.** THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE.

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### MATERIAL DESCRIPTION

Stainless steel is extremely durable and maintenance is simple and inexpensive. Proper care, particularly under corrosive conditions, is essential. Always start with the simplest solution and work your way toward the more complicated.

### ROUTINE CLEANING

Daily, or as often as needed, use a solution of warm water and soap, detergent, or ammonia. Apply the cleaning solution as per the manufacturer's instructions and always use a soft cloth or sponge to avoid damaging the finish. We recommend Bradley Model JF8005 Jiffy, a non-scratch cream cleanser.

### STUBBORN STAINS

To remove stains from stainless steel use a stainless steel cleaner and polish stainless steel cleaner or a soft abrasive. Always follow the manufacturer's instructions and apply in the same direction as the polish lines. Never use ordinary steel wool or steel brushes on stainless steel. Always use stainless steel wool or stainless steel brushes.

### SPECIAL SITUATIONS FOR MATERIAL

**Fingerprints and Smears:** To remove fingerprints or smears use a high quality stainless steel cleaner and polish in accordance with the manufacturer's instructions. Many of these products leave a protective coating that helps prevent future smears and fingerprints.

**Grease and Oil:** To remove grease and oil use a quality commercial detergent or caustic cleaner. Apply in accordance to the manufacturer's instructions and in the direction of the polish lines.

**Precautions:** Avoid prolonged contact with chlorides (bleaches, salts), bromides (sanitizing agents), thiocyanates (pesticides, photography chemicals, and some foods), and iodides on stainless steel equipment, especially if acid conditions exist. Do not permit salty solutions to evaporate and dry on stainless steel.

The appearance of rust streaks on stainless steel leads to the belief that the stainless steel is rusting. Look for the actual source of the rust in some iron or steel particles which may be touching, but not actually a part of the stainless steel structure.

Strongly acidic or caustic cleaners may attack the steel causing a reddish film to appear. The use of these cleaners should be avoided.

### TIP

When cleaning units equipped with infrared (electronic eye) activation, it is helpful to turn off the power to the unit or cover the windows to prevent accidental activation. After the window is covered, the water will run for approximately 30 seconds and then shut off.

### STAINLESS STEEL PRODUCT CARE & CLEANING

Stainless steel is a low-carbon steel that contains at least 10 percent chromium. The addition of chromium gives the steel its unique corrosion-resisting properties. Most Bradley accessories are fabricated from type 304 stainless steel, which contains 18 percent chromium and 8 percent nickel. Bradley uses it because it is extremely durable, resists corrosion, stands up to many chemicals, and is easy to fabricate.

Stainless steels are very resistant to rust, however this does not mean that they are impervious to it. Stainless steel must be kept clean and free from contaminants. Frequent cleaning with mild soap and water or glass cleaner and a cotton cloth is required. Sometimes stainless steel products will develop corrosion or discolouration due to environmental and installation conditions. The following is a list of common conditions that cause corrosion or discolouration of stainless steel and should be avoided:

- Chloride containing cleansers - this includes bleach and any bleach containing cleaners
- Muriatic acid (hydrochloric acid) - commonly used to clean up after tile/concrete installation
- Concentrated soap residue - chemical additives will cause discolouration and some dried soaps actually look like rust
- Water with high iron content - can leave a rusty residue,

- especially if allowed to drip continuously
- Contact with iron materials – including steel wool, machining chips, iron residue/dust from installation or cleaning of other steel products
- Trapped moisture between the product and another object – rubber mats, metal cans of soaps or cleaners
- Salts – contain chlorides

## ROUTINE CLEANING

Any discolouration or corrosion should be removed as soon as possible, or permanent discolouration and pitting of the surface could occur. Usually, the product can be restored to its original condition. Most discolouration can be removed with a mild cleanser (we recommend Bradley Model SS3010 Stainless Steel Polish or a quality stainless steel cleaner). The surface should then be thoroughly rinsed with clear water. With proper maintenance, stainless steel will maintain its lustre and appearance indefinitely.

## MIRROR MAINTENANCE INSTRUCTIONS

Bradley mirrors are fabricated from stainless steel frames and plate glass or an alternative reflective surface. The frames can be cared for by following the general stainless steel maintenance instructions above (be careful not to scratch the highly polished frames). Reflective surfaces can be cleaned with any standard non- abrasive glass cleaner and a soft cloth - we recommend Bradley Model GL8004 Gleam, a no streaks glass and window cleaner. Care must be taken to avoid allowing the cleaner to run down the surface of the mirror and collect in the frame. If allowed to continue, this could lead to silver spoilage and would void the warranty on the glass.

## SOAP DISPENSER MAINTENANCE INSTRUCTIONS

Quality soap dispensers require good quality soap and periodic maintenance to properly operate. Bradley soap dispensers will provide dependable, consistent operation over the long term when the proper soap is used and when a minimal amount of periodic maintenance is performed on the valves. Soaps satisfying these basic guidelines will provide consistent flow and reduce clogs.

Soap thickness is determined by a measurement called viscosity. Soap viscosity should be between 100 cps (center-poise) and 2500 cps for all Bradley soap dispensers. The pH (acid) level of soaps that will perform consistently should be in the range of 6.5 to 8.5. More acidic soaps (pH levels lower than 6.5) will corrode metal parts (even stainless steel!!) and degrade rubber and plastic components. Most inexpensive soaps fall into this acidic category and will eventually cause valve failure and metal corrosion. We recommend the Bradleycare range of products to avoid problems of this kind.

Valves must also be maintained (cleaned) to function properly. At the very minimum, hot water should be pumped through valves periodically to clear out soap residue. Ideally, valves should occasionally be soaked for 30 minutes in hot water or a soap valve cleaning solution. With proper maintenance and soap, Bradley dispensers will provide long term, trouble free operation.

My stainless steel is rusty? What do I do?

The following is a guide to help you choose a cleaning method that best fits the finish and the product in question.

Cleaning Mode:	Applicable Finishes:	Notes:
*Naval jelly – available at hardware, marine and automotive supply stores	Bright polished and satin finishes (mirrors, partitions and dispensers)	Follow directions on product. Must be rinsed well with water. Tends to brighten surface so should use on entire product. This is an acid based product and safety precautions on product must be followed. Does not work as well on rougher finishes.
*Mild abrasives – available at hardware, discount and grocery stores	Satin finishes (partitions and dispensers)	Do not use any product containing bleach or other chlorides. Put mild abrasive on soft wet cloth. Rub evenly over entire surface of affected item. Rinse well and wipe dry.
*Mild abrasives – available at hardware, discount and grocery stores	Rougher finishes (peened grab bars)	Use a mild abrasive (described above) on a damp abrasive pad. Rub in the direction of the grain. Clean entire part to ensure continuity of the finish. Rinse well with water and wipe dry. Do not use this on fine finishes as it will destroy the intended finish.

Once the discolouration is removed and the environmental condition eliminated, the metal and finish should be as good as originally supplied. If the environmental conditions cannot be removed (i.e., chlorine in the air in a pool locker room), the item should be cleaned often and rinsed with clear water to prevent permanent damage to the stainless steel. If items are not regularly cleaned, pits may develop and the item's surface may be permanently damaged.

\*BRADLEY AUSTRALIA CARRY A RANGE OF SOAPS AND CLEANING PRODUCTS UNDER OUR BRADLEYCARE BANNER. WE WOULD BE DELIGHTED TO DISCUSS ANY CLEANING ISSUES YOU MAY ENCOUNTER AND TO MAKE RECOMMENDATIONS AS TO THE APPROPRIATE PRODUCT TO USE IN RECTIFYING PROBLEM AREAS. SIMPLY EMAIL US AT [BRADLEYAUSTRALIA.COM](http://BRADLEYAUSTRALIA.COM) OR CALL ON THE NUMBER LISTED BELOW.