



## General Operation & Maintenance of your Shutters

iQ Shutters have been designed to require a minimum of maintenance and ease of operation. The shutters are made up of the following components with their own maintenance requirements.

Component	Preventative maintenance	Frequency
Blade operation	Silicon spray, WD40 shutters blade end caps	3mths (high wind & high salt environment), 6mth (general)
Finish	Wash down with soapy water (see below)	3mths (high wind & high salt environment), 6mth (general)
Stainless steel, locks & Hinges	Spray with marine grade lubricate	Whenever possible (high salt environment), 6mth (general)
Top Tracks (with trolleys or rollers)	Wash down with soapy water. Apply Vaseline or WD40	3mths (high wind & high salt environment), 6mth (general)
Tracks	Wash down with soapy water	6mths or when required due to dust or grime build up. Dependant on nature of environment (leaves, salt, mould of mildew)

### Operation

Your Shutters have been designed with the unique iQ stainless steel drive system which is virtually maintenance free. The shutters are composed with groups of blades from 2- 11. Each group of blades can be operated by hand. The mechanism is housed within the frame so it is protected from environmental or mechanical damage. The system is extremely strong and fully lubricated with corrosive resistant grease when assembled. The movement of each group of blades will become smooth and consistent after 4-6 weeks of use. If the blades become stiff it is usually due to salt or grime build up and can be remedied by cleaning with warm soapy water and an application of silicon spray or WD40 around the end of each blade. This should be done a minimum of every 6 months for hassle free, smooth operation.

### Stainless steel, locks and hinges

The components used in the various types of our shutters is extremely high, they do require some maintenance.

Stainless steel, even high quality polished will tea stain if left for long periods. Stainless steel, flush-bolts and hinges should be cleaned with soapy water and dried before applying an application of CRC marine 66, Innox or WD40. Follow with a light wipe down with a dry clean cloth to remove excess spray. This is recommended every 3 months.

Locks and hinges should be operated to ensure fill penetration has occurred. The cylinder of the lock can be lubricated with a short burst of the above spray. Ensure you wipe down any surfaces which may have been over sprayed.

Top tracks and bearings can be cleaned using a spatula or similar (not your finger), apply a small amount (typically 1/4 tsp) of white petroleum jelly (Vaseline) or similar lubricant to the inner lip of each side of the track. Ensure that the wheels or trolleys pass through the lubricant and it is distributed evenly along the track. Put additional lubricant around the bearings. In high salt environments it is recommended a light application of CRC marine 66, Innox or WD40, every 3 months.

Bottom tracks should clean with soapy water when require to clean out leaves, grime and mildew.



### **How do I care for my Anodised Shutters?**

The natural beauty and lustre of Anodising has been proven to stand the test of time. In 20 years with proper maintenance your Shutters will look as good as the day you installed them.

Deterioration of the Anodised coating can occur, mainly as a result of grime build up which retains contaminated moisture permitting attack of the surface thereby damaging the finish.

#### What to use?

The cleaning procedure adopted will depend on the current condition of the surface and the time lapsed since last attended.

If regularly maintained washing down Anodised aluminium with warm water containing a suitable wetting agent or with mild soap solution. Hand rubbing is often used for small work for larger projects utensils such as fibre brushes may be more practical.

More difficult grime deposits may require the use of a mild abrasive such as pumice powder and water. Where greasy deposits are concerned, cleaning may require a soft cloth dipped in white spirits.

It is necessary to thoroughly rinse with water after cleaning especially where crevices are present to ensure removal of all residues.

#### What NOT to use?

The removal of grime by the use of emery paper, sand paper, steel wool or other highly abrasive materials.

Acid or alkaline cleaners are not recommended as they can damage the anodised coating.

Emulsion cleaners or proprietary chemical agents may also attack the anodised coating therefore they should never be used except in consultation with companies specialising in the cleaning of anodised aluminium.

#### How often?

The frequency with which cleaning should be carried out will range from monthly to six monthly intervals according to application and environment that the surface is exposed to. The aim of the cleaning operation should be the removal of grime deposited without damage to anodised coating.

Reference : Anodisers association of Australasia; A DIVISION OF THE AUSTRALASIAN INSTITUTE OF SURFACE FINISHES



### **How do I care for my Powder Coated Shutters?**

It is important that maintenance be done on a regular basis. Dirt, grime and airborne salt deposits from the atmosphere are often capable of causing damage to the coating surface and must be regularly removed. It is recommended that cleaning be done routinely at a three monthly interval, six months should be considered the maximum interval. Particular attention should be paid to the cleaning interval in marine or other corrosive environments and in areas prone to atmospheric fallout.

In the cleaning process, the following should be noted:

- a) Cleaning should be done with a dilute solution of a mild liquid detergent in warm water. Avoid excessively hot solutions.
- b) Use a soft bristle brush or similar to clean the surface. Do not use abrasive tools on the coating.
- c) After cleaning, rinse the film thoroughly with fresh water.
- d) Do not use strong solvent type cleaners on the coating. Where it is necessary to remove materials from the surface such as adhesives and a solvent is necessary, the weakest possible solvent should be used. The only solvents recommended are methylated spirits, white spirits or Isopropanol. Ensure the contact time for the solvent is minimal, and that the solvent is thoroughly rinsed from the surface. A small test area should be checked prior to solvent cleaning to ensure that no damage to the film or colour change will occur.
- e) Where more aggressive cleaning is required, a very mild abrasive such as a high quality automotive cream polish, used in accordance with the manufacturers instructions, may be necessary. The use of strongly abrasive compounds such as cutting compounds is not recommended.
- f) The use of bore water for cleaning is not recommended due to its mineral content, as it can bring about staining of the coating and may instigate long term coating failure.

All organic finishes are prone to some degradation on outdoor exposure and after long service, some change of colour and gloss or chalking may be expected. Whilst the integrity of the film will be maintained, it may prove necessary to refurbish the powder coating to restore the original appearance.

### **Polishing**

In domestic situations, the use of a high quality automotive cream polish applied in accordance with the manufacturers instructions will both clean the surface, and provide decorative protection for some months. It should be noted that such polishes may contain silicones or waxes which may lead to difficulties on subsequent recoat unless extreme care is taken in their removal.

#### Touch up

Where mechanical damage to the powder coating has occurred, and the substrate is exposed, it is certain that the underlying pretreatment film has been damaged. In order to achieve the maximum corrosion resistance it is necessary to replace the pretreatment, apply a suitable primer and repaint the damaged area in accordance with the recommendations below.

The application of a high performance etch primer to the metal is essential to the repair process.

Application of a suitable touch up paint is the only recommended method of damage repair.

In recoating, the following points should be noted:

- a) The surface must be properly prepared prior to coating. The powder coating must be well cleaned to remove all traces of dirt, chalk, deposits and previous cleaning compounds.
- b) Mechanical roughening of the powder coating film is recommended in order to achieve optimum adhesion of the paint. Suitable roughening may be achieved by either wet sanding with 360 or finer abrasive paper, alternatively the use of a Scotchbrite (trademark of 3M Co.) pad and water gives a satisfactory result. Following the roughening, ensure all sanding debris is thoroughly flushed from the surface with clean water.
- c) In the roughening process, great care should be taken on edges to ensure the powder coating film is not cut through and the chromate layer damaged. Should damage to the pretreatment layer occur, the exposed metal should be primed with a good quality etch primer in accordance with the manufacturers instructions.

A number of different types of paint have been evaluated for suitability for use on powder coatings. Whilst the type selected will depend on the particular application, it is recommended that a high performance type be selected in order to complement the life obtained from the powder coating.

Types which have been evaluated include:

- two component polyurethanes
- acrylic lacquers
- 100% acrylic emulsions

The paint manufacturer should be consulted for detailed application instructions.

Reference : Dulux Powder Coaters Rev 3 May 2008



### TERMS AND CONDITIONS OF SALES

1. iQ Shutters provides lifetime warranty on its iQ Drive system and that its aluminium products are to be free from manufacturing defects for a period of 5 years from the date of installation. Warranty on installation is for 1 year.
2. A manufacturing defect is defined as where the aluminium product sold is not of merchantable quality nor fit for its intended purpose. Where iQ Shutters aluminium products are installed or incorporated into another entity's or manufacturer's product iQ Shutters will not be liable for any defect in that product.
3. Other than the warranties listed in a above, iQ Shutters' warranty excludes all other defects including defects caused or contributed in whole or part by, or resulting from, any of the following:
  - i. Abuse, misuse or neglect;
  - ii. Circumstances where the products are used for purposes other than the intended use;
  - iii. Natural disasters such as flooding, windstorms and lightning;
  - iv. Damaged caused by the external environment in which the products are situated;
  - v. Alterations to the products by any person unless authorised by iQ Shutters
  - vi. Failure to follow up iQ Shutters prescribed "Care and Maintenance" procedures.
4. iQ Shutters' liability in respect of products that it finds to have manufacturing defects is limited to repairing or replacing the defective products. The repair or replacement of the defective product will be to a standard that provides the same degree of serviceability or functionality that a product without defect would otherwise have.
5. The quotation contain herein sets out with clarity the items of work included at the quoted sum, an alterations, amendments, etc requested by the customer, building contractor, or any other authority, and any additional visits to the site after the scheduled installation date will be charged at the current rate for service and material.
6. It is the responsibility of the customer to create all openings plumb, level, straight, horizontal and does not allow for out of level floor including structural integrity of all fixings, sub-straight and surfaces unless otherwise specified in the quote.
7. iQ Shutters will not accept any responsibility for the malfunction or improper operation of the products if the malfunction is caused by incorrect works of others. Where the openings have been altered after site details have been taken all costs involved in rectification will be at the Customer's expense.
8. Building, council permits and town planning applications etc if required are the responsibility of the Customer. iQ Shutters will proceed with the work as directed on the assumption that that all government and private certificates and permits have been obtained.
9. If scaffolding or scissor -lift is required to achieve suitable fixing, the cost of hiring this equipment will be charged to the Customer.
10. iQ Shutters will take all reasonable care but not responsibility for any damage to specialised surface that requires holes to be drilled eg marble, granite, glass, ceramic tiles, mirrors or other similar type surfaces.
11. Designs, drawings, specifications and samples submitted by iQ Shutters shall remain the sole property of iQ Shutters and cannot be reproduced, copied or use in whole or part without the specific written permission of iQ Shutters.
12. Orders placed and accepted in writing cannot be cancelled. However iQ Shutters may negotiate to cease work and a minimum charge of not less than 33% of the quoted sum shall be paid by the Customer.
13. Installation shall be carried out as close as possible to the requested date and it is the responsibility of the Customer to prepare all other works required to receive the installation in full. Where it is necessary to make further visits to the site or should structural work to be done by others are not ready, iQ Shutters reserve the right to charge for the time involved at current applicable rates. iQ Shutters shall not be held responsible for any claims associated with failure to comply with agreed installation date.
14. The products shall remain the property of iQ Shutters notwithstanding that the products have been delivered to and actually received by the Customer or any have been installed at or affixed to any premises and notwithstanding that the possession of the products may have passed to third party if the Customer shall fail to pay the amount owing at that time or in the manner specified. iQ Shutters may enter on any premises in the possession of the Customer by force if need be and re-take possession of the products or some part of parts thereof.
15. Any breach of this payment term will enable iQ Shutters to exercise all of its rights contained herein including (but without in any way limiting its rights) the rights to cancel further credit and to take legal action for the recovery of all sum outstanding. Should payment remain outstanding beyond iQ Shutters payment terms as outlined, the Customer agrees to pay interest and recovery costs on all amount outstanding from the due date until the date of repayment at a rate of 21% per year calculated on a daily basis.