



WARRANTY

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CARE AND MAINTENANCE MANUAL

Company Statement:

Dear Customer,

Thank you for entrusting FGS Group Ltd with your project.

FGS Group Ltd guarantees that all our products are manufactured from quality materials, with quality workmanship. We stand firmly by our reputation for quality.

To extend the life of the products installed and to meet our warranty requirements a simple and consistent maintenance program should be implemented.

Our standard warranty conditions and maintenance requirements are outlined in this document. Any specific conditions will be noted in the table below:

CUSTOMER NAME:	DATE / INVOICE #
CUSTOMER ADDRESS:	
WARRANTY NOTES:	<input type="checkbox"/> standard conditions apply <input type="checkbox"/> specific conditions apply
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CARE AND MAINTENANCE NOTES:	<input type="checkbox"/> standard conditions apply <input type="checkbox"/> specific conditions apply
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OTHER NOTES:	
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Standard Warranty Periods:

Unless otherwise expressly stated by FGS or agreed by contract, the following warranty periods apply:

Materials and Workmanship

Unless specified below, a standard 5-year warranty from date of completion covers materials and workmanship for both residential and commercial applications.

Powder Coating

A standard 2-year warranty from date of completion covers powder coating for both residential and commercial applications.

Painting

A standard 2-year warranty from date of completion covers painting for both residential and commercial applications.

Warranties are subject to a regular maintenance schedule as outlined in the “Care and Maintenance” section below.

Warranty Exclusions:

- ✓ Accidental damage and vandalism,
- ✓ Improper or misuse of the product, other than what it has been designed for,
- ✓ Normal wear and tear,
- ✓ Absence or lack of maintenance, improper service or repair,
- ✓ Repairs, modifications or alterations not carried out or supervised by FGS group,
- ✓ Improper pre-wiring, installation, service or repairs by others,
- ✓ Ground movements,
- ✓ Any extreme climatic events or natural disasters,
- ✓ Use of fertilizers, garden chemical and any chemicals other than described in the Care and Maintenance Manual

Care and Maintenance:

U.V light, sea spray, air pollution, grime and dirt together with airborne chemicals (i.e pesticide and insecticide) will accumulate over time and should be removed regularly.

1.1 Paint or Powdercoating (aluminium, steel and stainless steel)

Note: when available, always refer back to the specific instructions / painting system specifications issued by your architect

When: cleaning should take place **every 6 months**. In more severe environments such as marine, industrial or geothermal areas, the cleaning schedules should be increased to **every 3 months**.

How: clean any loose surface deposits with a soft (non-abrasive) wet brush or rag and a mild detergent (pH Neutral) diluted in warm water. Car Shampoo are a good off-the-shelf option. Rinse periodically with clean fresh water to eliminate deposits or residues. For non-textured products, a gentle automotive liquid polish and wax product will bring back the original colour, creating a surface barrier against future contaminants.

Never: use solvent, abrasive or coarse or corrosive cleaning products. Avoid general outdoor cleaners which may dull or tarnish painted surfaces.

Corrosion: special care should be taken if surface corrosion is noticed. Corrosion affects both steel product (rust) and aluminium (electrolysis leading to “white rust”). This happens when a product had been damaged (or even scratched) and bare metal has been exposed. Corrosion will spread and eventually compromise the integrity of the product so needs to be stopped as soon as possible.

To remedy this:

- a) use a wire brush and / or a finer grit sandpaper and eliminate all traces of corrosion
- b) clean the surface and apply or spray cold galvanization (steel) or etch primer (aluminum)
- c) once cured, sand very lightly with very fine sandpaper (i.e grit 600), feathering the edges of the sprayed area
- d) repeat previous 2 steps until a satisfactory finish is achieved
- e) apply a number of light coats of matching paint, ensure the surface is dry and warm

1.2 Galvanisation (steel)

When: cleaning should take place **every 6 months**. In more severe environments such as marine, industrial or geothermal areas, the cleaning schedules should be increased to **every 3 months**.

How: rinse off any deposits with abundant fresh water.

Never: use solvent, abrasive or coarse or corrosive cleaning products.

Corrosion: special care should be taken if corrosion (i.e rust) is noticed. This happens when a product had been damaged (or even scratched) and bare metal has been exposed. Corrosion will spread and eventually compromise the integrity of the product so needs to be stopped as soon as possible.

To remedy this:

- a) use a wire brush and / or a finer grit sandpaper and eliminate all traces of corrosion
- b) clean the surface and apply or spray cold galvanisation

1.3 Stainless-Steel (brushed, polished, etc.)

When: cleaning should take place **as signs of “Tea Staining” appears**. Coastal environments, high temperature and humidity and pollution will require a more regular cleaning schedule.

How: use a dedicated Stainless-Steel Cleaning product and a non-abrasive cleaning sponge.

Never: use abrasive cleaners or scouring pads as it will dull the finish and accelerate the Tea Staining process.

Corrosion: tea staining is not a severe form of corrosion and is purely cosmetic, it will not affect the structural integrity or longevity of the material.

1.4 Glass

When: cleaning should take place regularly, depending on the environment

Cleaning:

1. Wipe surface using a non-abrasive sponge and mild soap
2. Rinse off with clear fresh water and leave to dry
3. Use standard window cleaning product to finish

Tip: Avoid cleaning glass at peak temperature times or in direct sunlight. Ensure glass panels does not get knocked by any hard objects (tool, bottle, etc). Do not leave wet fabric (clothes, towels) to dry against glass as it will leave water marks.

Disclaimer:

This document serves as general guideline for the care and maintenance of products installed by employees or subcontractors of FGS Group Ltd t/a “The Fence & Gate Shop”, “FGS Structural” and “FGS Metalwork”.

As such the advices provided are of general nature only.

While we have listed general maintenance instructions for the most common products and materials, this list is by no means intended to be exhaustive. Common sense should prevail based on your specific environment, weather conditions and user group. Finally, observe any additional specific instructions issued by your architect or builder.