



*Product Care and Maintenance Guide*

## SecureView® & Xceed® Security Screens and Doors

Maintaining your SecureView and Xceed screens is simple. There is no need for harsh chemical cleaners; you can use warm water and a non-abrasive, pH neutral detergent such as car washing solution or dishwashing detergent. The cleaning method depends on the degree of contamination. For small installations, hand cleaning is often the best way. Simply wipe the surface of your screen and frame clean with a microfibre cleaning mitt. Rinse thoroughly after cleaning to remove all residue. Vacuum or wipe all tracks to keep clean from dirt particles and grime regularly as required.

To maintain your screens successfully, it is important to follow the care and maintenance advice to maintain your warranty. The recommended maximum intervals provided below are a guide only. Some installations may require extra maintenance due to local environment conditions. For more information, see our warranty.

### DEFINITIONS OF ENVIRONMENTS:

MILD:	Being rural, away from the coast and remote from industry and urban activity
MODERATE:	Being mainly urban, inland and away from heavy industrial activity.
TROPICAL/SEVERE:	Being coastal/marine, subject to salt deposition and within 15km of the eastern coast or 10km of the western coast of Australia.

<i>Type of environment</i>	<i>Maintenance Intervals (Max)</i>	<i>Recommended Maintenance Treatment</i>
Mild	6 months	Warm wash with recommended cleaner, such as car wash solution, dishwashing detergent.
Moderate	3 months	
Tropical / Severe	2-4 weeks	

## Diamond Grille Security Screens

Regular cleaning is necessary if the fine finish of powder coated and anodised aluminium is to be preserved. Deterioration of the coating occurs mainly as a result of grime deposition and attack by contaminated moisture, which in coastal and pool environments contain salt and sulphur compounds. Deposited grime and contamination absorbs moisture like a sponge and holds it against the powder coated and anodised surfaces. This permits the attack to proceed thereby damaging the coating which cannot be restored.

Frequency of Cleaning and maintenance instructions please refer to the below table depending on the type of environment.

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<i>Type of environment</i>	<i>Maintenance Intervals (Max)</i>	<i>Recommended Maintenance Treatment</i>
Mild	6 months	Warm wash with recommended cleaner, such as car wash solution, dishwashing detergent.
Moderate	3 months	
Tropical / Severe	2-4 weeks	

## Smooth Retractable Screens

### Cleaning Top and Bottom Guides

Dust and debris can collect in the aluminium guide channels over time. Removal of such build up is easy and important to ensure the screen's smooth movement. While the screen is fully retracted, remove any dust or debris with a soft cloth or a vacuum cleaner with a soft brush nozzle. Dusty or coastal environments will require regular cleaning.

### Cleaning the Screen Mesh

The screen mesh should be lightly dusted to maintain an unobstructed view and airflow. While the screen is fully extended, remove any build up with a vacuum cleaner with a soft brush nozzle, care should be taken not to tear or rip the mesh.

### Checklist for Malfunction

1. Check whether the sliding is not too tight by moving the screen to its full width; ensuring that there is enough space between the channels in the [Height] or [Width] for the sliding bar to slide. Ensure the distance between the two rails is the same as the length of the cassette
2. Check the PVC film attached to the back of the handle is not bent or creased.
3. Ensure the screen is not tensioned too tight. Adjust the tension by adjusting on the face of the cassette.
4. Spray silicon spray (Do not use WD40 as this attracts dust and will cause damage in the long term) along both guides of the rail.

## Pleated Retractable Screens

### Cleaning Top and Bottom Guides

Dust and debris can collect in the aluminium guide channels over time. Removal of such build up is easy and important to ensure the screen's smooth movement. While the screen is fully retracted, remove any dust or debris with a soft cloth or a vacuum cleaner with a soft brush nozzle. Dusty or coastal environments will require regular cleaning.

### Cleaning the Screen Mesh

The screen mesh should be lightly dusted to maintain an unobstructed view and airflow. While the screen is fully extended, remove any build up with a vacuum cleaner with a soft brush nozzle, care should be taken not to tear or rip the mesh.

### Wind and Operational Tips

The screen is fitted with tensioning cords running horizontally across the opening that provide stability to the screen, control the vertical orientation of the aluminium sliding bar and help prevent the mesh from blowing out of the Top and Bottom Channel in windy conditions. Should the screen mesh blow out of the channels gently retract the screen, the mesh should self-feed back into the channels, if not simply pop the mesh back in the channel. On large openings the screen mesh acts like a sail. In gusty or windy conditions SP Screens recommends to keep the screen retracted to reduce possibility of damage occurring.

## Steel Security Doors and Screens

Steel Doors do not require a lot of maintenance, but as with any powder coated product should be cleaned regularly for maximum longevity. Cleaning instructions are simple. Dip a soft cloth into a ph. neutral detergent such as car washing solution or dishwashing detergent. Dry off the unit using a similar soft cloth or chamois. If fitted with fly screen product, clean gently and do not tear. Always lubricate the moving parts of the product after cleaning. Use a lubricating silicone spray for this purpose, purchased from any hardware store.

Frequency of Cleaning and maintenance instructions please refer to the below table depending on the type of environment.

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 TROPICAL/SEVERE: Being coastal/marine, subject to salt deposition and within 15km of the eastern coast or 10km of the western coast of Australia.

Type of environment	Maintenance Intervals (Max)	Recommended Maintenance Treatment
Mild	6 months	Warm wash with recommended cleaner, such as car wash solution, dishwashing detergent.
Moderate	3 months	
Tropical / Severe	2-4 weeks	

## Xcell® Gates and Slats

It is essential for all powder-coated materials to be cleaned on a regular basis to preserve the finish over the years. XCELL Privacy Screens should be cleaned at frequent intervals as indicated below, depending on the amount of contamination that builds up on the surface. The aim of the cleaning operation is to remove the grime that is deposited onto the surface without causing damage to the powder-coated surface.

The cleaning method depends on the degree of contamination. Hard cleaning is often the best way for small installations, but large expanses of powder-coated metals, as in multi-storey buildings and large commercial projects, call for carefully controlled methods to loosen deposits of dirt and grime.

The surfaces should be washed down with warm water in conjunction with a 'soft' cleaner such as car cleaning or dish washing solution. Fibre brushes may be used to loosen dirt and grime, but abrasives such as sand paper or emery paper must not be used. Acidic or alkaline cleaners are also not recommended as they can damage the powder coating (pH ranging from 5 to 8). It is essential to finish off the cleaning by thoroughly rinsing all washed surfaces with clean water.

Where there has been greasy deposit, the surface should be washed with a white spirit using a soft cloth. Aerosol paint graffiti can cause considerable problems due to solvents used in paint. Contact CommandeX on 1300 720 838 for advice and recommendations prior to attempting the removal of graffiti.

It is essential to note that cleansers may attack the finished surface and must not be used except in consultation with companies who specialise in cleaning powder coating metal surfaces.

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<i>Type of environment</i>	<i>Maintenance Intervals (Max)</i>	<i>Recommended Maintenance Treatment</i>
Mild	6 months	Warm wash with recommended cleaner, such as car wash solution, dishwashing detergent.
Moderate	3 months	
Tropical / Severe	2-4 weeks	

*Note:* To successfully maintain XCELL Privacy Screens, it is important to follow the care and maintenance advice to maintain your warranty. The recommended maximum maintenance intervals provided here are for general guidance only. Some installations may require extra maintenance due to local environmental conditions (proximity to industrial activity, etc.).

## Maintenance of Hardware

### **This includes; locks, handles, catches, door closures.**

Regular maintenance is required for all hardware, including any stainless steel components, in most environments maintenance is recommended every six (6) months and every three (3) months in coastal, pool and industrial environments.

The internal work of locks, handles, catches etc. should be kept in good working order by applying graphite powder (Do not use WD40 as this attracts dust and will cause damage in the long term) to any moving parts.

The external finish of all hardware must be kept clean by removing any harmful residue, especially salt spray, from the surface using non-abrasive cleaning agent and wiped down with a soft cloth. When maintaining either internal or external hardware, ensure that all finished surfaces in close proximity are well protected from exposure to any cleaning or lubricating agents.

All tracks and sills must be kept clear of dirt, debris and other matter which can cause damage to, and restrict the proper functioning of rollers, guides and drop bolts.



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