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GUARANTEE & CLEANING RECOMMENDATION FOR HARDWARE PRODUCTS

Our SAVI-branded hardware products (including QS products) are guaranteed for a period of 5 years against any manufacturing defect. This guarantee is applicable from the sale of the product. Any product that fails to function correctly as per its intended design within this period will be replaced with a new unit. The guarantee does not cover the cost of replacing the faulty unit and accompanied costs.

Any outsourced products will carry the guarantee / warranty offered by those suppliers, after the suppliers have fully assessed the physical products.

Please note that:

- 1) General wear and tear on products does not constitute a warranty claim (i.e. door rollers)
- 2) Products that have been installed incorrectly are not guaranteed
- 3) Products that have been neglected are not guaranteed
- 4) Products that have been damaged by abusive use are not guaranteed

We recommend that any hardware product exposed to harsh environmental conditions, especially in external applications, is cleaned regularly. Please refer to our cleaning recommendation document. For example, a door roller should be lubricated regularly (*and the sliding door track kept free from sand or grit to ensure the roller's optimum performance*), an aluminium door handle should be wiped with a soft cloth on weekly basis. Where locks are concerned, we recommend spraying the internal mechanism of the lock where possible with a lubricant, like a dry silicone spray, every 3 months.

Stainless Steel is one of the most durable metals available with its exceptional ability to resist stains, rust and corrosion. However, contrary to popular belief, even the finest alloy will suffer if not cared for. It is necessary that our stainless steel products are regularly cleaned to resist negative effects from natural elements such as rain, wind and salt. Using a stainless steel cleaner or spray is the ideal prevention measure in this regard and is highly recommended.

Routine gentle cleansing will reward the owner with a product that retains its properties and appearance through many years.

The Southern African Stainless Steel Development Association (SASSDA) recommends as follows:-

ROUTINE CLEANING:

The best method for cleaning Stainless Steel is quite simply a light soapy warm water solution using a mild detergent (such as SUNLIGHT

LIQUID®), applied with a soft cloth or synthetic sponge.

Routine cleaning applied over several days will generally remove heavy soiling and staining.

DO's:

- Routine gentle cleaning
- Household cleaners showing 'suitable for Stainless Steel'
- Repeated routine gentle cleaning rather than a single aggressive cleaning

DON'Ts:

- Coarse abrasive powders
- Metallic scourers
- Silver or brass cleaners