

Gainsborough Guarantee Information



144 Beechboro Road South
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M&B Sales Pty Ltd
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Gainsborough offers a range of product guarantees which differ according to the relevant series.

A summary of these guarantees is shown within this document, together with recommendations on how to clean and care for your quality Gainsborough product.

Lifetime Brass Finish and 10 Year Limited Mechanical Guarantee*

APPLIES TO:

Product marked with "LB" (Lifetime Brass) code

* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if from the proven date of purchase it tarnishes, discolours or corrodes during the normal life for the product; or if within ten (10) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

10 Year Limited Tarnish Resistant and 10 Year Mechanical Guarantee*

APPLIES TO:

300/1300 Series	Classic Knob Range
390/392 Series	Flush Pulls
395/396/397 Series	Circular Sliding Cavity Door Sets
385/386 Series	Square Sliding Cavity Door Sets
600 Series	Metaline Leversets

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APPLIES TO:

800 Series	Stronghold Knob and Lever Locksets, Deadbolts, Entry Sets
800 Series 1946/1951/1846/ 1851 Series 890/8901/8904/ 8905 Series	Entrance Handle Sets G2 Series Deadbolts Trilock Series (all versions)
G2/1900 & 1800 Series	G2 Series Levers on 65mm Round Rosettes & 68mm Square Rosettes
480 Series	Dual Sprung Tubular Latches
980 Series	Trim Plates
PB10 Series	Patio Bolts
B6R Series	Brass Levers on 65mm Brass Round Rosettes
Z6R Series	Levers on 65mm Round Rosettes
S5S Series	Stainless Steel Levers on 58mm Square Backplates
S5R Series	Stainless Steel Levers on 55mm Round Rosettes
Z5R Series	Levers on 55mm Round Rosettes
Z5S Series	Levers on 58mm Square Backplates
7000W Series	Levers on Brass Wide Long Plates
7000N Series	Levers on Brass Narrow Long Plates
1000 Series	Heavy Duty Mortice Locks
3000 Series	Heavy Duty Mortice Locks
2400-2600 Series	Narrow Stile Heavy Duty Mortice Locks
3000 Series	Door Closers
9600PH/9900PH Series	Brass Pull Handles/Brass Pull Handle Sets
9200PH Series Stainless Steel	Stainless Steel Pull Handles/ Pull Handle Set
6200 Series	Rim Nightlatches
4000 Series	Stainless Steel Knobsets
4600 Series	Key in Lever Lockset
4700 Series	Knob Lockset with Inside Lever
4200 Series	Key in Lever Lockset

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4500 Series	Key in Lever Lockset
Z5RPSI	Auxiliary Privacy Set with Indicator (55mm Round Rosette)
Z5RSIB	Sliding Indicator Bolt Set with Indicator (55mm Round Rosettes)
Z5SPSI	Square Privacy Set with Indicator (58mm Square Backplates)
Z5SSIB	Square Sliding Indicator Bolt Set with Indicator (58mm Square Backplates)
S5RPSI	Auxiliary Privacy Set with Indicator (55mm Round Rosette)
S5RSIB	Sliding Indicator Bolt Set with Indicator (55mm Round Rosettes)
S5SPSI	Square Privacy Set with Indicator (58mm Square Backplates)
S5SSIB	Square Sliding Indicator Bolt Set with Indicator (58mm Square Backplates)

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2 Year Limited Tarnish Resistant and 7 Year Mechanical Guarantee*

APPLIES TO:

500 Series	Contractor Knob and Lever Locksets, Deadbolts
G3/700 Series	G3 Levers on 53mm Round Rosettes
G4/100 Series	G4 Levers on 63mm Round Rosettes

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* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if within two (2) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within seven (7) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

2 Year Limited Tarnish Resistant and 5 Year Mechanical Guarantee*

APPLIES TO:

G4/S100 Series	G4 Stainless Steel Levers on 63mm Round Rosettes
WW Series	Window Winders

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7 Year Limited Tarnish Resistant and 10 Year Limited Mechanical Guarantee*

APPLIES TO:

Elegance Series	Hinged Security Door Deadlocks
HD7 Series	Hinged Security Door Deadlocks
Ultimate Series	Hinged Security Door Deadlocks
SD7/SD8 Series	Sliding Security Door Deadlocks
Yarra Ridge Series	Sliding Patio Door Deadlocks
Yarra View Series	Sliding Patio Door Deadlocks
DC Series	Door Closers

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* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if within seven (7) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within ten (10) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

5 Year Limited Tarnish Resistant and 5 Year Mechanical Guarantee*

APPLIES TO:

ECO-SCHULTE Door Closers
ECO-SCHULTE Floor Spring and Transom Closers
ECO-SCHULTE Accessories and Pivot Sets
ECO-SCHULTE Patch Fittings
ECO-SCHULTE Swing Door Systems
ECO-SCHULTE Glass Connectors
ECO-SCHULTE Stainless Steel Entrance Handles

* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if within five (5) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within five (5) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever

5 Year Limited Tarnish Resistant Guarantee*

APPLIES TO:

6500/6600 Series Cabinet Handles
96FP/99FP Stainless Steel Flush Pulls
6200 Series Floor and Wall Stops
6400 Series Push Plates

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* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if within five (5) years from the proven date of purchase it tarnishes, discolours or corrodes. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

Electronic Hardware

G+ Access System Guarantee

- 1 year limited electrical

G+ Access Systems.

Gainsborough guarantees to repair or replace the Product if within one (1) year from the proven date of purchase any electrical defects occur.

Salto Guarantee

- SALTO guarantees that all equipment (including locks) and systems (including software) will perform according to specifications. Guarantee is limited to correction of defects, if any, and does not cover changes caused by new circumstances arising after delivery of the system.
- SALTO hardware supplied is warranted for a period of one (1) year from the date of installation against manufacturer's defects but does not include damages on the system due to:
 - 1) mishandling, 2) neglect, 3) abuse, 4) contamination, 5) lightning strike, 6) electrical fault, 7) flood/rain/water, 8) fire/extreme temperature, 9) riot/war and 10) act-of-god.
- SALTO card makers and readers are warranted for a period of one (1) year from the date of installation against manufacturer's defects but does not include damages on the system due to:
 - 1) mishandling, 2) neglect, 3) abuse, 4) contamination, 5) lightning strike, 6) electrical fault, 7) flood/rain/water, 8) fire/extreme temperature, 9) riot/war and 10) act-of-god



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Hillaldam

10 Year Limited Tarnish Resistant Guarantee

Should any of the products fail for no other reason than that of poor manufacture or manufacturing defect within this time period, Hillaldam will replace the goods at no cost. This guarantee is subject to the correct environment placement; installation of product; and upkeep of the product over this time period.

Miwa Guarantee

MIWA guarantees that all equipment (including locks) and systems (including software) will perform according to specifications. Guarantee is limited to correction of defects, if any, and does not cover changes caused by new circumstances arising after delivery of the system.

• MIWA hardware supplied is warranted for a period of **three (3) years** from the date of installation against manufacturer's defects but does not include damages on the system due to:

1) mishandling, 2) neglect, 3) abuse, 4) contamination, 5) lightning strike, 6) electrical fault, 7) flood/rain/water, 8) fire/extreme temperature, 9) riot/war and 10) act-of-god.

MIWA card makers and readers are warranted for a period of **one (1) year** from the date of installation against manufacturer's defects but does not include damages on the system due to:

1) mishandling, 2) neglect, 3) abuse, 4) contamination, 5) lightning strike, 6) electrical fault, 7) flood/rain/water, 8) fire/extreme temperature, 9) riot/war and 10) act-of-god.

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Lubrication of Locks and Cylinders

Locks

- Gainsborough products are manufactured using a quality lubricant for smooth operation. If the product has been installed in a region subject to extreme climate or subject to a dusty environment, then such conditions may affect the original lubricant and therefore the product may require relubrication.
- In this case, the working mechanism may be cleaned with a non-corrosive substance and then re-lubricated with a quality silicone or teflon based lubricant. Do not use lubricant in cylinder (oil or aerosol type).

Cylinders

- When key becomes “sticky” in cylinder, you may sprinkle a small amount of graphite onto the key and then insert the key inside cylinder. Do not use lubricant in cylinder (oil or aerosol type).

Cleaning and care

General Care

- Gainsborough suggests cleaning knobs, roses and plates every two months with a soft, damp cloth. A solution of soap and water could also be used to remove dirt from knobs, roses and other surfaces, but should not be used on cylinders. Ensure liquid does not enter cylinder at any time.
- When cleaning, avoid using acidic or abrasive substances which may contain solvents, i.e cleaning products, as such substances may cause a deterioration of the finish.

Caring for Stainless Steel

- Depending on the environment where the product is used, blemishes can appear on stainless steel product. To help prevent this occurring, clean once a month. Blemishes on satin stainless steel may be removed by rubbing with a suitable stainless cleaner/polish such as Eagle One Original Nevr-Dull Wadding Polish or Brite Shine Wadding Polish. Ensure rubbing occurs in the same direction as to the grain itself.

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Caring for Solid Brass

- Door Accessories (all Solid Brass products)
- Solid Brass products are coated with a durable baked on clear protective lacquer which will significantly retard but will not permanently prevent tarnishing. Coated brass items should be wiped with a soft cloth and occasionally polished with a good non-abrasive wax (following manufacturer's directions). NEVER USE ABRASIVE CLEANERS OR POLISHES ON A BRASS ITEM WITH A PROTECTIVE COATING. Solid Brass can be restored to its original appearance and re-sealed but it inhibits the product's warranty.
- Remember, the nature of brass is to tarnish. The beauty of brass is that it can always be restored to its original finish. Breakdown of the lacquer coating, or natural tarnishing, to which brass is subject, in no way indicates a deterioration of the basic product.

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