



WARRANTY

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CARE AND MAINTENANCE MANUAL

FGS Group Ltd
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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.

Residential Automation Components

A standard 2-year warranty applies from date of completion for all automation components installed and used on residential properties

Commercial Automation Components

A standard 1-year warranty applies from date of completion for all automation components installed and used on any commercial or industrial facility

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,
- ✓ Consumables (i.e batteries)
- ✓ 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,
- ✓ Third party installed accessories and cabling that cause damage directly or indirectly to FGS installed components,
- ✓ Ground movements,
- ✓ Power surges, lightning, pest and insect related damages, flooding, any extreme climatic events or natural disasters,
- ✓ Use of fertilizers, garden chemical and any chemicals other than described in the Care and Maintenance Manual,
- ✓ Gates which, at the request of customers, were not fitted with any open and close position stops

Care and Maintenance:

1. By Material type or Finish

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.

By Product Type

2.1 Fences, balustrades and handrails

Products can either be concreted in-ground posts or attached to an existing structure. They require very little maintenance but should still be inspected occasionally.

Check: annually or after extreme weather events to assess the structural integrity of the mounting surface or footing. Inspect and test for any lateral movements indicating weakness in the area of the footing or connectors.

Look out for signs ground movements, weakness of the supporting structure, cracks or corrosion.

2.2 Swing Gates

While gates may vary in sizes and shape, they are some common simple steps you should take to improve the longevity of the product:

- ✓ Keep the gate closed: this will prevent accidental damage from the wind or from vehicles (closed gates are naturally more visible)
- ✓ Never leave your gate open for an extended period of time unless originally designed for this.
- ✓ Lubricate the hinges regularly
 - Nylon or metal hinges: use a multi-use spray-on lubricant such as CRC or WD-40 every 6 months (more if near the sea). Wipe off surplus with a clean rag
 - Metal hinges fitted with a grease nipple: use a grease gun with a multipurpose grease cartridge every 12 months (more if near the sea). **Note:** WD-40, CRC and grease gun are readily available from DIY stores
- ✓ Don't slam or let the gate slam closed as the components will suffer premature wear and tear. Glass gates (pools) require particular care when closing, due to their weight.
- ✓ Pool gates must be regularly inspected and maintain to be compliant. Verify that gates are self-closing (from a 150 mm open position), top pull latch mechanism correctly aligned and hinges adequately tensioned. Refer to local and national regulations for further details

2.3 Sliding Gates

Sliding gates are generally installed across driveways and are very reliable if some basic precautionary steps are observed.

- ✓ Keep the gate closed: this will prevent accidental damage from the wind or from vehicles (closed gates are naturally more visible)
- ✓ Regularly sweep the track free from stones and debris which may affect the wheels spin
- ✓ Inspect frequently the support brackets and wheels to ensure they are spinning freely. Spray on some multi-use lubricant, every 6 months, wipe off extras with a clean rag

- ✓ Do not let the gate slam open or shut – this is particularly relevant for non-automated gates on severe slopes

2.4 Access Automation:

This includes: gate actuators and all peripherals such as control boards and enclosures, keypads, intercoms, remotes, receivers, ground probes, etc...

- ✓ Only trained and qualified technicians should install, repair or replace access automation
- ✓ Accessories fitted by others inside the automation enclosure provided by FGS, attached to or compromising the integrity of the said enclosure, unless specifically authorized by FGS will void the warranty
- ✓ Insects love the heat generated by the various circuit boards and will try to nest inside the motor and enclosure; we recommend regularly spraying insecticide around the base of the housing and conduits (never inside)
- ✓ Safety beams are additional safety devices aiming at reducing the risk of a vehicle or person being accidentally hit by a moving gate. They should never be solely relied upon as some situations may make these ineffective. Never park a vehicle or place a stationary object in the direct path of the gate. Should the need arise to completely deactivate your gate, simply switch the isolator switch to “OFF”, then take the motor out of gear (using the manual release) and tie it open.
- ✓ Ensure the safety photocells (safety beams) are not obstructed by objects (bins, vehicles, grass and foliage etc.). Be particularly vigilant around bushes and foliage which can be blown over the sensors by the wind, intermittently triggering the safety beams.
- ✓ When using a weed-eater for garden maintenance, stay well clear of any electrical conduits and equipment as the trimmer lines will severely damage plastics and may expose cables
- ✓ Keep the operation manual and override key in a safe location. In the unlikely event of a power cut or accidental damage, ensure the home occupants know how the automation can be safely deactivated and the gate(s) manually operated.
- ✓ Never force a gate by hand when the gear is still engaged

Call outs:

At times, FGS may be summoned to deal with urgent repairs and malfunctions.

If it is established that such intervention is resulting from improper or insufficient maintenance, accidental damage, the loss of keys and/or remotes or any exclusions listed above, FGS will reserve the right to invoice the customer at the applicable call-out rate.

We invite you to provide us as much information as possible when making contact with us and before requesting a technical intervention. In some instances, we may be able to help you over the phone by troubleshooting and remedying the issue directly, saving you both time and money in the process.

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.