

# Hipac Product Care and Maintenance Recommendations

In order to gain the maximum life from your Hipac product, correct maintenance procedures should be followed.

## General Guidelines

The following guidelines provide recommendations for your maintenance program. It is important that maintenance be done on a regular basis. It is recommended that inspections and cleaning be done routinely – at least annually. A shorter interval should be used in marine or other corrosive environments and in areas prone to atmospheric fallout.

**Products that have specific life safety purposes require continued attention on a structured program to ensure they are correctly in service – these include any items fitted to consumer doors such as hinges, locking, and door alarm systems. Refer to our specific instructions for those items.**

The complete windows or doors should be inspected regularly to ensure that it is still in good working order. Such things as faulty hinges, warped windows and doors, and or distorted frames can put excessive load on other components reducing their operating life. Dirt, grime and airborne salt deposits are often capable of causing damage to the product's surfaces and mechanism, including the cylinder barrel, and must be regularly removed.

## Cleaning Process

The following cleaning process is recommended:

- cleaning should be done with a diluted solution of a mild liquid detergent in warm water. Avoid excessively hot solutions.
- use a soft bristle brush or similar to clean the surface. Do not use abrasive tools.
- after cleaning, rinse surfaces thoroughly with fresh water.

- do not use strong solvent-type cleaners on surfaces. Where it is necessary to remove materials from the surface (such as adhesives and a solvent is necessary) the weakest possible solvent should be used. The only solvents recommended are methylated spirits, white spirits or Isopropanol. Ensure the contact time for the solvent is kept to a minimum and that the solvent is thoroughly rinsed from the surface. A small test area should be checked prior to solvent cleaning to ensure that no damage to the film or colour change will occur.
- the use of strongly abrasive compounds such as cutting compounds is not recommended.
- the use of bore water for cleaning is not recommended due to its mineral content, as it can bring about staining of the coating and may instigate long-term coating failure.
- ensure cleaning fluids do not penetrate into the lock or cylinder.
- lifeline key cylinders should be lubricated at least once a year or when there are signs of roughness when inserting or retracting the key. Remove any dirt, grime and salt deposits on and around the end of the cylinder barrel and apply a small amount of lubricant to the keyblade and insert the key into the lock barrel to maintain a smooth action. Cylinders should be lubricated with 'Inox MX3' lubricant.

## Door Alarm Systems

Refer to the specific Hipac Full Door Alarm Manual or Hipac Door Top Alarm Manual depending on the product mix in your building.

## Door Closers

Door closers should be adjusted by the installer once the air conditioning and ventilation systems are running and once the building is occupied. Floor mounted door closers should be fitted with the specified sealing compound. If there is a change in loading on doors due to a change in use or a change in the air conditioning / ventilation arrangements then adjust the door closer appropriately. Refer to the specific product instructions.

## Electric Strikes

Electric strikes are likely to be maintained by the security and / or electrical contractor. They require minimal maintenance once properly installed. Ensure the face plate is clean in accordance with the General Guidelines.

## Electronic Locksets

Refer to the specific Hipac Electronic Lockset Manual depending on the product mix in your building.

## Vision Panels

### **Storage and Maintenance**

1. Always handle, store and transport panels carefully.
2. Store in supplied box and packaging until installation.
3. Do not stand directly on the floor and / or store in a damp environment.
4. Remove panel from box vertically and check panel operates smoothly prior to securing into position.
5. For cleaning purposes use only soluble nonabrasive detergents, soaps or glass cleaners. Use window leathers only, do not use bristle brushes or paper towels.
6. Squeegees or soft lint free materials are recommended for drying. Ensure any moisture is removed.
7. The importance of correct installation of the panel cannot be emphasised too strongly. Please follow the stainless surround or timber beading installation guide.

### **Trouble Shooting**

In the unlikely event that a fault is discovered with your unit please contact Hipac immediately. DO NOT attempt repairs unless advised otherwise.

However, abnormal operation can be due to poor installation and initial aperture preparation. Examples as follows:

- incorrect aperture preparation either dimensionally or out of square.
- beads applied too tightly to the door and unit.
- incorrect intumescent installation.
- loose handles - grub screw not secured tightly.
- panels must be at room temperature before installation.

## Recommended Inspection Guide

Category	Type of Check	Frequency (Clinical Team)	Frequency (Facility Maintenance)
Door Leaf & Frame	Free from damage	6 monthly	6 monthly
	Consistent gap between the door and frame	6 monthly	6 monthly
Latch or Lock	Engages correctly when the door is closed	Monthly	6 monthly
	Operates freely without undue friction	Monthly	6 monthly
	Free from damage and all fixings are present and secure	Monthly	6 monthly
Hinges	Functioning correctly without undue friction	Weekly	6 monthly
	Free from damage and all fixings are present and secure	Weekly	6 monthly
Anti-Barricade Items	Removable frame stops are functioning correctly without friction or damage and all fixings are present and secure	Weekly	6 monthly
	Double swing hinges are operating correctly without friction or damage and all fixings are present and secure	Weekly	6 monthly
	Door opens in both directions without binding	Weekly	6 monthly
Vision Panels	Operable vision panels operate smoothly	Weekly	6 monthly
	Free from damage and all fixings are present and secure	Quarterly	6 monthly
Other Hardware	Free from damage, functioning correctly and all fixings are present and secure	Monthly	6 monthly
	Door locks and unlocks correctly without hinderance	Weekly	6 monthly
	Door closers are continuing to function correctly and close the door	Weekly	6 monthly

If in doubt with any aspect of our Maintenance Recommendations, please contact Hipac on 1800 75 93 93.

**Disclaimer:**

All products must be fitted as per the directions detailed in the individual product Installation Instruction Document. Hipac takes no responsibility for incorrect installation/operation of the product. By purchasing this product, you are confirming that the product will be fitted as per the instructions.

Please note that Hipac offers a range of measures designed to reduce the risk of self-harm or suicide and does not offer any guarantee that it will not take place. The solutions have been designed as a deterrent only.

**ABOUT HIPAC**

Operating at the forefront of healthcare, we strive to redefine what's possible. We provide superior products, design expertise and total solutions to help create environments where nothing stands in the way of patient care.

**Contact information**



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