

Doors and Door Hardware: 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 (Maintenance Team)
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

Doors and Door Hardware: Hipac Product Warranty

Door Hardware

By purchasing a Hipac Healthcare product, you can be confident that it has been designed and manufactured to a high standard of quality and reliability. This document sets out the warranty that is applicable to door hardware products within the Hipac Healthcare range.

Any warranty offered by Hipac Healthcare covers reasonable use of the product in accordance with the company's specification data sheets and operating and maintenance instructions that are available on request. The warranty is not transferable and is only valid when providing relevant proof of purchase.

The warranty does NOT cover any damage caused by inappropriate use, abuse or misuse. The warranty does NOT cover any malfunction or failure of the product that has been caused by poor or incorrect installation.

To ensure the validity of the warranty, please carry out maintenance in accordance with the product care and maintenance recommendations.

Warranty

Hipac Healthcare warrants its products to be free from defects in material and workmanship for the periods stated from the date of purchase. Hipac Healthcare will, at its option, repair or replace any products that in the opinion of Hipac Healthcare are found to be defective, provided said products are returned to Hipac Healthcare, freight prepaid. Hipac Healthcare reserves the right to inspect the installation of defective products before any removal and return of any such products.

Warranty Terms

- the warranty covers only the original registered users of the product and is not transferable without the express written permission of Hipac Healthcare.
- any timeframe related to this warranty commences at the original date of purchase.
- the product will be free from defects in material or workmanship.

- the correct specification and installation procedures have been followed.
- any claim should be made to Hipac Healthcare within 21 days of the fault occurring.
- if a product is found to be of faulty manufacture, Hipac Healthcare reserves the right to either replace or repair the product and excludes any claim for consequential loss or damage.
- Hipac reserves the right to charge for a technician's time and replacement parts if a claim is not due to faulty manufacture or material.
- products that form part of a ligature alarm system and/or an anti-barricade system have been commissioned and/or inspected by a Hipac representative to confirm correction functionality.

Warranty Exclusions

- non-transferable and not applicable to re-installed products.
- does not apply to, inappropriate use or accidental damage or failure caused by others or poor site conditions.
- no claim will be accepted if a product was installed with a fault that would have been clearly visible before installation.
- The warranty does not cover equipment which has been damaged due to incorrect installation, inappropriate use, misuse, abuse or accident.
- The warranty does not cover the cost of removal and disposal of the failed product nor the reinstatement of the repaired or replacement product.
- products that that form part of a ligature alarm system and/or an anti-barricade system that have not been commissioned and/or inspected by a Hipac representative to confirm correction functionality.

Hinges

Hipac Healthcare warrants that its range of hinges will be free from defects in material and workmanship for a period that is no longer than the lifespan of the original door and frame it was installed upon up until a period of ten years from date of purchase.

Electrically modified transfer hinges are warranted for a period that is no longer than the life span of the original door and frame it was installed upon up until a period of one year from date of purchase.

Locksets and Handles

Hipac Healthcare warrants that its range of locksets and handles will be free from defects in material and workmanship for a period that is no longer than the life span of the original door and frame on which it was installed upon up until a period of ten years from date of purchase.

Electronic locks and electrical components are warranted for a period that is no longer than the life span of the original door and frame it was installed upon up until a period of one year from date of purchase. Batteries are not covered by warranty.

Frame Stops

Hipac Healthcare warrants that its range of frame stops will be free from defects in material and workmanship for a period that is no longer than the life span of the original door and frame on which it was installed upon up until a period of ten years from date of purchase.

Bolts & Catches

Hipac Healthcare warrants that its range of bolts and catches will be free from defects in material and workmanship for a period that is no longer than the life span of the original door and frame on which it was installed upon up until a period of ten years from date of purchase.

Door Stops

Hipac Healthcare warrants that its range of door stops will be free from defects in material and workmanship for a period of ten years from date of purchase.

Ligature Alarms

Hipac Healthcare warrants that its range of ligature alarms and associated components will be free from defects in material and workmanship for a period that is no longer than the life span of the original door and frame it was installed upon up until a period of one year from date of purchase.

Door control

Hipac Healthcare warrants that its range of door control products will be free from defects in material and workmanship for a period that is no longer than the life span of the original door and frame on which it was installed upon up until a period of two years from date of purchase.

Vision Panels

Hipac Healthcare warrants that its range of vision panels and stainless steel vision panel surrounds will be free from defects in material and workmanship for a period that is no longer than the life span of the original door on which it was installed upon up until a period of ten years from date of purchase.

Timber vision panel surrounds are assembled by others and are not covered by this warranty.

Stainless Steel

Stainless Steel does not mean stain free but that the product stains less, compared to ordinary carbon steel. Tea staining is a natural process that may happen to stainless steel products if not cleaned regularly and pursuant to Hipac Healthcare's instructions. The Warranty, therefore, does not cover tea staining of Stainless Steel products.

Doorsets

Hipac guarantees doorset products against material and manufacturing defects for up to five years from the date of supply, when it remains covered under a Hipac service agreement. This guarantee includes repair or replacement of any component found to have manufacturing or material defects, following our root cause analysis through inspection or testing.

Where doorsets have been installed as part of a retrofit solution, and/or where existing elements of the door, frame, or connected building materials have been retained, the warranty only applies to new elements supplied and installed by Hipac. Any defects or failing of an existing element, including where it is used as a fixing medium, is not covered by the warranty.

For doors not covered by a Hipac Service Agreement, a one-year warranty will apply, commencing from the date of supply or when last covered by the service agreement.

The warranty operates on a return-to-base basis where feasible. For doorset issues, Hipac utilises a remote-assisted root cause approach, requiring images and/or videos from the customer. If a site visit is necessary and the fault is determined to be due to installation or maintenance issues, Hipac reserves the right to charge for the visit at our standard call-out rates.

It is the buyer's responsibility to ensure that the products are correctly specified for their intended purpose and that they are installed, commissioned, and maintained according to Hipac's fitting instructions and maintenance guidance.

This warranty does not cover damage caused by abuse, vandalism, or misuse.

Claiming on the Warranty

a.) If you purchased a Hipac Healthcare branded product from an authorised reseller (as opposed to direct from Hipac Healthcare) and wish to claim on the Warranty to the authorised reseller, you must, at your own expense:

- (i) return the product securely packed to protect against damage to the product; and
- (ii) provide details of:
 - A. the claim on the Warranty;
 - B. proof of original purchase; and
 - C. your name, address, email address (if you have one) and telephone number.

To the authorised reseller from whom you originally purchased the product, within the applicable Warranty period referred to above.

b.) If you purchased a Hipac Healthcare branded product directly from Hipac Healthcare or otherwise wish to claim on the Warranty direct to Hipac Healthcare, you must, at your own expense:

- (i) contact the Hipac Healthcare Customer Service Department at the contact detail below to:
 - A. provide Hipac Healthcare with details of the claim on the Warranty;

- B. organise to provide Hipac Healthcare with proof of original purchase;
 - C. obtain a Case Number;
 - (ii) securely pack the product to protect it from damage;
 - (iii) include a copy of the original proof of purchase in the packaging;
 - (iv) clearly mark the Case Number on the outside of the packaging; and
 - (v) return the product directly to Hipac Healthcare at the address on the next page, within the applicable Warranty period referred to above.
- c.) Products returned directly to Hipac Healthcare without a Case Number may not be accepted by Hipac Healthcare.
- d.) The issue of a Case Number and acceptance of returned products by Hipac Healthcare's staff do not constitute acceptance by Hipac Healthcare of the claim on the Warranty.
- e.) Hipac Healthcare will assess (or authorise the reseller from whom you originally purchased the product to assess) any claim you may make on the Warranty and if, in Hipac Healthcare's reasonable opinion, the Warranty applies, Hipac Healthcare at its own opinion and cost will (or will authorise the reseller from whom you originally purchased the product to):
 - (i) provide you with the same or (if the same product is no longer available) the closest similar Hipac Healthcare branded product;
 - (ii) repair the product and return it to you; or
 - (iii) refund the price you paid for the product.

This is the only obligation of Hipac Healthcare under the Warranty. Hipac Healthcare will bear its own expenses of doing those things, and you must bear any other expenses of claiming on the Warranty.

- f.) If products are returned to Hipac Healthcare for which, in Hipac Healthcare's reasonable opinion, the Warranty does not apply, the products will be returned to you freight collect.

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.

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