



## MAINTENANCE WARRANTY & CARE GUIDE

In order to prolong the life of the POLARIS Soft Close Hinge, and to maintain your rights under this warranty, you should follow **the care and maintenance advice set out below.**

Periodical care of product will help to maintain the product for its life expectancy.

Never use, under any circumstances, liquid detergents containing abrasive substances or substances containing muriatic acid, ammonia, acetone, bleach, acids for domestic uses, various disinfectants, pure vinegar or abrasive sponges and steel wools.

The usage of products which are not suggested can irreparably damage the surface of accessories; in this case, Glass Hardware Australia will not consider itself as responsible.

Suggestions for maintenance and cleaning; dirt deposits can be easily removed with a solution of water and vinegar (max 15% concentration that means approx. 10 ml in one litre of water). Then wash with water and soap and rinse out.

Check gates and self-closing devices on a regular basis. Tighten fixing screws every 6 months. (Not the speed adjustment cap!)

In order to get the desired speed, fine-tune speed adjustment cap. (see website for more instructions)

It is essential for all stainless steel products to be cleaned on a regular basis to preserve the finish over the years. POLARIS Soft Close Hinge should be cleaned at frequent intervals as indicated below, depending on the grime that is deposited on to the surface without causing damage to the internal mechanism.

To successfully maintain POLARIS Soft Close Hinge, it is important to follow the care and maintenance advice to maintain your warranty. The recommended maximum maintenance intervals provided here are for general guidance only. Some installations may require extra maintenance due to local environmental conditions (proximity to industrial activity etc.) please see "**Definitions of environments**" below.

Glass Hardware Australia warrants to the first owner of the POLARIS Soft Close Hinge that they are free from defects in workmanship and material under conditions of normal residential use for a period of 36 months from the date of installation.

All claims should be made in the first instance to the original POLARIS Soft Close Hinge dealer that installed your gate.

**Definitions of environments:**

**Mild** – Being rural, away from the coast and remote from industry and urban activity.

*Maintenance intervals (max) 6 months*

**Moderate** – Being mainly urban, inland and away from heavy industrial activity.

*Maintenance intervals (max) 3 months*

**Topical/severe** – Being coastal/marine, subject to salt deposition and within 10km of coast.

*Maintenance intervals (max) 2-4 weeks*

TO REGISTER FOR 36 MONTHS WARRANTY AS THE ORIGINAL LEGAL BUILDING OWNER WHERE POLARIS SOFT CLOSE HINGE WAS INSTALLED, DETACH THE COMPLETED FORM AND POST IT TO:

GLASS HARDWARE AUSTRALIA  
Unit 2a, 172 Silverwater Road  
SILVERWATER NSW 2128  
AUSTRALIA

OR EMAIL TO: [info@polarishinge.com](mailto:info@polarishinge.com)



NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/TOWN: \_\_\_\_\_ STATE: \_\_\_\_\_

COMPANY THAT INSTALLED POLARIS SOFT CLOSE HINGE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/TOWN: \_\_\_\_\_ STATE: \_\_\_\_\_

QUOTATION/JOB NO: \_\_\_\_\_ DATE INSTALLED: \_\_\_\_\_

*I understand the terms and conditions outlined in the above maintenance warranty*

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_