

Eclipse Architectural®

Warranty information, terms & conditions, returns & allowances, claims policy, and other general information

Maintenance

All products must be installed in accordance with accepted good trade practice (and in accordance with supplied instructions where applicable), and maintained in accordance with these procedures or else the warranty shall be void.

Automatic closers and operators

All Centor Products Pty Ltd. hardware systems are designed for manual operation. Poorly adjusted automatic operator closers can impart significant destructive forces to tracks, bearings and stops. Such hardware used in installations is expressly excluded from Centor Products Pty Ltd. warranty terms.

Hardware in buildings is subject to deterioration from everyday use, and also from environmental attack due to atmospheric and other conditions. Maintenance of hardware is even more important in severe environments such as coastal marine areas and some industrial areas. Even stainless steel products require maintenance to prevent deterioration in some environments. Centor Products Pty Ltd. requires the following minimum maintenance to be followed, otherwise the warranty shall be void:

Track and bearings

Using a spatula or similar object (not your finger), apply a small amount (typically a 1/4 teaspoon) of white petroleum jelly (Vaseline) or similar lubricant to the inner lip of each side of the track. Ensure that the wheels pass through the lubricant and it is distributed evenly along the track. Put additional lubricant around bearings. Lubricant reduces wear, improves smoothness and further protects against corrosion of track and bearings. Remove all surface contaminants by wiping all visible track surfaces with a damp cloth and a mild detergent, then wipe with a clean cloth. In severe environments, apply a thin film of a corrosion preventative such as CRC Marine 66®, Innox® or WD40®, by wiping with a soft cloth moistened with one of these products.

Stainless-steel bearings are manufactured from hardening-grade stainless-steel and although this material performs considerably better than plated steels, it is still susceptible to corrosion unless maintained as described above.

Hangers, pivots and brackets

A light spray application of a corrosion preventative such as CRC Marine 66®, Innox® or WD40®, followed by a light wipe with a dry cloth to remove excess, is recommended to all hangers, pivots and brackets. Exposed surfaces should first be wiped down with warm soapy water and a soft rag, and then rinsed clean before applying preventative.

Hinges

Wipe down the visible surfaces with warm soapy water on a soft rag and then rinse off by wiping with a clean damp rag. Application of a thin film of light machine oil or one of the corrosion preventative sprays mentioned above will help to maintain the original lustre of the metal finish. Be careful not to get these compounds on the timberwork itself as they may cause staining.

Flushbolts

Spray application of a suitable lubricant such as CRC Marine 66®, Innox® or WD40® to the sliding pin inside the bolt and to the lock cylinder is recommended. A tube attached to the nozzle will help to concentrate the spray where you want it to go. There are access holes or slots on all dropbolt products so that this can be done without removing the locks from the doors.

Frequency

The procedures mentioned above need to be carried out as often as is necessary to prevent deterioration in the installed environment, however we recommend the following minimum frequency of application:

General environments: Every 6 months

Marine and industrial environments: Every 3 months

Regular maintenance is required to all hardware, even stainless steel, otherwise the manufacturer's warranty may be voided.

Warranty

Eclipse Warranty

Eclipse Architectural® offers a 5 year warranty on its products. This warranty only applies to all products other than all hardware manufactured by Centor Products Pty Ltd. Defective goods will be replaced; however no claims for damage incurred or work done thereon will be allowed. The Eclipse program is a complete product offering. Component deletions and/or substitutions are strictly prohibited. Warranty is void if product has missing or substitute products.

Centor Warranty

Centor Products Pty Ltd. offers a 10 year warranty on its products. This warranty only applies to hardware manufactured by Centor and used on Eclipse Folding Door Systems. Centor Products Pty Ltd. warrants the products to be free from manufacturing defects for a period of 10 years from the date of purchase.

A manufacturing defect is defined as where the product or components sold is not of merchantable quality nor fit for its intended purpose. Where Centor Products Pty Ltd. products or components are installed or incorporated into another entity's or manufacturer's product, Centor Products Pty Ltd. will not be liable for any defect in that product.

Other than manufacturing defects, this warranty excludes all other defects in Centor Products Pty Ltd.'s products including defects caused or contributed in whole or in part by, or resulting from, any of the following:

- a) Abuse, misuse or neglect;
- b) Circumstances where the products are used for purposes other than the intended use;
- c) Natural disasters such as flooding, windstorms and lightning;
- d) Damage caused by the external environment in which the products are situated;
- e) Alterations to the products by any person unless authorized by Centor Products Pty Ltd.;
- f) Failure to follow the recommended installation and maintenance procedures.

Liability for consequential and other damages

Centor Products Pty Ltd. shall not be liable under this warranty under any circumstances for any other direct or any indirect; incidental or consequential damages of any kind. Centor Products Pty Ltd.'s liability in respect of products that it finds to have manufacturing defects is limited to repairing or replacing the defective products. The repair or replacement of the defective product will be to a standard that provides the same degree of serviceability or functionality that a product without defect would otherwise have.

Centor Products Pty Ltd. will not be liable in contract, tort or otherwise for costs, expenses, loss or damage to any person or property, including consequential losses or loss of profits, resulting directly or indirectly from any defect or breach of warranty.

This is the only warranty

This warranty is for carriers, hinges, pivots, guides and flushbolts only. This is the only warranty provided by Centor Products Pty Ltd. All other warranties, whether expressed or implied by any legislation, are hereby excluded to the extent permitted by such legislation.

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Branch Offices & Manufacturing Centres

Toronto, Canada & Los Angeles, USA

Eclipse Architectural® Corporate Showrooms

Vancouver & Toronto, Canada • Los Angeles, California & Honolulu, Hawaii USA

The DS Group is the brand image of A.K. Draft Seal Ltd.