

**American Specialties, Inc.****INFORMATION**  
**Product Care & Maintenance**

August 8, 2018

All ASI products are designed and manufactured to high quality standards to ensure many years of satisfactory service. To assure long life and beauty, the product should be cleaned, protected and maintained. Usually units that have just been installed will require cleaning after the protective plastic film has been removed. Depending upon how long the units have been in storage prior to installation, a product such as 3M™ Adhesive Remover (6041) may be helpful in removing any stubborn vinyl & adhesive residue.

**Stainless Steel** washroom accessory products require regular surface cleaning, much the same as stainless steel sinks, pots and pans and eating utensils. As long as a regular cleaning schedule is followed, the best method is cleaning with a soft clean rag moistened with a mild detergent, followed by a water-moistened clean rag and then a dry rag. For a “new” look, surfaces can be wiped with lemon oil applied by a soft polishing cloth to maintain sheen.

**Stainless Steel** should be protected against muriatic acid and caustic or abrasive materials, and harsh cleaning detergents [with pH outside the range  $7 \pm 1.5$ ]. In the event such agents cause discoloration, polishing with a stainless steel cleaner such as 3M™ Stainless Steel Cleaner & Polish® and a soft cloth on bright or mirror finishes, or for satin finish surfaces the Stainless Steel cleaner and 3M™ Scotch Brite® pad either blue (less aggressive) or green (more aggressive) is recommended.

**Plastic, Phenolic or laminate** materials can be maintained with general-purpose protectant products such as Armor All®. Do not soak edges of laminated products as this may allow moisture to seep into edge seams, leading to delamination as the core swells over time.

**Soap dispensers** located in low traffic areas should have the soap dispenser valves wiped down to remove any air-hardened soap residue left on the nozzle spouts. This should be done as part of the day-to-day janitorial maintenance routine covering them. General cleaning on a regular schedule is adequate for soap dispensers in higher traffic areas, with no special attention required. Specific soap dispenser management information is on the product TDS and Soap Dispensing Requirement Chart available online.

**Hand Dryers** are designed to be low-maintenance. To ensure optimum performance and warranty compliance, periodic cleaning of the unit is recommended. There are few-to-no user adjustable or serviceable parts inside the housing. General cleaning of the exterior housing and nozzle surfaces on a regular schedule is adequate, with no special attention required. Any general-purpose cleaner, such as Formula 409® or Windex® is appropriate for porcelain enameled surfaces. For Stainless Steel or ABS plastic covers, follow the same guidelines for Stainless Steel cabinets. Periodically, the sensor lens (if so equipped) should be wiped clean with a soft towel dampened with mild soap and water (NOT SOAKED), and rinse-wiped and dried. In highly dusty environments, the inside of the nozzle and/or exhaust screen should be examined regularly for dust and/or lint build-up, which should be removed. If necessary, maintenance crews can open the housings with special security wrenches (after the power has been shut off) to clean the inside of the screen and/or the blower unit and heating element. Dryer filters (equipped on select models) should be regularly replaced. See dryer specific TDS and Operating Instructions and Parts Manual for additional information.

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**Product Care & Maintenance****NOTES FOR DRYERS**

- Replacement parts are available for select internal components, with service kits including instructions available for major sub-assemblies. These are designed to be installed by qualified technicians ONLY.
- DO NOT SOAK any dryer unit. They are not designed for wet wash-down. Exterior surfaces may only be wiped. Refer to cleaning instructions in unit model manual.
- DO NOT ALLOW any in-housing access or “service” by unqualified personnel.

**NOTES FOR MIRRORS:**

- Glass surfaces should be cleaned with any suitable non-abrasive standard glass cleaner, such as Windex® or Glass Plus®. Do NOT use cleaner with ammonia or bleach. Plastic surface mirrors {D & E glazing only} can be washed with mild soap and damp cloth with light pressure to remove splash & spatter, taking care to avoid mirror edges. To remove grease, oil or tar deposits on the mirror surface, either kerosene or hexane may be used. Do not use kitchen cleaning sprays, window cleaners, scouring compounds or any other unlisted chemical product cleaners.
- For protection each D and E glazing mirror has a durable paint backing and a removable masking on the front. This masking should remain in place to protect the mirrors during all phases of installation. Plastic mirrors should be handled with the masking left on. Care should be taken to avoid sliding the mirrors against each other.
- After installation if there is trouble removing the masking, aliphatic naphtha, kerosene or distilled alcohol may be used to moisten and soften the adhesive. Do not use any other unlisted chemical product cleaners or sharp objects to remove the masking.
- For long term maintenance of surface gloss the plastic mirror may be occasionally polished using a clean flannel cloth and good plastic cleanser and/or polish, e.g. SC Johnson Pledge®. Follow the polishing instructions on the container label.
- To repair vandalism fine scratches use a plastic scratch remover or compound cleaner and apply by hand polishing. Remove all residue and polish as above step No. 3. Deep scratches can be smoothed out by lightly sanding with 400 grit wet paper, and then following the fine scratch step and polishing step as above.
- Care should be taken to ensure that cleaners and water are not captured in the frame or behind mirrors to avoid damage.

Additional mirror care information is in the Mirror Proper Care & Maintenance Guide available online.

**GENERAL NOTES:**

Any effects of vandalism or tampering should be repaired immediately by the user/owner to prevent any product performance deterioration. Products severely damaged must be replaced before they become hazardous. Proper maintenance procedures are the only prescribed method of ensuring a long, trouble free life for the product. Properly maintained facilities also contribute to the general feeling of well-being that characterizes the ambiance of a hygienic installation. Failure to follow proper maintenance procedures may shorten service life and will reduce product aesthetic quality level over time. Such a condition tends to encourage the disrespect that engenders overt vandalism and may forfeit any user/owner claims to warranty.