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Tomorrow's Innovative Solutions for Today's Doors and Windows

The DS Group Of Companies: Draftseal®, Kristrack®, Eclipse Architectural® and DSD Hardware

DSD Hardware

Warranty Information, Terms and Conditions, Returns and Allowances, Claims Policy and Other General Information

Finish Care Instructions for ASSA ABLOY handle sets

Do not use any solvents, polishes, cleansers or abrasives on the hardware. If the doors are to be painted, it is important to remove the hardware before doing so to prevent any over-spray or spillage on the hardware. Warm mild soapy water and soft cloths are only to be used to clean the hardware after installation. No paint product of any kind is to come in contact with the hardware including the mechanisms.

If you have purchased polished brass, antique brass, satin nickel or pewter, white, black, or powder-coated finish

The hardware's finish is protected with either a clear or solid, durable paint. Solvents, polishes, cleansers and abrasives will break down this protective coating and the brass will dull and turn dark. **To clean:** Use mild soapy water, rinse and dry with a soft cloth. Cleaned properly, it will last for years to come! For added protection, a carnauba car wax can be applied. Make sure it contains no abrasives and follow the manufacturer's directions.

If you have purchased any PVD finish, polished chrome, or satin chrome finish

Because of various atmospheric and weather conditions (especially where the hardware is exposed to high concentrations of salt in the air), periodic care is needed for the PVD, US26 and US26D finish. If it is not cleaned weekly, the finish may look like it is tarnished or has failed. Your vehicle would look the same if not cleaned weekly. The salt, calcium, dirt and oil must be removed to maintain its original lustre.

To clean: regular cleaning with warm soapy water is necessary. For added protection, a carnauba car wax can be applied. Make sure it contains no abrasives and follow the manufacturer's directions.

For severe build-up: you will need a bottle of "CLR" which can be purchased at most home and garden or drug stores. Please follow the directions and safety precautions from the manufacturer. Remove the hardware from the fixture it is being used on. Rubber gloves and eye protection is necessary. Submerge each piece of hardware into the cleaner. Wait about half an hour. Remove hardware from solution and rinse with warm running water. Rub with a paper towel to remove the residue of the salt, calcium, dirt and oil. Repeat until all unwanted elements are removed. Apply a carnauba car wax, and re-install the hardware. Remember to clean and wax the hardware weekly as mentioned earlier so as not to have a large build up of unwanted elements. Doing so will make the hardware last for years to come!

10 Year Finish Warranty

The solid brass handles and solid brass back plates with PVD (Physical Vapour Deposition) finish sold by ASSA ABLOY Door Security Solutions (each a "Product," together the "Products") are warranted against tarnish for a 10 year period, as long as the product is owned by the original purchaser and used in the residence in which it was originally installed.

This Limited Warranty covers only residential applications and proof of original purchase or product registration is required to make a claim under this Limited Warranty. This Limited Warranty excludes a Product: (1) with scratches or abrasions; (2) that has been altered; improperly installed; abused and / or misused; (3) used in commercial applications; (4) that has been damaged by acts of nature; (5) that has undergone normal wear and tear; or (6) has not been properly maintained according to the manufacturer's written specifications. This Limited Warranty is expressly limited to persons or entities that purchase the Product for resale or use in their ordinary course of business.

If a Product is found to be defective by ASSA ABLOY Door Security Solutions in its reasonable judgment, ASSA ABLOY Door Security Solutions will, at its sole option, either repair or replace the defective hardware. This Limited Warranty does not cover any labour charges to remove and / or reinstall a Product.

The forgoing limited warranty is exclusive and ASSA ABLOY Door Security Solutions Makes no warranty with respect to its products, expressed or implied, except as set forth herein. All other expressed warranties, and all implied warranties (including the warranties of merchantability and fitness for a particular purpose), are hereby disclaimed. ASSA ABLOY Door Security Solutions' liability, whether in contract, negligence or other tort, strict liability or under any other legal theory, arising out of warranties, actions, omissions, representations, instructions or warnings (or lack or inadequacy thereof), deficiencies, failures, or defects of any kind or from any cause shall be limited solely to repairing or replacing defective parts pursuant to this warranty.

In no event shall any claim or recovery of any kind exceed the purchase price of the product with respect to which such claim or recovery is made and in no event shall ASSA ABLOY Door Security Solutions Be liable for special, indirect, punitive, incidental or consequential damages, (including, without limitation, lost profits) resulting from the use or maintenance of this product, or arising out of any breach of this warranty, or for any other reason. Any oral or written description of ASSA ABLOY Door Security Solutions' products is for the sole purpose of identifying the products and shall not be construed as an express warranty.

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Eclipse Architectural® Corporate Showrooms

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