



CARING FOR YOUR STAIRCASE & BALUSTRADE

Timber Stairs are generally finished by external trades other than stair builders but we have compiled a few items to help you maintain and care for your timber stair. When cleaning timber stairs, we recommend using a damp cloth or mop to remove the dirt or dust. If you vacuum your stairs, ensure the bristles are extended to prevent scratching. Should you wish to use a product, ensure these are water based as some chemicals may damage the finish on your staircase. Look for products which are made for timber floors. Don't use bleach, ammonia, abrasive cleaners or anything that will leave a residue on the timber as it will not only damage the surface but void warranties. Dry the floor with a terry cloth as there should be almost no moisture on floor when finished and will also give a nice sheen. For glass elements, window cleaner is very effective. Prolonged exposure to heat can result in shrinkage/movement of the timber. Please do not place any heaters, hot electrical appliances etc near staircase. Any timber stairs that are in direct sunlight can result in fading, discolouration & movement. Should stairs be located in direct sunlight, tinting of windows, blinds or curtains should be considered. Wear & scratch damage to timber stairs may occur due to heavy items being moved up stairs (i.e. bed settings etc), increase in foot traffic especially ladies high heels (stileto) . Please take care to avoid these types of damages. Timber is a natural living product and therefore grain, colouring and texture will vary between samples. This is not classed as a defect.

Stainless Steel Care—Indoors & Outdoors

Stainless steel is prone to stains and other problems if you don't clean it effectively. Avoid the old-fashioned remedies, it is better to pick a dedicated stainless steel cleaner that is designed for this purpose. Mild detergent can shift most light marks but we recommend CSG Cleanox Stainless Steel Cleaner as it minimises and prevents finger prints and provides extra protection against staining and preserves the stainless steel surface while minimising the need for cleaning. It is recommended to clean as per outdoor instruction below as well to eliminate tea staining, pit corrosion etc. Stainless Steel is not maintenance free but maintenance friendly. When using stainless steel material outdoors it will naturally have rainfall that can remove dirt but you need to wash it thoroughly throughout the year, especially in aggressive environments like salt water, coastal areas or swimming pools. Washing regularly will reduce the risk of tea staining. For best results wash with soap or mild detergent and warm water followed by rinsing with cold water. The appearance of the surface can be improved further if the washed surface is wiped dry. The schedule for cleaning will vary depending on location and finish. Location from salt water 15+km every 12 months, 1 to 15km every 4-6 months, 500m to 1km every 3 months and less than 500m is weekly. As a rule if your windows are dirty or salty so is the stainless steel. Tea Staining / Corrosion is the discoloration of stainless steel that does not effect the structural integrity or the longevity of the material. However, if left unattended tea staining can progress to more severe pit corrosion. Pit corrosion can ultimately change the surface finish and will probably require mechanical re-polishing and passivation. Tea staining occurs most commonly within 5km from salt water and becomes progressively worse closer to the source particularly if there is salt spray. Rough surface finishes (Satin) promote tea staining. The main cause of this problem is salt deposited on the stainless surface. The smoother the surface the better. Smoother surface finishes stay cleaner between washes and don't have deep surface grooves where chlorides and other contaminants can collect and concentrate. In saying this, smooth surface may show tea staining if not washed regularly. If you are near salt, a high or mirror polish should be used. Tea Staining can be removed using Polinox US Stainless steel rust and stain remover. These items are not warranty.

Warranty

Every product at Aussie Timber Stairs has been created with care to ensure it lasts for a long time that's why we are happy to provide a 5 year warranty for manufacturing/installation/defective faults. Our warranty does not cover after installation defects which as per terms and conditions of quotation no. 5 should have been reported in writing within 7 days of installation. It also does not cover scratches, burns, dents or damage caused by inappropriate use. We require all sides of the timber to be finished with at least 3 coats of high quality polyurethane/stain or french polishing within the required time stated in our terms and conditions no. 10. This does not cover normal wear and tear or tensioning of stainless wire. This warranty does not cover scratches or damage to glass after handover nor do we warrant/guarantee glass breakage or shattering. The warranty will be voided if products are exposed to extreme conditions, deteriorated or faults caused by or contributed by consumer, third party or otherwise if a product has been used in a manner not in accordance with its function or design or otherwise misused, not maintained, incorrect maintenance, accidents or other adverse events.

AUSSIE STAIRS

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