



# GUARANTEE INFORMATION

**Gainsborough offers a range of product guarantees which differ according to the relevant series.**

A summary of these guarantees is shown within this document, together with recommendations on how to clean and care for your quality Gainsborough product.

## Lifetime Brass Finish and 10 Year Limited Mechanical Guarantee\*



### APPLIES TO:

Product marked with "LB" (Lifetime Brass) code

\* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if from the proven date of purchase it tarnishes, discolours or corrodes during the normal life for the product; or if within ten (10) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

## 10 Year Limited Tarnish Resistant and 10 Year Mechanical Guarantee\*



### APPLIES TO:

<b>300/1300 Series</b>	Classic Knob Range
<b>390/392 Series</b>	Flush Pulls
<b>395/396/397 Series</b>	Circular Sliding Cavity Door Sets
<b>385/386 Series</b>	Square Sliding Cavity Door Sets
<b>600 Series</b>	Metaline Leversets

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## 5 Year Limited Tarnish Resistant and 10 Year Mechanical Guarantee\*



### APPLIES TO:

<b>800 Series</b>	Stronghold Knob and Lever Locksets, Deadbolts, Entry Sets
<b>800 Series</b>	Entrance Handle Sets
<b>1946/1951/1846/</b>	G2 Series Deadbolts
<b>1851 Series</b>	
<b>890/8901/8904/</b>	Trilock Series (all versions)
<b>8905 Series</b>	
<b>G2/1900 &amp; 1800 Series</b>	G2 Series Levers on 65mm Round Rosettes & 68mm Square Rosettes
<b>480 Series</b>	Dual Sprung Tubular Latches
<b>980 Series</b>	Trim Plates
<b>PB10 Series</b>	Patio Bolts
<b>B6R Series</b>	Brass Levers on 65mm Brass Round Rosettes
<b>Z6R Series</b>	Levers on 65mm Round Rosettes
<b>S5S Series</b>	Stainless Steel Levers on 58mm Square Backplates
<b>S5R Series</b>	Stainless Steel Levers on 55mm Round Rosettes
<b>Z5R Series</b>	Levers on 55mm Round Rosettes
<b>Z5S Series</b>	Levers on 58mm Square Backplates
<b>7000W Series</b>	Levers on Brass Wide Long Plates
<b>7000N Series</b>	Levers on Brass Narrow Long Plates
<b>1000 Series</b>	Heavy Duty Mortice Locks
<b>3000 Series</b>	Heavy Duty Mortice Locks
<b>2400-2600 Series</b>	Narrow Stile Heavy Duty Mortice Locks
<b>3000 Series</b>	Door Closers
<b>9600PH/9900PH Series</b>	Brass Pull Handles/Brass Pull Handle Sets
<b>9200PH Series</b>	Stainless Steel Pull Handles/Stainless Steel Pull Handle Set
<b>6200 Series</b>	Rim Nightlatches
<b>4000 Series</b>	Stainless Steel Knobsets
<b>4600 Series</b>	Key in Lever Lockset
<b>4700 Series</b>	Knob Lockset with Inside Lever
<b>4200 Series</b>	Key in Lever Lockset
<b>4500 Series</b>	Key in Lever Lockset

Continued overleaf



<b>Z5RPSI</b>	Auxiliary Privacy Set with Indicator (55mm Round Rosette)
<b>Z5RSIB</b>	Sliding Indicator Bolt Set with Indicator (55mm Round Rosettes)
<b>Z5SPSI</b>	Square Privacy Set with Indicator (58mm Square Backplates)
<b>Z5SSIB</b>	Square Sliding Indicator Bolt Set with Indicator (58mm Square Backplates)
<b>S5RPSI</b>	Auxiliary Privacy Set with Indicator (55mm Round Rosette)
<b>S5RSIB</b>	Sliding Indicator Bolt Set with Indicator (55mm Round Rosettes)
<b>S5SPSI</b>	Square Privacy Set with Indicator (58mm Square Backplates)
<b>S5SSIB</b>	Square Sliding Indicator Bolt Set with Indicator (58mm Square Backplates)

\* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if within five (5) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within ten (10) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

## 2 Year Limited Tarnish Resistant and 7 Year Mechanical Guarantee\*



### APPLIES TO:

<b>500 Series</b>	Contractor Knob and Lever Locksets, Deadbolts
<b>G3/700 Series</b>	G3 Levers on 53mm Round Rosettes
<b>G4/100 Series</b>	G4 Levers on 63mm Round Rosettes

\* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if within two (2) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within seven (7) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

## 2 Year Limited Tarnish Resistant and 5 Year Mechanical Guarantee\*



### APPLIES TO:

<b>G4/S100 Series</b>	G4 Stainless Steel Levers on 63mm Round Rosettes
<b>WW Series</b>	Window Winders

\* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if within two (2) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within five (5) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

## 7 Year Limited Tarnish Resistant and 10 Year Limited Mechanical Guarantee\*



### APPLIES TO:

<b>Elegance Series</b>	Hinged Security Door Deadlocks
<b>HD7 Series</b>	Hinged Security Door Deadlocks
<b>Ultimate Series</b>	Hinged Security Door Deadlocks
<b>SD7/SD8 Series</b>	Sliding Security Door Deadlocks
<b>Yarra Ridge Series</b>	Sliding Patio Door Deadlocks
<b>Yarra View Series</b>	Sliding Patio Door Deadlocks
<b>DC Series</b>	Door Closers

\* Gainsborough Hardware Industries Limited guarantees to repair or replace this product if within seven (7) years from the proven date of purchase it tarnishes, discolours or corrodes; or if within ten (10) years from the proven date of purchase any mechanical defects occur. Applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

## 5 Year Limited Tarnish Resistant Guarantee\*



### APPLIES TO:

<b>6500/6600 Series</b>	Cabinet Handles
<b>96FP/99FP</b>	Stainless Steel Flush Pulls
<b>6200 Series</b>	Floor and Wall Stops
<b>6400 Series</b>	Push Plates

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## 1 Year Limited Electrical Guarantee\*



### APPLIES TO:

<b>Digital Entry Lever Lock</b>
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\* Gainsborough guarantees to repair or replace the product if within one (1) year from the proven date of purchase any electrical defects occur.



## Lubrication of Locks and Cylinders

### Locks

- Gainsborough products are manufactured using a quality lubricant for smooth operation. If the product has been installed in a region subject to extreme climate or subject to a dusty environment, then such conditions may affect the original lubricant and therefore the product may require re-lubrication.
- In this case, the working mechanism may be cleaned with a non-corrosive substance and then re-lubricated with a quality silicone or teflon based lubricant. Do not use lubricant in cylinder (oil or aerosol type).

### Cylinders

- When key becomes "sticky" in cylinder, you may sprinkle a small amount of graphite onto the key and then insert the key inside cylinder. Do not use lubricant in cylinder (oil or aerosol type).

## Cleaning and care

### General Care

- Gainsborough suggests cleaning knobs, roses and plates every two months with a soft, damp cloth. A solution of soap and water could also be used to remove dirt from knobs, roses and other surfaces, but should not be used on cylinders. Ensure liquid does not enter cylinder at any time.
- When cleaning, avoid using acidic or abrasive substances which may contain solvents, i.e cleaning products, as such substances may cause a deterioration of the finish.

### Caring for Stainless Steel

- Depending on the environment where the product is used, blemishes can appear on stainless steel product. To help prevent this occurring, clean once a month. Blemishes on satin stainless steel may be removed by rubbing with a suitable stainless cleaner/polish such as Eagle One Original Nevrr-Dull Wadding Polish or Brite Shine Wadding Polish. Ensure rubbing occurs in the same direction as to the grain itself.

### Caring for Solid Brass

- Door Accessories (all Solid Brass products)
- Solid Brass products are coated with a durable baked on clear protective lacquer which will significantly retard but will not permanently prevent tarnishing. Coated brass items should be wiped with a soft cloth and occasionally polished with a good non-abrasive wax (following manufacturer's directions). NEVER USE ABRASIVE CLEANERS OR POLISHES ON A BRASS ITEM WITH A PROTECTIVE COATING. Solid Brass can be restored to its original appearance and re-sealed but it inhibits the product's warranty.
- Remember, the nature of brass is to tarnish. The beauty of brass is that it can always be restored to its original finish. Breakdown of the lacquer coating, or natural tarnishing, to which brass is subject, in no way indicates a deterioration of the basic product.



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July '18