
Customer Care Leaflet

Thank you for purchasing your new **IDM** Door, which should give you many years of trouble free use. Please note, although these doors are designed to be very low maintenance a minimum level of customer care is necessary in order to fully enhance the life of the product. We recommend the following easy maintenance steps are carried out.



To keep your door looking good, we recommend that it is cleaned regularly to minimize the build up of grime and dirt which will prolong the life of the surface. The frequency of cleaning will vary by the door's position and the environmental conditions in which it is fitted, but, in general, cleaning should take place approximately every eight weeks.

Do:

Frequently wash down the door surface with warm soapy water (washing up liquid is suitable) and wipe dry with a soft cloth.

Do Not:

- Use abrasive cleaners or scouring pads on the surface of the door.
- Use high pressure or steam cleaners.
- Use any kind of bleach or solvents, including white spirits, methylated spirits, cellulose thinners, nail varnish remover or other solvent based materials.

Accidental dents or scratches may be repaired by applying a fibreglass filler (as used in automotive repairs), rubbing down and painting with touch up paint. Paint touch up kits are available from IDM Doors, details on request.

The Letterplate, Knocker, Eye Viewer, Lever Handles and Hinges should all be cleaned at the same time as the door with the mild soapy solution. Moving parts should also be lubricated with a light oil about twice a year.

It is **important to note** that in coastal areas or in and around building sites the external finishes of the hardware can come under excessive environmental conditions and the frequency of cleaning should be increased to around once a week to prevent any degradation of the surface.

