

OPERATION & MAINTENANCE MANUAL



CLOAKROOM FURNITURE



Certificate No. FM 21078
Quality Management
ISO 9001:2008

Certificate No. EMS 45526
Environment Management
ISO 14001:2004

Certificate No. OHS 547679
Occupational Health
& Safety Management
OHSAS 18001:2007





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Introduction

Broxap cloakroom and changing room furniture has been supplied to designs that have been proven over years of development and installation.

Products are supplied in a base material of mild steel, or plastic, with sections and grades of material being used to ensure they are fit for purpose and function for many years to come.

The timber used for our cloakroom furniture is European Beech (*Fagus Sylvatica*). Broxap are FSC certified, and all timber supplied has full Chain of Custody. This ensures that it originates from legal and sustainable sources.

Broxap's FSC Certificate registration code: SA-COC-004482.

So as to aid in ensuring the maximum life can be realised from the product, along with minimising the costs for major refurbishment, this manual details ongoing maintenance requirements along with identifying critical points that should be observed at all times.

Broxap are ISO 9001 (Quality), OHSAS 18001(Health & Safety) and ISO 14001 (Environmental) certified through the BSI. These standards have been utilized during the design, manufacture, processing and delivery of the product. Other standards that have been considered during the products manufacture are:

- BS EN ISO 13920 – Welding Tolerances Shapes, Dimensions and Lengths
- FSC-STD-40-004 V2-1

This furniture is not intended for outdoor use.

To ensure that timber does not sweat and become discoloured, all wrapping must be removed within 72 hours of delivery.

Mild steel lockers, are intended for dry areas only. If lockers are to be situated in wet or humid areas, then plastic lockers should be used.

Health & Safety Information

The product supplied / installed has no specific operating instructions once it has been installed. However, there is a need for certain Health and Safety notes to be considered at all times during its use and ongoing maintenance.

These being:

- At no time should anyone use the coat pegs for anything other than their intended use. The seat bases and wall mounted products must also be used as intended and at no time be used for climbing onto.
- Where there are Trespa boards, misuse can cause a sharp edge to form. It is the end users responsibility to ensure that these sharp edges are dealt with and protected from other users as soon as they occur.
- Broxap cannot accept any responsibility for any damage or injury to persons or property as a result of not working in a safe and proper manner.
- Should any structural concerns, product failure, product quality or issues relating to ongoing maintenance and repair of the product be necessary, then it is strongly recommended that in the first instance contact is made directly with Broxap.

Materials & Processes

As the product is designed to utilise various customer requirements, the following is a list of materials and processes that **could** have been used during its processing:

Materials

- Mild steel - Grade S235
- Wood - European Beech
- Trespa (Decorative, high-pressure compact laminate)
- Plastic lockers - MDPE
- Fixings
- Ground anchors – Sleeve or resin type

Processes used

- Bending, forming, fabrication and welding.
- Hot dip galvanizing
- Electro zinc plating of fasteners and fixings
- Polyester powder coating
- Staining of wood
- Moulding of plastic
- Cutting / sawing of Trespa

Cleaning, Maintenance & Repair

This section gives a generic overview of the inspection and cleaning regimes, solutions, methods and techniques which will preserve the aesthetic finish of the product.

Inspection & Cleaning

To maximise life expectancy the product should be visually inspected, on a regular basis, for any signs of damage, vandalism, breakdown of surface finish and loose fixings.

During these inspections, should any concerns be noted, then the Customer's attention is brought to the following pages whereby suitable maintenance and repair methods are described for the various materials used.

In the event of serious damage to any main, or structural, component then Broxap should be contacted immediately for detailed technical advice.

In addition to the visual inspection, a regular cleaning regime is also required. We recommend that this is undertaken every 3 months.

The clean down should be undertaken with a mild detergent in warm water. All surfaces should be cleaned using a soft cloth or sponge. At no time should any kind of abrasive be used.

So as to prolong the life of any painted surface, we strongly recommend that no cleaners containing esters, ketones or chlorinated solvents are used, as this may soften the paint and create further issues that will require a major refurbishment to be undertaken.

Note – this document is not designed to be exhaustive and extensive in the exacting requirements of every case. If you consider your cleaning or repair circumstances to be outside of the scope of this document, then please contact Broxap and we will be happy to help you keep our products looking as new.

All cleaning and maintenance should be recorded, detailing the method of cleaning, what products have been used, and what repair work has been undertaken.

In the case of a warranty claim against Broxap, this information will be requested.

Galvanized Coating

The Galvanizing used on the product has been processed in accordance with the requirements specified in BS EN ISO 1461:2009.

Galvanizing is a hot dip chemical reaction of molten zinc onto a steel substrate.

Note - due to the nature of the Galvanizing process some surface irregularities may occur on the surface of finished products. Although these will be finished flat, where possible, this will not be undertaken where it may breach the zinc coating. Some visual irregularities may therefore be present on galvanized products, including those finished with a polyester powder coating – these do not compromise the durability and performance of either the product or the coatings in any way.

Galvanizing has the ability to “self-heal” any minor knocks or scratches. However, there will be occasions whereby the coating has been damaged to base steel at a size that will not allow for self healing. Based on this there are several proprietary repair paints on the market. In Broxap’s experience we have found 2 that give a satisfactory repair and finish for ongoing use. The 2 methods are either Galvafruid or Zinga with both being available in either a paste / brush application or an aerosol spray.

- Where the surface is scratched or damaged through to base steel, a check should be made to establish if rusting has occurred.
- Where rusting is present, then the area should be wire brushed / sanded to bring back to a bright steel surface.
- The system used for repair will state the required precautions that should be taken along with the application method, however, a build up of coating should be such that the thickness will be capable of giving ongoing protection as required. The coating thickness on renovated areas should be at least 100 microns.

Powder Coating

As the name suggests, this process involves the application of a polyester powder onto the steel substrate, using an electrostatic gun. This is then oven cured to create the hard wearing outer layer that can be seen on the finished product.

Note - due to the nature of the Galvanizing process some surface irregularities may occur on the surface of finished products. Although these will be finished flat where possible, this will not be undertaken where it may breach the zinc coating. Some visual irregularities may therefore be present on galvanized products, including those finished with a polyester powder coating – these do not compromise the durability and performance of either the product or the coatings in any way.

Powder coating can last many years, but its life expectancy depends on a variety of factors, including site location, atmospheric conditions and cleaning regime. The recommended cleaning frequency is detailed at the start of this section.

The cleaning of powder coated surfaces should be undertaken using either:

1. Warm mild soapy water and soft brush, sponge or natural bristle brush. Rinsed with clean water.
2. A proprietary car wash and wax system. Rinsed with clean water.

At no time during the cleaning process is it advisable for any abrasive cleaners, solvents, or other chemicals, to be used:

Where Graffiti is present, then it is recommended that no solvent cleaners are used in an attempt to remove it. The method of removal should be with the use of either a car 'T-Cutting' compound or through a specialist cleaner. This should be tested on a small, inconspicuous area first to assess its efficiency.

Where small repairs to the powder coat surface are required, then the following should be adhered to as a minimum:

- For light scratches / chips where the base metal is exposed then a suitable zinc-rich primer should be carefully applied to the defect, followed by a topcoat finish of a matching acrylic based paint or touch up (obtained from Broxap).
- Where scratches / chips have only exposed the galvanized surface, then the above must be followed with the exception of the Zinc Rich primer being applied.

For larger areas of damage, vandalism or coating breakdown, then Broxap should be contacted for technical advice.

Timber Rails & Seating

Basic maintenance will be required to get the maximum life from the timber components, and to preserve appearance.

1. A visual check should be completed annually, whereby any splinters or sharp edges of wood are lightly sanded to remove them. This will ensure that any user of the shelter does not get injured.
2. The wood should be coated with a proprietary wood stain system on an annual basis so as to preserve its appearance and longevity. Broxap recommend the use of Becker Acroma NM002 soft sheen melamine lacquer.
3. If the wood starts to deteriorate and its aesthetic value cannot be maintained then it should be changed for a like for like replacement. The wood used for all Broxap cloakroom furniture is European Beech (*Fagus Sylvatica*). Where a replacement is made, there may be a slight shading difference against any existing wood that remains, this is due to the weathering effect of wood in service.

Plastic Lockers

Basic maintenance will be required to get the maximum life from the lockers, and to preserve appearance.

1. An inspection should be completed annually, whereby the lockers are checked for damage, and the locking mechanisms are checked to ensure they are operating correctly.
2. The lockers should be cleaned down on a regular basis. As these lockers are meant for wet areas, this can be done with a hose pipe or jet wash. Stubborn marks can be removed using a cloth or soft brush.
3. At no time should any solvent based or abrasive cleaners be used on the lockers as this may damage the surface appearance.

Replacement doors and locks can be purchased from Broxap if required (please quote original Sales Order Number so an exact match can be obtained).

Mild Steel Lockers

Basic maintenance will be required to get the maximum life from the lockers, and to preserve appearance.

1. The powder coated lockers should be wiped clean with a non-lint duster on a regular basis.
2. At no time should bleach, or solvents be used for cleaning, as they may cause a reduction in the level of corrosion protection and damage the appearance.

3. Every 1-2 months, a few drops of silicon-based lubricant should be applied inside the lock barrels and on the hinges. Failure to maintain the lockers may lead to deterioration in performance.

As the lockers are not galvanized, and damage to the powder coating will result in corrosion / rusting. As such, it is imperative to inspect and touch-up on a regular basis.

Spare door and keys are available from Broxap if required.

Laminated Boards / Trespa

The boarding used is suitable for the environment it has been used in, however, should the following basic checks not be undertaken it may be possible for some water damage to occur. This will eventually result in some product having to be replaced.

The boards should be checked weekly for any sign of delamination or sharp edges. Where this has occurred, then immediate repair should be undertaken so as to prevent any water ingress to the original board or injury to the users. In the case of delamination, the end user should contact Broxap Customer Services for advice on how to proceed with the repair based on the issue seen. Where boards are chipped or scratched then again repair methods should be sought from Broxap.

It is imperative that where silicon sealer has been used round the edge of the boards, the integrity is maintained at all times. Should inspection reveal that the seal has broken down then proprietary silicon kitchen / bathroom sealant should be used as a repair. If the product requires colour matching then please contact Broxap for replacement product.

The boards should be wiped down when wet to ensure maximum protection from moisture at all times. They should also be wiped down regularly with proprietary kitchen / bathroom cleaners to ensure all stale residues are removed. At no time should any solvent based or abrasive cleaners be used on the boards as this will damage the surface appearance.



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Additional Information

Additional information on maintenance can be found on the Broxap website:

www.broxap.com/maintenance

