



# Warranties

## All Products: Limited One Year Warranty

Don-Jo Mfg. Warrants to the original buyer for a period of one year that our products are free from defects in workmanship and materials. At our option we will repair or replaced free of charge, including shipping charges back to you, any product found to be defective and subject to this warranty, provided it is delivered prepaid to us.

### Exclusions:

This warranty does not apply to any defects or malfunctions resulting from improper installation or use. Products and parts not manufactured by Don-Jo are guaranteed only in accordance with that manufacturer's warranty. This warranty does not cover the finish of any product. Don-Jo Mfg. shall not be liable for any consequential damages to person or property or incidental expenses resulting from breach of warranty or any implied warranty. Some states do not allow the exclusion of limitation of consequential or incidental damages, so the above exclusion or limits may not apply to you.

### Endurance:

Don-Jo Mfg. warrants that all products with the ENDURANCE finish from Don-Jo shall be free from defects in material, workmanship and operation and from tarnishing, flaking, pitting, and discoloration for 10 years from date of purchase. This warranty is subject to the terms and conditions below.

### Exclusions:

Small surfaces indentations and imperfections due to malleability of the material and the crafting of the product may not constitute a defect. Any damages resulting from installation of the product contrary to any of Don-Jo's written installation instructions is not covered by this warranty. Any modification of the product by any non-Don-Jo component is not covered by this warranty. Any defect caused by neglect, misuse, abuse, unreasonable or extraordinary use or maintenance is not covered by this warranty.

### Hinges:

Don-Jo Mfg hinges are warranted for the lifetime of the original installation for defects in the workmanship, as it applies to function of those products. Any such defects will be repaired or replaced at Don-Jo's sole discretion and will be manufactured and shipped in a timely manner. Such decisions and subsequent action will be done at Don-Jo's discretion.

### Remedies:

If a claim is made under our warranties Don-Jo has the right to investigate the claim. In the event the claim proves to be valid, Don-Jo will, at its sole option, either repair or replace the defective product. This warranty will continue in effect for the repaired or replacement Don-Jo product. If Don-Jo has discontinued the product at the time a valid claim is made, or if Don-Jo determines, in its sole discretion, that such a repair or replacement is inappropriate, Don-Jo reserves the right to refund the original purchase price of the product instead.

Except as expressly provided in this warranty to the contrary, Don-Jo shall not be liable for labor or other costs related to installation, repair or replacement or for loss or damage to, any material which is not sold by Don-Jo or for any consequential damages or lost profits.

### Warranty Claims:

All claims under this warranty must be made to the claimant's Don-Jo dealer or retailer. Each claim must be in writing, briefly describing the defect, and be accompanied by a proof of purchase. The claimant must provide his or her Don-Jo dealer or retailer other information and evidence reasonably required by Don-Jo and if requested must permit inspection by Don-Jo or its representative(s). If Don-Jo determines that the claim is valid, please see remedies above.



## Leeds Information

Below is a listing of the material used in the manufacturing of most items offered by Don-Jo Mfg. All domestically made products will fall under one of the sections noted below. Don-Jo manufactures all domestic products in our facility in Sterling Ma. 01564. The LEEDS information for all raw materials is as follows:

### **Cold Rolled Steel:**

All cold rolled steel products are made from the melting of at least 25% post consumed steel products and where appropriate, combined with molten iron for the remaining portion. Post Consumer vs. Post Industrial content can not be determined.

### **Stainless Steel:**

All Stainless Steel is made with a process of a minimum of 80% scrap stainless steel. The scrap used has shown that it is comprised of 15-20% Post Consumer scrap, 40-50% Post Industrial Scrap and 8-10% Home Scrap.

### **Aluminum:**

All Aluminum material is made from 39 % Secondary Material and 61% Virgin Material.

### **Brass:**

All Brass material is prepared, melted and cast with a minimum of 51% recycled brass scrape content.

*Please note that all information provided above has been supplied by Don-Jo Mfg vendors. Detailed letters from each vendor can be provided from Don-Jo with a written request.*



## BRASS HARDWARE - Instructions for Care & Maintenance

This DON-JO product has been manufactured of high quality solid brass. Each piece has been individually coated with a superior quality clear coating for protection and durability. The environmental conditions, location and exposure to corrosives such as high industrial sites, pesticides, herbicides and coastal climates are influential in your ability to maintain the elegance, life and lustre of your brass. To maintain the beauty of your brass follow the cleaning instructions. To refinish tarnished brass follow the refurbishing instructions.

### Cleaning Instructions:

- a. Using a mild detergent and a soft cloth, wash all hardware. DO NOT use abrasive cleaners, abrasive cloths or brushes as they will mar or scratch the clear coating.
- b. Apply a non-abrasive paste wax such as Johnson or Turtle Wax, per the manufacturers directions.

**WARNING: The clear coating which protects your brass is resistant to most cleaners. Harsh chemicals and cleaners which come in contact with the brass should be rinsed with clear water immediately to prevent the coating from softening. Avoid the following chemicals: Hydrogen Chloride, Sodium Hyperchlorite, and Hydroxyacetic Sulfanacide.**

If tarnish has formed on the brass (a brown, black, green or copper colored film), it will be necessary to remove the remaining protective coating and refurbish the brass. This can be done by a professional refinisher or restoration company, however it is also possible for you to do it yourself. Follow the refurbishing instructions.

### Refurbishing Instructions:

- a. Remove the brass from the door.
- b. Using a paint stripper containing methylene chloride, per manufacturers directions, remove the clear coating. This could take up to two hours in some instances.
- c. Remove brass from stripping solution and lightly rub the surface with #00 steel or bronze wool to remove any remaining coating. Rinse each part thoroughly. Rub lightly over any tarnished areas with #00 steel or bronze wool until the original yellow brass color returns.
- d. Clean the brass surface using a brass or copper cleaner following manufacturers instructions.
- e. To reapply clear protective coating use a clear lacquer spray available at most hardware stores. In highly corrosive areas tarnishing could reappear under the new coating, therefore reapplication is not recommended. Maintaining lustre with a brass or copper cleaner is recommended.

**WARNING: Refurbishing antiqued brass will result in a lightening of the antique finish. Most stripping and cleaning compounds may contain harsh chemicals. Follow the safety precautions listed on each product used.**



## GENERAL INFORMATION

### HOW TO ORDER:

For correct ordering, and to ensure no delays in shipment of your order, the following descriptive data must be listed.

**Quantity:** Most of the items are ordered in per each quantities. The following are the exceptions to this rule:

1. Push/Pull Bar Sets - these come in sets of a door pull and a pushbar.
2. 1560 & 1562 which come two per box

**Catalog Number:** Select a catalog number. Please do not order using government or BHMA numbers.

**Size:** Please indicate the size of the product. Push plates, pull plates, door pulls, pushbars, push/pull bar sets, door edgings and kick plates all need a size, whether it be center-to-center or size of the plates.

**Additional Information:** Special fasteners, i.e., Torx screws, scotch mounting and special mountings. Any cutouts, such as cut for cylinder, cut for t-turn, cut for lock, and cut for flush bolt. With any cutouts, please provide detailed drawings showing the locations of these cutouts on the plate with the dimensions and sizes.

**Finish:** When the finish is the same for both inside and outside of the door, it is shown once (630). On a pull plate, the plate is indicated first, then the pull. Example: 1 ea. 7116 pull plate 4 x 16 630.

### HOW TO SPECIFY FINISHES:

Please specify BMHA numbers when ordering finishes. If old U.S. finish number is ordered, all paperwork and shipping materials will be marked with BMHA numbers.

