



General Use, Care and Maintenance Manual for Steel Roller Shutter Doors

Your new roller shutter can provide years of service with proper maintenance and care. This manual provides the necessary requirements for maintaining and caring for your steel roller shutter door in between planned maintenance servicing.

PART 1 – GENERAL CLEANING

Thompson's roller shutters come in a variety of finishes:

- a) Galvanised finish
- b) Standard powdercoat finish
- c) Powdercoat finish with Epoxy Undercoat (harsh environment)
- d) Two pack polyurethane painted finish

As with any item whose surface is exposed to the elements, it is necessary to clean and lubricate the shutter.

DAILY:

Guides or tracks should be checked and cleaned to ensure that there is no build-up of debris, leaves or dirt which can cause the shutter to jam or not close properly. Build up on one side can cause the shutter to skew unevenly and cause damage to the shutter itself. A narrow brush or vacuum will clear the track. The best method is to vacuum or blow away the debris.

EVERY THREE MONTHS:

We recommend the shutter curtains and guides or tracks be washed with a mild soap solution and a soft cloth or fine haired brush every three months to remove any dirt, salt, sand, or any other potentially corrosive materials formed on the shutter surface from the elements or surrounding conditions.

In areas where the shutters are in direct line of salt laden winds, or in a heavily polluted area, we recommend a more stringent cleaning routine is adopted, monthly, fortnightly or even weekly, as salt, sand and other pollutants can corrode very quickly.

WHAT TO USE:

Use a low PH level soap, such as automobile soap. Avoid cleaners that have vinegar, high PH or citrus-based cleaners, sodium bi-carbonate and solvents.

White spirit may be used to remove graffiti but this must be thoroughly rinsed off and washed in the normal manner with a soap and water solution as detailed above immediately afterwards.

Once you have cleaned the shutter, ensure all surfaces are rinsed with clear water and dry with a soft absorbent cloth.

If you have a painted surface, you may apply a layer of car wax for added protection. Be sure you have washed and removed all corrosive materials prior to waxing.

DO NOT USE

- Abrasive cleaners,
- Sharp blades such as razors or paint scrapers,
- Mineral spirits or solvents of any kind.

Do not spray with high-pressure spray washers as these may damage the painted surface.

NEVER SPRAY WATER INTO THE MOTOR, OPERATING CONTROLS OR MECHANISMS.

PART 2 – MECHANICAL CARE AND MAINTENANCE

Regular inspection of your roller shutter should be undertaken to ensure it is operating safely between planned professional maintenance.

1. Tracks should be cleaned and debris vacuumed or blown away regularly to ensure that the shutter does not jam up or come down unevenly on one side.
2. Check that roller shutter end clips are not loose or missing as these can cause the shutter to jam up.
3. Clean side guides and insert or lubricate with grease* at least once a year, more often if squeaking.
Note: This will depend on the number of cycles the door operates during any given day and the environment it is operating in, for example, a harsh coastal environment.

**Preferred lubricating choices:*

- a. Lithium Grease
- b. Light oil (3 in 1)
- c. Petroleum grease (if applicable)

Warning: Avoid lubricating with silicone based sprays, as silicone will cause the plastic end clips to become brittle.

4. Hardware can be wiped clean of salt and dirt deposits with a slightly damp cloth as salt and sand deposits may cause the hardware to corrode. **Avoid touching the moving mechanisms of the shutter such as the drive chain or sprocket as fingers or clothing can be caught if the door accidentally starts operation, causing serious injury.**

SPECIAL NOTE REGARDING FIRE RATED ROLLER SHUTTERS: Avoid lubrication of guides as grease is flammable.

SPECIAL NOTE REGARDING WIND CLIPPED ROLLER SHUTTERS: When operating door, electric controls should strictly remain on 'inch-down/ manual down' mode ONLY – failure to not do so will result in door locking during heavy winds.

IMPORTANT:

Roller shutters counter balanced springs are tensioned when they are installed and over time the tension can diminish and require adjustment.

Only trained service people should attempt to adjust and tighten the tension or limit switches as the roller shutter curtain can spin out and hit the operator, or the sudden release of tension can cause the shutter to fall suddenly to the ground.

Due to the weight of the shutter and the settling in and stretching of the shutter curtain, the limit switches have to be periodically adjusted. This will be visually evident by a bunching effect towards the bottom of the door.

Professionally trained service people can adjust the limits so that the door closes at floor level and eliminates the bunching effect.

A preventative maintenance agreement where a trained serviceman attends your door and checks the door, combined with regular maintenance by the owner, will ensure long and reliable usage of the roller shutter. Please contact your seller to arrange a preventative maintenance quotation.

