

Care & Warranty

WALPIX CARE & MAINTENANCE INSTRUCTIONS

At WALPIX we understand our screens will be subject to harsh conditions. Therefore, we put the upmost care in choosing the best material, finishes and accessories for stunning aesthetics, easy maintenance and extended screen life.

Warranty

WALPIX offers a structural warranty for 5 years from the date of purchase. Assuming the screen has been maintained in accordance with instructions. The warranty covers any deficits in structural integrity and workmanship. This warranty will not extend to any accessory not manufactured or supplied by WALPIX.

Please note this warranty will not extend to custom projects as each project material and specifications are unique. Speak to WALPIX on your specific warranty.

Location

For WALPIX screens in coastal or in chlorinated areas there is a higher risk on screen deterioration due to the salt/moisture full environment. We will recommend the use of special premium powder finishes specifically designed for those conditions however they are not guaranteed 100% protection and will still require more frequent maintenance.

Aluminium with powder-coat finish

Aluminium is one of the best materials for corrosion resistance. With a powder-coated finish adding an additional layer of protection. WALPIX recommends the use of aluminium with a powder-coat finish for most decorative screens indoors and outdoors.

To care & maintain your powder-coated aluminium:

- Maintain a dry environment or give it room to dry after rainfall
- With a wet sponge carefully remove any loose surface deposits with a wet sponge by gentle rubbing
- Clean by gently rubbing the surface with a soft brush (non-abrasive) and a dilute solution of a mild detergent. A pH-neutral liquid hand or dish washing detergent in warm water will work.
- For stubborn stains use only recommended solvents on affected area, e.g., Isopropyl alcohol (IPA) or methylated spirits and rinse off with clean water. Do not use other aggressive solvents
- Rinse the surface with clean fresh water
- And keep free of ponding water, pollutants and fallen debris

Powder-coat Finishes

WALPIX will only use accredited applicators that offer official powder coat warranty certificates on completion of work. Warranty is calculated at completion of the project based on product, supplier, environment and substrate.

[For more information please visit the Dulux & Interpon websites.](#)






Atmospheric corrosivity zones in Australia to define environmental conditions:

Environment	Conditions	Corrosivity Zone	Example Environment	Recommended Minimum Cleaning
Exterior Environment:	Mild	C2 Low	Arid, urban, inland, city.	Every 12 months
		C3 Medium	Light industrial & coastal	Every 6 months
	Severe	C4 High	Sea shore (calm)	Every 6 months
		C5 Very high Industrial	Heavy industrial	Every 3 months
		C5 Very high Marine	Sea shore (surf)	Every 3 months
	Tropical	Tropical (T)	High, humid and monsoonal	Every 3 months
Interior Environments:	General Interior	C1 Very Low	Dry	Every 12 months
		C2 Low	Minor condensation	Every 12 months
	Moderate Interior	C3 Medium	High moisture	Every 6 months
		C4 High	Significant contamination	Every 3 months

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The Do's & Don'ts of protecting your powder coating:

Do	Don't
 Protect all powder coated joinery	 Protect all powder coated joinery
When building, renovating, plastering or painting around powder coated assets use approved tapes and films in accordance with the manufacturer's instruction.	Do not use turpentine, white spirits, thinners, citrus based cleaners or other aggressive solvents on powder coating.
 Remove unwanted paint and sealants	 Rub powder coated surfaces excessively
Ensure all paint splatters or excess sealant are immediately removed before they dry.	Do not rub powder coated surfaces, especially metallic finishes.
 Use recommended solvents for stubborn stains only	 Allow sunscreen to come into contact with coated surfaces
Use only Isopropyl alcohol (IPA) or methylated spirits and rinse off with clean fresh water.	It is universally recognized some sunscreens adversely affect powder coated finishes.
 Regularly inspect	 Neglect recommended care and maintenance schedules
Inspect your powder coating often and clean more regularly if required	To comply with Dulux Alumi Shield™ and Steel Shield™ powder coating warranties the recommended care and maintenance schedules must be adhered to.
 Clean in mild conditions	
Clean powder coated surfaces when the surface temperatures are below 25°C	

Stainless Steel

Stainless steel is a strong and suitable material for indoor and outdoor applications. However, it is still susceptible to corrosion. Metal in a coastal or chlorinated environment, or panels in a dry climate that do not receive regular rain washing, will need to be cleaned more often. This is because environmental contaminants such as salt are a cause of 'tea staining' – which is the brown surface stains you may see on stainless steel. This 'tea staining' does not affect structural integrity. For coastal or chlorinated areas the WALPIX team will recommend specific stainless steel grades suited to its environment.

WALPIX recommends the use of aluminium with a powder-coat finish for most decorative screens indoors and outdoors.

To care & maintain your stainless steel product:

- Maintain a dry environment or give it room to dry after rainfall
- Rinse with clean water
- For stubborn dirt use a mild detergent and a soft cloth
- To remove hard water marks, dry after rinsing
- And keep free of ponding water, pollutants and fallen debris



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While we take careful consideration in choosing the best material and finishes for your screens. There is no protective coating guaranteed to protect against all types of corrosion. There are many uncontrollable variables in application and unique physical conditions that we cannot plan for. Therefore the primary factor affecting product longevity is attention to Care & Maintenance.

Powder-coat finishes are not to be considered 100% effective corrosion protection. Finishes are not guaranteed protections against scratching, scuffing, chipping and fading. The warranty does not cover variances in colour, shade or gloss levels.

Coastal and chlorinated areas are subject to accelerated deterioration. Corrosion spots and weld joins at bases may become apparent on decorative finishes in aluminium or steel items. They do not affect the structural integrity of the item and are not covered by our warranty.

Tea staining due to irrigation, location or environment is not covered under warranty.

The warranty does not cover damage from mishandling, misuse, mechanical or chemical damage. Damage sustained from poorly designed landscaping and construction including previous substrates or paint systems.

The warranty does not cover damage from fair wear and tear including but not limited to natural aging of the item, chipping, cracking, crazing, impact damage, accidental damage, scuffing, scratching, customer mishandling and fading.

The Warranty does not cover corrosion developing from scratches, chipping or general wear and tear. Including corrosion spots at weld joins that do not affect the structural integrity of the item.

The warranty does not cover damage caused by ponding water, pollutants and fallen debris. Including corrosion developing as a result of irrigation, coastal areas or chlorinated environments.

The warranty does not cover change of mind if the customer does not like the item post receipt of delivery.

The warranty does not cover transportation costs for returns or replacements including labour required for repair.

The warranty does not include damage sustained by external causes outside WALPIX control including but not limited to, pollution, heating, neglect, fire, war, riot, vandalism, industrial action, and adverse weather conditions such as hail storm, sand storm, flood or wind.

The warranty will be void if the item has been subject to any repair work without the consultation of WALPIX.

