

Signage and Wayfinding Products

Introduction

Congratulations on your new signage from Findable, New Zealand's end-to-end wayfinding practice.

A simple, regular maintenance programme will keep your signage clean, legible and in good condition for many years, and is required to meet the conditions of your warranty. Signage that isn't maintained will deteriorate over time, and dirt or moisture left in place can damage components. After construction, check that dust, debris and residue from other trades have been cleaned off all signs, including edges, returns and fixings.

Your signage is often the first thing people see of a building, so it pays to keep it in good order.

How often to clean

Cleaning every three months should be sufficient for most signage. In coastal, industrial or geothermal areas, signs will need cleaning more often. In these environments, rinse all faces, edges, joints and returns to stop salt and grime building up and causing corrosion.

Location and environment

Consider where each sign is placed and how that affects its condition and durability:

- The surrounding environment, and what signs are exposed to, such as chemicals, atmospheric dust, salt spray and geothermal gases.
- Air pollution from traffic or industry.
- Wind exposure, and whether wind carries dirt onto the sign.
- Whether the sign is internal or external, and whether it sits under cover or in full weather.

Cleaning your signage

1. **Clean by hand.** Use a soft, non-abrasive sponge or microfibre cloth. Cleaning by hand avoids damage to faces, finishes and lettering.
 - a. Do not use a pressure washer or high-pressure hose.
 - b. Do not use scrapers, blades or abrasive pads, particularly on vinyl lettering and glass manifestation.
2. **Use warm water and mild detergent.** Warm, soapy water or a mild household detergent will remove most dirt and grime. Rinse with fresh water. If marks remain, contact Findable for advice on suitable cleaning products.
 - a. Do not use harsh or unknown chemicals, solvents, thinners or petrol. These can damage finishes and cause corrosion.
3. **Switch off the power first.** Before cleaning an illuminated sign or digital screen, turn off the power. Only turn it back on once the sign is completely dry.
4. **Dry thoroughly.** Dry signs with a soft, clean cloth after washing. This stops moisture sitting inside the sign, prevents water spots, and protects illuminated signs from electrical damage.
5. **Remove panels where designed to.** Dirt can collect in corners, joints and hidden areas. Where sign faces, inserts or panels are designed to be removed, take them off for a more thorough clean. If you're unsure, contact Findable before removing anything.
6. **Check fixings.** When cleaning, check that all fixings are sound and secure, particularly on suspended, projecting and freestanding signs. If anything is loose or damaged, contact Findable.

Illuminated and digital signage

Findable provides operation and maintenance information for illuminated and digital signage before practical completion. Keep this with your building records.

- Illumination elements are replaceable. Contact Findable for replacement or servicing.
- Do not open sign cabinets or screen enclosures. Any electrical work must be carried out by a licensed electrician.
- A maintenance contract is available for illuminated and digital signage. Contact Findable for a proposal.

Warranty

Findable signage is covered by a 1-year warranty on materials and a 1-year warranty on installation, both from the date of practical completion.

Regular maintenance, as set out in this sheet, is required to keep your warranty valid.

Contact

Findable

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