

POWDER COATING CARE

Ultralox architectural powder coatings are organic coatings which must be regularly cleaned and maintained in order to ensure the decorative and protective properties of the coating are retained. Records of all cleaning schedules and frequencies must be kept and maintained by customer according to the process outlined below and must be available to Ultralox upon request. Procedures below must be followed in order to qualify for the 20 year non-prorated limited warranty (10 year warranty for products located one mile or less from any coastline).



CLEANING METHOD

1. Clean using a warm water and a non-abrasive, pH neutral (pH 5 to 8) detergent solution. **Do not use solvents such as thinners or solutions containing chlorinated hydrocarbons or ketones.**

If atmospheric pollution has resulted in heavy soiling of the coating, some stains or marks may require stronger domestic products, such as alcohol, petroleum spirits, white spirits or bleach diluted to five percent (5%). In this instance, customer must rinse the coating immediately after using the cleaning product.

2. All surfaces must be cleaned using a soft cloth or sponge, and no cloth may be harsher than natural bristle brushes.
3. Cleaning agent must be rinsed immediately after application.



FREQUENCY

Customer must clean the product according to the following frequencies:



Two (2) times per year for all products located within one (1) mile of the seashore, an estuary, or marine environment

1. The cleaning cycle must commence within six (6) months of installation.
2. Cleaning must be conducted in intervals not to exceed six (6) months.
3. Customer must maintain fully documented records throughout the warranty term.



One (1) time per year for all products located more than one (1) mile of the seashore, an estuary, or marine environment

1. The cleaning cycle must commence within twelve (12) months of installation.
2. Cleaning must be conducted in intervals not to exceed twelve (12) months.
3. Customer must maintain fully documented records throughout the warranty term.

ADDITIONAL FACTORS

- Damage from installation, mechanical processes, jig marks and other related defects must be repaired immediately in order for the warranty to remain intact.
- Protective tapes used in installation must be of a “low tack” quality and must not be left in contact with the surface for more than one hour.
- Ultralox must approve all sealants and mastics prior to installation in order for the warranty to remain in effect.

STAINLESS STEEL CABLE RAILING CARE

Stainless steel cable railing requires routine maintenance to preserve its clean, polished appearance and prevent corrosion—especially in environments exposed to salt air, moisture, or industrial pollutants. Proper cleaning not only maintains the aesthetic quality but also extends the life of the railing system. Records of all cleaning schedules and frequencies must be kept and maintained by customer according to the process outlined below and must be available to Ultralox upon request. Procedures below must be followed in order to qualify for the 20 year non-prorated limited warranty (10 year warranty for products located one mile or less from any coastline).



CLEANING METHOD

1. **Remove Surface Residue:** Use a **Scotch-Brite™ pad** to gently scrub the cable surface. Always scrub in the direction of the grain to avoid scratching.
2. **Apply Cleaner:** Clean the cables using a **citrus-based stainless steel cleaner**. This removes surface oils, light corrosion, and environmental contaminants.
3. **Protect the Surface:** After cleaning, apply a protective coating of **Boeshield T-9®**. This helps guard against moisture, corrosion, and UV damage.
4. **Rinse and Wipe Dry:** After applying any cleaning agents or protectants, be sure to thoroughly rinse off any residue with clean water and wipe dry with a soft, lint-free cloth.



FREQUENCY

Customer must clean the product according to the following frequencies:



Two (2) times per year for all products located within one (1) mile of the seashore, an estuary, or marine environment

1. The cleaning cycle must commence within six (6) months of installation.
2. Cleaning must be conducted in intervals not to exceed six (6) months.

Customer must maintain fully documented records throughout the warranty term.



One (1) time per year for stainless steel cable installations with lower exposure to corrosive elements and located more than one (1) mile of the seashore, an estuary, or marine environment

1. The cleaning cycle must commence within twelve (12) months of installation.
2. Cleaning must be conducted in intervals not to exceed twelve (12) months.
3. Customer must maintain fully documented records throughout the warranty term.

NOTES

- Avoid using chlorine-based cleaners, steel wool, or harsh abrasives, as these can damage the surface and accelerate corrosion.
- If signs of rust or staining appear, treat promptly to prevent further deterioration.