GEORGE MIRZA

CARE & CLEANING

Looking after your *hardware*

Every George Mirza handle, knob and pull is made to last for years of daily use. The finish is a fine surface layer, and how you clean it decides how long it keeps its look. A soft cloth and warm water are all it ever needs.

The short version

- Dust with a dry, soft microfibre cloth.
- For marks, use a cloth dampened with warm water and a drop of mild washing-up liquid.
- Dry straight away with a clean, soft cloth.
- Never use household cleaning sprays, metal polish, abrasives or scourers.

Cared for this way, your hardware is covered by our **10-year guarantee**.

Before you clean

- **Check your finish.** Your finish is shown on your order confirmation. Brushed, matt and antique finishes need extra care; see *Finish tips* below.
- **Test first.** If you are unsure about any product or cloth, try it on a hidden area first, such as the back of the rose or the underside of a pull.
- **Never spray directly onto the hardware.** Apply water to the cloth, not the handle. Liquid sprayed on can run behind the rose and into the mechanism, and leave marks that cannot be removed.
- **Take off rings and watches.** Hard jewellery is a common cause of fine scratches while cleaning.

- **Protect hardware when cleaning the door.** Door, cupboard and glass cleaners can damage a finish. Cover or remove the hardware first, or wipe off any overspray immediately.

Everyday cleaning

1. **Dust** with a dry, soft microfibre cloth.
2. **Clean** with a microfibre cloth dampened (not wet) with warm water. For greasy kitchen marks or fingerprints, add one drop of mild, pH-neutral washing-up liquid to the water.
3. **Textured designs** (reeded, knurled, fluted or hammered): use a soft, dry toothbrush to lift dust from the grooves, working along the lines.
4. **Rinse** with a second cloth dampened with clean water to remove any soap residue.
5. **Dry** completely with a clean, dry cloth. Water left to dry on the surface can leave spots and, over time, marks in the finish.

Kitchen and bathroom hardware is best wiped weekly. Grease, steam and toiletries left to build up are harder to remove later.

Finish tips

- **Brushed and satin finishes:** always wipe *along* the brushed grain, never in circles or across it. Scourers leave bright scratches across the grain that cannot be blended back.
- **Polished and mirror finishes:** buff dry with a soft cloth for a streak-free shine. Do not use any polish, including chrome or metal polish.
- **Matt finishes:** clean with water only and dry gently. Rubbing hard or polishing creates shiny patches.
- **Antique, aged and darkened finishes:** wipe gently with water only. Never use metal polish or rub to "brighten" them; this removes the darker toning and exposes bright metal underneath, permanently.

> **Living finishes.** Where a product page describes a finish as *living* or *unlacquered*, the metal has no protective coating and is designed to darken and develop a patina with handling and time. This change is natural, expected and not a defect.

Never use

These products and tools damage finishes. Damage they cause is not covered by our guarantee.

- Bleach or chlorine products
- Vinegar, lemon juice or any acid
- Limescale and descaling products
- Bicarbonate of soda
- Ammonia and glass cleaners
- Hydrogen peroxide
- Antibacterial sprays and wipes
- Multi-surface and bathroom sprays
- Oven or degreasing cleaners
- Metal polish (Brasso, Silvo, etc.)
- Cream cleaners (e.g. Cif)
- Scourers, steel wool, abrasive pads
- Melamine "magic" sponges
- Solvents: acetone, nail-polish remover, white spirit, thinners
- WD-40 or oils on the finish
- Steam cleaners
- Dishwashers (for removed knobs and pulls)
- Paper towel or rough cloths

Around the home

Hand sanitiser and cosmetics

Alcohol hand gel, perfume, hairspray, nail-polish remover and hand creams are a common hidden cause of finish damage on handles used every day. Let hand gel dry fully before touching hardware, and wipe frequently used handles with a damp cloth to remove residue.

Bathrooms, kitchens and pools

Keep rooms well ventilated and wipe away condensation, steam and splashes. Chlorinated air near pools and hot tubs attacks metal finishes; wipe hardware in these areas more often. Our internal-door ranges are not intended for outdoor or exposed use.

Decorating and building work

Remove hardware before painting, varnishing, staining or using paint stripper, and refit once surfaces have fully cured. Masking tape applied to a finish can lift it when removed. Plaster, dust and grit act as abrasives: brush them off with a soft dry brush rather than wiping.

Keeping it working smoothly

- **Check the fixings** every six to twelve months. If a lever or knob feels loose, gently tighten the grub screw or fixing screws with the key or screwdriver supplied. Do not overtighten; this can strip threads or crack fittings.
- **Lubricate the latch, not the handle.** If a latch becomes stiff, apply a small amount of light machine oil or graphite to the latch tongue only, then wipe away any excess. Keep oil off the finish.
- **Use handles only as handles.** Do not hang bags, coats or towels from levers, swing on doors, or force a handle beyond its natural stop. This strains the spring and fixings.
- **Fit correctly.** Use the fixings supplied, at the hole centres stated for your product, and fit to doors within the stated thickness range. Incorrect fitting is a common cause of failure.

Our guarantee and your care

Our hardware is guaranteed against defects in materials and workmanship for 10 years from delivery.

The guarantee does not cover:

- Damage caused by cleaning products, tools or methods listed under *Never use*, or by not following this guide.
- Scratches, dents or chips from impact, jewellery, tools or accidental damage.
- The natural ageing of living and unlacquered finishes, or normal wear from everyday use.
- Damage from incorrect fitting, overtightening, modification, or using fixings other than those supplied.

- Use outdoors or in exposed conditions for products made for internal doors.

This does not affect your statutory rights as a consumer.

Need help?

If you are unsure about cleaning a particular finish, or notice a change you are not expecting, contact us before trying to fix it. We are happy to advise.

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Please include your order number and a photograph of the item.