

General directions for use and care

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1) General

First, we sincerely thank you for choosing umdasch The Store Makers. With the help of this summary, we'd like to share some important information about the use and care of products from umdasch The Store Makers (referred to in the following as "umdasch" for short), with you as a customer. The instructions below should be followed accordingly. We invite you to contact umdasch if any points are unclear. Compliance with these directions for use is a condition of all warranty and liability claims by the customer.

2) Areas of application

The areas of application for umdasch products essentially include the storage and presentation of various assortments of goods. The products must not be used for other purposes.

3) Assembly

All assembly work on umdasch products must only be carried out by specially trained and authorised persons. The products must not be used for their intended purpose until all necessary assembly work has been completed. Goods holders must only be mounted or hung when unloaded (not holding goods). Furthermore, make sure that all connectors and hook mechanisms are fully locked in.

4) Climate conditions

umdasch products must be protected from all weather conditions, such as sunlight, rain, snow, cold, chloride, etc., as well as all forms of moisture. umdasch products can only be used indoors at temperatures between -10°C and +60°C. Relative humidity must not exceed 60%.

5) Loading

Goods holders must not be loaded with more than the load capacity stated. The stated maximum load capacity for a shelf unit must not be exceeded by the total load of all goods holders on that shelf unit. Please contact Produktmanagement@umdasch.com for information about maximum load capacities.

ATTENTION: Overloading individual goods holders and whole shelf components must be avoided at all costs. Overloading can cause dangerous situations to occur. umdasch does not accept any liability for damage caused by overloading.

6) Material and surface samples

Handmade samples can be used to coordinate the qualities of different materials and surfaces between umdasch and the customer. A binding sample can only be made with the incorporation of all materials relevant to quality for a component in its finished state. However, minor differences in colour, structure and form between the sample and the actual delivery cannot be ruled out.

7) Real wood surfaces

Consistent colouring and grain, etc., cannot be guaranteed for real wood surfaces as wood is a natural material. The colouring of a wood surface may change over time after it has been installed due to light exposure and similar influences. umdasch does not make any guarantee or accept any liability for irregularities of this nature.

8) Matt chrome surfaces

Matt chrome surfaces are generally rougher than other galvanic surfaces. Friction from other objects, such as clothes hangers, against goods holders with matt chrome coating may cause them to become more heavily worn. umdasch does not make any guarantee or accept any liability for conditions of wear resulting from this, such as dust contamination.

9) Powder-coated surfaces

Powder-coated surfaces supplied by umdasch meet the quality guidelines under DIN EN ISO 2409 in their delivered state. Please contact Produktmanagement@umdasch.com for more information on surface quality, coat thickness or the like.

10) Wood, plastic and stone surfaces

With applicable quality specifications and standards taken into account, it cannot be ruled out that minor, barely perceptible quality defects, such as small dents, streaks, scratches and soiling may occur on wood, plastic, and stone surfaces despite proper processing. Complaints regarding damage of this sort are only accepted if they are visible at a distance of one or more metres in diffuse daylight.

11) Aluminium material

The use of aluminium as a base material for various shelf and goods holder components is meant to create a pleasing appearance in goods presentation. However, aluminium is typically less resistant to mechanical stress than galvanic surfaces. As such, wear marks can be made by, for example, forcibly moving clothes hangers along aluminium carrying rods. No warranty claims or claims for damage may be derived or asserted against umdasch for damage resulting from mechanical stress to aluminium surfaces.

12) Electrical parts

Work of any kind on electrical systems and individual electrical parts, such as assembly and maintenance, may only be carried out by qualified electricians in accordance with the respective applicable laws and provisions. Electrical components and light sources may only be cleaned and replaced while disconnected from voltage. The maximum connected load and maximum lamp output for light sources must be observed as stated on the type plate. Always make sure that the contacts of live parts are secure. If components are damaged or faulty, the system must be immediately disconnected from the mains and secured against unauthorised restart. The minimum distance to illuminated objects on the type plate must be observed. Failure to observe the minimum distance could lead to a fire. Electrical systems and individual electrical components must be protected from moisture. Lights must not be covered. To protect against overvoltage, for example, caused by large inductive consumers, overvoltage protection should be installed in the mains. You should observe the information provided by the supplier.

13) Glass parts

Always be aware that glass is a sensitive material that requires extra protection against external factors. Furthermore, glass has lower load limits than other materials. For this reason, shop fittings made entirely or partly out of glass must be handled with due care. Under no circumstances may glass surfaces be used for alternative purposes such as storage, seating or the like. Consistent colouring in glass cannot be guaranteed. The colouring of glass may change over time after it has been installed due to light exposure and similar influences. umdasch does not make any guarantee or accept any liability for changes of this nature. The phenomenon known as "spontaneous glass breakage", i.e., in which glass breaks without any causal defects or external factors, is not covered by warranty or liability either. Furthermore, all

static or thermal voltage influences on glass parts that could be caused by labels, decorations, fastenings, lighting or cooling systems and air conditioners are to be avoided. Glass parts must be inspected for mechanical damage at regular intervals. Glass parts with damage, such as fractures, scratches, flaws, cracks and the like should be replaced with defect-free parts immediately. Damaged glass parts can cause dangerous situations to occur. Furthermore, any damage will significantly reduce the load capacity of glass.

14) Directions for care

All surfaces must only be cleaned and cared for in accordance with the explanations below. Grinding, scratching, scraping, sanding, etching and the like are not permitted under any circumstances.

14.1. Veneered or varnished surfaces:

Please note that veneered or varnished surfaces inherently have lower resistance to mechanical stress than, for example, plastic surfaces. No warranty claims or claims for damage may be derived or asserted against umdasch for damage resulting from mechanical stress to veneered or varnished surfaces. We recommend the product NEUPOL for cleaning veneered or varnished surfaces. The colours available from NEUPOL must coordinate with the colour of the surface. NEUPOL can be ordered from umdasch using the following item numbers: 42434 - NEUPOL clear, 41801 - NEUPOL light, 41802 - NEUPOL dark. Cleaning agents and equipment that scrape or are abrasive may not be used on veneered or varnished surfaces.

14.2. Oiled and waxed wood surfaces:

Oiling and waxing surfaces helps substantially to retain the wood's natural character. However, oiled and waxed wood surfaces generally have a lower resistance than, for example, varnished surfaces. Oiled and waxed wood surfaces are inherently highly sensitive to moisture in all forms. Furthermore, severe stress, contact with skin or contact with other materials can cause staining. Oiled and waxed wood surfaces should only be cleaned with a soft, dry cloth. Under no circumstances may microfibre products be used, as oiled surfaces, depending on the product, have no or little layer-forming ability and cannot hold up to microfibre textiles due to their composition. Oiled and waxed wood surfaces should be retreated or refreshed with a suitable product every now and then (depending on the level of stress). No warranty claims or claims for damage may be derived or asserted against umdasch for the characteristics of oiled and waxed wood surfaces as described above.

14.3. Plastic-coated or laminated surfaces:

We recommend cleaning with the product NEUPOL. The colours available from NEUPOL must coordinate with the colour of the surface. NEUPOL can be ordered from umdasch using the following item numbers: 42434 - NEUPOL clear, 41801 - NEUPOL light, 41802 - NEUPOL dark. Cleaning agents and equipment that scrape or are abrasive may not be used on plastic-coated or laminated surfaces. Adhesive residue and similar soiling can be removed with cellulose thinner.

14.4. Glass and mirrored surfaces:

the product AJAX LIQUID or similar is recommended for cleaning. Cleaning agents and equipment that scrape or are abrasive may not be used.

14.5. Acrylic glass surfaces:

Dusty acrylic glass surfaces are wiped off with plain water and a soft cloth or sponge. The water should dry. Do not rub acrylic glass surfaces dry. Anti-static plastic cleaner can also be used for cleaning. A soft cloth is dampened with anti-static plastic cleaner. Then the acrylic glass surface is cleaned with crossing motions. The film that develops should be left to dry and not rubbed off. Cleaning agents and equipment that scrape or are abrasive may not be used.

14.6. Powder-coated surfaces:

Powder-coated surfaces are cleaned with plain water, with the possible addition of a little neutral or very slightly alkaline washing agent and the aid of a soft cloth. Do not rub intensely or vigorously. Cleaning agents and equipment that scrape or are abrasive may not be used. Furthermore, organic solvents such as esters, ketones, alcohols, aromatic compounds, glycol ethers or halogenated hydrocarbons may not be used. Greasy, oily or sooty soiling or residue from adhesives, silicone rubber and the like can be removed with petroleum hydrocarbons free of aromatic compounds. These cleaning agents should not be left applied for more than one hour. Wait at least 24 hours to clean again. Wipe with pure, cold water immediately after cleaning.

14.7. Galvanic surfaces:

Galvanic surfaces are cleaned with plain water, with the possible addition of a little neutral or very slightly alkaline washing agent and the aid of a soft cloth. Do not rub intensely or vigorously. Cleaning agents and equipment that scrape or are abrasive may not be used. Furthermore, cleaning agents that are acidic, alkaline or contain ammonia may not be used.