



AKW
Life Made Better

Caring For Your Bathroom

Product Aftercare Guide

A complete cleaning guide to AKW products for contractors, installers & end users

Life's about Choices

You need specialist products.

You want choice, style and value.

Welcome to AKW.

We're all different, with different needs. But there's something we all want: and that's choice in life. And that's exactly what we offer you.

As the UK market leader in showering, daily living and kitchen solutions for people with mobility needs, we've listened to our customers and we're passionate about giving them what they want: high quality products that meet practical requirements, offer the widest possible choice and help people create living spaces which give them quality of life.

We have 30 years' experience, over 4000 product lines, covering everything from wet rooms, shower enclosures and kitchens, to grab rails and mobility ramps.

This leaflet explains how to clean and care for your AKW products to maximise product longevity and correct product performance and safety.



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Shower Trays

User Care Instructions

General Operation & Use

This product should be cleaned periodically using normal domestic bathroom cleaning materials. After cleaning always rinse with water then wipe thoroughly with a damp cloth to remove any cleaning material residues before drying off with a towel to prevent any new water spots from forming.

If your shower tray has a chrome waste **DO NOT** use scourers or abrasive materials to avoid damaging the surface finish of the tray and waste.

It is important to keep trays clean and clear from any build up of grime. When possible rinse the shower tray after use to remove soap and other deposits. This ensures the shower tray sump is cleaned out and contains only clear water and the discharge pipe work is flushed clear of any hair or other detritus which may have been washed into the drain.



Disinfecting

DO NOT place matches, cigarettes or naked flames on or near this product.

DO NOT use strong or concentrated acidic or alkaline cleaning materials as these may discolour or otherwise damage the product. Where disinfecting is necessary, standard procedures for disinfecting equipment should be used taking due care and attention to the warnings concerning possible effects of aggressive chemicals on plastics or other surfaces.

AKW shower trays and screens are not suitable for use with power showers or high pressure systems.

Shower Screens

User Care Instructions

General Operation & Use

This product should be cleaned periodically using normal domestic bathroom cleaning materials. After cleaning always rinse with water then wipe thoroughly with a damp cloth to remove any cleaning material residues before drying off.

It is important to clean areas such as seals, handles and keep moving parts clear from build up of grime and water deposits to maintain good working order. Rinse with copious amounts of water and dry the screen with a towel to prevent new water spots from forming. When possible rinse the shower screen after use to remove soap and other deposits.

DO NOT place matches, cigarettes or naked flames on or near this product.

Silverdale® Screens & Clear Plastic Screen Doors

When cleaning your screens **DO NOT** use any abrasive products or cloths which may affect the surface finish of the plastic panels.



Disinfecting

DO NOT use strong or concentrated acidic or alkaline cleaning materials as these may discolour or otherwise damage the product. AKW do not approve or recommend autoclave cleaning of any of the components due to the damage this can cause to the special engineering plastics used in the construction of this product. Where disinfecting is necessary, standard procedures for disinfecting equipment should be used taking due care and attention to the warnings concerning possible effects of aggressive chemicals on plastics or other surfaces.

We recommend that you should only use AKW screens with AKW shower trays.

Shower Curtains

User Care Instructions

General Operation & Use

Shower curtains are intended to assist water retention in the shower tray. When fitted to level access trays they should be installed so that the curtain just skims the shower tray.

Keeping the Shower Curtains Clean

This product should be cleaned periodically. See curtain label to assist with cleaning methods. After cleaning always leave the curtain to dry.

- + AKW shower curtains are made from 100% woven polyester
- + Machine wash on gentle cycle at 40°C or less
- + Iron at maximum temperature of 110°C
- + Hang to dry only
- + After use or cleaning leave curtains extended to dry

DO NOT place matches, cigarettes or naked flames on or near this product.

DO NOT use chlorine bleach.

DO NOT dry clean.



Disinfecting

DO NOT use strong or concentrated acidic or alkaline cleaning materials as these may discolour or otherwise damage the product. Where disinfecting is necessary, standard procedures for disinfecting equipment should be used taking due care and attention to the warnings concerning possible effects of aggressive chemicals on plastics or other surfaces.

Showers

User Care Instructions

Cleaning the Arka® Thermostatic Mixer Shower

Clean using warm soapy water only.

DO NOT use scourers or abrasive cleaners which may effect surface finish. After cleaning rinse with water and wipe off cleaning material residues.

- + TMV3 shower should be serviced every 6 months to ensure correct calibration



Cleaning the AKW SmartCare Plus Electric Shower

To ensure the product works at its best, it is recommended to clean the Riser Rail with warm soapy water prior to use. It is also recommended to run hot water through the shower hose to remove any twists or kinks from transit.



Only clean the shower heater with mild detergent or soap solution with a soft cloth.

DO NOT use abrasive cleaners, bleach or bleach based products. After cleaning rinse with water and wipe off cleaning material residues.

DO NOT use strong or concentrated acidic, alkaline or other cleaning materials as these may discolour or damage the product. AKW do not approve or recommend autoclave cleaning of any part due to the damage this can cause to the special materials used in the construction of these products.

Refer to the user care instructions provided with each shower for further information.

Shower Wastes & Pumps

User Care Instructions

Keeping the Shower Waste Clean

The shower waste should be cleaned periodically using normal domestic bathroom cleaning materials. After cleaning always rinse with water then wipe thoroughly with a damp cloth to remove any cleaning material residues before drying off. All AKW wastes are top accessible for cleaning.



AKW **DO NOT** recommend the use of drain unblocking liquids, foams or gels under any circumstances due to the damage these aggressive materials can cause to the AKW product. If a drain is cleaned and maintained properly by routinely removing accumulations of hair and other detritus then blockages will not occur. Where a drain does block, it should be opened and cleaned mechanically or using a low-pressure jet of water such as generated by a cold water supply to a shower head.

Keeping the Shower Waste Pump Clean

The outer case of a shower waste pump should be wiped with a damp cloth periodically.

DO NOT use strong or concentrated acidic, alkaline or other cleaning materials as these may discolour or damage the product. AKW do not approve or recommend autoclave cleaning of any part due to the damage this can cause to the special engineering plastics used in the construction of these products.

ALWAYS refer to the user instructions. Products should be routinely maintained to ensure the waste runs clear at the upmost efficiency.

Shower Seats & Pads

User Care Instructions

These products should be cleaned periodically using normal domestic bathroom cleaning materials. After cleaning always rinse with water then wipe thoroughly with a damp cloth to remove any cleaning material residues before drying off.

The seat pad is machine washable at 40°C.

DO NOT use strong or concentrated acidic, alkaline or other cleaning materials as these may discolour or damage the product. AKW do not approve or recommend autoclave cleaning of any part due to the damage this can cause to the special engineering plastics used in the construction of these products.



NEVER exceed the stated weight capacity.

BEWARE Leg height adjustment is intended for setting user preference to the seat height.

ALWAYS ensure that the legs are fitted securely with the adjustable leg pegs firmly in place and the legs are of even length.

NEVER use if the seat is unstable in the shower.

NEVER use if the seat is damaged.

NEVER stand on the shower seat. This may have serious detrimental affects on its performance and safety.

DO NOT Place matches, cigarettes or naked flames on or near this product.

When adjusting the leg length, align holes and ensure that the leg peg is clearly visible and locked into position.

ENSURE all legs are set to the same height, that the seat is level and the legs are firmly put on the ground.

Shower Handset

User Care Instructions

General Operation & Use

Keep the handset spray plate holes clear at all times. Poor shower performance and premature shower failure can be avoided by cleaning the handset regularly.

Only clean shower handset and other shower fittings with mild detergent, descaler or soap solution.

DO NOT use abrasive cleaners, bleach or bleach based products.

Descaling

Descal the handset regularly to stop blockages in hard water areas. Use a descaling product and follow the instructions provided. Rinse thoroughly and wipe the soft plastic nozzles and jets using a soft cloth or fingers and thumb to remove any remaining limescale. Flush

through with water before operating or connecting to shower unit. Check for blockages. If shower heads are blocked up, it can cause issues with the operation of the shower.



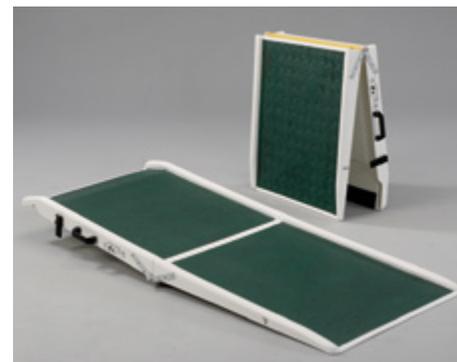
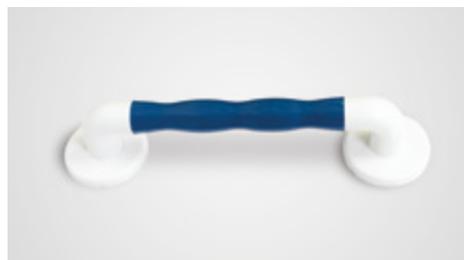
Mobility Supports: Grab Rails

User Care Instructions

General Operation & Use

These products should be cleaned periodically using normal domestic bathroom cleaning materials. After cleaning always rinse with water then wipe thoroughly with a damp cloth to remove any cleaning material residues before drying off.

DO NOT use strong or concentrated acidic, alkaline or other cleaning materials as these may discolour or damage the product. AKW do not approve or recommend autoclave cleaning of any part due to the damage this can cause to the special engineering plastics used in the construction of these products.



Mobility Supports: Ramps

User Care Instructions

General Operation & Use

Keep clean and free from leaves and other debris. In winter clear the ramp of snow and ice before use.

DO NOT use any detergents, polish or wax based products to clean your ramp as this may make the surface slippery.

DO NOT exceed the maximum stated load capacity. Take into account the weight of all the people using the ramp at the same time; not just the wheelchair or mobility scooter user.

Bathroom Products: Units

Guidelines for Care and Maintenance

Wipe up spills immediately with a clean cloth. Furniture should be cleaned with a damp cloth and dried off. Avoid using cleaners or polishes that contain abrasive, solvents, acid or ammonia.



Bathroom Products: Toilets, Pedestals & Washbasins

User Care Instructions

General Operation & Use

Vitreous china products

DO NOT Place matches, cigarettes or naked flames on or near this product.

CAUTION Inappropriate cleaning agents can damage the material surface.

Ceramic toilets and washbasins can be easily scratched and chipped so you need to exercise special care when cleaning them. **DO NOT** use any scouring equipment for cleaning (e.g. sponge scourers) or any aggressive cleaning cloths.

DO NOT use steam cleaners.

Keeping Your Toilet & Washbasin Clean

These products should be cleaned periodically using normal domestic bathroom cleaning materials. After cleaning always rinse with water then wipe thoroughly with a damp cloth to remove any cleaning material residues before drying off with a towel to prevent any new water spots from forming.

Cleaning & Disinfecting Inside the Toilet

Pour a mild cleanser such as a multipurpose all-in-one cleaner into the toilet and rub it all over the surface with a toilet brush. Be sure to get under the rim and down into the flush outlet. Alternatively use bleach (10-1 ratio) to cleanse your toilet. Bleach does not remove all stains but will sanitise. Where disinfecting is necessary **DO NOT** use abrasive cleaners as they can scratch the ceramic material. Take due care and attention to the warnings concerning possible effects of aggressive chemicals on plastics or other materials used in the construction of these products.



Bathroom Products: Toilet Seats

User Care Instructions

Keeping Your Toilet Seat Clean

These products should be cleaned periodically using normal domestic bathroom cleaning materials. After cleaning always rinse with water then wipe thoroughly with a damp cloth to remove any cleaning material residues before drying off with a towel to prevent any new water spots from forming. It is important to keep the soft close hinges clean and clear from any build up of grime to maintain good working order.

Descaling

DO NOT use strong or concentrated acidic or alkaline cleaning materials as these may discolour or otherwise damage the product. AKW do not approve or recommend autoclave cleaning of any of the components due to the damage this can cause to the special engineering plastics used in the construction of this product. Where disinfecting is necessary standard procedures for disinfecting equipment should be used taking due care and attention to the warnings concerning possible effects of aggressive chemicals on plastics or other surfaces.

General Operation of Plastic Based Products

Soft close toilet seat with or without the lid attached

This product allows the seat to gently lower on to the toilet basin with little force.

DO NOT force the seat to open or close. **NEVER** Stand on the toilet seat. This may have serious detrimental effects on its performance and safety.

DO NOT Place matches, cigarettes or naked flames on or near this product.

Bathroom Accessories: Dispensers, Shelves & Bins

User Care Instructions

General Operation & Use

These products should be cleaned periodically using normal domestic bathroom cleaning materials. After cleaning always rinse with water then wipe thoroughly with a damp cloth to remove any cleaning material residues before drying off with a towel to prevent any new water spots from forming.



Bathroom Accessories: Taps

User Care Instructions

General Operation & Use

Clean using warm, soapy water only.

DO NOT use scourers or abrasive cleaners which may affect the surface finish.

NEVER use corrosive acidic or alkaline cleaning materials on fittings or surfaces.

ALWAYS flush cleaning materials away with copious amounts of water and wipe down.



How to Descale a Tap

Descale the tap regularly to stop blockages in hard water areas. Use a descaling product and follow the instructions provided. Rinse thoroughly and wipe the tap using a soft cloth or fingers and thumb to remove any remaining limescale. Flush through with water.

TMV3 taps should be serviced every 6 months to ensure correct calibration.

AKW Product Warranties

Our Promise

Due to our high level of confidence in the quality of our products we are able to offer a lifetime warranty against manufacturing and material defects on catalogued items. This is a quibble free lifetime warranty excluding normal wear and tear in general domestic applications. Exclusions apply.



All AKW shower trays, AKW shower screens, AKW shower seats and Tuff Form® formers come with a lifetime warranty against manufacturing defects*.

* The lifetime warranty excludes normal wear and tear in general domestic applications. It applies only to products being installed for the first time and according to relevant local and national regulations.



AKW electrical items come with a 5-year warranty against manufacturing defects*.

Other branded electrical products carry the warranty of the manufacturer.
* Excluding extractor fans which carry 3 year warranty.



AKW Arka® Thermostatic Mixer Shower comes with a 3 year warranty as standard with extended warranties available.

As standard

Please refer to our terms and conditions in the AKW catalogue for further information.
* 2 year extended warranty option available.



As standard

AKW SmartCare Plus Electric Shower comes with a 3 year warranty as standard with extended warranties available.

AKW[®]

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