

The Material

Whilst 316 Marine Grade Stainless Steel is the most durable material from which to manufacture external door and window hardware, it is a naturally demanding material making it challenging to achieve a 100% flawless finish, 100% of the time due to a number of factors:

- Stainless steel is much more challenging and gummier compared to other metals like carbon steel. It also hardens very quickly, making it harder and more time-consuming to machine and process.*
- Stainless steel has low heat conductivity compared to many other steel and metals. Due to this, stainless steel gets very hot quickly when being worked upon and can affect CNC machines and tools being used to machine it. Tasks such as weld seam removal are, thus, challenging.
- Products are made from a mix of sheet stainless steel, investment casting and machined-from-block.

Types of Imperfections

- Pinholes/pit marks
- Finishing blemishes
- Surface ripple
- Minor distortion
- Polishing wheel residue

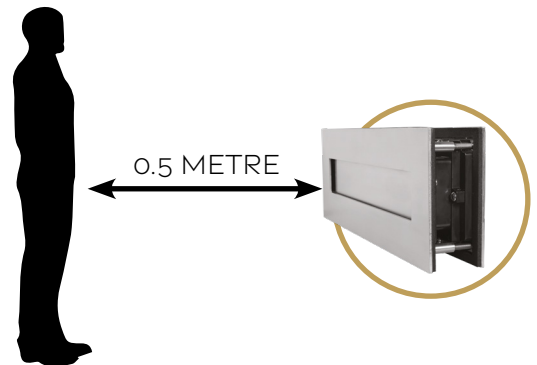
Imperfections can be more pronounced on some finishes than others but all finishes can be affected. A polished finish will display imperfections more so than satin.

It is important to note that most, if not all, of these imperfections will not be seen once the hardware product is fitted to the door or window.

Acceptance Criteria

The acceptance criteria used for checking whether or not the product passes our Quality Control inspection is as follows:

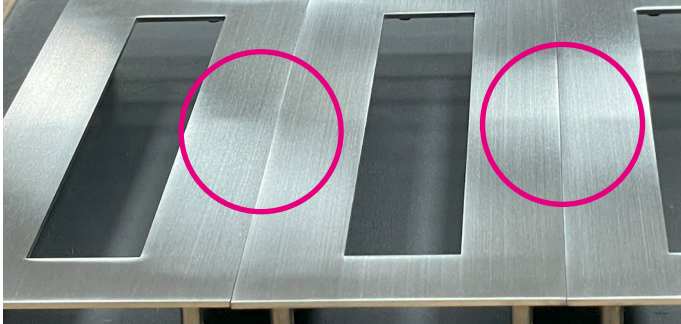
1. Stand back 0.5 metres from the product (the glass industry works on a distance of 1 metre for Quality Control checking, but we appreciate we're selling a premium product so have reduced the distance to 0.5 metres.)
2. Can you see any obvious imperfection?
3. If not, then it passes Quality Control inspection, if yes then it fails.



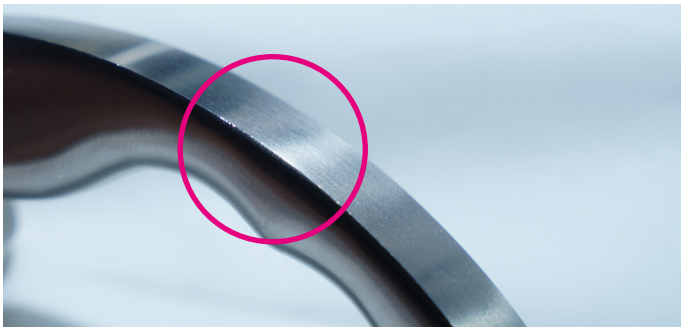
Please turn over for images showing acceptance level examples...

Acceptance Level Examples

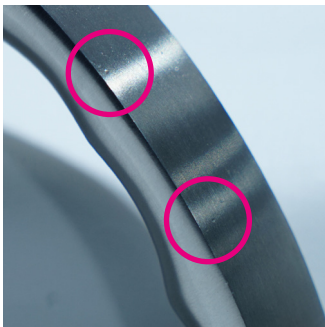
PASS



Very Minor Heat Weld Marks



Very Minor Edge Casting Imperfections

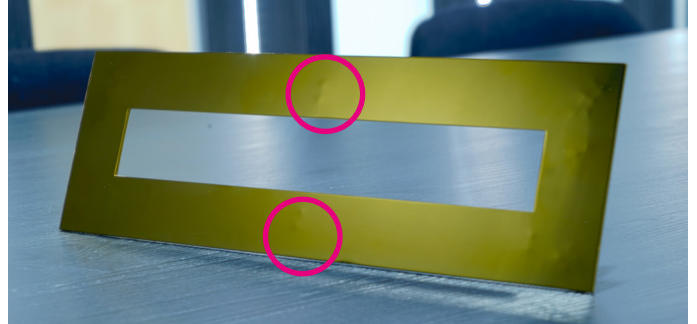


Very Minor Pinholes



Polishing Wheel
Residue

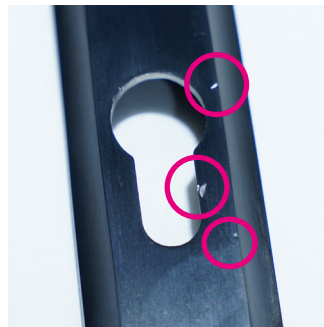
FAIL



Visible Face-on & Angular Heat Weld Marks



Casting Pit and Distortion



Dents and Deep
Scratches



Finishing Blemishes

Important Note

As the product is manufactured from solid 316 Marine Grade Stainless Steel, the durability or corrosion resistance of the product is not affected by any of these imperfections or scratches, whether visible or not.