



TERMS & CONDITIONS

SPECIFICATION

Astor provide advice, recommendations, case studies, images and samples to assist in the specification of a finish. These are available upon request and published freely on our website. Lacquer is not recommended or warranted for exterior applications. Wear of a patina cannot be warranted by its nature. Specifiers to provide detail on service conditions; application, expectations, location and environment to ensure suitable, practical and feasible for project.

STANDARDS

Where applicable, Astor follow [AS 1192 - 2004](#) which refers to nickel & chromium plating. Most finishes by Astor are based upon nickel plating on various substrates including aluminum, stainless, mild steel and brass. The standard does not preclude the use of gold, copper, brass or other metals plated over nickel. The standard does not include plating on to plastic or screws.

QUALITY EXPECTATIONS

Astor strive to achieve highest quality possible. We undertake the difficult & complex items many others could not or would not do or attempt. We have quality control and inspections at each stage of the many finishing processes required to achieve our finishes and Astor are proud to employ the best technical operators.

It is important to understand that there are limitations with electroplating, particularly with plating & metal finishing of this nature;

- Stripping and re-finishing of metal
- Prototype/ one off bespoke items
- Brass-plating as it is an alloy of two metals
- Complex frames or welded components
- Large format flat or folded panels
- Patina/ Aging of brasses and coppers (solid or plated)

The more of above listed points involved, the more realistically likely it is that there will be minor imperfections such as slight variations in the level of sheen to satin & matt lacquers, variations in aged finishes, possible minor colour variations of brass and gold. Refer to [ASTOR PLATING CAPACITIES & DESIGN TIPS FOR PLATING](#) to help minimize. If your project requires above standard results, please advise at time of inquiry, quote and before placing or confirming an order so we can manage and meet your expectations. Tank capacities, weight and handling of configurations are to be discussed in writing with drawings to ascertain suitability, feasibility, expectations, costs and lead time.

SAMPLES AND VARIATION

Samples are provided at time of specification. We do not provide samples to each sub-contractor, tenderer but rather Astor hold a project registered control sample at time of supply. Sub-contractors are to include project name on purchase orders, to ensure relative consistency over the project in various scopes. For larger panels and projects over a few months or those projects with higher-than-normal expectations, we will make a prototype sample at the beginning of the order within 8 working days on the actual metal supplied. At this point clients are



invited to the factory to view or request photos & videos for sign off as this establishes the ongoing standard. Small samples may not show the extent of variation and finishes may vary slightly over different configurations and base metals. Expect reasonable variation of polishing, plating & patina within electroplating capacities and given the configurations and handling of specific items and the quality of the metal and its fabrication as supplied to Astor.

FABRICATION AND BASE METAL SUPPLIED

Astor are not metal suppliers, fabricators or installers. We provide advice on supply & fabrication relating to polishing and electroplating. All assistance and advice is provided in good faith and is not intended to form part of any contract, or be a guarantee or warranty of any product to be fit for any purpose and no liability can be accepted for errors contained in such advice and/or information. Astor provide finishes to metal which is generally supplied & fabricated by others. The fabrication & supply of metal components is to be assessed by customers prior to sending to Astor on the understanding that, while electroplating is a deposit of metal onto another, the nature of electroplating is that the metal deposit follows the base metal (grain, threads, profile) and not alter the profile. Thus metal folding, curving, other fabrication processes and in particular welding, dressing of welds is imperative to the finished result. Where finishing includes Astor polishing services, fabrication marks and base metal texture can be largely controlled however it must be understood that the base metal condition, quality and in some cases porosity and ability for ease of drainage can affect the possibility of quality finishing results. To minimize problems refer to [DESIGN TIPS FOR PLATING, FABRICATING FOR ELECTROPLATING](#) Astor reserve the right to not carryout finishing works if metal is not suitable or a poor quality where client expectations cannot be met on quality, durability and lead time.

LEAD TIMES

Astor's prestigious metal finishes involve many processes with technical skill, chemicals, and bespoke manual labour. Lead times will vary. Indicative lead times for finishing are provided at time of quote on the specific items as requested. Allow these lead times to ensure quality, efficiency and expectations are controlled. Reduced lead times are possible with prior consultation, clear itemised orders and instructions, quality fabrication to suit electroplating, better quality metal supplied by others, supplying metal already polished, providing racking means.

INSPECTION

In line with joinery standards, Astor apply a standard rule of inspection from 1 metre. Such inspection standard to be a 3 second front-on view of the material in daylight conditions at the point of finishing. We extend an open invitation to clients to view items at Astor premises prior to payment and despatch. Astor do not accept reworks for finishes viewed within 1 metre using phones or torches. Astor do not accept reworks at time of handover, post installation.

HANDLING OF AGED OILED OR WAXED FINISHES DURING INSTALLATION

Immediately after aging, the finish is soft and likely to be less robust. Overtime the oil/wax settles and absorbs into the brass plating, as does the aging chemical & patina – when the finish will then become more stable. Until this time, handle with care, package with blankets to prevent rubbing, and after installation, rub over lightly with a lightly oiled soft cloth to remove fingerprints. Do not leave in plastic packaging as will sweat causing accelerated & inconsistent tarnishing. Finished metal is not to be cut or welded after plating.



HANDLING OF LACQUERED FINISHES DURING INSTALLATION

Do not use masking tape or solvents to tape off areas. These are soft decorative metal finishes which should be handled as such and preferably installed after other trades – such as paint, plasterboard & tiling. Wipe over with soft cloth and handle carefully. Finished metal is not to be cut and or welded after plating.

RETURNS

Any items defected for finish must be advised in writing stating reason and any relevant photos within 2 weeks of receipt. Astor cannot accept liability for freight companies handling. Astor will not accept liability for damage to finishes after installation or assembly. If quality does not meet expectations, Astor will assess if reworking is reasonable and most importantly if a better result is achievable. We will consider normal process capabilities of our industry fair and reasonably before reworking. For projects or products where the finish required exceeds normal process capabilities, and not requested in writing before commencing, we will assess and advise cost involved before re finishing. Some of our finishes are soft decorative electroplated finishes and many are not suited for harsh wear & tear and must be handled as such in freight, installation and throughout its life.

WARRANTY

Specific project warranties can be issued upon understanding the scope, environment, expectations and users.

General warranties, Handling & Installation, Care & Maintenance instructions are freely available on website. Astor warrant plating against delamination & peeling for 10 years on stainless. Astor warrant lacquer on interior items not under wear & tear for 7 years.