

Self-stabilises on
uneven surfaces.

Award-winning design.



Patented technology.

Simple, robust,
mechanical design.

Mastering stabilising
technology for
over 25 years.

Instant stabilisation.

How to look after your NOROCK

General

Our products, which are made from the highest quality materials using environment-friendly production processes whenever possible, are designed to be long-lasting. NOROCK X-base sub-assemblies in steel are treated to be weather resistant with zinc plating or zinc enriched powder coat. Components in die cast aluminium are degassed and then treated with a chromate conversion process before being coated with a high quality powder coat. This provides a high level of weather resistance, however, seaside environments will require 'extra protection' coatings which needs to be specified when ordering and particular care thereafter to prolong the effect of corrosion.

NOROCK table bases are maintenance-free in terms of the stabilising components and function, however, we encourage our customers to conduct general cleaning and periodic inspections to look for damage or other signs of structural fatigue or damage. An examination should include a visual inspection of all components and stress points. Any product found to be damaged due to daily use; or excessive abuse/misuse; should be taken out of service.

To keep the product in good condition for long periods, we recommend you to store it in an enclosed and dry area when not in use and during winter, to avoid condensation. Before winter and regularly every quarter if the products are used in a salty environment, we advise you to clean the metal surfaces with a soft cloth dipped in warm water or very mild detergent. Do not use ethyl alcohol or detergents that contain even in small quantities acetone, trichloroethylene or ammonia (or solvents in general).

Handle the NOROCK bases with care when stacking them to avoid damaging the powder-coated surfaces.

Warnings

Avoid improper use of the product such as:

- Standing on the products
- Sitting on the edge of the table
- Using the products as a step ladder

Replace the plastic glides when they are worn out. Do not abandon the product in the environment; call your local urban waste management to have it picked up for disposal or salvage.

Guarantee

Our NOROCK self-stabilising mechanism is guaranteed for five years against structural or manufacturing defects that are not due to improper use or maintenance. Our coatings are guaranteed for one year against invasive rust or corrosion not deriving from scratches or abrasions due to use and which cannot be removed by normal cleaning and care. The coatings on NOROCK bases cannot be warranted in seaside installations unless an 'extra protection' coating option has been specified.

To make use of the guarantee, return the defective product to the dealer along with the sales receipt.

NOROCK declines any responsibility for faults and/or damages deriving from improper use of products.

The guarantee does not include any type of product assistance or repair of the product due to improper use or any damaged part thereof.

How to look after your NOROCK (continued)

Powder-Coated Aluminium

Frequent cleaning using warm water and a soft cloth, with or without a gentle detergent, is sufficient to keep powder-coated aluminium in good condition. This is the only method we recommend to clean powder-coated aluminium products. Harsh chemicals can erode the surface, which exposes the aluminium underneath. Whilst aluminium does not rust, in some conditions oxidisation can occur if the protective powder coat layer is damaged extensively. Small scratches on NOROCK powder-coated aluminium surfaces will generally not be an issue, and areas that experience ongoing wear will generally stay free of oxidisation. NOROCK bases that are installed in a seaside or island environment will require an 'extra protection' coating specified to avoid oxidisation taking hold.

Powder-Coated Steel

Frequent cleaning using warm water and a soft cloth, with or without a gentle detergent, is sufficient to keep powder-coated steel in good condition. This is the only method we recommend to clean powder-coated steel products. Harsh chemicals can erode the surface, which exposes the steel underneath and rust can then start. Small scratches on NOROCK powder-coated steel surfaces will generally not be an issue, as NOROCK X-base steel products have either an added protective layer of zinc enriched powder coat or zinc plating under the powder coat. A deep scratch on powdered coated surfaces can penetrate both the zinc and powder coating and expose the raw steel underneath which will react with oxygen to form iron-oxide which is rust. NOROCK bases that are installed in a seaside or island environment will require an 'extra protection' coating specified to avoid oxidisation taking hold.

Chromed Steel

Chrome-plated items are for interior use only. Use vinegar, rubbing alcohol or baby oil, on a clean soft cloth to remove general grime. Products that contain an oil substance will protect the surface and help keep it clean. Rust will usually appear on chromed items where the surface has been deeply scratched to expose the mild steel beneath, leaving the mild steel open to the elements. Remove any rust by balling up some aluminium foil and rubbing it gently on the rusty areas to smooth and shine up the base.

Stainless Steel

Frequent cleaning using warm water, with or without a gentle detergent, is sufficient to keep Stainless Steel looking good. For more stubborn dirt, mild non-scratching abrasive powders such as typical household cleaners can be used with warm water and a clean cloth. Many cleaners contain corrosive ingredients which require thorough post-clean rinsing with clean water. For more aggressive cleaning, a small amount of vinegar can be added. When abrasives are needed on a NOROCK stainless steel base, first experiment on an inconspicuous area. Cleaning should always be followed by rinsing with clean hot water and wiped completely dry to avoid water stains. Steel brushes or steel wool must be avoided as they will leave iron particles embedded in the surface which will rust. Fingerprints and mild stains are easy to remove with a variety of stainless steel cleaning products available from most retail and hardware stores.

Plastic/Nylon

Frequent cleaning using warm water and a soft cloth, with or without a gentle detergent, is sufficient to keep NOROCK plastic/nylon bases looking good. This is the only method we recommend to clean these products.