The Signage Factory Maintenance Guide



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The Signage Factory Maintenance Guide

1. Purpose

This manual provides guidelines for the inspection, cleaning, and general maintenance of metal signage letters—including stainless steel, titanium, brass, copper, as well as LED-integrated signage systems, ensuring maximum lifespan and appearance. So your sign can last a lifetime.

Important Notice:

Do not allow titanium components to come into direct contact with plaster or gypsum-based materials. Moisture and sulfate ions can damage the protective oxide layer on titanium, causing the metal to become brittle and potentially snap under load. Always use a non-reactive barrier such as epoxy, silicone, or plastic spacers between titanium and plaster surfaces.

Failure to adhere to the documented maintenance schedules and approved cleaning agents herein will void the TSF Structural and Finish Warranty.

We work together with , if you are interested in also using their cleaning products please contact info@thesignagefactory.com

2. Materials Overview

Metal letters may be made from:

- **Stainless Steel (304 / 316 Marine Grade):** Durable, corrosion resistant, ideal for outdoor use (316 is recommended for coastal or harsh environments).
- **Titanium Plated Stainless:** Available in Gold, Rose Gold, Bronze, and Black finishes.
- **Brass, Copper, Corten Steel:** Real metals with a natural, warm tone.

Finishes include:

- **Mill Finish (2B):** Unpolished, raw surface.
- **Satin (N4):** Machine or hand-brushed (directional grain).
- **Mirror (N8):** Highly polished, reflective surface.

3. Cleaning & Care Procedures

Cleaning Frequency:

- **Outdoor signs:** every 3-6 months (or more often in heavily polluted/coastal areas)
- **Indoor signs:** every 6-12 months

Cleaning Products:

- **General:** Neutral detergent (mild dish soap) and warm water.
- **Polishing:** Veidec or other non-abrasive metal polish.

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- **Stainless Steel Spots:** White vinegar solution or a paste of Bar Keepers Friend or Zud (for minor rust spots/iron contamination).
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Cleaning Steps:

1. **Remove dust** with a soft, clean cloth (microfiber recommended).
2. **Wipe with a mild soap solution.**
3. **Rinse thoroughly** with clean water to remove all soap residue, which can cause spotting.
4. For Satin finishes, **apply polish or wipe in the direction of the metal grain**.
5. **Dry thoroughly** with a soft cloth to prevent watermarks.
6. Inspect for scratches or corrosion.

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4. LED System & Electrical Maintenance

- **Inspection Frequency:** Inspect LED modules, power supply, and wiring every **6 months.**
- **Waterproofing Check:** Check power supply and connectors for corrosion. **Verify that waterproof casings, gaskets, and seals** around the LED modules and connections are intact, especially on outdoor signage.
- **Wiring Integrity:** Check **exposed wiring for fraying, cracking, or deterioration** that could pose an electrical hazard.
- **Cleaning:** Clean acrylic/PC inserts with a soft damp cloth.
- **Replacement:** Replace failed LED blocks (12V resin-filled modules).
- **Spacing:** Maintain LED spacing ≤ 135 mm and 30-40 mm wall distance to ensure even illumination.
- **Solar Signs:** If solar-lit, keep the solar panels clean and debris-free for optimal energy absorption.

5. Mounting & Structural Check

- **Inspection Frequency:** Inspect mounting hardware every **6-12 months** and immediately after severe weather.
- **Hardware Check:** Check straps, rivnuts, and studs for looseness or rust.
- **Hardware Material:** Verify the use of **anti-corrosion sign hardware** (e.g., stainless steel bolts/brackets) for all mounting components.

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- **Fastening:** Tighten or replace damaged clips. Ensure the base of freestanding signs is secure.
- **Sealing:** Verify silicone sealant bonding.
- **Galvanic Corrosion:** If two dissimilar metals are in contact, ensure they are **insulated** to prevent accelerated corrosion of the weaker metal.

6. Environmental & Finish Protection

- **Material Choice:** In coastal or humid environments, use **316 Marine Grade Stainless Steel** or Titanium finishes or painted signs..
- **Pollution:** Avoid exposure to chemical fumes or acidic rain.
- **UV Protection:** For painted or graphic-heavy signs, consider applying a **clear UV-resistant coating or sealant annually** to prevent fading.
- **Wax/Sealant: Apply clear protective wax (e.g., automotive wax) or a protective sealant every 6-12 months** on brass, copper and stainless steel after polishing/cleaning to create a barrier against moisture and contaminants.

7. Storage & Transport

- Store signage in a dry, covered area.
- Use soft packing materials to prevent scratches.
- Avoid stacking without foam separators.

8. Troubleshooting Guide

Issue	Recommended Action
Dull surface	Clean and polish/wax.
LED not lighting	Check connection for other problems contact TSF
Rust spots	Polish/clean White vinegar solution or a paste of Bar Keepers Friend or Zud (for minor rust spots/iron contamination).
Cracked acrylic	Contact TSF to replace with new insert.
Loose mounting	Tighten all structural fittings; check after storms.

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9. Touch-Up & Restoration

- **Minor Scratches:** Minimize the appearance of fine scratches on Mirror (N8) finishes by applying a small amount of **car wax** and buffing with a soft cloth.
- **Chipped Powder Coating:** Use matching **specialized touch-up paint** to address minor chips immediately to prevent the underlying metal from rusting.
- **Heavy Damage:** For extensive wear or surface degradation, schedule a professional **refinishing or recoating** service.

10. Safety Notes

- **Disconnect electrical supply** before working on LED systems.
- **Avoid acidic cleaners** or abrasive pads/steel wool.
- Use **gloves** when handling polished metal edges.

11. Recommended Maintenance Schedule

Task	Frequency
Surface Cleaning	Every 3–6 months
Structural/Mounting Inspection	Every 6–12 months (Immediately after severe weather)
LED Function & Wiring Check	Every 6 months
Protective Wax/Sealant Reapplication	Every 6–12 months
Full Polish (Brass/Copper/ Bronze)	Yearly or as needed

Any questions don’t hesitate and contact your agent at TSF.

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