



AES Technical Bulletin

Discolored Doors

Product models covered: All Magnum ZC and Magnum Masonry units.

Topic: This technical bulletin will be addressing why doors can become discolored, what may happen, proper maintenance, and how repairs are handled so that normal operation of the unit can be resumed.

When using the 24 Karat gold or nickel plated door system, certain precautions need to be addressed. One is that the unit cannot be burnt as hot or have as much fuel in it as a plain black door. This is addressed in the installation manual and warranty. The wood needs to be kept back from the door and 2-3 pieces of wood burning at one time. If the unit is operated with the damper system wide open or if the home is running with negative pressure these items will pull the heat forward and cause the door to overheat. If everything is running properly, the extra air moving around the door gasket will actually pull in cool air and lower the temperature of the plated surface.

The gold on the door is real, 24 Karat gold, and needs to be treated like gold. Gold only takes about 200 degrees temperature before starting to change color so it is important to follow these precautions. 24 Karat gold plated doors do not have a lacquer coating. These doors can be polished periodically to restore their shine. A problem that we have seen in the past is the gold getting damaged by cleaners. If the gold is cleaned hot it could damage the coloring. Do not rub hard and do not use non-recommended polishers as this will take the gold right off and it will appear to be changing color but actually it will be down to the nickel base underneath. Do not polish with abrasive cleaners as this is a plated surface and continued polishing will eventually take the plating off. Only cleaners designed to clean gold can be used. The best way to clean the gold doors is just warm water. Any chrome cleaner or polish can be used on the nickel doors.

Because we do not have any control over how a unit is installed, operated, cleaned and maintained it is impossible for us to put a warranty on the plated surfaces to cover discoloring.