

Receiving and Handling



Inspection

Sonus acoustical panels are shipped with the picklist and installation instructions. It is recommended that the receiver retains a copy of these materials for their records.

Please inspect all shipping containers for obvious freight damage before accepting and note any problems on the delivery ticket.

Notify your sales representative or Sonus of any product damage within 2 business days of receipt. Claims beyond 2 days will be honored at the discretion of Sonus or the freight company.

Inform your sales representative or Sonus of any panel discrepancies prior to installation.

NOTE: Sonus is NOT responsible for installation or removal costs of unacceptable panels.

Damaged Panels

Contact Sonus before attempting to address any defects or damages occurred during handling and installing. Attempting to re-glue or re-position material can create larger issues with explicit guidance from Sonus.

Handling

It is recommended to use clean gloves when handling Sonus panels. Dirty hands or gloves can stain fabric covered panels.

Special care should be given to wood veneer panels and the perforated surfaces and panel edges.

Do NOT slide anything across the face of the panels (including other panels).

Do NOT allow materials that can be embedded in the perforations to come in contact with the face of the panels.

Do NOT handle large panels with one person. If panels are allowed to flex or twist, it can cause materials to separate from each other and cause visible imperfections.

If you need to address cut-outs (thermostat, light switch, sprinkler heads, etc) that were not explicit on shop drawings and performed at time of manufacturing, please contact a Sonus representative prior to performing these operations. Improper modifications to panels can cause issues that cannot be repaired and a full panel replacement will be necessary at the customer's expense.

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Cleaning

Always test clean in an inconspicuous part of the panel before proceeding.

Special care should be given to the fabric, veneer perforated surfaces, and panel edges.

Routine cleaning and dust removal can be accomplished with a soft bristle brush and vacuum.

For wood veneer panels, accumulated dust or dirt can be removed with a slightly damp cloth, wiping in the direction of the grain.

Avoid scrubbing or applying heavy pressure, which can force materials into the perforations.

To remove smudges or surface debris, mix a mild detergent such as a mild dish soap with warm water and gently wipe the surface, frequently turning the cloth over until the material is removed. Please use very little soap. Excessive soap can attract more dust and dirt.

Cleaning guidance is specific to panel covering and manufacturer. Please refer to our dedicated cleaning Guide in our Resource Download

Storage

Panels should be uncrated, unwrapped, inventoried and allowed to acclimatize for a minimum of 48 hours prior to installation.

Store panels on a clean, dry and flat surface to keep free of dust and damage.

Storage facility should be a climate-controlled interior space ideally in or near the installation space.

- Keep out of direct sunlight.
- Temperature should be between 50°F (10°C) and 86°F (30°C).
- Relative humidity must be between 25% and 55%.

Sonus material stored for more than 90 days may void warranty

After the materials have been accepted by the purchaser, the natural variations in color, grain, and texture of wood veneer are not covered. This includes natural changes in color caused by exposure to UV from sunlight or artificial light sources after installation.

The owner is responsible to maintain suitable climate conditions during the service life of the Sonus products. Excessively dry or moist conditions causing any failure of the product (e.g. warping, twisting, and sagging) are not covered by our warranty. This includes air vents or heat sources directed on the product and rapid changes in the relative humidity due to HVAC equipment failure or intentional idling for weekends or after hours.
