

Care and maintenance guide

FilaSorb™ products

Acoufelt recommends inspecting panels upon delivery to ensure there has been no damage or marks made to the product during production or dispatch. Please contact Acoufelt immediately to report any faults with the product.

General Care

- Periodic dusting and vacuuming helps to maintain panel appearance. Dust with a soft cloth. When vacuuming, use low suction function and a soft brush attachment.
- Avoid installing colored panels in a location that is subject to prolonged periods of direct sunlight or heat.

Professional Cleaning

- Acoufelt recommends contacting a professional cleaning service for thorough panel cleaning where required.
- Should you choose to outsource your panel maintenances, Acoufelt are willing to assist with names and details of reputable cleaning companies. The effectiveness of any cleaning program depends on careful supervision, trained personnel and the use of correct equipment and chemicals.

Spot Cleaning

- Spills, marks and stains should be addressed and treated as soon as possible.

- Test any proposed cleaning method on an inconspicuous section before proceeding, and take extra care when cleaning dark colours.
- Use a mild soap and warm water solution to gently scrape soil or mop liquid from the surface of the product.
- Use a soft sponge or cloth to apply a blotting technique.
- Apply minimal pressure and avoid scrubbing or concentrated rubbing.
- Avoid using excessive amounts of water or other cleaning liquids. If required, ensure adequate ventilation so that the panel can dry.
- When the stain or mark has been removed, mop moisture with a dry clean cloth using a blotting technique.
- Allow the panel to dry away from direct heat and sunlight.

DISCLAIMER: Acoufelt offers these cleaning and maintenance suggestions, however, the customer undertakes cleaning treatment at their own risk. Acoufelt will not be responsible for unsatisfactory results from the proposed treatments contained in this document.

Warranty

FilaSorb™

Acoufelt provides a limited warranty from the date of installation against undue loss of condition due specifically to faulty materials and workmanship in manufacturing. Our warranty covers the following:

Acoufelt warrants that products conform to specifications established for the product and subject to normal use under general contract category for the period of 20 years after installation date. The product will maintain its physical characteristics and acoustic properties throughout the warranty period.

Acoufelt products come with guarantees that cannot be excluded under the Australian Consumer Law. The benefits under this warranty are in addition to your other rights and remedies under a law in relation to the goods to which this warranty relates (the Australian Consumer Law).

Installation Environment

All FilaSorb™ products are designed for indoor use in typical commercial, residential and institutional type environments. Use in areas that significantly vary from this type of environmental condition may result in a performance that falls outside of this warranty.

This warranty excludes any consequence of faulty or improper installation or faulty maintenance and is subject to the following conditions:

1. Installation must be in accordance with the most current and relevant "Acoufelt Installation Guide".
2. A full maintenance program is agreed and carried out throughout the life of the product. Please refer to the relevant "Care and Maintenance Guide".
3. If a product fails to perform as warranted, Acoufelt will correct the affected area either by repair or (at its option) replacing the defective part of the product with an Acoufelt product of equal quality, or (at its option) pay for the cost of replacement of the defective part.
4. Should replacement of any Acoufelt products be required, Acoufelt will not be responsible for the movement of electrical wiring or outlets or costs and expenses associated with construction or removal of furniture, partitions, temporary walls or any other fixtures, fittings, plant or equipment whatsoever which are located on, above or around the area in which the product is installed.

5. Acoufelt requires the original sale receipt or other documentation as proof of warranty coverage.

The warranty does not cover:

1. Moisture, dust, stains or other contaminants from daily use.
2. Any condition resulting from a use for which the product was not designed.
3. Differential shading from direct sun light exposure.
4. Tear, burns, pulls, cut and other damage resulting from improper maintenance and installation.

DISCLAIMER: Acoufelt strives to fulfil the needs of its customers by producing the highest quality felt products. However due to the fine, fibrous and textural nature of the product, slight visual imperfections may be seen when viewing the product from less than 1 to 1.5 meters. These slight visual imperfections however, are within normal industry manufacturing tolerances.