

INSTRUCTIONS

SOUNDPLY RECEIVING AND HANDLING

INSPECTION

- SoundPly acoustical panels are shipped with the bill of materials, plans, install instructions and shipping papers. 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 Navy Island of any concealed damage within 5 business days of receipt. Claims beyond 5 days will be honored at the discretion of Navy Island or the freight company.
- Inform Navy Island of any panel discrepancies prior to installation. Do not install panels of unacceptable quality. Contact your Navy Island representative immediately.
- NOTE: Navy Island is NOT responsible for installation or removal costs of unacceptable panels.

HANDLING

- Protect the micro-perforated surface and panel finish when handling.
 - It is recommended to use clean gloves when handling SoundPly panels.
 - Special care should be given to the perforated surfaces and panel edges.
- Do NOT slide anything across the face of the panels.
- Do NOT allow materials that can be embedded in the perforations to come in contact with the face of the panels.

STORAGE

- Panels should be uncrated, unwrapped, inventoried and allowed to acclimatize for a minimum of 72 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 fully conditioned interior space ideally in or near the installation space.
 - Keep out of direct sunlight.
 - Temperature must be between 50°F (10°C) and 86°F (30°C).
 - Relative humidity must be between 25% and 55%.
- SoundPly material stored for more than 90 days may void warranty unless previous arrangements are made with Navy Island. 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 SoundPly products. Excessively dry or moist conditions causing any failure of the product (e.g. warping, twisting, and sagging) are not covered by this 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.

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DAMAGED FINISH

- If the panel finish has been scuffed, scratched or damaged contact Navy Island for instructions specific to the panel's particular finish or condition.

DAMAGE TO EDGEBANDING OR SPLINE

- Edgebanding or spline material that has been damaged is difficult to repair and should be replaced by a carpenter who is familiar with the fabrication of the panels. Contact Navy Island before attempting to re-glue or replace the damaged materials.

CLEANING

- Always test clean in an inconspicuous part of the panel before proceeding.
- Special care should be given to the perforated surfaces and panel edges.
- Routine cleaning and dust removal can be accomplished with a soft bristle brush and vacuum.
- 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. Wipe with a dry lint-free cloth to restore sheen.
- To remove heavy accumulations of dirt, use a mild wood-friendly cleaner.