



INSPECTION

- Please inspect all shipping containers for obvious freight damage before accepting and note any problems on the delivery ticket.
- Notify Navy Island at info@timbersound.com 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 plank discrepancies prior to installation. Do not install planks of unacceptable quality. Contact us at warranty@timbersound.com.
- 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 Timber Sound planks.
 - Special care should be given to the perforated surfaces and plank edges.
- Do NOT slide anything across the face of the planks.
- Do NOT allow materials that can be embedded in the perforations to come in contact with the face of the planks.

STORAGE

- Planks should be unpacked and allowed to acclimatize for a minimum of 72 hours prior to installation.
- Store planks 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%.
- The owner is responsible to maintain suitable climate conditions during the service life of the Timber Sound products. Excessively dry or moist conditions causing any failure of the product (e.g. warping, twisting, and sagging) are not covered by the 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.

CLEANING

- Always test clean in an inconspicuous part of the plank before proceeding.
- Special care should be given to the perforated surfaces and plank 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.