

# Care and maintenance guide

## FilaSorb™ products

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### CLEANING

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.

### HEALTH & SAFETY

#### Breathability and moisture retention

Due to the nature of the fine fiber blend, FilaSorb™ material has absorbent and breathable properties. This breathable feature means that any moisture that comes in contact with the material will disperse into the material and evaporate quickly. A dry panel will not promote the growth of microbes such as mold and mildew, which require moisture to grow and produce.

#### Anti-microbial treatment

Acoufelt treat FilaSorb™ products with safe, anti-microbial solutions, which have been tested to be effective across multiple bacterial strains. Email our customer care team to access certifications.

#### Product safety

Under the Living Future Institute's 'Declare' certification scheme, all products made from FilaSorb™ receive 'LCB Red List Free' declaration through FilaSorb™ material composition and VOC ratings meeting the high standard for CDPH ('California Department of Public Health') compliance. This guarantees that FilaSorb™ material is free from all chemicals and compounds that pollute the environment, are toxic for humans, as well as those that may prove harmful for construction and factory workers during production. You can access our Declare certifications on our 'Sustainability' web page, or by emailing our customer care team.

**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.