

Product Guarantee

The manufacturer guarantees that the panels maintain acoustic and anticorrosive stability according to the table below depending on the environment of exposure according to the EN 60721-3-4 standard:

Sound absorption											
Work Life in years as a function of environmental class	4B1	4B2	4C2	4C4	4K2	4K3	4M3	4M4	4S2	4Z6	4Z7
	10	10	8	8	10	10	10	10	10	10	10
Sound insulation											
Work Life in years as a function of environmental class	4B1	4B2	4C2	4C4	4K2	4K3	4M3	4M4	4S2	4Z6	4Z7
	10	10	5	8	10	10	10	10	10	10	10
Non acoustic features											
Work Life in years as a function of environmental class	4B1	4B2	4C2	4C4	4K2	4K3	4M3	4M4	4S2	4Z6	4Z7
	10	10	5	8	10	10	10	10	10	10	10

The guarantee of oven-painted aluminium panels is valid in the countries of the European Union and Turkey for the environmental conditions indicated above.

The guarantee covers the panels assembled and installed by specialists using appropriate tools in accordance with the instructions, standards, best construction practices and the applicable laws and regulations in force in each country or area.

The guarantee is valid whenever the panels are maintained in accordance with the instructions for use, maintenance and cleaning and other accumulated debris or wastes are properly removed and/or washed. If the panels are not used according to these instructions, the guarantee on the painting is limited to 12 months.

The guarantee does not include the surface finishing of panels subjected to any abrasive blasting with dust, sand, stones, salt nor mechanically damaged panels. The manufacturer guarantees in any case and for the specified period the stability of the acoustic and mechanical parameters as well as the structural safety.

The guarantee for the indicated time regarding non-acoustic aspects of the material refers to the non-perforation and non-rupture of the material by corrosion that could reduce its mechanical and structural safety, however the material can lose color and suffer some brightness changes, which do not affect the function of the product.

In the event of failure of the product to meet the provisions of this Warranty, the default(s) shall be immediately advised providing relevant samples and allowing the inspection the claimed product.

The necessary condition for the consideration of the claim is the presentation of the purchase invoice with this guarantee that will allow the identification of the batches of the goods.

The claim must be submitted to the direct supplier of the panels. In the case of accepting the claims, the responsibility of the company is limited to the cost of the damaged materials only.

The responsibility of the company is limited to the amount of the sales invoice less a depreciation of 10% per year.

Acusttel has the right to freely choose the way of solving the claims and is not responsible for any direct or indirect loss resulting from the damages covered by the guarantee.

When panels are supplied with antigraffiti, they must be removed within 30 days using appropriate measures in accordance with the instructions for use and maintenance.

The anti-graffiti protection expires after 5 times the elimination of the graffiti. The stability of the acoustic and anticorrosive parameters is still assured during the period of validity of the guarantee.

CLEANING AND CONSERVATION INSTRUCTIONS FOR THE MAINTENANCE OF THE GUARANTEE

The panels should be cleaned with water free of detergents or corrosive elements and at temperature between +15 and +35 °C.

The frequency of cleaning will depend on the degree of exposure of the area to contaminants, but at least once a year is recommended for suburban areas and twice in urban areas.

Prior to the cleaning of the panels, the sealing joints at the union with the metal posts must be checked and those that may be damaged should be replaced.

Storage and manipulation of acoustic panels

The acoustic panels should not be stored in areas exposed to polluting chemical agents that may affect their surface finishing.

The panels must be stored in their palletizing system to avoid direct contact with the ground and their installation should not exceed 45 days from the date of supply. Please consult us for any additional protection measures for longer storage periods.

The use of tools that could cut or damage the surface of the screens is totally forbidden during the installation of acoustic panels as well as its cut. Please consult us in case of needing special measures.

CLEANING OF GRAFITTI

To remove graffiti from the panels, the liquid graffiti cleaner Silenzia / GR2 should be used temperatures between 10 and 40 °C. Please consult us for any other range of temperatures.

Methodology of use:

The antigraffiti product is to be applied on a dry surface until the graffiti is softened. Time depends directly on two factors:

1. on the ambient temperature, i.e. at lower temperature, longer reaction time.
2. on the type of painting used for the graffiti.

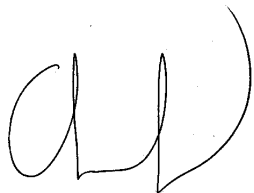
Before starting the work, some tests must be carried out to establish the optimum time of contact of the product with the surface. It is very important that the contact time is no longer than time needed for the softening the graffiti, since it could damage the panel painting; therefore the cleaning must be done in small areas.

The next step (when the graffiti is already softened) is to remove it from the surface by using a pressure washer with water at a temperature of approximately 50-60 ° C and a maximum pressure of 80 bars.

If some shadows remain on the surface, the process shall be repeated.

After finishing the process the entire surface must be cleaned with water to remove any remaining product that could further damage the surface of the painting.

Name and position of the responsible person for this document



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