

Product Guarantee

The manufacturer hereby provides the following Limited Warranty against the effects of weathering for its PMMA or PC panels.

1. Optical Properties

After ten years colourless transparent panels will, as a direct and exclusive result of exposure to solar radiation and normal weather conditions, have a light transmission value not more than ten (10) units lower than at the time of delivery. Light transmission is measured in accordance with the Standard ASTM D 1003 on cleaned sheets, free of scratches.

After ten years colourless transparent panels will, as a direct and exclusive result of exposure to solar radiation and normal weather conditions, have a yellowness value not more than ten (10) units higher than at the time of delivery. The yellowness value (yellowness index) is measured in accordance with the Standard ASTM E 313-98 on cleaned sheets, free of scratches.

2. Mechanical Properties

After ten years colourless transparent panels will, as a direct and exclusive result of exposure to sun radiation and normal weather conditions, have a Young's Modulus of $e \geq 2500$ MPa. The Young's Modulus is measured in accordance with the Standard ISO 527-1,2 on standard specimen bodies. The surfaces of the specimens, which are generated mechanically, must be polished or fine ground prior to testing.

The guarantee of transparent 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 is limited to 12 months.

The guarantee refers to the non-rupture of the material that could reduce its mechanical and structural safety, however the material can suffer other changes, which do not affect the function of the product.

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

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. Acusttel has the right to 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.

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

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 mechanical parameters is still assured during the period of validity of the guarantee.

Other general conditions of guarantee:

- This guarantee applies only to the flat un-formed sheet. In the case of any formed sheet this guarantee shall be valid only after a specific evaluation and approval of the performance of the finished component.
- The goods were paid for, and that the customer's invoice is presented, from which the name and address of the customer can be identified, as well as the date of purchase, the product value, and the product designation.
- The customer examined the goods immediately after delivery and informed forthwith of any defects.
- The material was stored, transported, worked, processed, and used in a manner appropriate to the material.
- The sheets had not been subjected to any detrimental chemical effects.
- The maximum temperature for use as recommended by the Company, i.e. 80°C had not been exceeded.
- The sheets had not been affected to their disadvantage by bonding, securing, and/or sealing elements.
- The customer issued notification in writing of the defect within a week of its detection, by submitting the invoice and identifying the material.
- The Direct Customer allowed inspection to be carried out by the Company.

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 GRAFFITI

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.

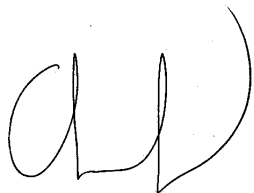
Before starting the work, some tests must be carried out to establish the optimum time of contact of the product with the surface. It is very important that the contact time is no longer than time needed for the softening the graffiti, since it could damage the panel painting; therefore the cleaning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



Antonio Piñera Lucas
Technical manager. Division of products and installations
Acusttel