

TOPAKUSTIK® AND TOPPERFO® CLEANING, MAINTENANCE, INSTALLATION CONDITIONS & WARRANTY

INSTALLATION CONDITIONS

In order for the products to be stable, long lasting, AND covered under this manufacturer's warranty, these requirements (based on AWI standards) must be met:

Topakustik® and Topperfo® are designed to be installed in interior areas with relative humidity levels of 35%-60% and temperatures between 64-86 degrees Fahrenheit (18-30 C). These levels are in accordance with Standard DIN 68750/66754 resp. SIA 164/1. Levels above or below these ranges in use or storage will invalidate the product warranty. Considering these standards, projects must allow for a dilation of material of 1.5 mm in 1000 mm ($10.5\%-7\%=3.5\% \times 0.04\%$ Swelling measure per 1% change)

Prior to opening original packaging or installing material, ensure that the spaces are enclosed and completely weatherproof, all wet-work is complete and dry, all other trades above or behind wood acoustic materials is complete, and the building temperature and humidity conditions are consistently maintained at the levels indicated for the building once occupied.

The product MUST be stored in the environmentally controlled space which it will be installed for a minimum of 72 hours prior to installation. The product is packaged in crates and must be opened and exposed to the space during the 72 hour period to allow for the product to adequately acclimate to the space. Do not store the product in direct sunlight.

WARRANTY

We guarantee that Topakustik® and Topperfo® will be free from manufacturing defects for a period 1 year from the date of receipt. The guarantee period begins on the delivery date. If our transportation, storage or installation instructions are not followed, any guarantee shall lapse.

The purchaser must inform Topakustik® in writing of any damages or defects without delay, but at the latest within one week of arrival of the goods, even if this announcement has already been made verbally or remotely by word of mouth to the site or the field office. In doing so, the defects claimed by the recipient must be described in detail. The purchaser must cease any processing or handling of the goods which he has complained about as defective immediately after the discovery of the material which is the subject of the complaint.

If an announcement is received from the purchaser to the effect that the products are not in accordance with the guarantee, an individual defective item must, where possible, be sent to Topakustik®, or they must be either sent back without delay on our request, or they must be kept ready for viewing by one of our personnel and stored properly until that time. If it should be found at that time that the complaint concerning a defect was unfounded, a charge will be made for our employee's working time and travelling expenses, at our standard rates.

Topakustik® products are in accordance with industry standards. Deviations that fall within tolerances which are normal in the trade and do not prevent the use of the goods for their normal purpose, do not provide justification for a complaint. In particular, we are not liable for consistency of colors or veneers, particularly in the case of subsequent orders.

Topakustik® does not accept any guarantee against defects which are due to improper storage or use of the products. The storage and use of the products presupposes that a full knowledge and experience of wood technology is taken into account so as to avoid detrimental effects on the quality, stability and other qualities of the goods. In this connection the following must particularly be taken into account: relative air humidity, temperature, moisture, cold and draughts. Perforated and slotted products respond quickly to a change in atmospheric humidity, due to the increased in surface area. These products must therefore be acclimatized in the installation area before assembly. In the case of veneered items, we recommend that these should be sorted by wood structure and color before assembly.

We are entitled, first of all, to amend any problems, and if this is not possible, to deliver a replacement. If any amendment by us should fail, after an appropriate length of time, the purchaser may, at his own discretion, request a reduction in the cost or cancellation of the contract.

If the purchaser wishes to undertake the amendment himself on the basis of a written agreement with Topakustik®, he undertakes to inform Topakustik® in writing beforehand of the costs arising from this, and only to carry out the amendment after receiving written agreement from Topakustik®.

Guarantee claims against Topakustik® can only be brought by the immediate purchaser and are not transferrable.

All regulations stated in document contain the entire guarantee for Topakustik® products and exclude any further claims of any kind. This does not apply to claims for damages arising from guaranteed qualities intended to protect the purchaser against the risk of damages caused by defects.

WARRANTY LIMITATIONS

This warranty does not cover problems caused by improper installation methods. It covers only installations done in accordance with installation instructions provided by Topakustik®. This warranty does not cover damage caused by improper maintenance or by use contrary to our recommendations, such as use outdoors or on surfaces other than walls or ceilings.

This warranty does not cover labor charges to replace obvious visual defects in the material at time of installation.

This warranty is not transferable and applies to the original purchaser only.

This warranty does not cover differences between samples or product photographs and actual product purchased.

There are no implied warranties, representations or conditions, except those required by statute, and they shall not extend beyond the term of the warranty applicable to your purchase.

We exclude and will not pay any **installation cost**, consequential or incidental damage, loss or expense other than to the panels themselves.

CLEANING

Prior to installation, use a clean soft cloth that has been dampened to remove dust or other foreign materials from panel surfaces. Dirt and grit should not be allowed to build up as these may scratch the finish during installation. If necessary, clean panels immediately after installation.

Clean marks using a neutral soap and damp cloth. Do not apply soap or cleaner directly to panel surfaces. Apply soap to cloth and then wipe panel surfaces. Remove any soap residue from panel surfaces before drying.

Do not apply any cleaners to panel surfaces as cleaners attract dust particles that will discolor wood veneer over time.

Do not apply any solvents to panel surfaces, even by transfer from a cleaning cloth. Damage from solvents may not be immediately noticeable upon application.

Do not use wet towels or mops to clean panel surfaces, as excessive moisture transfer will cause panels to swell and/or warp.

Do not use brushes to clean panels as bristles will scratch panel surfaces.

MAINTENANCE

Sufficient manpower should be available for the safe removal and re-installation of panels.

Disengage safety locks, clips or cables prior to removal of panels.

Ensure all fixtures such as lights, sprinklers, signage, etc. are unencumbered before removal.

Complete remove panels from ceiling, unless they are specifically designed for access. Panels that are not fully supported should never be left unattended.

Protect face, corners and edges of panels during removal and storage.

Store panels in a flat position. Do not lean panels against a wall or other vertical surface.

Protect removed panels from UV exposure.

Reattach all safety locks, clips and cables before completing re-installation.