



acoustigreen

## REFLECTOR

### installation instructions

#### ATTENTION

Panels should only be installed by experienced carpenters. Good wood working tools are needed to install wood panels. Care needs to be taken when cutting and fitting around windows, light switches and other fixtures. To achieve this, the following tools are recommended:

- Trim Nailer
- Table Saw
- Miter Saw
- Jig Saw
- Router
- Biscuit Jointer
- Hole Saw
- Iron
- Edge Band Trimmer

Blades and Router need to be fine tooth carbide. Jigsaw blades a medium tooth.

The panels need to be cut face up, when cutting on the table saw and miter box. When cutting with the jig saw, cut face down. Blade teeth should always cut into the face of the veneer. All panels need to be handled as fine furniture would be. Padded material should be used to avoid scratching or marring the face of the panels. Some panels come predrilled for anchors, mounting, and safety clips. The holes have been engineered to accept the screws provided. Pilot holes should always be drilled. For example, to use a #8 screw a pilot hole of 3/32" diameter should be used. Do not drill pilot holes more than 5/8" deep. Care needs to be taken not to over tighten screws or anchors. Over tightening will lessen the holding power of the screw and may damage the face of the panel.

#### ACOUSTIGREEN MANUFACTURES DECORATIVE ACOUSTICAL PANELS AND PRODUCTS THAT MUST BE HANDLED WITH CARE.

Please contact your local Acoustigreen representative or an Acoustigreen professional at our headquarter location at 1.888.258.4637 with any questions that you might have.

#### RECEIVING

Prior to unloading a crate off of the delivery truck, check it for any obvious shipping damage. If no evidence of damage is present on the crate, offload it onto a dry/controlled area and inspect it for dents, breakage, or any lesser noticeable crate damage that may affect panels or trim. If damage has been identified on the crate itself, record it/photograph it, and open the crate to inspect for concealed damage. If damage from the crate was transferred onto the panels or trim, document/photograph the issues.

The Bill of Lading (BOL) must be signed as "damaged" if any type of claim is required. Failure to do so will qualify the project as ineligible for any type of claim, and the provided product will be considered accepted as delivered. Furthermore, do not estimate the number of damaged goods; receiving parties are responsible for verifying the count of damaged product(s) and noting the information on the BOL after checking for exact quantities. After signing the BOL as "damaged", please accept the delivery and contact Acoustigreen immediately regarding the occurrence.



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Be prepared to provide a detailed description of the issue, accurate count of what was affected, information regarding identifiers (panel tags or numbers, etc.) and photographic documentation. Do not install damaged product. Instead, get in touch with us as soon as possible so that we may address the issue and provide a working plan for potential solutions and replacements.

If any panel or trim pieces appear to have manufacturing defects, do not install. Acoustigreen's only obligation is replacing materials proved to be defective and that are returned for credit within the terms and conditions of the sale. Damaged material must remain crated and in customer's possession until a decision on the claim is reached. At that time, the carrier responsible for the delivery will pick up the damaged product at the delivery site. Do not dispose of damaged product unless otherwise expressly instructed to do so by an Acoustigreen representative. In the event this occurs, documented acknowledgment will be required from all parties involved.

If no damage is observed, make sure that all of the material ordered for the job has been received and is in the proper style(s) and correct quantities.

### **ACCLIMATION AND STORAGE**

All wood products purchased from Acoustigreen must be acclimated to site conditions before installation. Failure to acclimate product will void the warranty. This is particularly important in Northern United States climates where low atmospheric humidity typically cause more wood movement than the higher humidity of Southern climates.

Once the installation site has been acclimatized to the temperature and humidity levels that will be the norm when occupied, all wood products should be moved into the site installation area for a minimum of 72 hours prior to any installation activity. Panels should be stored in a dry, fully-conditioned interior space on a flat surface in opened cartons. Relative humidity should be maintained between 25% and 55%. Temperatures should be maintained between 55 and 80 degrees Fahrenheit. To acclimate wood products, remove all packaging materials from the outside of the crate, leaving only the wood products. Exposure to conditions outside of this range will void the warranty. Panels should be handled with care and set on protective cushions while cutting.

Grille products can be left on the crates just as they were packaged. Linear wood planks and flat panels should be carefully stacked with three or four slats stacked face to face and back to back, perpendicular to the stack allowing for air circulation. Separate stacks of flat panels and wood planks on the skids from each other carefully to prevent from scratching the product.

### **MINERAL STREAKING OR BLUE STAIN IN OAK**

Occasionally this may occur in oak panels by natural tannic acid in the wood. This does not show up in the manufacturing process, only after the veneer has come in contact with moisture. Should this occur, the stains can be removed, contact the varnish manufacturer for recommendations. Stained panels can also be used by cutting out streaked areas and installing as cut or end panels.



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### **CLASS A VARNISH FIRE RETARDANT PANELS**

Panels that are chemically treated for flame resistance, Class 1, 0-25 flame spread, may be slightly discolored or have a whitish cast. This may occur if the panels are subject to high humidity conditions. The manufacturer assumes no liability if this condition occurs.

### **MOUNTING AND NRC**

Most conventional woodworking techniques are acceptable for working with Acoustigreen panels. Special mounting techniques are required to install perforated acoustical panels including perforated Fusion, Microperf and Audition planks. In all of these cases the space behind the panel, including the insulation or acoustically absorptive materials, work in conjunction with the panel to provide the noise reduction performance anticipated. The architect's details and/or shop drawings must be followed to achieve the look and NRC specified.

### **REFLECTOR CLOUD CEILING**

Suspend Reflectors with suspension wire or cable sufficient to carry the load of the beam; the load will vary based on the Reflector size. Brace the Reflector as required per local building and seismic codes. This will vary depending on the project region. Install alignment plates with 5/8" fasteners per Reflectors standard details. Alignment plates will interlock from panel to panel. Adjust alignment plates accordingly to set the desired reveal dimension from cloud to cloud. Lastly, secure alignment plate with 5/8" screw to adjoining panel to prevent movement.



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### WARRANTY NOTICE

The above recommended installation instructions are reliable for most installations, but are not meant to imply any warranty or guarantee for which Acoustigreen assumes responsibility. The installer must undertake testing and verification as to specific applications to determine suitability for them prior to installation. The manufacturer's only obligation is to replace any material proven to be defective, rather than the installation or removal of the same, for a period of one year from the date of shipment. Faulty installation shall be corrected by the installing contractor. Beyond the purchase price of the materials supplied, the manufacturer assumes no liability for damages of any kind and the user accepts the product "as is" without warranties expressed or implied. The suitability of the product for an intended use shall be solely up to the user.

All wood and wood composite products sold by Acoustigreen are warranted to be free of defects in workmanship for a period of one year from the date of shipment, based on the following conditions:

Products with obvious flaws must be reported to acoustigreen within 30 days of shipment to the customer. Wood products must be acclimated to site conditions prior to installations per our acclimation instructions. After installation, the space must be maintained within a relative humidity range of 25%-55%. Temperature range should be maintained within a range of 55-80 degrees Fahrenheit. The area must be enclosed; doors and windows installed, and the HVAC systems must be functioning properly and in continuous operation. Any maintenance or cleaning of our products must be done in accordance with the instructions found on our website.

Acoustigreen warranties are subject to typical conditions. Unusual conditions include any type of accident or any form of abuse, adhesives or tape, standing water, excessive or moderate humidity, excessive or moderate temperatures, vibrations, or exposure to chemicals or fumes. All products should be maintained to avoid dirt or dust buildup, which could provide a medium for microbial growth. The growth of mold or mildew is not covered by this warranty nor is it the responsibility of Acoustigreen.

Our wood products will have natural variations, due to the characteristics of the wood or veneers. This warranty does not cover variations in texture, color, or grain. Appearances and colorings of wood products, stains and finishes can vary over time and as site conditions change and are therefore excluded from the warranty.

All products must be installed in accordance with written Acoustigreen installations instructions and/or approved shop drawings. Any lighting, ventilation, or other mounting parts must be suspended independently and supported securely by the substructure.

Acoustigreen shall have no responsibility for defective processing or alteration to the products by others after shipment. This warranty is limited to materials defects only. Acoustigreen reserves the right to repair or replace at our discretion.

The warranty does not cover removal or reinstallation or labor to do so of any kind.