

## 1) TRANSPORT CONDITIONS

The general transport conditions by default for all our sales are FCA on your means of transport at our factory in Torelló (Barcelona).

The carrier contracted by the customer has to be suitable for the type of product, generally covered and closed means or vehicles, in order to protect the boxes containing the product from bad weather (rain, damp and extreme temperatures).

Keep the product in the original packaging supplied by the manufacturer throughout transport.

Arrange transport means which minimise as far as possible the number of transfers.

We always recommend an exclusive lorry or container load rather than part loads.

The transport boxes need to be handled with suitable lifting machines to avoid impact.

Do not climb onto the boxes or put loads on top of them.

## 2) STORAGE CONDITIONS

On receipt of the material, if it is not for immediate installation, it should be stored indoors, protected from extreme temperatures and humidity.

Store the packets of panels, according to the form of supply, in a flat position, unopened.

The original packaging does not protect the material from weather conditions such as rain and damp, nor from impact, falling, etc. Never place any load on top of the packages.



**Storage out of doors is totally prohibited.**

## 3) MANIPULATION AND INSTALLATION OF PANELS



**The surfaces where the panels are to be installed have to be level, dry and fairly solid, with sufficient load capacity. Where surfaces are uneven they should be levelled before installing the panel fixing system.**

We recommend opening the boxes and putting the panels in the area where they are to be installed at least 3 days before installation, to allow them to adapt to the temperature and humidity conditions of the building. Where there are very large differences between the storage point and the installation place, this acclimatisation time will need to be extended.



**The panels need to be handled with care to prevent knocks and grazing or friction. Avoid direct contact between the panels and the ground or with damp, both in handling and once installed. Install with a minimum distance of 5 mm from the ground.**

Our panels need to be installed during the final stages of the works, in closed areas and with ambient temperature and humidity conditions as close as possible to the final conditions of use in the premises. Once the installation is done, no task which can noticeably increase the degree of humidity of the premises should be started. Very particularly, work with concrete and plaster needs to be finished and completely dry. Relative humidity in the premises at the time of installation should not exceed 60%.



**The panels should be put up when the premises are closed and glazed so that there are no large variations in humidity and rain is kept out.**

During installation it is recommended that temperature is maintained between 10° and 30°C. To achieve these conditions may require the use of special means (heaters, humidifiers, etc.) which are kept going for the time necessary.

The premises must always have appropriate temperature, humidity and ventilation levels. Elements such as open windows, heating or air conditioning, which can cause significant variations in ambient temperature and/or humidity can affect the material, causing the panels to contract or expand.



**The panels must not be installed in areas where they may suffer water splashes or in rooms or areas with lasting humidity (sauna, small bathrooms, etc.).**

#### 4) POSSIBLE COLOUR VARIATIONS

**Finishes veneered in natural wood can show variations in tone between panels.**

In manufacturing with natural woods it is not possible to guarantee their exact colour or surface patterning. To obtain the finest results we recommend following these instructions:

1. Arrange the whole order of wood for a single consignment.
2. Unpack all the panels before starting installation.
3. Combine the panels by areas according to colour tones and surface patterning.

It is also very advisable to order some extra pieces in order to deal with inequalities in colour or incidents occurring during assembly, since it will be very difficult to obtain exactly the same tones and texture in the wood in a future replacement order.

**With the passing of time and due to the natural ageing process, the initial colour of the wood will change. To minimise these variations do not expose the panels to direct sunlight or moonlight.**

#### 5) POSSIBLE VARIATIONS IN MEASUREMENTS

Following the conditions of use recommended by the manufacturer, the tolerances in dimensions per sheet can vary by +/- 0.4% in both length and width, as indicated by the manufacturer of the support used.

#### 6) MAINTENANCE

As a general rule cleaning is done best with a slightly dampened cloth, without using abrasive, acid or caustic products or any containing silicones. Always pass the cloth in the same direction as the design of the wood and never use circular movements. Then dry with a fresh dry cloth.

#### 7) EXPANSION JOINTS

Acoustic and decorative panels are made of a material based on wood fibres which, like natural wood, also expands depending on climatic conditions. During the summer the panels expand considerably due to high humidity in the air and to temperature.



**It is important to maintain a space (called the “expansion joint”) between the edges of the cladding and all the walls and fixed objects in the room.**

Expansion joints have to be provided **all round the perimeter of the installed surface** and, on large scale walls, every **6 or 8 linear metres**. As a general rule joints of 1.5mm per linear metre have to be provided all round the perimeter of the wall and also every 6 or 8 linear metres.

The expansion joints can be concealed with framing or special sections.