

CEILINGS

# USG MIDDLE EAST CEILING PANEL MAINTENANCE GUIDE

**USG BORAL**   
INNOVATION INSPIRED BY YOU.™

# CEILING PANEL MAINTENANCE GUIDE

Choosing the best ceiling for your project can make all the difference. When maintenance is necessary, certain procedures should be followed to protect the appearance and high performance of acoustical panels.

## CLEANING AND MAINTENANCE

### CELEBRETTO METAL CEILING SOLUTIONS

| PRODUCTS                     | CLEANING AND MAINTENANCE   |
|------------------------------|--|
| Hook-On                      | <p>Panel can be cleaned easily with microfiber feather dust brush or vacuum to remove the visible dust. Use clean cloth and mild detergent and little water. Remove any obvious dirt before applying liquid cleaner. After cleaning each tile with the solution, the tile should be quickly dried with a dry and clean cloth before moving to the next tile.</p> <p>Do not clean with a damp sponge, and do not use acetate ammonia or highly concentrated chlorine, bromide or other harsh chemicals.</p> |
| Corridor System - Hook On    |  |
| Island Hook On               |  |
| Intersecto                   |  |
| Linear Track                 |  |
| Torsion Spring               |  |
| Strip Ceiling                |  |
| Paraline Metal Baffles       |  |
| Crossing Baffles             |  |
| Quadra Cell                  |  |
| Metal Canopies               |  |
| Expanded Metal Mesh ceilings |  |
| Snap-In (Hinge Down)         |  |
| Geometrix                    |  |
| Lay-In Metal Ceiling         |  |
| Clip-In Metal Ceiling        |  |

### ACOUSTICAL DRYWALL CEILING

| PRODUCTS                    | CLEANING AND MAINTENANCE  |
|-----------------------------|---|
| Ensemble™                   | <p>General cleaning of dust and loose dirt may be easily achieved using a soft brush or vacuum cleaner. Panels can be cleaned with an art gum eraser or dampened cloth or sponge containing as little water as possible. Panels should never be soaked or immersed in water.</p> <p>Cleaning can also be carried out by specialist contractors using proprietary methods and chemicals. It is strongly recommended that a trial area be cleaned to ensure that there is no detrimental effect on the ceiling panel.</p> |
| Monosilent                  |   |
| Skyrock Ecoblock - R6       |   |
| Skyrock Ecoblock - R12      |   |
| Skyrock Ecoblock - R8-15-20 |   |
| Skyrock Ecoblock - Q9       |   |
| Skyrock Ecoblock - Q12      |   |

### SOFT FIBER PANEL LAMINATED WITH FACTORY APPLIED PAINTED FIBERGLASS SCRIM

| PRODUCTS          | CLEANING AND MAINTENANCE  |
|-------------------|---|
| Halcyon™ Canopies | <p>Panel can be cleaned easily with a soft brush or vacuum. To clean panel, use a clean, white cloth with warm water or a mild detergent and wipe panel surface.</p> <p>Do not use acetate ammonia or highly concentrated chlorine, bromide or other harsh chemicals.</p> |
| Tranquille        |   |
| Halcyon™          |   |
| Louna™ Elite      |   |
| Louna™ Natural    |   |
| Louna™ Hi CAC     |   |

### SOFT FIBER PANEL LAMINATED WITH PREPAINTED FIBERGLASS SCRIM

| PRODUCTS            | CLEANING AND MAINTENANCE   |
|---------------------|--|
| Halcyon™ Black      | <p>Panel can be cleaned easily with a soft brush or vacuum. To clean panel, use HEPA vacuum filter to minimize air borne dust during the cleaning process. Care must be taken while vacuuming to avoid excessive pressure. Use a blotting action to minimize potential damage of surface texture on ceiling and wall panels.</p> |
| Louna™ Baffle       |  |
| Louna™ Elegant      |  |
| Louna™ Hi CAC Black |  |

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### WOOD WOOL PANEL FINISHED WITH FACTORY APPLIED FINISH PAINT

| PRODUCTS                                  | CLEANING AND MAINTENANCE  |
|---|---|
| Skynest Wood Wool Baffles                 | Panel can be cleaned easily with a soft brush or vacuum. Do not use liquid cleaning solution as it may harm the wood wool fiber. Care must be taken while vacuuming to avoid excessive pressure. Use a blotting action to minimize potential damage of surface texture on ceiling panels. Use HEPA vacuum filter to minimize airborne dust during the cleaning process. |
| Skynest Wood Wool Canopies                |   |
| Skynest Wood Wool Exposed Grid            |   |
| Skynest Wood Wool Ceiling Direct Mounting |   |

### MINERAL FIBER PANEL FINISHED WITH FACTORY-APPLIED WATER-BASED PAINT

| PRODUCTS                 | CLEANING AND MAINTENANCE   |
|--------------------------|--|
| Athena                   | Clean with a soft brush or vacuum gently. Any dusting concerns for Mineral Fiber panels caused by punched perforations can be resolved by using a microfiber feather dust brush. Be certain to clean the mineral fiber panels in one direction only. This will prevent rubbing dust into the surface of the ceiling panel. May be cleaned with a moist cloth or a sponge dampened in water containing mild soap. The cloth or sponge should contain as little soapy water solution as possible. After washing panel face, any moisture remaining should be wiped off with a dry cloth. |
| Cross Fissured           |  |
| Auratone Designer Series |  |
| Favia                    |  |
| Favia Acoustic           |  |
| Olympia™                 |  |
| Olympia Micro™           |  |
| Omni                     |  |
| Radar™                   |  |
| Skylite Acoustic         |  |
| Taiga                    |  |
| Taiga Perforated         |  |

### MINERAL FIBER PANEL LAMINATED WITH FIBERGLASS MEMBRANE AND FINISHED WITH FACTORY-APPLIED LATEX PAINT

| PRODUCTS | CLEANING AND MAINTENANCE  |
|----------|---|
| Sonata   | Panel can be cleaned easily with a soft brush or vacuum. To clean panel, use a clean, white cloth with warm water or a mild detergent and wipe panel surface. |

### MINERAL FIBER PANEL LAMINATED WITH EMBOSSED VINYL-FACED MEMBRANE

| PRODUCTS | CLEANING AND MAINTENANCE  |
|----------|---|
| Sparta   | Clean with a damp sponge, mild detergent and water. Do not use acetate ammonia or highly concentrated chlorine, bromide or other harsh chemicals. May be cleaned with a moist cloth or a sponge dampened in water containing mild soap. The cloth or sponge should contain as little soapy water solution as possible. After washing panel face, any moisture remaining should be wiped off with a dry cloth. |

### CERAMIC BONDED MINERAL FIBER PANEL FINISHED WITH FACTORY-APPLIED WATER-BASED PAINT

| PRODUCTS       | CLEANING AND MAINTENANCE  |
|----------------|---|
| Radar™ Ceramic | Radar™ Ceramic panels are less affected by moisture and will withstand repeated washings with mild detergents or germicidal cleaners. Clean with a soft brush or vacuum gently. Any dusting concerns for Ceramic Bonded Mineral Fiber panels caused by punched perforations can be resolved by using a microfiber feather dust brush. |

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### CAST MINERAL FIBER WITH FACTORY APPLIED FINISH PAINT

| PRODUCTS  | CLEANING AND MAINTENANCE  |
|-----------|---|
| Glacier™  | Clean with a soft brush or vacuum gently. Any dusting concerns for Cast Mineral Fiber panels caused by punched perforations can be resolved by using a microfiber feather dust brush.<br>Care must be taken while vacuuming to avoid excessive pressure. Use a blotting action to minimize potential damage of surface texture on ceiling panels. |
| Sandrift™ |   |

### GYPSUM CEILING PANEL FINISHED WITH FACTORY-APPLIED WATER-BASED PAINT

| PRODUCTS              | CLEANING AND MAINTENANCE  |
|-----------------------|---|
| Painted               | Clean with a damp sponge, mild detergent and water. Do not use acetate ammonia or highly concentrated chlorine, bromide or other harsh chemicals. |
| Soundblock - R6       |   |
| Soundblock - R8-15-20 |   |
| Soundblock - Q3       |   |
| Soundblock - Q9       |   |
| Soundblock - Q12      |   |

### GYPSUM CEILING PANEL LAMINATED WITH EMBOSSED VINYL-FACED MEMBRANE

| PRODUCTS              | CLEANING AND MAINTENANCE   |
|-----------------------|--|
| Shades                | Clean with a damp sponge, mild detergent and water. Do not use acetate ammonia or highly concentrated chlorine, bromide or other harsh chemicals.<br>May be cleaned with a moist cloth or a sponge dampened in water containing mild soap. The cloth or sponge should contain as little soapy water solution as possible. After washing panel face, any moisture remaining should be wiped off with a dry cloth. |
| Soundblock - R6       |  |
| Soundblock - R8-15-20 |  |
| Soundblock - Q3       |  |
| Soundblock - Q9       |  |
| Soundblock - Q12      |  |

### HEALTHCARE CEILINGS

| PRODUCTS            | CLEANING AND MAINTENANCE   |
|---------------------|--|
| Clean Room™         | Remove any obvious dirt before applying liquid cleaner. Panel can be disinfected by lightly spraying the surface and wiping with a clean white cloth. Acceptable colorless disinfectants include Hydrogen peroxide, Isopropyl alcohol, quaternary ammonium or sodium hypochlorite.<br>Do not mix cleaning solutions and follow the cleaner manufacturer's instructions.<br>Do not use acetate ammonia or highly concentrated chlorine, bromide or other harsh chemicals.<br>Always follow the EPA's and CDC's latest Release Guidance for Cleaning and Disinfecting ceilings panels for healthcare applications. |
| Skylite Clean       |  |
| Taiga Hygiene       |  |
| Halcyon™ Healthcare |  |
| Sonata Healthcare   |  |
| Louna™ Hygiene      |  |

### SUSPENDED CEILING SYSTEM

| PRODUCTS                                 | CLEANING AND MAINTENANCE  |
|--|---|
| DONN® Brand Acoustical Suspension System | Remove panel material and perform any necessary cleaning maintenance with non-solvent based commercial cleaner.<br>Immediately remove any corrosive substances or chemicals that would harm painted finishes (i.e. wallpaper adhesives).<br>Clean with a damp sponge, mild detergent and water. Do not use acetate ammonia or highly concentrated chlorine, bromide or other harsh chemicals. |
| Quadra Safe Ceiling Carrier              |   |

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### PAINTING AND RETOUCHING

#### PANELS:

Ceiling panels may be touched-up by spraying a thinned, non-bridging vinyl-acrylic flat wall paint. However, USG ME cannot be responsible for the finished appearance or performance for the field-painted ceiling's panels. USG ME cannot guarantee that the published surface burning characteristics, fire resistance ratings, acoustical performance, dimensional stability, sag, or light reflectance performance will remain the same after repainting.

All warranties will be voided by field painting. When painting acoustical materials, the painter should be very careful not to close up the perforations or fissures in the material. It is through these openings in the surface that sound waves enter the body of the acoustical material and are absorbed. Care should be taken that these perforations are not clogged. Spray painting will result in a more uniform coating on embossed or irregular surfaces.

Field painting of vinyl-faced products is not recommended.

Please consult the USG ME Technical Department for expert advice and recommendations.

#### GRIDS AND SUSPENSIONS:

Touch up all minor scratches and spots, as acceptable, or replace damaged sections when touch-up is not permitted. Repainting of suspension member shall be with a high-quality solvent base enamel paint and applied as recommended by paint manufacturer.

### DISCLAIMER

- Cleaning conditions and aesthetics may be impacted by additional site conditions. These instructions pertain only to the maintenance of the aesthetics and integrity of USG Middle East ceiling systems. Please consult the manufacturer's instructions and guidance regarding any cleaning product or disinfectant product for use and efficacy.
- It is recommended that only clear cleaners be used, as dyed liquids can permanently discolor the finish of the ceiling tiles.
- Cleaning is only recommended for the finished face of the board.
- The panels should never be soaked in water or other liquids, as this can have an adverse effect on board integrity.
- Use the safety recommendations for gloves and eye protection that are given by the manufacturer of the cleaner and cleaning equipment.



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**MESSAGE US ON WHATSAPP**  
/+966 92 003 5672

**FACTORY OF USG MIDDLE EAST LTD. CO.**

7410 (Wasil), Street #23, Cross 76  
2nd Industrial City, Dammam 34326-4201  
Kingdom of Saudi Arabia

**CUSTOMER SERVICE**

t +966 13 812 0995  
f +966 13 812 1029  
info@usgme.com  
www.usgme.com

**WEBSITE**

[www.usgme.com](http://www.usgme.com)



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+966 92 003 5672



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