

MAINTENANCE & WARRANTY: **CUSTOMER SATISFACTION IS OUR TOP PRIORITY**



TRANSPORT, HANDLING, STORAGE, INSTALLATION AND MAINTENANCE

Timbertune acoustic panels are made of wood and paper-based products (MDF, particle board, paper honeycomb, etc.) that are coated or laminated with decorative surfaces such as veneer lamination or HPL. These materials are environmentally friendly, FSC-certified, and easy to process. However, the following notes should be noted:

RECEIVING PANELS

Upon receipt of the goods, the recipient shall immediately inspect the shipment for any visible damage. The recipient must immediately notify the USG ME sales office if any damage is identified. Timbertune Acoustical Panels, particularly those with veneered surfaces, must be stored in an area with adequate ventilation. Panels must always be transported and stored flat, never upright or on end. Timbertune Acoustical Panels should not be covered with plastic or similar materials, which may lead to condensation. Panels may be covered with a porous drop cloth or equivalent material, provided it allows continuous aeration without compromising the finish.

STORAGE AND ENVIRONMENTAL CONSIDERATIONS

Panels must be stored and installed within the specified climate range of 18-25°C and 40-65% relative humidity. Deviations from these conditions during storage or installation may result in damage or variations in material properties. USG ME assumes no responsibility for any damage resulting from improper transport, handling, storage, or installation that does not comply with the specified conditions.

INSTALLATION

Before Installation:

Timbertune Acoustical Panels should acclimate for 24 to 72 hours in a clean, dust-free environment, especially those with veneered finishes. The installation site must be free from moisture and/or dust, with the climate stabilized to operational levels (approximately 18-25°C and 40-65% relative humidity). In cases of new construction, it is essential to install Timbertune Acoustical Panels only after the HVAC system has been tested and commissioned to prevent adverse effects on the wood surface finish.

Installation:

Installation of Timbertune Acoustical Panels should be carried out using the detailed installation instructions outlined in the official USG ME Timbertune Installation Guide, which is separate from this document. This guide contains specific instructions for installing each wooden ceiling product, including recommended substructures, fixation methods, and proper spacing for the expansion and contraction of the panels. USG ME disclaims any responsibility for installations conducted outside of the guidelines provided in the official installation guide. All installations must ensure proper vertical ventilation behind the panels, with a minimum gap of 3 mm between each panel.

Unobstructed vertical ventilation behind the panels is essential. Recommended distances:

- Minimum 30 mm for interior walls
- 50 mm for interior building perimeter walls and chimneys.

MAINTENANCE

Maintenance:

The finishes of Timbertune Acoustical Panels, whether High-Pressure Laminate (HPL) or natural wood veneer, are designed for easy maintenance. The wood veneer surfaces are pre-finished at the factory with a catalyzed lacquer. Regular maintenance is necessary to preserve the integrity of these surfaces, similar to the care required for fine furniture. A light dusting and occasional use of furniture polish will keep the veneer looking new. When using furniture polish, it is crucial to apply it to a cloth first and then gently wipe the surfaces. No maintenance is required for the high-pressure laminate finishes.

Cleaning:

Timbertune Acoustical Panels may be cleaned with a damp cloth and a mild detergent. If the suitability of a cleaning agent is in doubt, the user should verify with the manufacturer. This applies to both wood veneer and high-pressure laminate finishes. Always test the cleaning agent and method on a small, inconspicuous surface area before applying it to the entire panel. Only use cleaning agents recommended by the manufacturer, and always follow their guidelines. Using abrasive cleaners, powders, scouring pads, steel wool, sandpaper, or similar materials is strictly prohibited, as these can damage the panel finish. Acidic or alkaline-based cleaners may cause permanent damage, etching, or discoloration to the finished surface. In the event of accidental contact with such substances, they must be wiped off immediately using a damp cloth and thoroughly cleaned.

Disclaimer:

USG ME shall not be held liable for any damage or defects resulting from improper transport, handling, storage, or installation of Timbertune Acoustical Panels. The recipient, contractor, or installer is responsible for ensuring compliance with all guidelines provided by USG ME, including the Timbertune Installation Guide and any other relevant documentation. Any alterations to the installation process or failure to adhere to these instructions may void any applicable warranties or guarantees.

TIMBERTUNE WOOD CEILING WARRANTY

WHAT IS COVERED?

This warranty covers the following:

- Delamination of the panel surface or layers
- Structural strength and integrity of the product

The warranty is valid only when:

- The product is stored and handled according to the Storage & Handling Instructions, and
- Installation of Timbertune Acoustical Panels should be carried out using the detailed installation instructions outlined in the official USG ME Timbertune Installation Guide, which is separate from this document.

HOW LONG DOES COVERAGE LAST?

Timbertune ceiling are covered by a 5-year limited warranty from the date of delivery.

Important Notice:

The product should manufactured and delivered in accordance with the approved project samples.

- Over time, slight discoloration or fading may occur due to UV exposure. This is a natural process for wood-based finishes and is not covered under this warranty.

PROJECTS DETAIL

Project Details:

Project Name: _____

Address: _____

Country: _____

Products:

Ceiling Panels _____ Suspensions _____

Date of delivery: _____

Ceiling System Contractor Details:

Name: _____

Address: _____

Date: _____ Signature _____ Title _____

Factory of USG Middle East

Name: _____

Date: _____ Signature _____ Title _____

TIMBERTUNE

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Disclaimer:

Information contained in this document is subject to change without prior notice due to our ongoing product development. We recommend referring to the website [usgme.com](https://www.usgme.com) for the most up-to-date and accurate product information.

Wood Ceiling System Warranty
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