# HunterDouglas Architectural

# **Cleaning and maintenance instruction HeartFelt® Ceilings**

### **1.1 Introduction**

This document covers instructions for cleaning and maintenance of HeartFelt<sup>®</sup> Ceilings. A HeartFelt<sup>®</sup> Ceiling is by virtue of the use of high quality materials and extensive testing almost maintenance free. However, environmental influences may make it necessary to establish a cleaning and maintenance routine.

## 1.2 Application/ intended use

HeartFelt<sup>®</sup> Ceilings are designed as suspended ceilings for interior applications and can be used in exposure classes A and B according Table 8 of EN 13964:2014. Normal environmental influences are limited to slight variations in temperature and humidity as common in an interior climate. Pollution degree: low (offices, hospitals) to medium (restaurants).

#### 2.0 Cleaning

To maintain technical and visual quality, suspended ceilings do need maintenance and cleaning. We advise to inspect the ceiling on cleaning and maintenance requirements at least once a year. Depending on building type, use and rate of pollution a cleaning regiment needs to be established for every ceiling. When simple, light cleaning is required (dusting) we advise to clean the ceiling with a feather duster. For heavier pollution, vacuum cleaning is an option. When wet cleaning is necessary, cold to lukewarm tap water or a solution with a mild neutral (pH=7) detergent (i.e. household cleaner) may be used. After applying a solution and cleaning, rinse with lukewarm water. One shall be careful to avoid heavy rubbing to prevent fuzzing/ pilling of the surface. Always test the intended cleaning agent on a non-visible part of a panel before commencing cleaning.

#### 2.1 Facility management

The principal shall allow in the design of a building that all ceiling elements can be reached in a safe way, by means of provisions in the building, for cleaning and maintenance. At hand-over of a ceiling Hunter Douglas will provide a copy of this maintenance instruction for the facility manager.

This instruction is also available as download from www.hunterdouglasarchitectural.eu.