OPERATION & MAINTENANCE MANUAL

This manual explains how to safely use, clean, and maintain SANA Acoustic Panels, and how to manage warranty support for the installed product.

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1 SCOPE, DEFINITIONS AND DOCUMENT STATUS

What this manual covers

This manual provides end-user operation, cleaning, care, basic inspection, and reporting guidance for SANA range acoustic panels installed as:

- Wall panels
- Ceiling panels
- Desk screens
- Pinboards
- Room dividers

What this manual does not cover

- This is **not** an installation manual.
- This does **not** provide structural certification, engineering approval, or fixing design.
- This does **not** authorise any change to mounting, fixings, suspension, or layout.

Mounting and alteration control

- End-users **must not** remove, re-hang, re-fix, modify, drill, cut, or otherwise alter any SANA panel or its mounting system.
- If a panel is loose, damaged, impacted, wet, mould-affected, or suspected unsafe: **STOP USE** and follow the out-of-service process in Section 6.

Key terms

- **End-user:** People who occupy and use the space (staff, students, visitors).
- **Facilities:** Site facilities/maintenance team responsible for building assets.
- **Qualified installer:** Competent contractor authorised to install/repair the panel system and fixings.
- **Out of service:** Asset is isolated from use due to safety or performance risk.
- **Approved cleaner:** Mild detergent solution and methods described in Section 5 (no solvent-based cleaners).

2 PRODUCT OVERVIEW

What the product is

SANA acoustic products are sound-absorbing interior panels and screens installed on walls, ceilings, desks, and as freestanding dividers to reduce reverberation, improve speech clarity, and provide separation/privacy where used as screens/dividers.

Key features

- **Australian fire hazard classification: Group 1 under AS 5637.1** for wall and ceiling linings (as referenced by the NCC).
- **Full-scale room test method: AS ISO 9705 (AS ISO 9705-2003 noted); no flashover occurred** for the tested sample.
- General care approach: durable and low-maintenance with vacuuming and mild detergent spot cleaning.

Compliance/standards

- **AS 5637.1** fire hazard classification: **Group 1** (SANA Acoustic Panels).
- **AS ISO 9705** full-scale room fire test referenced; tested panel did not reach flashover.

Designed use

- Indoor acoustic treatment and space separation (screens/dividers) in occupied interior spaces.
- Use in environments where humidity and condensation risks are managed by HVAC/ventilation.

Prohibited use (strict)

End-users must not:

1. Hang loads from wall/ceiling panels, desk screens, pinboards, or dividers (bags, cords, signage, plants, equipment).
2. Use any SANA product as a climbing aid, ladder support, or barrier to restrain people.
3. Pierce surfaces with screws/nails/staples or apply adhesives unless Facilities approves and the supplier confirms compatibility.
4. Lean ladders, furniture, or wheeled equipment against panels or dividers.
5. Expose products to direct water spray, soaking, or persistent condensation.
6. Use solvent-based cleaners or severe abrasion.

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SAFETY INFORMATION AND RISK CONTROLS

Hazards → risks → controls

1) High humidity / condensation → mould growth, staining, deterioration over time →

Controls:

1. Maintain ventilation and indoor conditions to reduce condensation risk.
2. If visible condensation occurs on/near ceiling panels or within ceiling cavities: **STOP USE** and report to Facilities.

2) Mould/mildew contamination → health impacts, unsightly finishes →

Controls:

1. Prevent dust build-up via vacuuming.
2. Address moisture sources immediately (HVAC imbalance, leaks, roof condensation).
3. If mould is present: isolate and escalate—do not attempt aggressive cleaning.

3) Fixing, suspension, clamp, bracket, foot or frame failure → falling object, crush injury, trip hazard →

Controls:

1. End-users must not adjust fixings, suspension, desk clamps, divider feet, or frames.
2. In humid environments, fixings must be selected to minimise corrosion risk (installer responsibility).

4) Impact damage → hidden cracking/loosening, degraded performance, instability →

Controls:

1. Prevent impact from doors, trolleys, balls, and furniture.
2. After any impact: treat as a safety issue and inspect immediately.

Handling and lifting

Minimum rule: If a unit is large/awkward, use **two-person handling** and appropriate access equipment.

Mandatory "STOP USE" triggers

If any of the following occur, **STOP USE** and report immediately:

1. Any wall/ceiling panel is loose, moving, sagging, separating, or makes noise when lightly touched.
2. Any desk screen clamp/bracket is loose or the screen rocks under light hand pressure.
3. Any room divider is unstable, leaning, rocking, or its feet are damaged/loose.
4. Any impact event occurs (even if damage is not obvious).
5. Visible mould/mildew, persistent dampness, or water staining is present.
6. Visible corrosion is present on any metal components/fixings (especially ceiling systems in humid spaces).

4 OPERATING INSTRUCTIONS (EVERYDAY USE)

Wall panels – everyday use

1. Do not touch, push, or pull panels.
2. Keep clear of door swing paths and high-traffic impact points.
3. Report any damage, dampness, or lifting edges.

Check:

- Pass: panel is flush, stable, undamaged, dry.
- Fail: movement, gaps, dampness, mould, or damage → **STOP USE** and report.

Ceiling panels – everyday use

1. Do not touch or handle ceiling panels.
2. Do not hang items from ceiling panels or suspension systems.
3. In humid spaces, ensure HVAC remains operational and ventilation is maintained to reduce condensation risk.

Check:

- Pass: no sagging, no staining, no condensation signs.
- Fail: sagging/movement/staining/condensation → **STOP USE**; isolate area beneath; report.

Desk screens – everyday use

1. Use the desk screen only as a visual/acoustic screen.
2. Do not use the screen as a handle to move the desk.
3. Do not load the screen with hooks, shelves, or hanging items.

Check (stability test):

1. Place one hand near each side of the screen.
2. Apply light pressure (gentle push only).

- Pass: screen does not rock; clamps/brackets do not move.
- Fail: any rocking/movement/noise → **STOP USE** and report.

4 OPERATING INSTRUCTIONS (EVERYDAY USE)

Pinboards – everyday use

Pin use is model-specific.

1. Use standard office push pins only.
2. Pin only paper/light card.
3. Do not pin heavy items or repeated thick layers.
4. Do not pin within 50 mm of edges or near mounting points.

Check:

- Pass: surface intact; board stable.
- Fail: tearing, loosening, or edge damage → stop pinning and report.

Room dividers – everyday use

1. Position dividers on a level surface with all feet fully contacting the floor.
2. Move dividers by holding the frame/approved handles (if fitted), not by pulling the panel face.
3. Move slowly; do not tip or drag across thresholds.
4. Keep dividers clear of door swings and evacuation routes.

Check:

- Pass: divider stands upright and stable; feet are intact; no rocking.
- Fail: instability/leaning/foot damage → **STOP USE** and report.

Writing use

Not applicable.

- End-users must not write on any SANA surface with markers/pens.

Magnetic use

Not applicable..

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CLEANING AND CARE PROCEDURES

Non-negotiable rules: what must never be used

1. **Do not use solvent-based solutions.**
2. **Do not** use severe abrasion or scrubbing.
3. **Do not** use stiff brushes.
4. **Do not** soak products or allow water to run behind panels/screens.
5. **Never mix** cleaning products.

Routine cleaning (weekly) – step-by-step

1. Lightly vacuum surfaces to prevent dust build-up.
2. Prepare a mild detergent solution.
3. Patch test on a concealed section first to confirm it does not affect the surface/adhesive.
4. Spot clean only:
    a. Apply solution to a cloth/sponge (do not flood the surface).
    b. Blot and lightly wipe.
    c. Blot with clean warm water to rinse.
    d. Blot dry with a clean dry cloth/sponge.
5. Allow to dry fully.
6. Vacuum lightly to restore appearance (do not use a stiff brush).

Check:

- Pass: clean, dry, intact; no lifting edges.
- Fail: lifting/softening/discolouration/dampness persists → stop and escalate.

Stubborn marks/ghosting – step-by-step

1. Perform the routine cleaning method once only.
2. If the mark remains after drying: report to Facilities for professional cleaning advice (do not apply stronger chemicals without approval).

Permanent marker incident procedure

- Do not apply solvents.

Disinfection (when required) – step-by-step

1. Ventilate the work area.
2. Apply **70% isopropanol or 70% ethanol (diluted with water)** to a cloth (do not spray directly).
3. Wipe lightly; do not saturate.
4. Allow to air dry.
5. Quaternary ammonium compound disinfectants may also be effective.

Check:

- Pass: finish unchanged; panel remains secure.
- Fail: adverse surface/adhesive **effect → stop and report.**

6 PREVENTATIVE MAINTENANCE

Maintenance schedule (checklist)

Weekly (Facilities or trained delegate)

□ Vacuum accessible faces (walls, desk screens, dividers, pinboards).

□ Check for marks, abrasion, tears, or edge lifting.

□ Check for dampness/condensation signs and musty odours.

Monthly (Facilities)

□ Wall panels: edges secure; no bowing or separation.

□ Ceiling panels: no sagging/staining; no moisture indicators.

□ Desk screens: clamps/brackets stable (no movement under light pressure).

□ Pinboards: surface integrity; mounting stability.

□ Room dividers: feet condition; stability; no frame looseness.

6-monthly (Facilities + qualified installer where ceiling systems/humid areas apply)

□ Ceiling suspension/fixings inspected for corrosion and integrity in humid environments.

□ Review ventilation/air distribution effectiveness near wall/ceiling surfaces to reduce condensation.

Escalation: when to call Facilities/installer

- Any "STOP USE" trigger (Section 3) → immediate escalation.
- Repeated staining/dampness → building services investigation required.
- Any ceiling-related concern → isolate area beneath and engage a qualified installer.

Out-of-service procedure and isolation

1. Stop using the affected product/area.
2. **Ceiling panels:** isolate the area beneath with barriers and signage.
3. **Room dividers/desk screens:** remove from use and store to prevent tipping (Facilities only).
4. Do not attempt repair.
5. Report using the template in Section 7.

7 INSPECTION SCHEDULE AND REPORTING PROVES

Inspection frequency rules

- **Standard locations:** follow Section 6.
- **Higher-risk locations:** humid/wet areas and high-impact areas (corridors, gyms, near doors) require increased inspection:
  - Weekly visual checks
  - Monthly stability checks
  - 6-monthly qualified checks for ceiling systems and metal components in humid spaces

Inspection checklist (fixed order)

□ Dryness: no condensation, drips, damp patches.

□ Hygiene: mould/mildew spots, musty odour.

□ Surface condition: abrasion, tears, marks, discolouration.

□ Edges/joins: lifting, curling, separation.

□ Stability:

  - Wall/ceiling: no movement/sagging/rattling
  - Desk screens: clamps stable
  - Dividers: upright, no rocking, feet intact
  - Pinboards: secure mounting

□ Attachments: nothing hung, screwed, glued, or magnetised.

□ Metal components (if visible): corrosion signs, staining nearby.

Fault reporting template

- **Asset ID:**
- **Location:** (Building / Area / Room / Desk bay)
- **Asset type:** Wall panel / Ceiling panel / Desk screen / Pinboard / Room divider
- **Date/time noticed:**
- **Description:**
- **Photos required:** wide + close-up + surrounding environment (include vents/windows/moisture sources)
- **Immediate action taken:** isolated / removed from service / signage placed

8 TROUBLESHOOTING GUIDE

Symptom: Condensation or damp staining near ceiling or wall panels

Likely cause(s): High RH, poor air distribution, warm humid air contacting cold surfaces.

Safe fix (step-by-step)

1. Stop use if overhead risk exists.
2. Report to Facilities for HVAC/ventilation review.
3. Do not apply heat or dehumidifiers without Facilities direction.

When to escalate: Immediately.

Symptom: Mould/mildew visible

Likely cause(s): Moisture + nutrients (dust/organic matter) + suitable temperature.

Safe fix (step-by-step)

1. Stop use and prevent contact.
2. Report to Facilities for moisture source investigation and cleaning plan.

When to escalate: Immediately.

Symptom: Desk screen rocks or clamp is loose

Likely cause(s): Clamp loosened, impact, incorrect loading.

Safe fix (step-by-step)

1. Stop use of the screen.
2. Do not tighten/adjust unless Facilities authorised.
3. Report for re-securing by Facilities/installer.

When to escalate: Immediately if unstable.

Symptom: Room divider unstable or feet damaged

Likely cause(s): Feet loosened/broken, uneven floor, impact.

Safe fix (step-by-step)

1. Stop use; prevent tipping risk.
2. Facilities to remove from service and arrange repair.

When to escalate: Immediately.

Symptom: Stains not removed by mild detergent

Likely cause(s): Set stain, wrong method, contamination.

Safe fix (step-by-step)

1. Stop further chemical escalation.
2. Report for professional advice.

When to escalate: After one controlled attempt.

9 WARRANTY AND EXCLUSIONS

Warranty summary

- This warranty summary is provided for convenience only and does not limit any rights you may have under Australian Consumer Law.

What records must be kept (minimum)

- Purchase date, invoice/PO, product code, installed location, and maintenance/cleaning records (weekly/monthly inspections).

What is not covered (provided exclusions)

- Damage caused by accident, abuse, or misuse.
- Installation/handling damage such as scratches caused during handling/installation.
- Damage caused by over-tightening installation fittings.
- Surface damage from items such as screwdrivers, screws, or rings.
- Supplier excludes liability for special/incidental/consequential damages or economic loss arising from use/misuse/inability to use.

Claim process steps (including RAN)

- Request the warranty claim form (supplier will provide a form to complete).
- Before returning goods: you or your supplier must obtain a RAN (Return Authorisation Number) from the supplier's office.
- Attach the RAN to the goods when returned to your supplier/reseller.
- Ensure the RAN mentions the purchase date and retain invoice copy.
- Replacement boards supplied under the RAN are delivered to the reseller; you must organise delivery from that point.

Important note

- Warranty outcomes depend on the supplier/manufacturer assessment and the warranty terms applicable at the time of purchase.

10 TECHNICAL INFORMATION

Fire performance summary (SANA Acoustic Panels):

- Tested by **SGS-CSTC Standards Technical Services** (independent testing body).
- Tested product/sample: **SANA Acoustic Panel 12mm**, colour **White**.
- Applicable thicknesses: **12mm** and **24mm** SANA Acoustic Panels.
- Test method: **AS ISO 9705** (full-scale room test; summary references AS ISO 9705-2003).
- Result: **No flashover occurred** during the test exposure sequence.
- Classification: **Group 1 under AS 5637.1**.
- Summary note: based on SGS test reports **CZFTS25000653R01_EN** and **CZFTS25000653R02_EN** for the tested sample as received.

11 END-USER QUICK REFERENCE

Daily use

- Do not hang items from panels/screens/dividers.
- Do not push, pull, or lean equipment against products.
- Desk screens: do not move desks by pulling the screen.
- Room dividers: move by frame/approved handles only; keep clear of exits.

Cleaning

1. Vacuum lightly (weekly).
2. Spot clean with mild detergent on a cloth.
3. Blot rinse with clean warm water; blot dry.
4. Do not use solvents, stiff brushes, or heavy scrubbing.

Safety "STOP USE"

Stop use and report if:

- Any ceiling panel sags/moves/stains
- Any wall panel lifts or moves
- Any desk screen clamp is loose or screen rocks
- Any divider is unstable or feet are damaged
- Condensation, dampness, mould, or corrosion is present

Fire performance (for facilities reference)

- SANA Acoustic Panels: **Group 1 under AS 5637.1; AS ISO 9705** full-scale room test; no flashover recorded for tested sample.

Who to call

Facilities / Maintenance: _____

SANA ACOUSTIC PANEL

Fire Performance and Assessment

SANA Acoustic Panels achieve **Group 1 under AS 5637.1**, the Australian fire hazard classification referenced by the National Construction Code for wall and ceiling linings.

GROUP RATING	FLASHOVER	TEST METHOD
Group 1	**No**	**AS ISO 9705**
AS 5637.1 classification	No flashover occurred	Full-scale room test

Tested in a full-scale room fire test to **AS ISO 9705**, the panel did not reach flashover, providing clear, locally relevant fire performance evidence for Australian specification and compliance discussions, beyond an overseas ASTM E84 result alone.

FIRE TEST PROOF POINTS

PROOF POINT	WHAT THE REPORT SAYS	WHAT THIS MEANS
Tested by	SGS-CSTC Standards Technical Services	Independently tested by a recognised international testing organisation.
Product tested	SANA Acoustic Panel 12mm	Supports the fire performance story for SANA Acoustic Panels.
Applicable panels	12mm and 24mm SANA Acoustic Panels	Relevant when discussing both standard panel thicknesses.
Australian classification	Group 1 under AS 5637.1	Group 1 is the highest classification for wall and ceiling linings under AS 5637.1.
Full-scale room test	AS ISO 9705-2003	Tested in a room scenario, not only as a small sample surface-burning test.
Flashover result	No flashover occurred	The tested panel did not reach flashover during the test exposure sequence.

TESTED SAMPLE SNAPSHOT

Sample	SANA Acoustic Panel 12mm
Colour	White
Thickness tested	12mm
Applicable thicknesses	12mm and 24mm
Sample size	1220mm x 1220mm
Area density	2.4 kg/m²
Classification	Group 1
Flashover	No flashover

KEY POINTS

Specify with confidence

Choose SANA Acoustic Panels knowing they are supported by Australian fire performance testing for projects where fire documentation matters.

Group 1 for Australian projects

SANA Acoustic Panels achieve Group 1 under AS 5637.1, the key Australian classification for wall and ceiling linings.

Acoustic comfort with fire performance confidence

Improve sound control in your space while having the added reassurance of documented fire performance data.

Important note: This summary is based on SGS test reports CZFTS25000653R01_EN and CZFTS25000653R02_EN for the tested sample as received. Results relate to the tested specimen under specific test conditions and should be read with the full reports.

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