Maintenance and Care Manual
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Kanwall Metal Ceiling

These recommendations are for maintenance of Kanwall Metal Ceiling products and provide tools to keep the product looking good.

HANDLING

Site Conditions

It is the contractor’s responsibility to ensure that material delivered to the installation site is safeguarded from the time of purchase until handing over.

Site Storage

Site storage and handling to the place of installation is generally provided by the Building Contractor.

As a carton may be handled many times from manufacturer to erection, any rough handling, rolling of cartons or dropping cartons on their edges may cause damage to product.

Metal tiles are supplied in cardboard cartons; care should be taken when handling cartons, as their weight and size will vary with product type, and if necessary more than one person should be used to carry them. Cartons should be stored in a clean, dry area with the tiles standing on their sides and no more than four boxes high.
MAINTENANCE

General Maintenance

Maintenance on suspended ceilings should be carried out after the installation has been fully completed.

Refurbishment

In order to facilitate ceiling maintenance, tiles can be changed in cases of damage or to replace a ceiling but retain the same design if desired.

Tile Removal

Clip-In Tiles:

Kanwall Metal Ceiling suggests proper method of tile removal with tile removal Tool:

- Establish the direction of the spring tee bar.
- Insert the tile remover at a slight angle between the tile joints.
- Hook of the blade facing the tile to be removed.
- Push in the blade until it touches the top of the spring tee bar.
- Pivot the blade against the top of the tee bar by moving the handle to an angle
- The tile should start to come out.
- The tile can be removed in a controlled manner.

Lay-In Tiles:

The method of removing lay-in tiles is as follows:

- No special tool is required to remove these tiles.
- Push the intended tile upwards to make it free from the suspension.
- Angle the tile and remove carefully from the suspension.
CLEANING

*Metal Products*

The metal ceilings should be cleaned as soon as they become soiled.

*Surface Dust*

Pour little liquid detergent in a bucket of water and immerse clean cloth wring out cloth and squeezing sponge wipe when damp.

Wipe entire surface area of the tile. Rinse the cloth frequently.

*Grease & Fingerprints*

- Wipe with a moist clean cloth or sponge.
- Use mild soap or detergent to remove grease stains.
- The soapy film should be wiped off with a dry clean cloth.
- High pressure sprays are not recommended.

Do not use abrasive cleaners nor rigorously scrub the surface of metal ceilings otherwise damage and/or 'glossy' patches may occur.

*Tee Grid Suspension System*

Dust of exposed surfaces of grid members after removing ceiling tiles, including trim and edge moldings. No routine maintenance is required. Exposed surfaces may be cleaned by sponging gently and will accept normal paints (e.g. oil-based paints) if a change of color is required. Comply with manufacturer's written instructions cleaning, and touchup of minor finish damage. Remove and replace ceiling components that cannot be successfully cleaned and repaired dented and bent units.

*Specialist Cleaning*

Specialist contractors offer cleaning services using chemical solutions. Where these methods are employed, it is recommended that a trial operation is first carried out so that the result and overall affect can be assessed.
SITE WORKING / CUTTING

Tiles that are to be cut at site should be done with proper tools and equipment.

For long straight or curved cuts, we would recommend using either a band saw or electric metal shears. Circular or rectangular apertures can be formed with either tin snips or electric metal shears, with sheet metal punches being more appropriate for small diameter circular holes.

Paint Touch up

Where required, air-drying touch-up paint can be supplied to make good small areas of damage to the paint finish. However, we do not recommend over-painting of tiles or trim due to the possibility of inter coat adhesion problems.
Kanwall Mineral Fiber Ceiling

These recommendations are for maintenance of Kanwall Mineral Fiber Ceiling products and provide tools to keep the product looking good.

HANDLING

Site Conditions

It is the contractor's responsibility to ensure that material delivered to the installation site is safeguarded from the time of purchase until handing over.

Site Storage

Site storage and handling to the place of installation is generally provided by the Building Contractor.

As a carton may be handled many times from manufacturer to erection, any rough handling, rolling of cartons or dropping cartons on their edges may cause damage to the product.

Mineral Fiber tiles are supplied in cardboard cartons, which may also be stacked on pallets and secured with plastic shrink-wrapping. Care should be taken when handling cartons, as their weight and size will vary with product type, and if necessary more than one person should be used to carry them. Cartons should be stored in a clean, dry area with the tiles standing on their sides and no more than four boxes high.
MAINTENANCE

General Maintenance

Maintenance on suspended ceilings should be carried out after the installation has been fully completed.

Repainting

It is not recommended to paint over tiles or trim. If repainted, Kanwall Inc. will not be responsible for the finished appearance or performance for the field-painted acoustical tiles. Furthermore, other properties such as acoustical performance, fire resistance ratings, surface burning characteristics, light reflectance or stability may be altered.

It is recommended to replace the damaged tiles to retain its original properties.

Refurbishment

In order to facilitate ceiling maintenance, tiles can be changed in cases of damage or to replace a ceiling but retain the same design if desired.

Tile and Panel Removal

Square and Tegular Tiles:

The method of removing tiles is as follows:

- No special tool is required to remove these tiles.
- Push the intended tile upwards to make it free from the suspension.
- Angle the tile and remove carefully from the suspension.

Concealed Tiles:

The method of removing tiles is as follows:

- No special tool is required to remove these tiles.
- Push the intended tile upwards and find the one side which will move.
- Make the free side free from the suspension.
- Slide the panel to make the other side free from the suspension.
- Angle the tile and remove it carefully.
CLEANING

Mineral Fiber Ceiling Products

Maintenance on mineral fiber ceiling is identical to maintenance carried out on painted drywall, however to ensure continued high performance and attractive appearance certain maintenance procedures should be followed.

The tiles should be cleaned as soon as they become soiled. The method employed depends upon the degree of soiling.

Surface Dust

Clean with a soft duster or cloth.

Vacuum cleaner with attachments used for cleaning upholstery or wall may also be used to remove dust and loose dirt.

Clean in one direction to avoid blowing dust into the surface of the ceiling.

Pencil Marks, Smudges & Fingerprints

An ordinary art gum eraser can be used to remove pencil marks.
Wipe with a very lightly moist clean cloth or sponge.
Use mild soap or detergent to remove stains.
The soapy film should be immediately wiped of with a dry clean cloth.
High pressure sprays are not recommended.

Do not use abrasive cleaners nor rigorously scrub the surface of ceilings otherwise damage may occur.

Specialist Cleaning

Specialist contractors offer cleaning services using chemical solutions. Where these methods are employed, it is recommended that a trial operation is first carried out so that the result and overall affect can be assessed.
**Tee Grid Suspension System**

Dust of exposed surfaces of grid members after removing ceiling tiles, including trim and edge moldings. No routine maintenance is required.

Exposed surfaces may be cleaned by sponging gently and will accept normal paints (e.g. oil-based paints) if a change of colour is required. Comply with manufacturer’s written instructions cleaning, and touchup of minor finish damage.

Remove and replace ceiling components that cannot be successfully cleaned and repaired dented and bent units.
Kanwall Fiberglass Ceiling

These recommendations are for maintenance of Kanwall Fiberglass Ceiling products and provide tools to keep the product looking good.

HANDLING

Site Conditions

It is the contractor's responsibility to ensure that material delivered to the installation site is safeguarded from the time of purchase until handing over.

Site Storage

Site storage and handling to the place of installation is generally provided by the Building Contractor.

As a carton may be handled many times from manufacturer to erection, any rough handling, rolling of cartons or dropping cartons on their edges may cause damage to the product.

Fiberglass tiles are supplied in cardboard cartons, which may also be stacked on pallets and secured with plastic shrink-wrapping. Care should be taken when handling cartons, as their weight and size will vary with product type, and if necessary more than one person should be used to carry them.

Cartons should be stored in a clean, dry area with the tiles standing on their sides and no more than four boxes high.
MAINTENANCE

General Maintenance

Maintenance on suspended ceilings should be carried out after the installation has been fully completed.

Repainting

It is not recommended to paint over tiles or trim. If repainted, Kanwall Inc. will not be responsible for the finished appearance or performance for the field-painted acoustical tiles. Furthermore, other properties such as acoustical performance, fire resistance ratings, surface burning characteristics, light reflectance or stability may be altered.

It is recommended to replace the damaged tiles to retain its original properties.

Refurbishment

In order to facilitate ceiling maintenance, tiles can be changed in cases of damage or to replace a ceiling but retain the same design if desired.

Tile and Panel Removal

Square and Tegular Tiles:

The method of removing tiles is as follows:

- No special tool is required to remove these tiles.
- Push the intended tile upwards to make it free from the suspension.
- Angle the tile and remove carefully from the suspension.

Concealed Tiles:

The method of removing tiles is as follows:

- No special tool is required to remove these tiles.
- Push the intended tile upwards and find the one side which will move.
- Make the free side free from the suspension.
- Slide the panel to make the other side free from the suspension.
- Angle the tile and remove it carefully.
CLEANING

Fiberglass Ceiling Products

Maintenance on Fiberglass ceiling is identical to maintenance carried out on painted drywall, however to ensure continued high performance and attractive appearance certain maintenance procedures should be followed.

The tiles should be cleaned as soon as they become soiled. The method employed depends upon the degree of soiling.

Surface Dust

Clean with a soft duster or cloth.

Vacuum cleaner with attachments used for cleaning upholstery or wall may also be used to remove dust and loose dirt.

Clean in one direction to avoid blowing dust into the surface of the ceiling.

Pencil Marks, Smudges & Fingerprints

An ordinary art gum eraser can be used to remove pencil marks.
Wipe with a very lightly moist clean cloth or sponge.
Use mild soap or detergent to remove stains.
The soapy film should be immediately wiped of with a dry clean cloth.
High pressure sprays are not recommended.

Do not use abrasive cleaners nor rigorously scrub the surface of ceilings otherwise damage may occur.

Specialist Cleaning

Specialist contractors offer cleaning services using chemical solutions. Where these methods are employed, it is recommended that a trial operation is first carried out so that the result and overall effect can be assessed.
Tee Grid Suspension System

Dust of exposed surfaces of grid members after removing ceiling tiles, including trim and edge moldings. No routine maintenance is required.

Exposed surfaces may be cleaned by sponging gently and will accept normal paints (e.g. oil-based paints) if a change of colour is required. Comply with manufacturer’s written instructions cleaning, and touchup of minor finish damage.

Remove and replace ceiling components that cannot be successfully cleaned and repaired dented and bent units.
Kanwall Woodwool Ceiling

These recommendations are for maintenance of Kanwall Woodwool Ceiling products and provide tools to keep the product looking good.

HANDLING

Site Conditions

It is the contractor's responsibility to ensure that material delivered to the installation site is safeguarded from the time of purchase until handing over.

Site Storage

Site storage and handling to the place of installation is generally provided by the Building Contractor.

As a carton may be handled many times from manufacturer to erection, any rough handling, rolling of cartons or dropping cartons on their edges may cause damage to the product.

Panels are supplied in cardboard cartons, which may also be stacked on pallets and secured with plastic shrink-wrapping. Care should be taken when handling cartons, as their weight and size will vary with product type, and if necessary more than one person should be used to carry them.

Cartons should be stored in a clean, dry area with the tiles standing on their sides and no more than four boxes high.
MAINTENANCE

General Maintenance

Maintenance on suspended ceilings should be carried out after the installation has been fully completed.

Dust

Woodwool tiles can be dusted of with the soft brush or a vacuum cleaned with soft nozzle and low suction power.

Minor filthy surfaces

Small stains or light discoloration can be cleaned with the damp cloth, and a regular mild detergent that is made for painted surface. Alcohol, chlorine and ammonia may not be used as cleaning agents.

Repainting

The major filthy surfaces are first cleaned by vacuum and then spray painted with a water based paint. Paint roller or brush may not be used as it will reduce the surface acoustic properties. If tiles are damaged then they should be replaced.

Tile and Panel Removal

Square and Tegular Tiles:

The method of removing tiles is as follows:

- No special tool is required to remove these tiles.
- Push the intended tile upwards to make it free from the suspension.
- Angle the tile and remove carefully from the suspension.
CLEANING

Woodwool Ceiling Products

Maintenance on woodwool ceiling is identical to maintenance carried out on painted drywall, however to ensure continued high performance and attractive appearance certain maintenance procedures should be followed.

The tiles should be cleaned as soon as they become soiled. The method employed depends upon the degree of soiling.

Surface Dust

Clean with a soft duster or cloth.

Vacuum cleaner with attachments used for cleaning upholstery or wall may also be used to remove dust and loose dirt.

Clean in one direction to avoid blowing dust into the surface of the ceiling.

Do not use abrasive cleaners nor rigorously scrub the surface of ceilings otherwise damage to the wood fiber may occur.

Tee Grid Suspension System

Dust of exposed surfaces of grid members after removing ceiling tiles, including trim and edge moldings. No routine maintenance is required.

Exposed surfaces may be cleaned by sponging gently and will accept normal paints (e.g. oil-based paints) if a change of colour is required. Comply with manufacturer’s written instructions cleaning, and touchup of minor finish damage.

Remove and replace ceiling components that cannot be successfully cleaned and repaired dented and bent units.
Kanwall Wall Panels

These recommendations are for maintenance of Kanwall Panels products and provide tools to keep the product looking good.

HANDLING

Site Conditions

It is the contractor’s responsibility to ensure that material delivered to the installation site is safeguarded from the time of purchase until handing over.

Site Storage

Site storage and handling to the place of installation is generally provided by the Building Contractor.

As a carton may be handled many times from manufacturer to erection, any rough handling, rolling of cartons or dropping cartons on their edges may cause damage to the product.

Wall Panels are supplied in cardboard cartons, care should be taken when handling cartons, as their weight and size will vary with product type, and if necessary more than one person should be used to carry them.

Cartons should be stored in a clean, dry area with the panels standing on their edges and no more than four boxes high.
MAINTENANCE

General Maintenance

Maintenance on wall panels should be carried out after the installation has been fully completed.

Panel Removal:

No special tool is required to remove these panels. Push the intended panel upwards to disengage from the clip.

CLEANING

Vacuum cleaner with attachments used for cleaning upholstery or wall is used to remove dust and loose dirt.

Clean in one direction to avoid blowing dust into the surface of the wall panels.

In case of stain, wipe with a lightly moist clean cloth or sponge.

Use mild soap or detergent to remove stains.

Badly soiled panels can be cleaned using a steam cleaning process.

Do not over wet the panel surface as this may cause panel delamination.

Do not use abrasive cleaners nor rigorously scrub the surface of panels otherwise damage may occur.

Specialist Cleaning

Specialist contractors offer cleaning services using chemical solutions. Where these methods are employed, it is recommended that a trial operation is first carried out so that the result and overall affect can be assessed.