Warranty, Care and Maintenance of Acoustic Modules

Product Warranty

Ultrafonic Pty Ltd warrants its Products to remain free of defects in material and manufacture for the usual lifetime of the product.

This warranty does not apply where the Product has been installed or used in any manner not in accordance with the instructions given by Ultrafonic.

In the event of any failure of the Product caused by the direct result of a defect in the material or manufacture of the Product, Ultrafonic will at its option replace or repair, or supply an equivalent product, or pay for doing one of these.

To the extent that it is able to do so, Ultrafonic excludes all liability for loss and damage (including consequential loss) in connection with the Product. This exclusion does not apply where the Product is sold to a consumer.

If you are a buyer who is a "consumer", as defined by the Australian Consumer Law, this warranty does not modify or exclude your legal rights. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

Warranty claims are to be made in writing to Ultrafonic prior to any return of Product.

Cleaning of Modules with Laminated, Timber-Veneer or Powder-Coated-Metal Finishes

For general cleaning, wipe with a damp, soft cloth.

For occasional, heavier cleaning use a cloth dampened with a general-purpose spray cleaner and wipe away with a dry soft cloth. Do not spray the cleaner directly onto timber-veneer modules as it may affect the raw MDF substrate.

To remove greasy marks, dab with a mild detergent, wait a few minutes and then wipe away with a soft cloth.

Do not use scourers or abrasive cleaning products. Do not use silicone-based cleaning products. Do not use waxes or polishes. Do not use acetone, trichloroethylene or other solvents. Do not use strongly acidic cleaners, alkaline cleaners or bleach.

Cleaning of Ultratect Panels with Black-Tissue Finish

For general cleaning, wipe with a damp soft cloth or damp micro-fibre floor mop.

Cleaning of Ultratect Panels with Raw Finish

ultrafonic

For general cleaning, dust with a feather or micro-fibre duster.

To remove marks, wipe gently with a melamine resin foam, "magic eraser".

Cleaning of Modules with Fabric Finish

Before using any cleaning method, treat an inconspicuous area to ensure the cleaning method does not mark or damage the fabric.

For general cleaning, typically once or twice per year, use a gentle-action, light-suction vacuum clean. Do not use a hard brush, heavy suction or an aggressive action.

For removing stains, early treatment is the key to successful stain removal; stains that are left for more than 24 hours are usually more difficult to remove. Work from outside the stained area, moving inwards to the centre of the stain to limit spreading.

For removing felt tip pen or ballpoint ink, sponge with methylated spirits and blot away with a clean dry cloth. Apply sparingly as this may affect the adhesive and cause the fabric to separate from the underlying substrate.

For removing beverages, tea, coffee, wine, etc., soak up excess spillage as soon as possible with a clean sponge or cloth. Then use an upholstery shampoo according to the manufacturers directions.

For cleaning soiled areas, first lightly vacuum clean the area, and then use an upholstery shampoo according to the manufacturers directions. Do not use general-purpose soaps or detergents. Do not use a method that overly wets the fabric as it may warp the frame or cause the fabric to separate from the underlying substrate.

Removing Modules for Cleaning or Repair

Wall-mounted modules that have been installed using Ultrafonic's UltraLocate mounting rail may be removed for cleaning or repair by lifting the module up 25mm and then away from the wall. Remount the module in the reverse manner.

Fixing to module

Selected fabric

Fixing to wall

Impact resistant membrane

Acoustic element

EasyLocate mounting Rail

Frame