



CertainTeed *Technical Services Memo*

Subject:	Maintenance Instructions for CertainTeed Symphony f Rx acoustic ceiling panels		
Date:	December 21, 2023	Tel:	800-233-8990

Handling

Clean cotton gloves should be worn at all times, both during the initial ceiling assembly and any subsequent activity that may require a panel to be removed. When panels are removed they should be taken completely out of the grid and stored on a flat surface. Panels should be laid face to face in order to limit unnecessary soiling and damage during their temporary displacement.

Cleaning

Clean panel by using a sponge or cloth dampened with a water and mild liquid detergent solution (*such as Dawn Ultra[®] dish soap*). Squeeze the saturated sponge or cloth until it is merely damp. Then lightly wipe the surface to be cleaned. Never soak panels with water. Certain commercial sanitizing solutions may be used but only as noted on page two of this document. It is recommended that the selected solution be tested first on a representative panel sample to insure that there is no undesirable effect from its use.

**If any portion of this information provokes a question, please contact
CertainTeed Technical Services.**

Technical Services Memo

Subject:	Recommended Sanitizing Method / Symphony Rx acoustic ceiling panels		
Date:	December 21, 2023	Tel:	800-233-8990
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All members of the **CertainTeed Architectural Symphony Rx family** of acoustic ceiling panels share the same surface; the RXS surface. This engineered surface is suited for repeated sanitizing when necessary. It is important to note that sanitizing a surface requires that the sanitizer be left on the surface for a prescribed length of time. This is called “Dwell Time”.

CertainTeed recommends the use of the following sanitizers in the described application:

- **Generic Household Bleach**
 - Recommended dilution is one (1) ounce per quart of water ($\approx 0.12\%$)
 - Apply a light spray across surface.
 - After a 15-minute dwell time, wipe with a soft, white microfiber cloth
- **Generic Hydrogen Peroxide**
 - Typical Ready-To-Use is 3% (which is the recommended concentration)
 - Apply with a sponge or cloth
 - After a 15-minute dwell time, wipe with a soft, white microfiber cloth
- **Morning Mist Neutral Disinfectant by Diversey**
 - Recommended dilution is two (2) ounces per gallon of water ($\approx 0.085\%$)
 - Apply a light spray across surface.
 - After a 15-minute dwell time, wipe with a soft, white microfiber cloth

It is not recommended to use alcohol-based sanitizers. It is not recommended to follow-up any sanitizing procedure with an immediate surface cleaning as it may affect the painted finish.

If any portion of this information provokes a question, please contact CertainTeed Architectural Technical Services.