

Subject:	Maintenance Instructions for CertainTeed acoustic ceiling panels with the RXS surface (Symphony f Rx, Symphony m Rx 70, Symphony m Rx 80)		
Date:	June 12, 2025	Tel:	800-233-8990
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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

All members of the **CertainTeed Symphony Rx family** of acoustic ceiling panels share the same surface; the RXS surface. This engineered surface is highly washable. As such it satisfies USDA/FSIS guidelines for use in food preparation areas and FGI Guidelines for Design and Construction of Health Care Facilities for cleanability.

CertainTeed recommends the use of **Dawn® Dishwashing Liquid** mixed with warm water as the primary cleaning solution. The preferred concentration is 0.5% which would be achieved by the insertion of approximately 30-drops of Dawn® into one quart of water. Saturate a sponge or cloth in the solution and wring until it is merely damp. Lightly wipe the surface until the soiled portion is clean. Never soak the panel. Wiping the soiled area in one direction should yield the best success as it avoids rubbing the soil back over what was just cleaned. Frequently re-saturate and re-wring the sponge or cloth during the cleaning process. Once the panel is clean, use a soft micro-fiber cloth to dry any excess moisture off the face of the panel.

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 ensure that there is no undesirable effect from its use.

If any portion of this information provokes a question, please do not hesitate to contact CertainTeed Technical Services.

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All members of the **CertainTeed 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 the 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 the 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 surfacing cleaning as it may affect the painted finish.

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