

Transportation

- As a rule, Chatbox by Silen products are to be shipped only in a closed transportation vehicle. It is recommended to place the packages on a pallet meant for that specific purpose while protected from rainfall, stains and mechanical damage (hits, scratches, rubbing or churning that can happen when the delivery vehicle is moving, etc.).
- The packages containing glass elements need to be transported with proper care. These packages are distinguishable through a glass icon that is printed on them.
- When loading, unloading and moving packages to the installation location, pay extra care when lifting and carrying the packages. It is forbidden to drop, drag or to lift the packages from their attachment band or to place packages on their side.
- When lifting the product, make sure to lift it from the bottom or by following the direction of the arrows shown on the packaging.
- When transporting the modules in an elevator, make sure that all elements will fit into the lift beforehand.

Do not transport an open package in an elevator or by stairs. If you need to, cover the element with necessary cushioning.

Installation

- Always follow the installation instructions provided by Silen.
- When opening the packaging and before starting your assembly, make sure that you have all the necessary details (listed in the manual).
- Use suction pads to lift the glass elements (recommended).
- In case of assembling on an uneven floor, use a level tool to adjust the gliders.
- The design takes into account the possible affects of earthquakes, meaning that they will be able to stay upright in case of an earthquake. If needed, Chatbox by Silen pods can also be fixed to your floor with anchor bolts. Contact us for more detailed instructions.

Where not to assemble a Chatbox by Silen

It is forbidden to assemble the pod in the immediate vicinity of a moist (relative air humidity above 60%) and cold (with temperatures less than +10 °C) wall or very close to a heating device. If possible, avoid direct sunlight.

NB! The minimum room height needs to be 2,35 m.

What not to do?

- Do not place heavy objects on the floor or ceiling
- Do not attach or hang extra weight from its door
- Do not put hot objects on the surfaces
- Do not cover the air inlet/outlet channels

Use

Chatbox by Silen products are meant for their intended use. Install and use them in dry and heated rooms where air temperature does not drop below +10° C and where relative air humidity stays between 40-60%.

It is recommended to keep the door open during the product's acclimatization. The textile surfaces take 3-4 weeks to fully acclimatize.

Take note

Direct sunlight may change the color and the look of the product: the exterior can undergo uneven discoloration, the varnish and the paint can crack, and the color of the textiles fade.

Over time, the screws might come a little bit loose, and that is why you should tighten them every now and then. Contact your Chatbox by Silen sales representative or write directly to us at chatbox@silenspace.com when that is necessary. You will be given further guidelines.

Maintenance

- Use only a slightly dampened cloth when cleaning.
- Wipe the surface dry after cleaning or dusting it.
- When water spills on any surface, dry it quickly with a dry and a soft rag.
- You can also use a rag that has been dipped into light soap water to clean stained surfaces (but not the coating fabric or the natural leather!), glass surfaces and attachments, when you immediately wipe them dry with a soft rag afterwards.
- If you want to clean furniture that is covered in fabric or natural leather, either contact a company specialising in this service or use cleaning products specifically meant for furniture fabrics and leather furniture, following the instructions given.
- Use a dry cloth rag to dust varnished and painted surfaces or surfaces covered in natural leather.
- Use a damp cloth to dust surfaces covered with decorative plastic, melamine (laminated) or faux leather.
- Use a vacuum cleaner or a brush to dust surfaces covered with fabric (carpet, walls, ceiling).
- Use a soft rag soaked in lukewarm water (with an added drop of dishwashing liquid) to clean varnished/painted wooden surfaces.

What not to do

Do not use the following cleaning products:

- products containing acetone and other highly soluble or abrasive ingredients
- natural or synthetic wax or cleaning products containing silicone oils

Fire safety

There are no flammable materials used in Chatbox by Silen products. The fire safety of used materials is tested and classified by both national and international standards. Mineral wool meet fire class A2-s1. Carpets used in interior meet B1-s1 fire class standards EN 14041: 2004/ ac:2006, EchoFree panels meet EN 14041 standards for fire class B-s1. Sound-control laminated glass is of such quality that they may halt heat and fire.

Manufacturer's guarantee

The manufacturer guarantees that the product is in accordance with the active regulations and that its quality matches the one of the product sample if the buyer follows the guidelines and recommendations given in this manual.

NB! The warranty does not extend to the floor cover's permanent wear deformations that can be caused by the leveling gliders of the Chatbox by Silen.