

## SOUNDFIX FAQ's

### **1. Do your panels come with everything I need to hang them?**

Our panels come with all the hardware brackets needed to hang the panels (like a picture frame). All screws are provided except for the final screws needed to attach to the wall. Our installation instructions and step-by-step video guide can be found on our website at:

<https://theatlanticstore.com/soundfix-/>

### **2. How do you clean the panels?**

The SOUNDFIX panels are easy to clean and do not accumulate dust. The panels can be vacuumed with a clean upholstery brush or wiped down with a cloth when stained. If the panel fabric is stained, a stain remover applied locally is adequate. A Tide stick or similar stain-removing product can also be used. For more details, please refer to our Care & Maintenance guide located here:

<https://theatlanticstore.com/soundfix-warranty/>

For any questions contact us at 855-828-5679 or email [soundfix@atlantic-inc.com](mailto:soundfix@atlantic-inc.com).

### **3. Are these panels COVID-19 safe?**

After conducting tests with 3rd party lab, ResInnova Laboratories, it was determined that no active virus was recovered from the 100% polyester fabric at the 12-hour mark. This test provides the most stringent level of reassurance, so our customers feel confident that the materials used in their homes or other spaces are the safest on the market.

### **4. What is the warranty?**

Limited lifetime warranty. You can view the warranty on our website at:

<https://theatlanticstore.com/soundfix-warranty/>

### **5. How many kits do I need for my space?**

The number of kits you need depends on the size of your room. Please refer to the guidance chart published at <https://theatlanticstore.com/soundfix-/> for the recommended quantity of kits based on your room size. For special room requirements or questions, please call our dedicated customer support line at 855-828-5679 or email [soundfix@atlantic-inc.com](mailto:soundfix@atlantic-inc.com).

## **6. What is the difference between SOUNDFIX acoustic products and others?**

The main difference between SOUNDFIX and all other products on the market is our patented sound-absorbing material with variable densities, which allows SOUNDFIX panels to out-perform traditional felt and foam panels in every way. By having variable density, our panels selectively absorb the optimal amount of sound from all frequency categories in the spectrum, resulting in the most advanced acoustic correction to eliminate echo and reverberation.

## **7. What is the difference between sound absorption and soundproofing?**

Acoustic treatment typically refers to improving the quality of sound inside a space. Many rooms suffer from excessive and loud noise, annoying reflections, and echo. Sound absorbing acoustic treatment, like SOUNDFIX panels, help alleviate these pain points. Sound-“proofing”, however, doesn’t help soften the sound in the room or eliminate reverberation and echo. Soundproofing is typically something that is addressed during construction and looks like hidden insulation in the walls and is used to keep sound in the space. Dampening noise is only achieved through using sound-absorbing acoustic treatment.

## **8. Are your products Rated for Fire Safety?**

Yes. SOUNDFIX panels carry a Class A fire safety rating certified by UL according to the most stringent commercial standards. The Class A rating is the best result a product can achieve.

## **9. Where can I see any before-and-after examples showing the performance of your product?**

You can review it on our website at <https://theatlanticstore.com/soundfix/> .

## **10. How should I arrange the panels?**

A: The arrangement and layout is at the complete visual choice of our customers since there are almost limitless ways the panels can be mounted – both horizontally or vertically. We have some examples of typical panel layouts at <https://theatlanticstore.com/soundfix/> for your consideration. These recommendations are based on aesthetics and do not impact the technical performance of the panels in any way. For the most acoustic results, mounting the panels on more than one wall would be ideal.