



trusscore®

Care & Maintenance Industrial Guide

Now that your Trusscore installation is complete, it's essential to ensure its longevity and performance through proper care and maintenance.

Whether you're a contractor, facility manager, or building owner, this comprehensive guide serves as your go-to resource for resource for preserving the quality and appearance of your Trusscore products.

The guide is divided into three main sections:



Cleaning & Disinfecting

Learn the recommended methods and products for cleaning and disinfecting Trusscore panels.



Warranty and Claims

Familiarize yourself with the terms of the Trusscore warranty and understand the process for making a warranty claim, should the need arise.



Panel Replacement

In the unlikely and unfortunate event of damage to a Trusscore Wall&CeilingBoard panel, this section provides step-by-step instructions on how to replace it and restore the integrity of your installation.

By following these guidelines, you'll ensure that your Trusscore panels continue to provide reliable performance and maintain their pristine appearance for years to come. Thank you for choosing Trusscore, and let's embark on this maintenance journey together.

How to Clean Trusscore Products

Trusscore products have a smooth, non-porous surface that can easily be wiped down or pressure washed. Plus, all Trusscore products are stain-resistant and stand up to common cleaning agents and disinfectants, so they can handle all the elbow grease you care to throw at them.

Regular Cleaning

For day-to-day cleaning, we recommend dusting the panels with a Swiffer and washing the panels using a sponge or soft cloth and a mild cleaning solution. If the environment you've installed Trusscore in is particularly dry and dirty, you can apply an anti-static spray like Staticide to prevent buildup.



Avoid using abrasive cleaning pads or cloths because they could scratch or alter the surface of Trusscore products.

Deep Cleaning

If dirt is difficult to remove, we recommend cleaning the walls using a solution that contains 1/3 cup of laundry detergent (e.g., Tide®), 2/3 cup of tri-sodium phosphate (e.g., TSP®), and 3.79 liters (or 1 gallon) of water. You can also wipe away tougher scuffs with a Magic Eraser or melamine sponge.



Trusscore products are unlikely to be damaged by household cleaning products. However, you should not use acetone or acetone-based cleaners on your Trusscore installation. **Unsure about a cleaning product?** Apply the product to an offcut or to a small, out-of-sight portion of your installation before applying to the rest of your wall or ceiling.

Intense Cleaning

If hand washing doesn't get the job done, try pressure washing. To safely pressure wash Trusscore Wall&CeilingBoard or RibCore by Trusscore, or NorLock by Trusscore we recommend:

1. Using a small- to mid-size power washer with less than 3,000 psi.
2. Using a wide spray nozzle angle (40° or greater is preferred) to distribute the water pressure across the wall.
3. Always keeping the power washing nozzle at least 4 to 6 feet away from the wall.



Don't pressure wash Trusscore SlatWall unless you've sealed all its channels or have built a drainage path.

How to Disinfect Trusscore Products

Trusscore products can be disinfected using products approved for use by Health Canada or as recommended by the CDC and approved by the EPA in the United States.

Liquid Disinfectant

1. Remove dirt from your Trusscore product surface before using disinfectant.
2. Read the instructions for your liquid cleaner.
3. Mix the recommended concentration of liquid with water.
4. Apply the cleaner to Trusscore products with a soft cloth, sponge, or mop.
5. Wipe the cleaner across the surface of the product, ensuring all surfaces receive coverage.
6. If instructed, leave the liquid on the surface of the product for the specified amount of time.
7. Wipe the product with a clean, dry, microfiber cloth to remove excess liquid.
8. Let the product dry.

Spray Disinfectant

1. Remove dirt from your Trusscore product surface before using disinfectant.
2. Read the instructions for your spray disinfectant.
3. Spray the disinfectant over the full surface of your Trusscore product, ensuring even coverage.
4. If instructed, leave the spray on the surface of the product for the specified amount of time.
5. Wipe the product with a clean, dry, microfiber cloth to remove excess spray.
6. Let the product dry.

Fog Disinfectant

It's important to read the instructions provided by both the fog equipment and cleaning solution manufacturers to ensure safe and proper fog application. Their guidelines on ventilation, skin exposure, protective equipment, distance from the surface, and product exposure time need to be followed to ensure a safe and effective product cleaning.

1. Remove dirt from your Trusscore product surface before using disinfectant.
2. Apply the fog per the manufacturer's directions.
3. Wipe the product with a clean, dry, microfiber cloth or allow the product to air dry, depending on the manufacturer's directions.



Always follow the precautionary labeling instructions on any cleaning agents you use. Do not mix cleaning agents. Use no more than the recommended amount of any cleaning agent. Skin and eye protection should be worn to protect from direct contact with cleaning agents.

Trusscore Warranty

Trusscore products are designed to outlive the buildings they're installed in, but — just in case — all products are backed by industry leading warranties.

How to Make a Warranty Claim with Trusscore

To make a warranty claim with Trusscore, email warranty@trusscore.com or call 1-888-418-4679. You will be required to provide the following information:

- Product type, size, and quantity
- A description of the product issue
- Where you purchased the product from
- Photos of the issue and of the print on the product

When your claim is approved, Trusscore will replace your defective product with the same or similar product or Trusscore will refund you the purchase price you paid for the defective product.



**Register Your
Trusscore Warranty**



When you register your warranty within 90 days of purchasing a Trusscore product, you'll instantly receive an extended warranty for your product. Standard and extended warranty lengths vary by product.

Trusscore Wall&CeilingBoard & Trusscore SlatWall have a 20-year standard warranty and a limited lifetime extended warranty. RibCore by Trusscore has a 90-day standard warranty and a five-year extended warranty



Trusscore isn't liable or responsible for the cost of labor, shipping and handling, or any other expenses or costs related to removing, delivering, or installing the product or any replacement.



How to Replace a Damaged Trusscore Wall&CeilingBoard Panel

Trusscore Wall&CeilingBoard is scratch, dent, and damage-resistant, but accidents can happen, and — although it's highly unlikely — you may find yourself in a situation where you need to replace a panel. Here's how to do it:

1. Set your handheld circular saw's depth to 1/2".
2. Cut through the center of the damaged panel parallel to the panel joints.

Quick tip! Stop cutting as you approach the ceiling, floor, or wall. Use a putty knife to remove the panel from the trims. Then, you can continue cutting the remaining panel at each end.

4. Slide the tongue side of the panel out of the adjacent one.
5. Make another cut 3/8" from the joint on the remaining groove side.
6. Tilt the adjacent panel and remove screws from the damaged one.

Once the screws are out, remove the damaged panel from the wall. Now, for installing the replacement:

1. Trim the screw flange off the new panel as close to the panel body as you can using tin snips.
2. Lift the adjacent panel and apply a 1/2" thick bead silicone on the stud behind it and apply a smaller, 1/4" thick bead of silicone on top of its tongue.

Quick tip! If you're using a backer, we recommend applying silicone along the back of your replacement panel as well.

3. Use a putty knife to open nearby trims. Insert the tongue side of the replacement panel first, then place the groove side on top of the adjacent panel's tongue.
4. Apply even, moderate pressure along the seam of the replacement and adjacent panel to secure the panel.
5. Wipe away excess silicone from the joint to complete your panel replacement.



If you're shopping for silicone sealant in Canada, we recommend buying MONO® SILICONE MAX™ Premium Kitchen & Bath Sealant. In the U.S., buy DAP Commercial Kitchen 100% Silicone Sealant.



Watch the Video

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