NEUWALL Operable Walls Maintenance & Care Guide

1. Warranty baseline (NW840 / NW840-W)

- Operable partition panels: **2 years** against defects in materials and workmanship.
- Track and trolley system: **5 years** against defects in materials and workmanship.
- Warranty starts on the date of signature of the substantial-completion certificate.
- Warranty covers manufacturing defects only. Damage caused by incorrect operation, unauthorized repair, abuse, impact, flood/fire, or failure to report malfunctions promptly is excluded.
- All repairs must be carried out by an authorized NEUWALL distributor/representative using genuine NEUWALL parts.

2. Golden operation rules (apply to all manual top-hung walls)

1. **Retract top and bottom seals before moving any panel.** Never push, pull, or park a panel with seals extended. This is the most common cause of permanent damage to the seal drive, carriers, and panel edges.
2. **Move slowly, one panel at a time.** Conduct all operations slowly; keep constant pressure against the leading panel edge while setting seals for best acoustic contact.
3. **Do not stop inside track intersections.** If a carrier stops in a junction and feels stuck, push the panel back in the direction it came from and re-enter. Do not force it.
4. **Keep panels plumb.** If a panel is not hanging plumb, stop, return it to storage/reset, and re-seat. Out-of-plumb panels indicate loose trolley bolts or misalignment and will give poor STC/sealing.
5. **Trained operators only.** Anyone moving partitions must understand the seal-retraction sequence, operating key, closure panel, pass-door seals, and intersection behavior.
6. **No floor track across the opening on standard NEUWALL top-hung systems.** If a project includes a recessed floor guide/pin, inspect it but do not treat it as a running floor rail.
7. **Children under 1.2 m / 4 ft** should be kept clear of the operating area while seals are being deployed.

3. Seal operation — NW840 / NW840-W mono-directional single panels

- Mechanism: single push-down/rotary retractable top and bottom seal drive using a removable operating handle/key.
- Extension travel: approx. **1-3/16"** total top/bottom seal travel.
- Deployment: insert the operating key on the exposed shaft, turn **190° clockwise** to fully deploy. When the limit is reached the key has a slight spring-back—stop, do not force.
- Retraction: turn the key counter-clockwise until top and bottom seals are fully withdrawn before moving the panel.

- Final closure panel: lever closure expands a jamb/post; pivot closure is fixed in opening. Lever closure uses trail-edge shaft (approx. 190° clockwise) plus face-shaft closure; apply enough pressure to compress the vinyl/bulb seal against wall/jamb but do not over-torque after rebound.
- First panel against solid wall: full-length rubber bulb edge must be fully compressed to avoid air/sound leaks.

4. Setup and storing procedure (summary)

Setup

1. Remove the first basic panel from storage, hold both edges, walk it slowly to position.
2. Press it firmly against adjacent wall/panel; use foot at panel base only to hold position while deploying seals if permitted by site safety.
3. Deploy seals with the key (190° CW); repeat for each basic panel.
4. Pass-door panel: deploy edge seal (A), then jamb seal (B), then door-bottom retractable seal via the built-in handle (C).
5. Last panel: deploy trail-edge seal, then face closure shaft; for lever closure compress bulb/jamb seal to complete acoustic run.

Storing / dismantling

1. Open pass door, retract door jamb seal, door-bottom seal, and edge seal; close and latch door.
2. Retract lever closure on face shaft CCW; retract trail-edge top/bottom seals CCW.
3. On every panel, insert key, rotate CCW, confirm top and bottom seals fully retracted.
4. Move panels one by one to storage/pocket. Never transport a panel with seals down.

Bi-fold pocket room door (if supplied)

- Front-face operating key only. CW to extend top/bottom retractable seals; CCW to retract; fold panels and slide assembly into wall pocket. Do not operate from the side jamb if the manual specifies front-key control.

5. Cleaning and surface care

- **Vinyl / PVC face:** warm water + mild soap; sponge, wipe dry with soft cloth. Soft brush for stubborn dirt. Grease/oil spots may be treated with carbon tetrachloride. **Do not use lacquer thinner or other strong solvents.**
- **Fabric / carpeted inserts:** commercial carpet/fabric cleaner following the product label; blot excess moisture; ensure full drying before closing panels to avoid mildew.
- **Marker board / whiteboard face:** mild soap and water; rinse with clean water to prevent soap film/build-up.
- **Melamine / HPL / painted MDF:** neutral detergent, damp—not wet—cloth; dry immediately.

- **Wood veneer / leather:** use NEUWALL-approved cleaner; avoid excessive water, direct sunlight, and high humidity.
- **Aluminum frames, anodized trim, exposed edges:** soft dry/damp cloth; for powder-coated/ anodized surfaces use non-abrasive neutral cleaner. Avoid acidic/alkaline chemicals that can dull anodizing.
- **Glass (operable glass walls):** non-ammonia glass cleaner, microfiber cloth; clean tracks separately; do not spray cleaner directly onto seals/motors.
- **Floor-cleaning chemicals:** many contain solvents harmful to vinyl/rubber seals—keep mop and machine chemicals away from panel bottoms.

6. Track, trolley, and seal preventive maintenance

NEUWALL recommendation from the NW840 manual: **annual inspection**, and **every 6 months if partitions are used frequently** (hotels, ballrooms, schools, convention centers).

Inspection checklist:

1. Clean track running surfaces; remove dust, paint overspray, debris. Lightly lubricate with a silicone-compatible lubricant suitable for aluminum tracks. Avoid heavy oil/grease that attracts dust.
2. Inspect trolleys/carriers for abnormal wear, cracks, noisy rolling, or excessive play; verify single/twin-point hangers per panel weight.
3. Check plumb of every panel; out-of-plumb usually means loose trolley bolts or carrier misalignment.
4. Check exposed bolts in vertical panel edges, hinge pins (folding), closure posts, and pass-door hardware.
5. Check track joints and intersections for alignment; verify switches, bends, and parking-pocket transitions run smoothly without binding.
6. Check lever closure / pivot closure adjustment; confirm full compression of vinyl/bulb perimeter seals without panel distortion.
7. Operate top and bottom retractable seals on each panel; confirm full travel and uniform contact; replace hardened, torn, or deformed rubber.
8. Operate pass door: latch, jamb seal, door-bottom seal, closer, locks, and disabled-access thresholds as specified.
9. Inspect all acoustic seals—vertical bulb, top sweep, bottom sweep, corner/angle seals—for tears, compression set, or detachment.

For general NEUWALL top-hung systems, track can be single or twin-point aluminum, or steel for heavy/ultra-high applications; panel widths are typically 600–1200 mm and thickness 65/80/100/125 mm depending on series. Lubrication frequency and trolley service should follow site usage, not a fixed universal interval.

7. By system type

Single-panel / mono-directional (NW840, NW840-W manual)

Follow Section 3–4 exactly. NW840-W ultra-high panels may use heavier carriers/steel track; do not manually force panels if trolley resistance changes—call service.

Paired / folding hinged

Retract all seals before folding. Check continuous/paired hinges for play, squeak, and uneven train alignment. Lubricate hinges only with NEUWALL-approved dry/silicone lubricant; never oil fabric-faced hinges. Confirm the lead-panel gas/spring alignment assist and closure panel separately.

Motorized / full-automatic (92 mm / 100 mm platforms)

- Only authorized personnel use remote, wall switch, touchscreen, or BMS.
- Monthly: test obstacle detection, emergency stop, manual override; verify auto top/bottom seals retract/extend fully.
- Every 3–6 months: qualified electrical/automation technician checks DC gear motors, torque settings, limit positions, controllers, cables, and BMS logs.
- Track trolleys: cleaned/lubricated as manual system; motors not user-lubricated.
- Any fault code, uneven travel, or seal desync → suspend automatic mode, use manual override if safe, and call NEUWALL/distributor.
- Power: 110–240 VAC 50/60 Hz typical; confirm project electrical spec before service.

Operable glass walls (manual or motorized)

Clean glass with ammonia-free agent; inspect laminated/tempered/double-glazed units for edge seal discoloration, interlayer bubbles, and frame gasket compression. Motorized glass uses the same control-safety checks as solid motorized walls; manual glass uses rotary/automatic retractable perimeter seals—retract before moving.

8. Environment and usage controls

- Indoor use only unless otherwise engineered. Avoid prolonged relative humidity extremes; control HVAC to prevent condensation on glass and core swelling on MDF/particle substrates.
- Do not hang TVs, banners, planters, or signage on panels. Use independent ceiling/wall supports.
- Do not lean trolleys, scaffolding, or ladders against stowed panels.
- Keep storage pockets clean and unobstructed; damaged pocket doors/bi-fold access should be repaired before use.
- For high-cycle venues, assign one operations person and log each setup/stow cycle; maintenance records improve warranty support.

9. Troubleshooting (first response)

- **Panel will not move / carrier stuck at intersection:** confirm seals fully retracted; push back, realign, re-enter slowly. If still stuck, do not force—inspect trolley/joint.
- **Poor acoustics / visible light gap:** check plumb, first-panel bulb compression, closure shaft travel, and perimeter seals; re-deploy slowly with constant edge pressure.
- **Seal key reaches limit too early / no travel:** seal may be obstructed, jammed by debris, or drive stripped. Retract, inspect, do not force; service call.
- **Pass door drags or will not latch:** check door-bottom retractable seal, jamb seal travel, hinges, threshold, and latch; verify panel plumb.
- **Motorized wall stops mid-travel:** check obstacle sensor, e-stop reset, power, limit; switch to manual override only if the manual permits; log fault.
- **Water/stain on veneer/fabric:** blot, dry, improve ventilation; do not use heat gun or strong solvent.

10. Reporting and service

If any malfunction occurs, contact the local NEUWALL distributor immediately with:

- Project name and address
- NEUWALL system/model (e.g., NW840, NW840-W, single/folding/motorized/glass)
- Panel finish and mechanism type
- Serial/installation certificate date if available
- Description, photos, and whether seals/track/pass door/motor are involved

Prompt reporting protects the warranty; delayed notification that leads to further damage may not be covered.