



Caring For Your Woolly Shepherd Natural Acoustic Products

Congratulations on purchasing a Woolly Shepherd acoustic product, made from natural materials in the UK.

We are very proud of the products that we make and therefore we are keen to ensure that our customers know how they should care for them in order to maintain their condition and extend their life for as long as possible.

The guidance contained in this document should ensure that you are aware of all of the dos and don'ts, but if you are ever unsure, please contact us and we will happily deal with any questions that you may still have.

HANDLING

All of our products, apart from our printed panels, are finished in either a natural, organic cotton fabric or a felted wool.

These materials are not washable and in the case of the felted wool, can easily be damaged through rough handling, resulting in a slight reversal of the felting process, re-opening the wool and creating a much fluffier surface finish.

Therefore we would strongly recommend that you wash your hands thoroughly before handling your products and that you remember that they require gentle handling.

Suspended absorbers, such as the clouds, need to be carefully supported at all times.

When carrying them always use two hands and always hold them in the middle, supporting the weight of the cloud on the bottom edge of its profile, placing your other hand on the top edge (please see photograph below).



If you need to remove clouds that have already been installed then please place one hand on the underside of the cloud and gently move it toward the ceiling until you are able to unhook the two cables from their ceiling anchors.



Once removed from the hooks, carry your cloud by the main, looped wire until you are ready to put it down again. Please reverse this procedure when rehangng your cloud (please see photograph below).



*Never hold a cloud, or similar suspended absorber, at one end or allow them to be bent, as the internal structure can be broken and cannot be repaired.





CLEANING

Our absorbers are generally covered in either a natural wool felt or an organic calico, neither of which can be washed. However, small marks can sometimes be successfully removed using a damp, clean cloth.

The wool felts retain a proportion of their natural lanolin content which gives them a degree of resistance to dirt and water based liquids (water will run across the surface).

More commonly, we find that suspended absorbers and wall panels may require the removal of dust.

In the initial instance we would suggest taking a look at your products after 12-18 months and if they need cleaning, then use a vacuum cleaner upholstery brush over an ironing net/cloth.

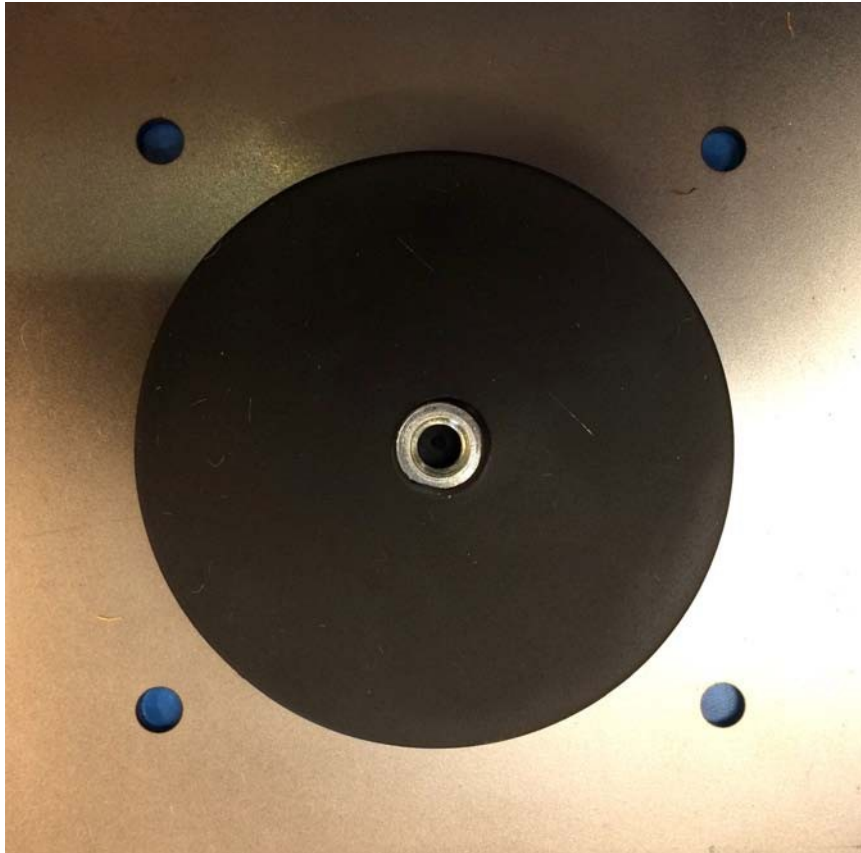
The net cloth will allow dust to be removed and prevent the surface of your cloud from becoming overly fluffy.

NEVER ATTEMPT TO CLEAN YOUR CLOUD WITHOUT A SOFT BRUSH ATTACHMENT AND WE STRONGLY RECOMMEND THE USE OF A NET.
(Please see photo on next page.)



The clouds and other suspended shapes can be removed as described above, in the handling section. Wall panels and limpets are described below.

All of our flush fitting products, referred to as limpets, are attached to the ceiling and walls by means of a series of 100mm x 100mm x 2mm steel plates and 66mm commercial magnets.



Whilst the magnets are extremely strong and very difficult to dislodge from the plates without some leverage, the acoustic panels themselves provide very good leverage and therefore if you need to remove the panels it is relatively easy to do so.

MOISTURE

Whilst we would not recommend deliberately exposing your absorbers to water, please do not worry about using them in environments that are occasionally damp, as the materials used to make our products naturally take up and release water vapour without any damage occurring.

MOTHPROOFING

Moths are widespread across the UK and the “clothes/carpet moth” whose lava like to eat natural fibres, are often drawn to wool.

Therefore all of our wool is treated directly after the cleaning process (scouring) with Eulan SPA which is approved under the Oekotex 100 Certification of Textiles.

This process can potentially protect the wool for the lifetime of the fibres.