



## Cleaning, Maintenance and Repair Guidelines for SonoWall Systems and Finishes

### SonoWall System Maintenance

SonoWall Systems are low-maintenance systems. To ensure continued integrity of the SonoWall System is maintained, the following maintenance items are recommended:

To remove environmental contaminants, the wall system can be cleaned with a mild detergent solution (see below) and rinsed with clean, potable water. If the wall system is heavily soiled, contact BASF Wall Systems' Technical Service Department for recommendations. Visually inspect the wall system at least twice a year. Contact an approved SonoWall applicator if repairs are necessary. Provide temporary protection from water penetration until permanent repairs are complete. If a color change is desired, BASF Wall Systems manufactures exterior coatings specifically designed for this purpose. Contact an approved SonoWall applicator if a color change is desired.

Other building items and components which may affect the integrity of the SonoWall System should be properly maintained and periodically inspected. Visually inspect all sealant joints, flashing, roofs, etc. at least twice a year (Spring and Fall). If deficiencies are found, contact the appropriate manufacturer or applicator.

#### CLEANING SONOWALL FINISHES:

When using commercial-grade cleaners, always follow manufacturer's recommendations. Prior to cleaning SonoWall finishes, first test cleaning solution in an inconspicuous area to assess the strength of the solution and ensure no deleterious effects to the finishes.

#### GENERAL, LIGHT CLEANING:

To remove ordinary dirt and environmental contaminants, SonoWall finishes may be cleaned with a mild detergent solution or commercial-grade cleaner. Prepare the surface for cleaning by thoroughly rinsing the wall with clean water to remove surface particles. Apply the cleaning solution to the entire area using a soft bristle brush. Do not allow the cleaning solution to dry on the wall. Rinse the wall thoroughly with clean water to remove all traces of loosened dirt and cleaning solution.

#### POWER-WASHING:

If power-washing is necessary or desired, a low-pressure (2068-3447 kPa /300-500 PSI) power-wash using cold water is recommended. Frequent power-washing or the use of hot water should be avoided, since it may result in premature deterioration of the SonoWall finishes.

#### MOLD AND MILDEW REMOVAL:

Mold and mildew are living organisms, consisting of a root system and a "bloom", which must be completely removed or killed to stop growth. To kill the roots and remove the bloom, use a fungus and algae remover such as MP2106 by Max Products in conjunction with low-pressure power-washing. Cold-water power-washing alone will remove the bloom, but may actually drive the roots deeper into the finishes and create a stronger, healthier growth. Avoid phosphate-based cleaners such as TSP (trisodium phosphate) when cleaning mold and mildew. Although TSP and other phosphate-based cleaners may be useful for removing dirt, mold and mildew thrive on the phosphates.

#### MOLD AND MILDEW STAIN REMOVAL:

To treat stains which may remain after mold and mildew removal, apply a solution of 1 part household bleach and 20 parts clean water to the wall with a soft bristle brush. Rinse the wall thoroughly with clean water to remove all traces of bleach solution. The concentration may be increased if a stronger solution is needed.

#### EFFLORESCENCE:

Efflorescence is a crystalline and typically white deposit that may appear on the finish surface, causing the finish to appear bleached or spotted and seem to lose color. Efflorescence is a salt-like deposit that originates from cement and can leach through the permeable finish coat to appear as a deposit on the surface of the finish. Efflorescence can usually be removed by dry-brushing the finish surface, and then flushing the surface with plenty of clean water to remove the dislodged salts. "Clean N Prep" manufactured by ProSoCo (available at most hardware stores) may be utilized to clean efflorescence (and other acid-soluble stains) from the surface of SonoWall finish. A test area should be cleaned first.

The concentration may be increased if a stronger solution is needed. Concentration should not exceed one part "Clean N Prep" to six parts water (1:6). Rinse the wall area with clean water prior to application of cleaning solution. A soft bristle brush may be used on the affected area. Do not allow the solution to dry on the wall. Rinse thoroughly with plenty of clean water.

The following companies supply specially formulated cleaning products for EIFS:

ProSoCo: 1-800-255-4255

Wind-Lock: 1-800-872-5625

## Procedures for Repairs to SonoWall Systems

Lamina (Reinforced Base Coat and Finish) Damage:

Tape off area approximately 76 mm (3") surrounding outer edges of area to be repaired. Grind finish coat off within taped area. Cover damaged area with SonoWall Reinforcing Mesh embedded in mixed SonoWall base coat. The new Reinforcing Mesh must overlap the existing Reinforcing Mesh a minimum of 63 mm (2 1/2"). Allow base coat to dry. Apply SonoWall finish coat.

Lamina and EPS Insulation Damage:

Tape off area approximately 76 mm (3") surrounding outer edges of area to be repaired. Cut out and remove damaged area, including area approximately 25 mm (1") surrounding damage, down to the substrate. Repair substrate if applicable. Install new EPS, using appropriate mixed SonoWall adhesive/base coat for attachment. Allow adhesive/base coat to dry. Rasp EPS as needed. Install SonoWall Reinforcing Mesh embedded in mixed base coat. The new Reinforcing Mesh must overlap the existing Reinforcing Mesh a minimum of 63 mm (2 1/2"). Allow base coat/ Reinforcing Mesh to dry. Apply SonoWall finish coat.

## General

1. See current SonoWall specifications, details and technical bulletins for complete information.
2. All repairs should be completed by an approved SonoWall applicator.
3. Contact BASF Wall Systems' Technical Services Department for information concerning procedures for repair to other SonoWall System.

## Technical Support

Consult BASF Wall Systems' Technical Services Department for specific recommendations concerning all other applications. Consult the SonoWall website, [www.sonowall.basf.com](http://www.sonowall.basf.com), for additional information about products and systems and for updated literature.

## Note

BASF Wall Systems is an operating unit of BASF Construction Chemicals, LLC. (herein after referred to as "BASF Wall Systems")

## Residential Policy

Apply walls systems in accordance with local building codes in force at the time of construction. On one and two-family residential framed construction, BASF Wall Systems requires that the wall system selected be one that includes provisions for moisture drainage. The choices include water drainage EIFS, SonoWall Stucco Wall Systems, and SonoWall Cement-Board Stucco™ Systems. There are no exceptions to this policy. Under no circumstances will BASF Wall Systems warrant the use of any other system on this type of construction without expressed written authorization from BASF Wall Systems [Residential construction using EIFS on masonry (CMU) or poured concrete does not require the additional water drainage provisions described above. SonoWall Exterior Surfacing Systems for insulating concrete forms are also acceptable.]

See the SonoWall Residential Policy Bulletin for a more detailed discussion of this topic. Consult BASF Wall Systems Technical Services Department for specific recommendations concerning all other applications. Consult the SonoWall website, [www.sonowall.basf.com](http://www.sonowall.basf.com) for additional information about products and systems and for updated literature.

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