

What are the lead times on Decor Systems panels?

Lead times can vary depending on a variety of factors including:

- Your choice of substrate. Some materials are instantly available, while others have a lead time of 1-2 weeks.
- The type of finish you select has an impact on lead times. Panels we supply pre-painted will take a little longer than panels delivered without a finish. Similarly, laminate/foil finishes eliminate the painting process.

We recommend you speak to your Decor Systems Consultant to establish parameters around lead times to ensure timely delivery to your project.

Can I order custom size panels?

Absolutely!

Standard size panels are great, however, we are more than happy to work with you to customise your panels to ensure an optimum outcome for your project. Every project we work on is custom made – no job is the same!

Do you have fixing systems?

We do. We suggest you speak to your Decor Systems Consultant to come up with the best method and system of installation for your project. They will consider the location, site dynamics and application to come up with the best outcome bespoke to your project.

How should Decor Systems panels be transported and stored?

Generally speaking, our acoustic panels and planks must be protected from direct contact with moisture and humid air and be stored in absolutely dry conditions. The products must be stored lying flat on dry wooden planks or pallets. The products must be completely protected from humidity with plastic wrap.

Please pay special attention to moisture in the floor in new buildings.



Frequently Asked Questions (FAQs)

Does Decor Systems deliver to site?

Yes, we do. From Broome to Bundaberg, Canberra to Christchurch, Parramatta to Perth, and a lot of other places!

We go to extraordinary lengths to ensure your order is packed and crated with utmost care to ensure it arrives on your site in pristine condition.

What warranty does Decor Systems give to its products?

We unconditionally warrant that our products will arrive exactly as specified. Furthermore, we unconditionally guarantee your Decor Systems panels for 99 years!

Please refer to our full warranty for details.

How long should our panels be given to acclimatise before installation?

The products must be acclimatised for 4 -5 days in the installation area before starting the installation. Please ensure that all products are equally exposed to the ambient conditions of the installation area. The plastic wrap must be removed during this acclimatisation period.

Will Decor Systems do Shop Drawings for me?

Yes, we do. These will be prepared and forwarded to you for checking and sign-off to ensure your order is delivered exactly as it should be.

Does Decor Systems offer CPD presentations?

We do. Please contact your Decor Systems Consultant to facilitate this for you. We will be delighted to demonstrate how we can enhance your learning as well as practical assistance in moving forward on your design challenges.

What is NRC?

In the simplest possible terms, a NRC (or Noise Reduction Coefficient) is the number that represents the effectiveness of a material at absorbing sound. The NRC is a single-number determined in a lab test and used for rating how absorptive a particular material is. This industry standard ranges from 0 to 1. It is simply the average of the mid-frequency sound absorption coefficients (250, 500, 1000 and 2000 Hertz).

Based on the testing methodology, and depending upon the material's shape or surface area, some products can test at an NRC above 1.

How do I ascertain the different acoustic value between various products?

We have a comprehensive folio of accredited acoustic panel tests that cover the whole spectrum of our range of decorative panel systems. Please contact us for a copy, or better still, simply call one of our amazing Project Ambassadors who will be delighted to assist you with this in view of making sure you obtain the optimum outcome for your design schematics.

As a designer, should I specify Decor panels in the Joinery or Drywall package?

Decor Systems are designed for ease of installation. Panel systems are modular, supplied with all fixings, and are compatible with all standard Furring Channel/Stud and Track systems.

Using standard framing systems means it is normally recommended you include Decor Systems panels in the Drywall package.

Do Decor Systems Panels go on the ceilings or the walls?

Both. Some lining systems are more suited to walls than ceilings and vice versa.

What substrate is best for my project application?

This depends on your project requirements. Critical factors can encompass:

- Degree of impact resistance required.
- Interior or exterior installation.
- Rust/Mould resistance required.
- Type of finish required.
- Installation methodology to be employed.
- Wall or ceiling application.

We suggest you [contact](#) your dedicated Project Ambassador for advice; they will be delighted to work through the challenges with you.

What finish can I get with my budget?

Decor Systems decorative panels are available in the following finishes:

- Raw
- Painted
- Veneer finish with DecorClear coatings
- DecorThane polyurethane finishes to Decor timber panels.
- DecorImage and [Smartlook](#) laminate finishes.

These are the most popular finishes; others are available – just ask.

Pricing on these finishes varies. Factors to take into consideration will include budget, impact resistance, location etc. speak to your Decor Systems Project Ambassador to analyse which finish will suit your budget.