

Panel Maintenance Manual



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1 Section - Introduction

Thank you for choosing Kingspan insulated metal panels (IMPs).

Engineered to endure demanding environments and everyday use, Kingspan panels are designed to deliver exceptional performance, durability, and visual appeal for years to come. While our products require minimal upkeep, periodic inspection and maintenance are essential to preserve performance, maintain warranty coverage, and protect the overall building investment.

This manual provides guidance on the proper care, inspection, and maintenance of Kingspan IMPs. The information within is intended to assist building owners, maintenance personnel, and design professionals in promoting safe and effective upkeep practices.

We appreciate your partnership and your commitment to maintaining the long-term quality and integrity of Kingspan IMPs. For additional assistance or product support, please contact us — our team is here to help. Please refer to our contact details on the back cover of this guide.

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Section - Routine Maintenance: Caring for Panels

Regular maintenance plays a vital role in preserving the long-term performance, appearance, and weather integrity of insulated metal panels. This section provides general guidelines for inspecting, cleaning, and maintaining panel systems to ensure optimal building performance and warranty compliance.

Safety is always a priority during any inspection or maintenance procedure. Always comply with all OSHA, federal, state, and local safety regulations. Use approved fall protection systems and personal protective equipment when working at elevated heights. Do not walk on wet roofs, ridge caps, skylights, translucent panels, or gutters, as these areas are not designed to support weight.

Avoiding Contact with Dissimilar Materials

Metal panels must remain isolated from materials that can cause staining or galvanic corrosion. Avoid direct contact with, or runoff from, copper, lead, graphite, treated wood, or other dissimilar metals. Never allow condensation or discharge from air-conditioning units or evaporative coolers to drain onto roof or wall panels, as the water may contain corrosive ions.

Common sources of contamination are outlined below. These materials can permanently damage panel finishes and void warranty coverage.

- Copper gutters, trim, lightning rods, or grounding cables
- Lead vent caps or flashings
- Condensation from rooftop HVAC units
- Concrete or mortar splatter from adjacent work

Visual Inspections

Perform a complete visual inspection at a minimum annually and after major weather events. Inspections should include both roof and wall panels systems.

Look for any changes in appearance including:

- Finish changes such as discoloration, fading, peeling, or staining
- Panel distortion including bulges, dents, or irregular surfaces
- Loose fasteners, trim, or sealants

Report any irregularities observed during the warranty period immediately to Kingspan or installer.

Routine Washing

Periodic washing helps maintain the appearance and corrosion resistance of panel surfaces. Wash roof and wall panels with a mild detergent solution (such as a 5% mix of a non-abrasive soap like Tide® or a carwash soap) and clean water. Use a soft cloth, sponge, or soft-bristled brush for application.

For best results:

- Perform washing on overcast or mild days to minimize streaking.
- Rinse thoroughly with clean water to remove all soap residue.
- Do not use abrasive tools or high-pressure washing systems.
- Remove all dirt, debris, and metal filings, as these can trap moisture and cause rust staining.

Please reference Section 3 for complete cleaning instructions.

Foliage

Vegetation in contact with wall or roof panels can cause surface abrasion and moisture retention. Keep trees, bushes, and landscaping trimmed back to avoid contact with building panels. Regular trimming helps prevent scratches in the paint finish and allows proper air circulation around the structure.

Windows and Weep Holes

Inspect window systems and weep holes annually to ensure proper drainage and sealing.

- Lubricate window tracks as needed.
- Clear sill drains and weep holes to prevent blockage.
- Inspect caulking around windows and overhead doors and reapply if deteriorated.
- Ensure trims or extrusions with weep holes (such as head trims, stack joints, etc.) remain open and unobstructed.

Sealants and Trim

Sealants are vital to maintaining a watertight system. Inspect exposed sealants regularly and repair or replace as needed.

Loose trims should be reattached using stitch fasteners or pop rivets as required of the same material and finish as the original. When resealing, use only Kingspan-approved sealants compatible with the panel system. Contact Kingspan for a list of compatible sealants.

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Section - Routine Maintenance: Caring for Panels

Roof Maintenance

Conduct a detailed roof inspection at a minimum annually and after any event that could compromise its integrity.

Examples include but are not limited to severe weather events such as high winds, hail, heavy rain, or snow accumulation and incidents such as fire, vandalism, or other trades working on the roof.

During inspection:

- Check all panel joints, fasteners, and trims for integrity.
- Ensure sealants are continuous and watertight.
- Replace or reapply any broken or deteriorated sealants.
- Replace stripped or missing fasteners as needed.
- Check for punctures, or open seams.
- Check for debris accumulation, especially around curbs, penetrations, or gutters/downspouts.
- Check for discoloration or surface scratching from tools, traffic, or falling debris.

If it is not feasible to disassemble and reseal an area, clean the affected section thoroughly and coordinate roof contractor to apply an approved foil-backed tape or elastomeric patch over the compromised joint.

Roof Traffic

Limiting roof access is one of the most effective ways to prevent roof damage and leaks.

Access should be restricted to authorized personnel only, and a log should be maintained recording each visit and the purpose.

When walking on the roof:

- Avoid stepping on ribs, ridges, laps, or gutters.
- Walk only in the flat areas of the panels near structural supports.
- Never walk on penetrations, skylights or roof flashings.
- Install walkway systems in areas requiring regular access.

Gutters, Downspouts, and Scuppers

Keep all drainage systems clear to prevent ponding water or ice buildup.

- Clean gutters and downspouts at least twice a year, or more frequently depending on the surroundings.
- Remove large debris (leaves, branches, pine needles) by hand, then flush remaining dirt with a low-pressure water hose.
- Check for and tighten loose connections.
- Ensure scuppers and downspouts discharge water freely away from building walls.

Blocked gutters or downspouts can cause standing water, rusting, or overflow that may penetrate roof laps and seams.

Ice and Snow Removal

Excessive snow or ice buildup must be removed promptly from the roof perimeter areas. Exercise care during removal to avoid damaging the finish.

- Remove snow evenly from both sides of gabled roofs to prevent unbalanced loads.
- Focus on eaves, valleys, and sheltered areas where accumulation is greatest.
- Avoid disturbing plumbing vents, flashings, or roof penetrations.
- Use fall protection and maintain clear footing at all times.

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Section - Cleaning Practices for Panels

Caution:

- Always verify the cleaning method in a small test area before proceeding with full-surface cleaning.
- Always follow the manufacturer's Safety Data Sheet (SDS) for safe handling and proper disposal.

Finish Care Overview

Metal panel finishes are highly durable but require routine care to maintain their protective and aesthetic qualities. Without regular cleaning, surface film and dirt can accumulate, reducing gloss and performance. Establish a consistent maintenance schedule to protect the finish.

Initial Cleaning

Immediately after installation, remove all metal shavings generated during fastening. These small, metal particles can corrode and stain the surface if not fully removed. Rinse panels with clean water using a low-pressure hose.

Routine Cleaning

Rinse panels as necessary with clean water using a low-pressure hose to maintain appearance.

Sealant Removal (Butyl, Urethane)

Precautions should be taken to prevent sealants from getting on the painted surface as they may be difficult to remove. Excess sealant should be removed promptly using a mild solvent such as WD-40, or denatured alcohol.

- Apply solvent to a clean cotton cloth and wipe only the affected areas.
- Do not allow solvent to penetrate panel joints or flashing, as this may compromise sealant integrity and weather seals.
- Some solvents can extract materials from sealants, potentially staining adjacent paint. Always test a small area first.

Concrete / Mortar Splatter

Concrete or mortar splatter must be removed immediately before the material begins to cure. Do not scrub while mortar or sand particles are present, as this will likely scratch the paint finish.

- Pre-wet the surface if splatter is anticipated—this reduces adhesion and impact.
- Rinse promptly with a strong stream of clean water and a mild detergent. Allow brief dwell time to soften particles but do not let the cleaner dry on the surface.
- Rinse thoroughly with fresh water.

Protective Film Adhesive Residue

If protective film residue remains on painted or stainless-steel panels, it may be removed using "Oil-Flo", from Titan Laboratories or "Cleansweep" from Watts Removal Products. Follow manufacturer instructions and rinse thoroughly with clean water.

Pressure Washing – (Exception: Granitstone)

Pressure washing is not recommended, even at moderate pressure.

- High-pressure water can erode or dull the finish, remove clear coats, or cause gloss loss.
- Pressurized spray may force water into seams, joints, or behind sealants, trapping moisture and promoting corrosion.
- Concentrated streams can dislodge gaskets, caulking, or sealant beads critical to weather tightness.
- Inconsistent distance or nozzle angle may leave streaks or "clean burn" marks.
- Use of power washers can be considered misuse and may void finish warranties.

To clean panels, it is recommended to use a low-pressure garden hose with clean water.

Waranty

Misuse or abuse of any of the cleaning agents listed above will result in a voiding of warranty for the surface affected.

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Section - Cleaning Practices for Panels

Cleaning – Fluoropolymer PVDF Finishes (*Fluoropon®* and *Flurothane®* Family) / Silicone Modified Polyester SMP Finishes (*WeatherXL™*) / Modified Polyester MP Finishes

Caution:

- Do not use wire brushes, abrasives or similar cleaning tools which will mechanically abrade the coatings surface.
- Always test any solvent or cleaner in a small, inconspicuous area before broad use.
- Most organic solvents are flammable and/or toxic and must be handled accordingly.
- Always follow the manufacturer's Safety Data Sheet (SDS) for safe handling and proper disposal.

GROUP A: Standard Cleaning

A 5% solution in water of commonly used commercial (non-industrial detergents) will not have any deleterious effect on a paint surface. These solutions should be followed by an adequate rinse of water. Use a cloth or a soft brush for application.

GROUP B: Solvents

Used to remove on-water soluble deposits such as tar, grease and oil paint.

- Isopropyl (rubbing alcohol)

GROUP C: Petroleum Solvents and Turpentine

Removes oil, tar, grease, wax, and adhesive residues from metal or painted surfaces.

- VM&P naphtha

Mildew

In areas subjected to high humidity levels, dirt and spore deposits can permit mildew growth to occur. The following solution is recommended to remove mildew when necessary.

- 1/3 cup dry powdered laundry detergent (ex. Tide®)
- 1 qt sodium hypochlorite 5% solution (ex. Clorox®)
- 3 qts water

Rust Stains

Hydrochloric, citric or muriatic acid, diluted with ten volumes of water, may assist in removing rust stains from fluoropolymer surfaces. Limit contact to 5 minutes. Oxalic acid solutions or acetic acid (vinegar) may be used for the same purpose. Flush with water.

Acid solutions are corrosive and toxic. Flush all surfaces with copious amounts of water after use.

Graffiti

Graffiti presents a special problem because of the many possible agents used, generally aerosol paints. Sherwin-Williams recommends Watts Removal Products solutions as their approved graffiti removal product. Apply according to manufacturer's recommendations. To purchase approved product contact them at wattsremoval.com.

Cleaning – Stainless Steel

Caution:

- Use only non-metallic cleaning tools (nylon brushes, soft cloths, or non-abrasive pads).
- Never use carbon-steel brushes or steel wool as they can embed iron particles that later rust.
- Never use bleach, chlorides, or ammonia.
- Follow the metal grain when wiping or polishing. Circular or cross-grain scrubbing may cause visible scratches.
- Rinse thoroughly after any cleaning operation to remove chemical residues that may cause staining or corrosion.
- Drying is imperative, ensure dried after cleaning by using a soft dry cloth.
- Always test any solvent or cleaner in a small, inconspicuous area before broad use.

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Section - Cleaning Practices for Panels

Exterior Stainless Steel

Factory finished stainless steel surfaces are highly durable, but environmental exposure, airborne contaminants, and construction debris can affect appearance if not properly maintained.

Routine Cleaning

- Clean periodically using mild detergent or soap with warm water. Frequency dependent on location and environmental conditions (industrial, coastal, or high-pollution environments)
- Apply using a microfiber/soft cloth; rinse thoroughly with clean water and dry using a soft cloth to avoid streaks or water spotting.

Rust Stains

Use a stainless steel cleaner or rust-stain remover formulated for stainless alloys. Rinse thoroughly and dry.

Grease/oil/tar Stains

Use solvents such as acetone or isopropyl alcohol on a soft cloth. Follow with soap-and-water cleaning and rinse.

Mildew

Clean using mild detergent solutions or a stainless-safe cleaner. Avoid contact with chlorine compounds.

Cleaning – Granitstone®

Caution:

- Do not use wire brushes, abrasives or similar cleaning tools which will mechanically abrade the coatings surface.
- Always test any solvent or cleaner in a small, inconspicuous area before broad use.
- Refer to the manufacturer's Safety Data Sheet (SDS) to ensure correct handling and disposal procedures.

When dust, dirt and other residue accumulate on the surface of the Kingspan panels, cleaning the surface is appropriate, however, it must be done with methods that will not damage the finish.

- In many cases, rinsing the surface of the panels with potable water may be sufficient.
- If necessary, use a cleaning agent that will not damage the Kingspan panels' finish, such as EnviroKlean® by Prosoco (diluted as required); or 16 parts warm water, 4 parts household bleach, & 1 part trisodium phosphate (TSP).

- Apply water or cleaning solution to the affected area at a moderately low pressure.

- Use a soft bristle brush to gently remove heavy stains and residue, apply cleaning agent if required.

- Rinse thoroughly with potable water. Repeating the process if required.

Do not use abrasive cleaners, acid, paint thinner, turpentine, mineral spirits, acetone, or any other solvent-based solution. If surfaces are soiled with bituminous products, like asphalt or tar, solvents used to clean this type of stain will damage the finish. The only alternative will be to patch/refinish the panel.

Warning : Most pressure washers are pre-set to 1,000 PSI or higher. Do not apply water at the full force of the pressure washer unit or the Granitstone finish could be damaged and concentrated streams could dislodge gaskets, caulking, or sealant beads critical to weather tightness.

The pressure washer's spray wand should use a minimum 45 fan-type spray attachment, applied from a distance of 6 ft. (1.8 m), or greater. Test in an inconspicuous area first to confirm pressure-washing does not damage the coating's adhesion to the Kingspan panels. Note that inconsistent distance or nozzle angle can result in streaks or "clean burn" marks.

Cleaning - CLEANsafe 120

Caution:

- Do not use abrasive cleaning tools (e.g. steel wool, stiff brushes) that could scratch or compromise the PVC film.
- Always test any solvent or cleaner in a small, inconspicuous area before broad use.
- Do not allow strong solvents (e.g. acetone, toluene) to dwell on the surface as it can cause damage the PVC film.
- Refer to the manufacturer's Safety Data Sheet (SDS) to ensure correct handling and disposal procedures.

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Section - Cleaning Practices for Panels

Routine Cleaning

- Use soft water (i.e. low mineral/dissolved salts) when possible.
- Clean using a neutral detergent (pH close to 7).
- Wipe using soft cloths, sponges, or low-abrasion pads.
- Rinse thoroughly with clean water to remove all detergent residues.
- Dry with a soft, lint-free cloth (or allow to air dry) to avoid spots or streaks.

Spot/Stain Removal

- For small stains (e.g. splashes, light spot marks), clean the area with mineral spirits or denatured alcohol on a cloth, followed immediately by washing with neutral detergent, rinsing, and drying
- Do not expect to remove stains from substances that have been absorbed into the film (e.g. ink, heavy tar).

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Section - Finish Repair Guidelines

Caution:

- Do not use wire brushes, abrasives or similar cleaning tools which will mechanically abrade the coatings surface.
- Always test in a small, inconspicuous area before broad use.
- Refer to the manufacturer's Safety Data Sheet (SDS) to ensure correct handling and disposal procedures.
- Never apply touch-up materials in extreme temperatures or direct sunlight.
- Verify color and sheen compatibility on a test area prior to full application.

Repair of Minor Paint Scratches – Fluoropolymer PVDF Finishes (Fluoropon® and Fluorothane® Family) / Silicone Modified Polyester SMP Finishes (WeatherXL™) / Modified Polyester MP Finishes

Field applied touch-up paint is intended only for minor surface imperfections and should be used with care to maintain the panel's long-term appearance and performance. When performed properly, touch-up repairs can prevent corrosion at localized damaged areas without compromising finish integrity.

Touch-up work is not intended to replicate factory-applied coatings in texture, gloss, or weathering characteristics and should therefore be limited to small, localized areas.

✓ Touch-up paint is defined as a small, brush-applied coating, typically packaged in a 2 oz bottle with a brush-in-cap.

✗ Not considered touch-up: spray cans, pints, quarts, or gallons of paint.

Touch-up paint may be used only when:

- The scratch or abrasion is less than 1 mm (0.04 in.) wide and not readily visible from 2.5 m (8 ft) under natural daylight in the installed orientation.
- The damage may have reached the metallic substrate (Galvalume or zinc) but remains limited in area and depth.
- The affected area is fully accessible, clean, and dry.

If the scratch does not penetrate the substrate and is not visible from normal viewing distance, repair is not typically required. Note that touch-ups will rarely match factory finish gloss or metallic/mica appearance.

Do not use field-applied touch-up paint for the cases outlined below. In such cases, it is recommended for the panel to be replaced or overlaid rather than repaired.

- The affected area is large or widespread (multiple square inches).
- Multiple touch-ups would be required on a single panel.
- There is denting, delamination, or structural damage to the panel surface.
- The finish alteration would extend beyond the original damaged area.

Touch-Up Paint Application Procedure

A. Minor Scratches or Abrasions (Metallic Substrate Not Exposed)

- Clean the Area — Remove all dirt, grease, or contaminants using a mild detergent and soft cloth. Rinse with clean water and dry thoroughly.
- Feather the Scratch Edges — Lightly smooth edges using a non-abrasive pad (such as Mr. Clean Eraser).
- Wipe Surface — Using a lint-free cloth dampened with isopropyl alcohol or wipe, clean the immediate area.
- Observe all safety and ventilation precautions when using solvents.
- Mask Adjacent Surfaces — Use painter's tape to define the repair area and prevent paint overlap.
- Apply Touch-Up Paint — Using the brush provided with the 2 oz bottle or a fine artist's brush. Apply a thin, even coat, feathering edges for a smooth transition. Do not flood or over apply paint.
- Dry and Inspect — Allow paint to dry per manufacturer's instructions (typically 15–60 minutes). Apply a second thin coat if necessary for coverage.
- Finish — Once fully cured (up to 72 hours per AAMA guidance), inspect under natural daylight. If required, gently burnish the cured surface using a soft pad to minimize gloss mismatch.

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Section - Finish Repair Guidelines

B. Scratches or Gouges that Expose the Metallic Substrate

- Clean the Area — Remove all dirt, grease, or contaminants using a mild detergent and soft cloth. Rinse with clean water and dry thoroughly.
- Prepare the Surface — Lightly abrade with a Mr. Clean Eraser to remove loose material and improve adhesion.
- Wipe Surface — Using a lint-free cloth dampened with isopropyl alcohol or wipe, clean the immediate area.
- Prime Exposed Metal — If the substrate is exposed, pre-treat and prime the metal prior to painting to ensure proper adhesion.
- Apply Touch-Up Paint — Using a small brush, apply a thin, feathered coat of color-matched touch-up paint. Multiple light coats may be applied if necessary for coverage.
- Finish — Once fully cured, inspect under natural daylight. If required, gently burnish the cured surface using a soft pad to minimize gloss mismatch.

Notes:

- Apply the smallest possible amount of paint required for coverage. Over-application can accentuate gloss variation or texture difference.
- Do Not Use Aerosol Paints. Aerosols cannot replicate factory-applied coatings and may cause overspray or excessive build.
- Do Not Overextend Touch-Up Areas. Touch-up paints do not possess the same long-term color or gloss retention as factory coatings. Overapplication or broad-area use will result in differential weathering and may void finish warranty coverage.

For recommended cleaning and surface preparation methods, refer to Section 3: Cleaning Practices for Panels.

WARRANTY: Any alteration to the factory finish beyond localized touch-up areas may affect or void the manufacturer's finish warranty.

Repair of Minor Paint Scratches – Granitstone

Caution:

- Never apply touch-up materials in extreme temperatures or direct sunlight.
- Confirm that all repair materials are chemically compatible with the original finish system to prevent adverse reactions.
- Refer to the manufacturer's Safety Data Sheet (SDS) to ensure correct handling and disposal procedures.

Granitstone finishes are designed for durability; however, normal building operation may occasionally result in minor surface abrasions, scrapes, or wear. These can often be corrected through careful touch-up, provided they are limited in size and do not alter the texture or color of surrounding areas.

Touch-up work should be restricted to discreet, localized areas where the repair can blend naturally with the existing finish. Due to the inherent characteristics of textured and aggregate coatings, color and surface uniformity may vary after repair.

Touch-up paint may be used only for:

- Superficial surface marks, light abrasions, or small scratches that do not penetrate the coating or expose the underlying substrate.
- Limited wear from incidental contact or installation handling, generally confined to inconspicuous areas.
- Areas sheltered from direct sunlight where color and texture variation will be less visible.

Touch-ups in large, highly visible wall sections are generally not recommended, as slight differences in color or texture may be noticeable once cured.

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Section - Finish Repair Guidelines

Touch-Up Application Procedure

- **Clean the Area** — Remove all dirt, dust, and loose particles using a soft cloth or brush and mild detergent. Rinse thoroughly and allow to dry.
- **Inspect the Surface** — Ensure the existing coating is sound and firmly adhered.
- **Prepare Repair Material** — Using approved coating or touch-up material according to the instructions.
- **Apply Repair Material** — Using a fine brush, or similar applicator, apply the touch-up material sparingly. Feather the edges to blend with the surrounding surface texture.
- **Allow to Dry** — Let the repair cure fully before evaluating color match.
- **Evaluate Appearance** — Inspect under natural lighting. Minor differences in color and texture are normal and do not affect performance.

Notes

- Avoid over-application. Applying too much material may result in visible patching or uneven texture.
- Do not use generic paints or sealers. Only use products confirmed compatible with DuROCK Granitstone systems.

WARRANTY: Any alteration to the factory finish beyond localized touch-up areas may affect or void the manufacturer's finish warranty.

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Section - Beyond Maintenance: Repairs and Replacements

For any repairs to panel systems still under warranty, contact Kingspan for written authorization prior to commencing work. Attempting repairs without prior authorization will result in forfeiture of any applicable factory warranties.

Overlay Procedure

The overlay panel procedure is intended to be used to install an overlay panel (panel skin) over a damaged foam panel where total replacement of the damaged panel is not feasible. Please contact Kingspan Customer Service for more specific instructions regarding this repair method.

WARNING: Overlay procedures are considered by Kingspan insulated panels to be a secondary recommendation to full panel replacement and intended for use only on a very limited basis.

Leak Repairs

Panel systems covered by Kingspan Insulated Panels weathertight warranty: no leak repairs should be attempted without prior written approval from Kingspan, unauthorized repairs may result in voiding the warranty.

Panels systems not covered by Kingspan Insulated Panels weathertight warranty: leaks repairs should only be completed by a qualified contractor.

Do not rely solely on caulks, elastomeric membranes, plastic roof cement, or surface patching to fix leaks as these are not durable, long-term solutions. Over time, such surface applied compounds may lose adhesion or trap moisture beneath them, leading to further damage. Proper repairs often require partial disassembly, resealing, trimming, or removing and reinstalling properly sealed panel components.

Panel Repainting

- Repainting can help maintain aesthetics, but uniform appearance cannot be assured differences in gloss, shade, and texture may occur, especially in areas exposed differently to sunlight or weather.
- If the panels are still under a factory finish warranty, any repainting or finish alteration may void that warranty.
- When repainting is necessary, always engage a professional contractor with experience in architectural metal coatings.

Replacement Parts or Service

Replacement panels, trim pieces and accessories may be obtained through your local Kingspan panel contractor or may be ordered directly through Kingspan Insulated Panels Customer Service team. When ordering, please reference the original Kingspan job number (if available), project name, year built, original panel contractor and jobsite address.

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