

Louis Armstrong Center Maintenance Manual

July 1, 2023



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Section 1 – Warranty Information

Period of Warranty

All work performed by Art Guild and its subcontractors is covered by a one-year warranty against defects in workmanship and materials. This warranty starts **June 1, 2023**.

Warranty Expiration Date: **May 31, 2024**

General Conditions of Warranty

The warranty does not cover damage, vandalism, theft, destruction, ordinary wear-and-tear, cleaning, and replacement of consumable items. It excludes facility carpet, walls, paint, light fixtures, and all materials and equipment not supplied by Art Guild and its subcontractors. Louis Armstrong Center staff that were present for training and review of general exhibit care, cleaning and maintenance are listed below...

1. **Regina Bain**
2. **Hyland Harris**

Limitations/ Exceptions on Consumer and Manufactured Products

In cases where Art Guild, Inc., is required to provide 3rd-party, off-the-shelf consumer, or manufactured product(s) as part of an exhibit specification, Art Guild, Inc., will take reasonable measures to increase the off-the-shelf product's durability and longevity within the existing budget and design constraints. However, because consumer products are not typically designed for use within a public commercial environment, Art Guild, Inc. does not warrant these consumer products for durability of materials or functionality. For these items, once an item has been installed, it will fall under the original manufacturer's warranty and any inquiries will need to go directly to the manufacturer. The client will be solely responsible for the repair and replacement of any damaged consumer device, and for remediating any damage of adjacent exhibit components that occurs as a result of the failure or malfunction of the consumer product.

This applies to the following equipment:

1. Audio Visual Equipment
2. Components Installed on or before August 2022*.

Special Warranty Notes

All Warranty claims will be reviewed by Art Guild on a case-by-case basis. Due to the length of installation and period between substantial completion (August 2022) and Final Completion (July 2023) ... Certain Items that would typically be under the normal 1 year warranty protection may not be eligible for a warranty claim. Warranty claims will be subject to review relative to the time that components were installed. For instance, the North Case and Spectlar Door systems were installed in 2020 and will be reviewed for a warranty from the time of install versus the time of handover and TCO for the building – see exceptions above*.

Section 2 – Warranty Reporting Procedures

Warranty Reporting Procedure

Step 1: Review Section 1- Warranty Information. Please note the general conditions and exceptions applicable to this warranty.

Step 2: Review Section 4- Exhibit Details for details on regular maintenance and troubleshooting procedures.

Step 3: Fill out and submit the Warranty Reporting Form. **This form is provided as a digital excel sheet with any supplemental project documentation noted in Section 6.** E-mail (with photos, as necessary) to the contact listed on the form.

What Art Guild Will Need to Know

When you contact Art Guild for service, in order to be most effective in helping you, please be prepared to provide all the following information. Also, it is very important to submit a completed **Warranty Reporting Form** found at the end of this manual.

1. Your name and how you can be reached.
2. An alternate contact if you may not be available.
3. The nature of the problem (a description as specific as possible)
4. Where the problem is located
5. When the problem first occurred
6. Days/hours when we can gain access to repair the difficulty (if needed)

How to Contact Art Guild, Inc., for Service

Art Guild may be reached by telephone or email during regular business hours (Monday to Friday, 8 AM to 5PM). As an initial contact for service, please send email directly to Jay Sitton (jsitton@artguildinc.com) and copy David Egner (degner@artguildinc.com) using the contact information below. A **Warranty Reporting Form** (attached) is required, with photos attached, in order to process the service request.

Project Manager- Museums + Environments

Jay Sitton

jsitton@artguildinc.com

856-853-7500 (office) 267-997-8842 (mobile)

Emergency Contact:

David M. Egner, -Vice President, Museum Services

degner@artguildinc.com 267.421.9147 (mobile)

Section 3 – Cleaning Instructions

General Comments

The following information is a description of general preventive maintenance and cleaning procedures detailed by the type of material. It is important to note that regular cleaning keeps your exhibits in good working order longer as well as allows you to identify problems earlier. If any exhibit items are vacuumed it is strongly recommended that the vacuum or attachments do not come in direct contact with the elements. The best procedure is to use a natural-hair bristle brush to gently clean loose surface dust and dirt. Sweep in direction of vacuum nozzle that has been protected with plastic window screen. The screen functions to pad the nozzle, thus reducing a strong suction action which may be harmful, and to stop any larger particles from being sucked into the vacuum. Simply cut an approximately 6" square from plastic window screen (Available at any local hardware or home improvement store) and cover the open end by taping it or securing it with a rubber band to the hose nozzle.

Special Note:

1. *When cleaning an area for the first time or using a product unfamiliar to you, we recommend testing it in an inconspicuous area first to ensure no damage results from misuse of the product. Also, be sure to read all instructions listed on any cleaning product before using. Art Guild Inc. will not warrant against improper use of cleaning agents or materials.*
2. **DO NOT USE WINDEX OR OTHER PRODUCTS CONTAINING AMMONIA OR BLEACH ON ANY PLASTIC OR ACRYLIC SURFACE ESPECIALLY CLEAR VITRINES!**

Glass

Case glass and glass light panels can be cleaned with standard glass cleaners such as Windex brand (recommend ammonia free) or other spray or foaming glass cleaners. Never use abrasive cleaners on glass such as household detergents/cleaners, window cleansing fluids, scouring compounds, gritty cloths, or strong solvents such as alcohol, acetone, ammonia, carbon tetrachloride, lacquer thinner, etc.

Direct to Media Graphics (Prints on Magnetic Material)

Dust regularly with feather duster of "Swiffer" brand dry-dusting cloths. (Available at The Home Depot and Lowe's among other locations.) Use extension pole to reach inaccessible locations. DO NOT ATTEMPT TO SCRUB. For a more robust cleaning, use simple green and isopropyl alcohol mixture (1:3 ratio) of 8 oz. and 24 oz. of isopropyl alcohol in a spray bottle. Simple Green will remove any oil residue and Alcohol cleans and dries the surface completely."

Vinyl Graphics (Case Murals and Environmental Murals)

Dust regularly with feather duster of "Swiffer" brand dry-dusting cloths. (Available at The Home Depot and Lowe's among other locations.) For a more robust cleaning wash sparingly with mild soap or detergent (such as Ivory) and lukewarm water. Use a clean, soft, lint-free cotton cloth. Spray cleaner on cloth and never directly on graphic surface to avoid getting overspray on other surfaces. Cloth should be damp only and drip-free. Rinse surface with clean water and blot dry with a damp cloth or chamois.

Never use abrasive cleaners, household detergents/cleaners, window cleansing fluids, scouring compounds, gritty cloths, or strong solvents such as alcohol, acetone, ammonia, carbon tetrachloride, lacquer thinner, etc.

Graphics on glass are to be cleaned using minimal Windex window cleaner – use Windex (ammonia free) brand only. Spray cleaner onto cleaning cloth, not directly onto graphic artwork on glass. Do not use a squeegee on window graphics.

Photo Tex Mural (Lobby Mural)

Photo Tex is a light self-adhering fabric that is often used for temporary murals (such as the lobby mural in the center). Photo Tex should only be wiped with a dry cloth, unlike other vinyl murals it does not have an overlam barrier to protect the ink so it is critical that the inked surface not be wiped or rubbed with anything except a dry lint free cloth. While UV inks can tolerate a damp rag for cleaning it is not recommended that any liquids be used on this mural.

Acrylics and Plastics (Building Wayfinding and Signage)

Dust regularly with feather duster or "Swiffer" brand dry-dusting cloths. (Available at The Home Depot and Lowe's among other locations.) Use extension pole to reach inaccessible locations. DO NOT ATTEMPT TO SCRUB.

To maintain original luster of acrylic elements (including Plexiglas, Lexan, and SAR Acrylic), use anti-static cleaner and polish made especially for plastics. Wipe using a soft, clean, dry, lint-free cloth.

AGI recommends:

- "Kleenmaster Brilliantize" by Chemical Products Co. Inc.,
(For distributors call 1-800-445-9344)

OR:

- NOVUS Plastic Polish #1 available at McMaster-Carr, item #6335T91 with a microfiber polishing cloth such as McMaster-Carr item #7716T3.

Other products engineered specifically for acrylic materials may also be acceptable. Test in inconspicuous area before cleaning the entire surface.

Never use abrasive cleaners, household detergents/cleaners, window cleansing fluids, scouring compounds, gritty cloths, or strong solvents such as alcohol, acetone, ammonia, carbon tetrachloride, lacquer thinner, etc.

Metal Surfaces & Hardware

Dust regularly with feather duster or “Swiffer” brand dry-dusting cloths. (Available at The Home Depot and Lowe’s among other locations.) DO NOT ATTEMPT TO SCRUB.

If additional cleaning is needed AGI recommends Stainless Steel Magic Cleaner. It is commonly sold as pre-moistened wipes or in a spray, which should be used with a clean, soft, lint-free cotton cloth. Stainless Steel Magic can be found at most Home Depot and Lowe’s (among other locations). A similar product from McMaster-Carr (Item #6878T31) is an acceptable substitute for Stainless Steel Magic. If not using the pre-moistened wipes, spray the cleaner on cloth—never directly on any surface—to avoid overspray on other surfaces.

Never use abrasive cleaners, household detergents/cleaners, window cleansing fluids, scouring compounds, gritty cloths or strong solvents including, but not limited to, alcohol, acetone, ammonia, carbon tetrachloride, or lacquer thinner.

Painted and Powder Coated Surfaces


Dust regularly with feather duster or “Swiffer” brand dry-dusting cloths. (Available at The Home Depot and Lowe’s among other locations.) Use extension pole to reach inaccessible locations. DO NOT ATTEMPT TO SCRUB. If additional cleaning is needed, wash sparingly with mild soap or detergent (such as Ivory) and lukewarm water. Use a clean, soft, lint-free cotton cloth. Wring out cloth thoroughly before applying to surface; cloth should be damp only and drip-free. Rinse with clean water and blot dry with a damp cloth or chamois.

Never use abrasive cleaners, household detergents/cleaners, window cleansing fluids, scouring compounds, gritty cloths, or strong solvents such as alcohol, acetone, ammonia, carbon tetrachloride, lacquer thinner, etc.


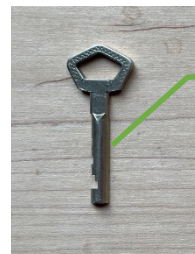
Section 4 – Exhibits

4-1 NORTH CASE (Spectlar Doors, Lighting & Integrated AV Media)

Overview:

	<p>Components/Instructions:</p> <ul style="list-style-type: none">Casewerks LLC Speka KLR Door SystemInternal Track LightingAV MonitorPedestals and GraphicsMoliter Audio StandMagnetic Graphic PanelsIntegrated Desiccant well
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Access:

	<p>Components/Instructions:</p> <ul style="list-style-type: none">Casewerks LLC Speka KLR Door System.Abloy Key.
 <p>Abloy key provided.</p>	<p>Note: <u>Top & Bottom</u> lock must be opened to access case</p>

Lighting:



Components/Instructions:

Light Attic – two rows of adjustable LED track lights accessed through case doors.

Diffuser panels are glass with frosted acrylic @ interior of light attic – clean with appropriate plastic cleaners – see cleaning section.

Dimming controls for track lighting are accessed through farthest left case door in light attic.

AV Media:



Components/Instructions:

AV Equip. access in light attic... monitor access is in rear wall of case.

Panel is removed with 3/8" roto-lock key @ top and bottom of panel – see below



Roto-lock provided


2 sets Suction cups provided for opening glass doors




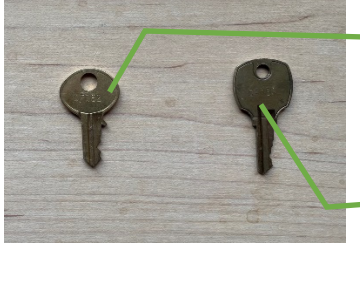
To access case door @ Moliter audio stand, loosen set screws at base of stand and lift stand off pipe mounts. Stand can be placed on the floor face down as shown in picture to allow for door swing.

4-2 Large Cylinder Cases

Overview:

	<p>Components/Instructions:</p> <ul style="list-style-type: none">Large cylinder casesCylinder case recess lighting and LED light stripPedestals and graphicsMoliter Audio StandAV Monitor
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Access:

	<p>Components/Instructions:</p> <p>Artifact areas are accessed via left and right curved sliding metal doors... use cylinder lock key to open.</p>
	<p>Cylinder key for upper curved doors.</p> <p>Cam lock key for lower AV access panel.</p>
<p>Note: When closing case doors – close firmly - make sure the door frame fully engages with the door panel. Cylinder lock must register to lock hole in rear of case when closing.</p>	

Lighting:



Components/Instructions:

Recess LED Lights

LED light strip behind curved metal baffle

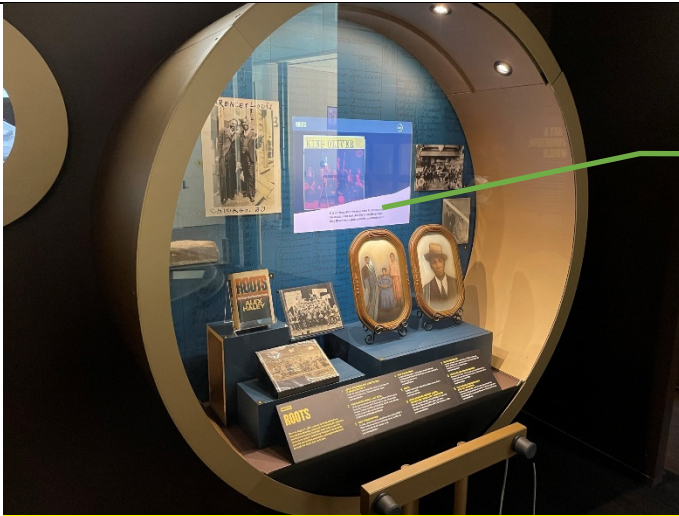


Dimming controls for all cylinder cases are located at the rear of the case and accessed through the top doors.



Note: LED recess lights are controlled by switch and dimmer toggle. LED strip light is controlled by remote provided (not shown).

AV Media:



Components/Instructions:

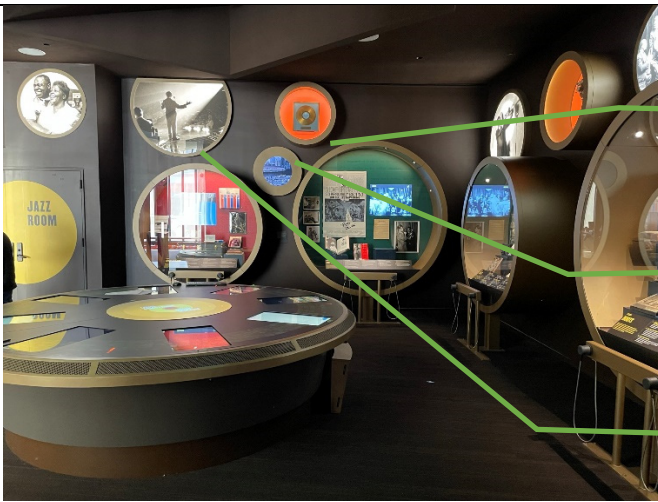
AV Monitor access through upper curved doors – Monitors slide out from side of case and register to visual opening in case backer.



Reference image - all other case AV equipment located in lower access panel. Accessed with cam lock key – see AV section 5 from more info.

4-3 Wall Mount Fixtures - Small Feature Cases, Light Boxes & Slide Shows

Overview:



Components/Instructions:

Typ. Feature Case –
Hardware access from side
ring of case

Typ. Slide Show (Square
Monitor) – Hardware access
from ring side of frame.

Typ. Light Box Graphic –
Hardware access from ring
side of frame.



Reference image showing
wall mounted fixtures without
rings/frames...



Reference image showing
wall mounted fixtures without
rings/frames & electrical...




Typ. Slide Show – No Hardware access from visual opening of steel cover plate and remove panel from magnetic mounts in corners.




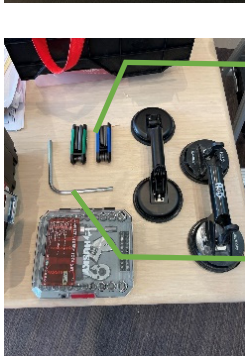
Reference image of panel removed from magnetic mounts.

4-4 Touch Table

Overview:

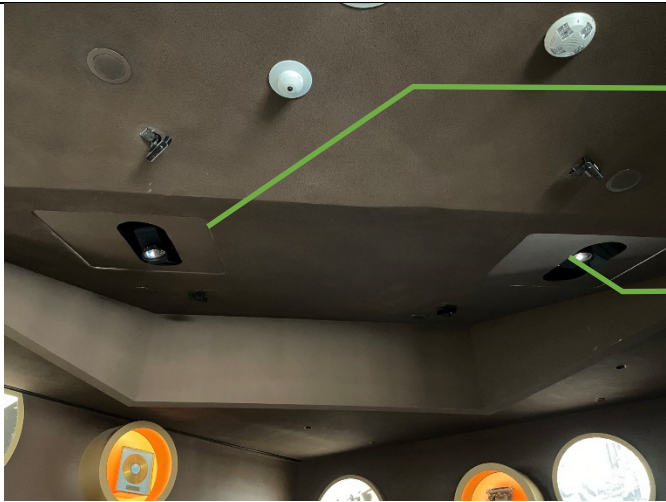
	<p>Components/Instructions:</p> <ul style="list-style-type: none"> Touch Table Top Plates (4x removable for access to touch screen and touchscreen mounts – See below) Speaker Ring Apertures Touch Table side panel (2x removable for access to AV Equip. See below. Aluminum kick.
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Access:

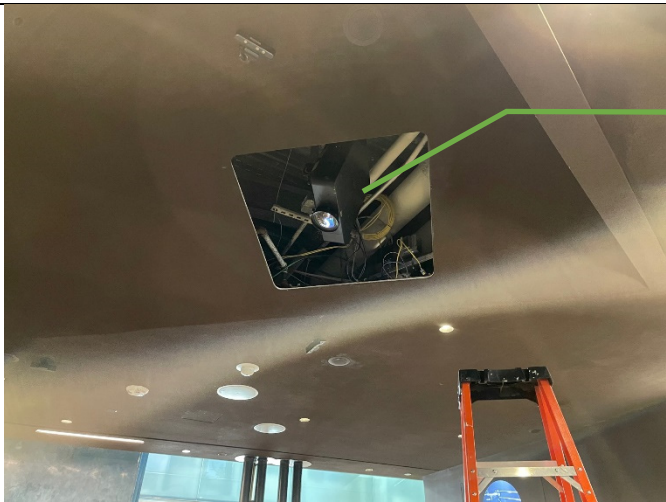
	<p>Components/Instructions:</p> <ul style="list-style-type: none"> (x4) Aluminum Plates are removable with hex drive wrench. Side panels removable with 3/8" roto-lock key.
 <p>Hex drive wrench</p> <p>Roto-lock key</p>	

4-4 Ceiling Projectors

Overview:

	Components/Instructions: Typ. Lift out ceiling panel (x2) Recessed projectors (x2)
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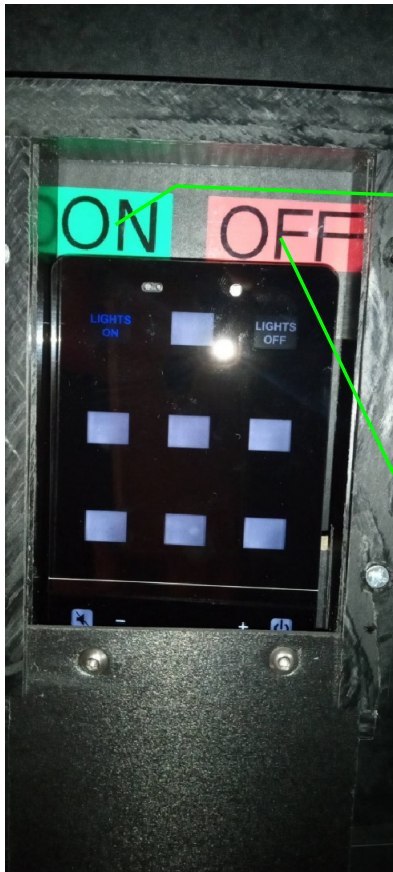
Access:

	Components/Instructions: Reference Image of projector with ceiling panel removed. Note: The projectors are specifically calibrated to the table below – they should not be moved for any reason! If they are moved they will need to be re-calibrated to the table below at the expense of LAHM!!
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Section 5 – AV Media & Crestron Control (including lighting)

5-1 Crestron Control

Gallery Power Control Overview



Components/Instructions:

Touch the **LIGHTS ON** button once. It will chirp. All 9 computers and 15 Wattboxes will turn on. The button will turn Blue. (From white)

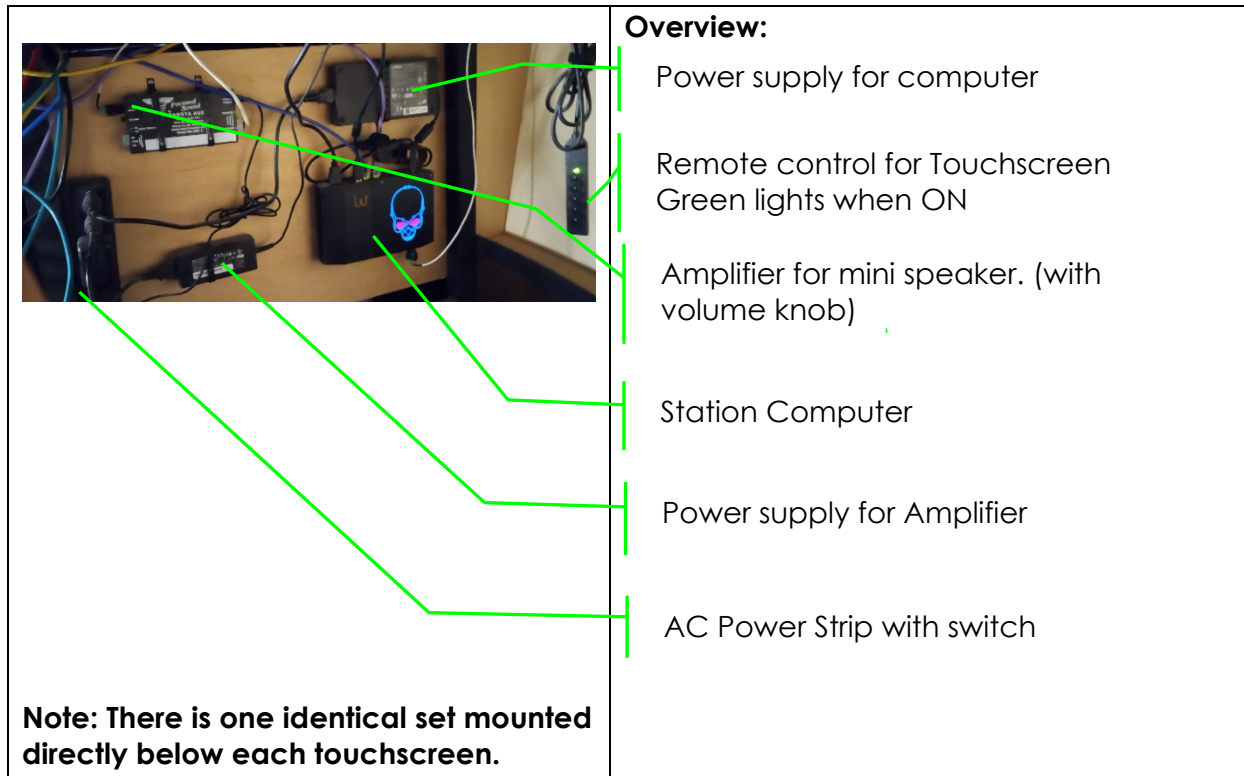
Touch the **LIGHTS OFF** button once. It will chirp. This will turn off the walls and shut down all the computers. The projectors will show blue (standby) then turn off the lamps 30 seconds later.

If the system does not start up correctly or displays anything odd, it can be restarted at any time. This will fix most display issues.

1. **PUSH** the **LIGHTS OFF** button
2. **WAIT** for all 8 touchscreens in the table to turn off
3. **PUSH** the **LIGHTS ON** button

5-2 Center Touch Table Interactive

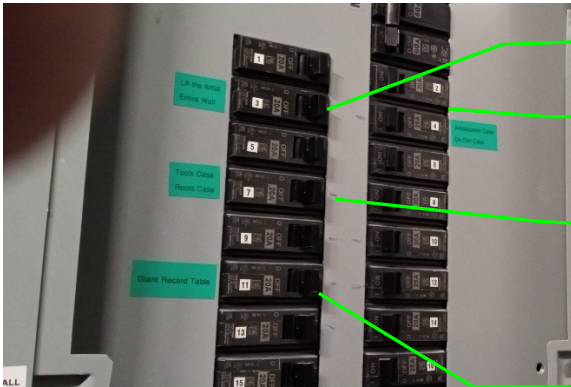
Touch Table Interactive Equipment Layout



5-3 Power Breakers

Normal Operation: All marked breakers are ON (Green labels)

BOX 1



Cycle breakers to reset Wattboxes as needed. **Breaker 11 must be ON at all times.**

Breakers:

3 LA the ARTIST –entire wall

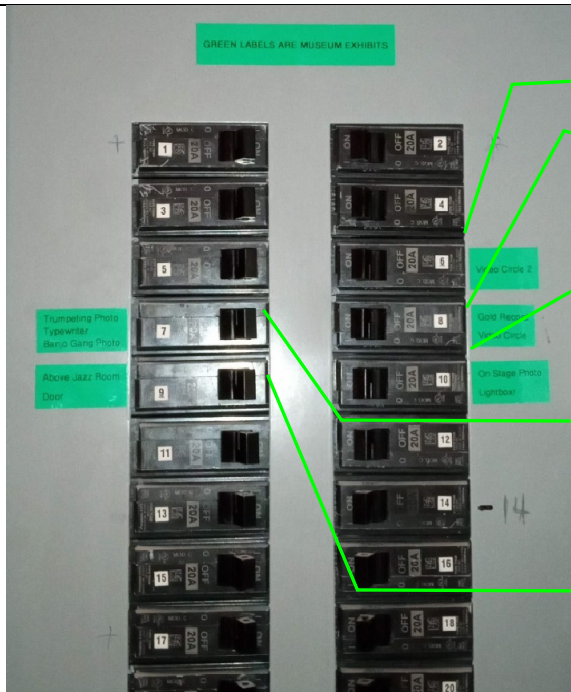
4 Ambassador Case
On FILM Case

7 Tools Case
Roots Case

11 Giant Record Table

LEAVE THIS BREAKER ON
The network and control are
powered here.

BOX 2



Breakers:

6 Video Circle 2

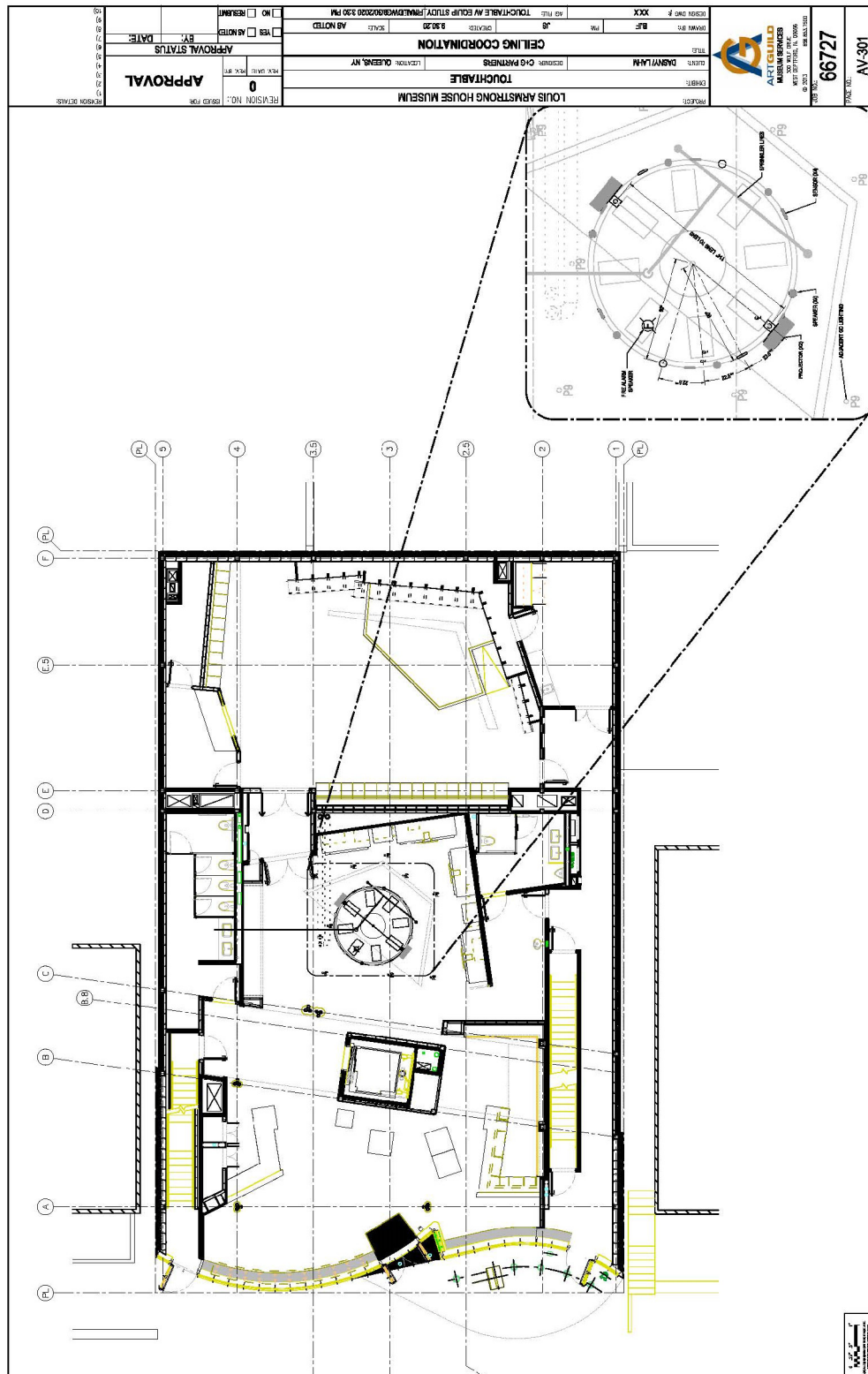
8 Gold Record
Video Circle 1

10 On Stage Photo
Lightbox

7 Trumpeting Photo
Typewriter
Banjo Gang Photo

9 Above Jazz Room door

Touch table



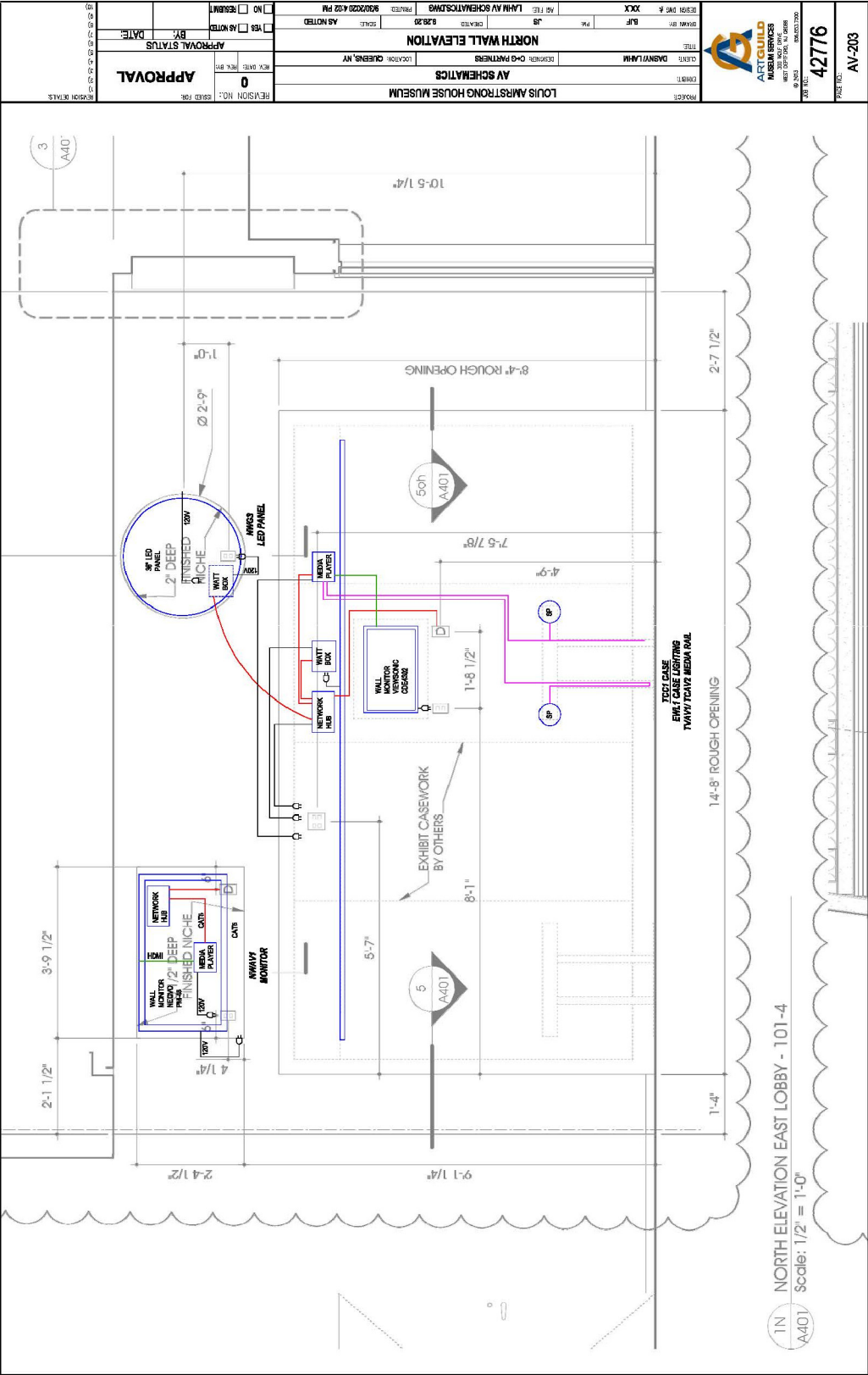
Louis Armstrong Center: Maintenance Manual

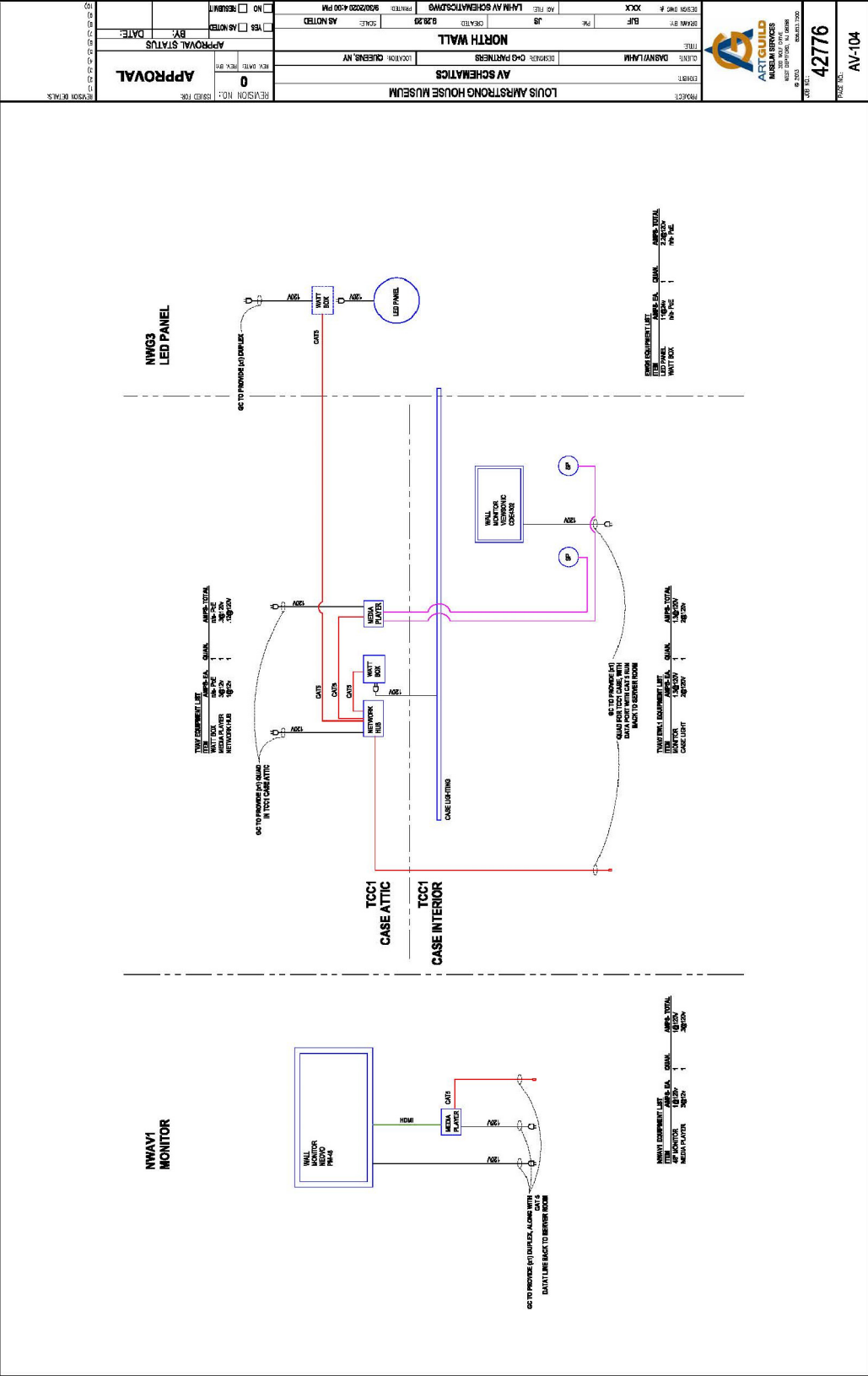


Louis Armstrong Center: Maintenance Manual



North Wall





5-5 AV Media Parts List

Touch Table Parts List:

Description	Part #	Vendor	Qty
Projectors	VPL FHZ-66B	Sony	2
Multimedia Computer (1 backup at LAHM)	Intel NUC11 NUC11PHKi7CAA1	Intel	9
Mini Sound Systems	MA-4	Dakota Audio	8
Touchscreens (PCAP)	2794L	Elo Touchscreens	8
USB Extender (For Occupancy sensors)	Single-Port USB 2.0 Ranger Extender System #2311	Icron	4
Network Switch (Program)	24 port	Netgear	1
Network Switch with POE (Crestron)	GS324TP- 100NAS	Netgear	1
Main Sound System (Amp, speakers, and sub)	Freespace 3 IZA 2120-HZ	Bose	4
3D Occupancy sensors	Astra Pro	Orbec	4
Projector Lens	VPLL Z3009	Sony	2
Network Control	MPC-3 102B	Crestron	1
Remote Control PC	M92 Tiny	Lenovo	1

Wall Exhibit Parts List:

Description	Part #	Vendor	Qty
Square Monitors	Flexscan 2730Q	EIZO	2
Multimedia Players	HD224	Brightsign	9
Mini Sound Amplifiers	MA-4	Dakota Audio	8
Sound Wands (1 Backup at LAHM)	2794L	Moliter	8
Addressable Power control switches	150 Series	Wattbox	15
USB Extenders	Single-Port USB 2.0 Ranger Extender System #2311	Icron	4
Network Switch (small)	5-8 port	Netgear	7
Network Switch with POE (Crestron)	GS324TP-100NAS	Netgear	1
Main Sound System (Amp, speakers, and sub)	Freespace IZA 2120-HZ	Bose	4
3D Occupancy sensors	Astra Pro	Orbec	4
HDMI Extenders	280501	Vanco	2
43" Monitors –in Lobby	PN-B401	Sharp	2
43" monitors- In Cases	CDE 4302	Viewsonic	5
48" Monitor (in circle masks)	PM-48	AG Neuovo	2

Section 6 – Supplemental Documents

List of Documents (Provided in Digital Format)

- **LAHM_100CD-AGI 2018-11-06** – LAHM Final CD Document Set and Fabrication Drawings.
- **LAHM_SIGNS_Advanced Corp.** – LAHM Approved Shop Drawings for Interior Wayfinding & Signage.
- **LAHM_SIGNS_SECT_1_100CD** – LAHM 100% Signage Set Sect. 1 (C&G Partners).
- **LAHM_SIGNS_SECT_2_100CD_Rev1** – LAHM 100% Signage Set Sect 2 (C&G Partners).
- **LAHM_Spekta KLR System Doors** – LAHM Approved Shop Drawings for North Case Glass Doors.
- **LAHM_Exhibition_Graphics Overview_210416** – Concept Graphics Package (C&G Partners).
- **LAHM_Potion Interactive Manual** – Interactive Touch Table Maintenance Manual.
- **LAHM_Warranty Report Form_Digital** – Warranty Reporting Form.