VITRM

SmartLayer
Operation & maintenance

Care, cleaning, and first-line troubleshooting.

Operation & maintenance

Routine care, cleaning, inspection, and first-line troubleshooting.

The SmartLayer system requires no scheduled maintenance. Routine care is limited to glass-style cleaning of the panel face and a periodic functional check. This document covers daily care, what to clean with, what to avoid, common operational scenarios, first-line troubleshooting, and component replacement guidance for facility managers and building maintenance teams.

1. Daily and routine cleaning.

Clean the panel face as you would any other glazing surface — periodically, and as the environment requires. The SmartLayer film is bonded to the room-side face of the glass and protected by an anti-scratch hard coating.

Use:

_ Soft microfiber cloth or non-abrasive paper towel.

_ Ammonia-free general-purpose glass cleaner.

_ 70% isopropyl alcohol (IPA) for spot cleaning.

_ Quaternary-ammonium-based clinical disinfection wipes.

_ Hydrogen-peroxide-based clinical disinfectants.

Avoid:

_ Ammonia-based cleaners (most "blue" glass cleaners — read the label).

_ Abrasive pads, scouring sponges, scrapers, or razor blades.

_ Solvents — acetone, MEK, lacquer thinner, paint thinner.

_ Pressure washing or steam cleaning at the panel.

_ Spraying liquid directly into the Power Bar or any cabling.

For specific cleaning agents not listed above, consult the manufacturer's approved cleaners list before standardizing on a chemical.

2. Routine inspection.

A monthly visual and functional check is sufficient for most installations. In high-traffic or healthcare environments, weekly is appropriate.

_ Operate each switching zone through one full ON / OFF / ON cycle and verify uniform switching.

_ Inspect each panel face for physical damage, edge lifting, or visible defects.

_ Inspect each Power Bar for physical damage and ensure the connector cabling is undisturbed.

_ Ensure each Control Module has clear ventilation and is not covered by stored materials.

_ Verify wireless switches operate from their installed location. If a previously-working switch becomes intermittent, the surrounding environment between the switch and the Control Module may have changed (new partitions, equipment, or fixtures) — contact your dealer about a signal booster.

Power outage and first-line troubleshooting

What happens during a power event, and what to check first when something is not working.

3. Power outage behavior.

On loss of line-voltage power to the Control Module, all panels in that zone default to **opaque**. The privacy state is preserved. No action is required during the outage. When power is restored, panels return to their last commanded state.

For facilities with critical-branch or emergency power circuits, coordinate with the Electrical Contractor at design stage to determine which Control Modules are served by which branch — this affects which panels remain switchable during a power event.

4. First-line troubleshooting.

Use the table below to identify the first response to common symptoms. If the first response does not resolve the issue, contact your Steelcase dealer of record or sales@vitrm.com.

Symptom	First response
Panel does not switch on	Verify the Control Module is plugged in and the outlet is live. Try the wireless switch from within 10 ft of the Control Module. If still unresponsive, power-cycle the Control Module by unplugging for 30 seconds.
Wireless switch unresponsive	The switch is kinetic — no battery to replace — and is permanently wall-mounted with screws or the supplied 3M adhesive. A previously-working switch that becomes unresponsive usually indicates that the surrounding environment has changed (new partitions, equipment, or fixtures between switch and Control Module) or that the Control Module receiver has a fault. Briefly holding the switch closer to the Control Module is a useful diagnostic. If full relocation is not practical, contact your dealer about a signal booster or a Control Module replacement.
Panel switches but flickers	Power-cycle the Control Module. If flicker persists, replace the Control Module via your dealer.
Section of panel does not work; rest is fine	Damage is local. The remainder of the panel and the rest of the zone continue to function. Document with photos and contact your dealer to schedule a panel replacement.
Bubble or peel at panel edge	Document with photos. Do not attempt to press flat. Contact your dealer; this may be covered under warranty.
Audible hum from Control Module	Faint hum at close range is normal during operation. Loud or intermittent buzzing indicates a Control Module issue — replace via dealer.
After a power event, only some panels respond	Likely a tripped circuit on one branch. Verify the affected Control Modules are receiving power. If power is present and panels still do not respond, power-cycle each affected Control Module.

Component replacement and spare parts

What is field-replaceable, who replaces it, and how to order spares.

5. Component replacement guidance.

Most components are field-replaceable by an installer. Replacement times below assume an experienced installer working at panel-side; project conditions may extend.

Component	Field-replaceable?	Typical time	Who replaces
SmartLayer Panel	Yes	~2 hours per typical panel	Installer; coordinated by Steelcase dealer.
Power Bar	No (factory-bonded to panel)	Replace whole panel	Installer.
Control Module	Yes	5–10 minutes	Building maintenance or installer; no electrician required.
Wireless Kinetic Switch	Yes	5 minutes (mounting + pairing)	Building maintenance.
Connector cabling	Yes	5–10 minutes	Building maintenance.
Cable Cover	Yes	5–10 minutes	Building maintenance.

6. Ordering spare parts.

Spare components are ordered through the Steelcase dealer of record, referencing the project SO number. Spare-parts SKUs and typical lead times are catalogued in the SmartLayer Specification Guide. Recommended on-hand spares for a 50+ panel installation: one Control Module, two Wireless Switches, and a length of connector cabling.

7. Safety considerations during service.

_ Power-down the affected Control Module by unplugging from its outlet before servicing any cabling, panel, or connector.

_ Do not open the Control Module enclosure — there are no user-serviceable parts inside, and opening voids the warranty.

_ The Wireless Kinetic Switch contains no battery and no user-serviceable parts. Replace as a unit.

_ For door-mounted systems, isolate the door from operation during armoured-conduit service.

8. Warranty claims and contact.

For warranty claims and service requests, contact your Steelcase dealer of record. Vitrm warranty contact: **warranty@vitrm.com**. Sales contact: **sales@vitrm.com**. Refer to the SmartLayer 3-Year Limited Warranty document for full warranty terms, exclusions, and the claim process.