

Maintenance & Care Guide

CSI Division 09 — Finishes | Section 09 9313 | Technical Care Resource

Preserved moss is real botanical material that has been stabilized and is non-living. It does not grow and does not require horticultural care. Properly installed in a suitable interior environment, the system requires no watering, no irrigation, no grow lights, no fertilization, and no horticultural maintenance.

WATERING RESTRICTIONS

Do not water. Do not mist. Do not spray. Preserved moss is not a living plant. Introducing water or moisture will damage the material and may cause discoloration or deterioration. The system must not come into contact with water or liquid of any kind.

LIGHTING

- Standard interior lighting is acceptable and requires no adjustment.
- No grow lights are required or recommended.
- Avoid prolonged or sustained direct sunlight, which may cause fading over time.

CLEANING

Preserved moss requires minimal cleaning. When needed, remove dust gently:

- Remove light dust using low-pressure compressed air held at a distance, or a soft, dry feather duster.
- Use gentle, indirect air movement; do not direct high-pressure air closely at the surface.
- Do not handle or rub the surface to clean it.

Prohibited: No water. No chemicals. No solvents. No disinfectants. No cleaning sprays or wipes of any kind.

HUMIDITY & TEMPERATURE

Maintaining the specified interior environment is the single most important factor in long-term system performance:

Condition	Specified range	Effect of non-compliance
Relative humidity	30%–60% RH	Below 30% RH sustained: increased brittleness over time. Above 60% RH sustained: material damage.
Temperature	60°F–80°F	Sustained temperatures outside this range may accelerate material degradation.
Arid climates / desert properties	Maintain 30–60% RH at all times	Properties in low-humidity climates (Las Vegas, Phoenix, Scottsdale, etc.) should verify HVAC

ANNUAL INSPECTION

Austin Moss Creations recommends a brief annual visual inspection of the installed system:

- Check for any material displacement, panel separation, or areas of visible damage.
- Inspect for signs of moisture exposure (discoloration, texture change, or odor other than natural botanical scent).
- Verify that the installation remains securely mounted with no panel movement.

- Contact Austin Moss Creations if any concerns are identified.

ODOR

A natural botanical scent may be noticeable initially after installation. This scent dissipates naturally over time and is normal. Do not apply fragrances, air fresheners, or sprays to the system.

HANDLING

- Avoid pulling, picking, or compressing the moss surface.
- Avoid repeated or unnecessary handling.
- Keep the system out of high-contact circulation zones where incidental contact is frequent.

REPAIRS

Repairs should be performed by Austin Moss Creations or an approved installer. Contact Austin Moss Creations for any damage, displacement, or material concerns. Field repairs by untrained parties may result in visible inconsistency and are not recommended. All repairs require matching preserved material, composition, and technique consistent with the original installation.

WARRANTY & SERVICE LIFE

Austin Moss Creations preserved moss wall systems are covered by a **5-year fabricator warranty** from the date of Substantial Completion. The warranty covers defects in materials and workmanship under normal interior use within the specified environmental conditions.

Warranty exclusions: Damage resulting from exposure to direct sunlight, moisture or water contact, physical abuse, chemical exposure, or environmental conditions outside the specified ranges (60–80°F; 30–60% RH) is excluded from warranty coverage. Adherence to this maintenance guide is a condition of warranty validity.

Estimated service life: Systems are designed for 10+ years of interior service life under specified environmental conditions and with adherence to this guide. Actual service life depends on environmental conditions, usage, and maintenance practices.

Summary: Preserved moss is non-living and maintenance-free under proper interior conditions. Keep it dry, maintain humidity within range, dust gently when needed, and avoid water, chemicals, and handling. For repairs or service, contact Austin Moss Creations.