

Maintenance & Care Guide

Preserved Moss Wall Systems — Owner & Facilities Reference

CSI Division 09 — Finishes · Section 09 77 53 · Document AMC-TD-05 · Revision 04 · Issued 22 July 2026 · Austin Moss Creations LLC · Austin, Texas · 737.373.2803 · info@austinmosscreations.com · austinmosscreations.com

Preserved moss is real botanical material that has been stabilized and is non-living. It does not grow and does not require horticultural care. Installed in a suitable interior environment and maintained in accordance with this guide, the system requires no irrigation, no grow lights, no fertilization, and no horticultural maintenance. Routine care is minimal and is limited to the practices described below.

The short version

Keep it dry. Keep humidity between 30% and 60%. Keep temperature between 60°F and 80°F. Dust gently when needed. Do not water, mist, spray, or apply any chemical, cleaner, or fragrance. Do not handle the surface. Contact Austin Moss Creations for repairs.

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 dusting is needed:

- 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, and no cleaning sprays or wipes of any kind.

Cleaning should be performed by personnel familiar with these instructions. Austin Moss Creations is not responsible for damage resulting from cleaning performed by others or by methods other than those specified in this guide. Where there is any doubt about the appropriate method, contact Austin Moss Creations before cleaning. Scheduled professional cleaning and inspection service is available on request.

Humidity & Temperature

Maintaining the specified interior environment is the primary factor in long-term system performance.

Condition	Specified range	Material behavior outside the range
Relative humidity	30%–60% RH	Sustained exposure below 30% RH may increase brittleness over time. Sustained exposure above 60% RH may adversely affect the material.
Temperature	60°F–80°F	Sustained temperatures outside this range may accelerate material degradation.
Arid and low-humidity climates	Maintain 30%–60% RH at all times	Properties in arid or low-humidity climates should verify that HVAC and building systems maintain the specified humidity at the system location, and should consider supplemental humidification where they do not.

See the Austin Moss Creations Commercial Limited Warranty for coverage, conditions, and exclusions. This guide describes material behavior; it does not determine warranty coverage.

Recommended Annual Inspection

Austin Moss Creations recommends a brief annual visual inspection of the installed system. The inspection is a recommendation rather than a condition of warranty coverage, and may be performed by facilities personnel.

- Check for 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.
- Verify that space conditions remain within the specified temperature and humidity ranges.
- Contact Austin Moss Creations promptly if any concern is identified. Prompt written notice is a condition of warranty coverage; see the Commercial Limited Warranty.

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 & Use

- 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.

Preserved moss wall systems are interior architectural finishes. They are not intended for environments subject to repeated physical contact, abrasion, impact, or public interaction. Installation in high-contact circulation zones is not recommended unless protected by project-specific design measures.

Repairs

Repairs should be performed by Austin Moss Creations or by an installer approved by Austin Moss Creations in writing. Contact Austin Moss Creations for any damage, displacement, or material concern. Repair by others may result in visible inconsistency and may affect warranty coverage; see the Commercial Limited Warranty.

Repairs are performed using preserved material of comparable type, composition, and appearance, by technique consistent with the original installation. Exact color and texture match cannot be assured. Natural variation between production lots, and normal change in the appearance of the existing installation over time, may result in a visible difference between repaired areas and adjacent original material.

Warranty & Service Life

Austin Moss Creations preserved moss wall systems are covered by a five-year commercial limited warranty from the date of Substantial Completion. Coverage, conditions, owner responsibilities, exclusions, remedies, and limitations are defined in the Austin Moss Creations Commercial Limited Warranty, which is the sole and exclusive warranty for the system. Adherence to this Maintenance & Care Guide is a condition of warranty validity.

Intended service life is 10+ years under the specified interior environmental conditions and normal commercial use. Intended service life is design intent based on Austin Moss Creations' experience with systems maintained under those conditions. It is not a warranty and does not extend the warranty period. Actual service life depends on environmental conditions, use, and maintenance practices.

Service & Contact

For	Contact
Repairs, damage, or material concerns	info@austinmosscreations.com · 737.373.2803
Scheduled cleaning or inspection service	info@austinmosscreations.com
Warranty claims	Written notice per the Commercial Limited Warranty, Section 7 · info@austinmosscreations.com

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Revision history

Rev.	Date	Description	Approved by
01	May 2026	Initial controlled release.	M. Cowger
02	June 2026	Absolute language removed; humidity table formatting corrected; warranty routed to the Commercial Limited Warranty; service life standardized.	M. Cowger
03	July 2026	Contact information standardized; CSI section number confirmed as 09 77 53; coordination and lead-time references aligned.	M. Cowger
04	22 July 2026	Legal and specification audit implemented. Humidity table restated to describe material behavior only, with warranty coverage routed to the Commercial Limited Warranty. Named desert markets removed in favor of generic arid-climate guidance. Cleaning responsibility allocation added, with professional cleaning service offered. Superlative removed from the environment section. Annual inspection clarified as a recommendation rather than a condition of coverage, with prompt notice identified as the condition. Repair language aligned to the warranty and match limitation disclosed. Use limitations added. Intended service life qualified as design intent. Service and contact table added. Document control, revision history, supersedes statement, legal notice, and page footers added.	M. Cowger

This document, Revision 04 dated 22 July 2026, supersedes all prior revisions of the Austin Moss Creations Maintenance & Care Guide. Prior revisions are withdrawn and should not be relied upon. Where a prior revision is bound into an operation and maintenance manual, this revision governs.

Legal notice

This document is provided for design assistance. Values shown are typical and are based on available test documentation for individual component materials under the standards noted; they do not represent tested performance of the assembled system. Project-specific conditions govern, and project values are confirmed at submittal. Nothing in this document constitutes a

warranty, express or implied. The Austin Moss Creations Commercial Limited Warranty is the sole and exclusive warranty for the System.

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