



**VISTAGREEN**

ARTIFICIAL GREEN WALLS

**VISTAFOLIA®**

**MAINTENANCE MANUAL**



# Contents

<b>INTRODUCTION</b>	P. 3
<b>USAGE GUIDE</b>	P. 3
<b>PROTECT YOUR WALL</b>	P. 3
<b>CLEANING AND STAIN REMOVAL</b>	P. 4
<b>Daily Care</b>	P. 4
<b>Litter Removal</b>	P. 4
<b>Exhaust Fumes</b>	P. 4
<b>Oil Spillage</b>	P. 4
<b>Frequency</b>	P. 4
<b>DO'S</b>	P. 5
<b>DO NOT'S</b>	P. 5
<b>GENERAL INSTRUCTIONS FOR STAIN REMOVAL</b>	P. 6
<b>Typical Stains</b>	P. 6-7
<b>SNOW &amp; ICE MAINTENANCE</b>	P. 7
<b>MINOR REPAIRS TO VISTAFOLIA® GREEN WALL PANELS</b>	P. 8
<b>When to Repair</b>	P. 8
<b>CIGARETTE OR FIREWORK BURNS</b>	P. 8
<b>KEY POINTS TO REMEMBER</b>	P. 9
<b>CONCLUSION</b>	P. 9
<b>CONTACT DETAILS</b>	P. 9



## INTRODUCTION

---

Applying the methods set out in this manual will extend the lifetime of the product and ensure that your Vistafolia® artificial green wall is always looking and performing to its best.

**NOTE:** This is intended for customer use only. The responsible person/people dealing with the maintenance are thoroughly familiar with the VistaGreen range of products and refer back to this manual.

VistaGreen makes no representation, warranties or guarantees of any kind, expressed or implied, regarding the information contained herein and disclaims all liability or any loss of damage arising out of its use.

## USAGE GUIDE

---

VistaGreen's Vistafolia® range of green wall products are specially designed to enable simple and straightforward installations in the following areas:

- Interior/exterior green walls. (These may be installed on to substrates such as brick walls, blockwork, concrete, timber, plywood, Gyproc/plasterboard or metal frames).
- Loose foliage used as floral displays.

## PROTECT YOUR WALL

---

To protect your investment made by purchasing and installing Vistafolia® green wall panels it is good business practice to introduce a regular maintenance schedule. Firstly, there are simple tasks that are advised and maintenance precautions to follow.

- Keep your area around the wall clean and do not let litter or debris build up.
- Control access to the wall.
- Remove wind-blown debris from the wall.
- Post no smoking signs next to the wall.
- Do not climb or allow children to use the wall as a climbing frame.
- Repair minor damage promptly.
- Follow suggested maintenance and cleaning procedures.



# CLEANING AND STAIN REMOVAL

---

For outdoor installations, rain is your best cleanser. Rainfall will gently clean the foliage and stems of airborne pollutants, pollen and dust in a way that is difficult to replicate. In areas where rainfall is scarce or during prolonged periods of drought an occasional watering/hosing is beneficial to cleanse the wall.

## Daily Care

While daily care means ongoing care, it doesn't necessarily mean care each day. The amount and degree of 'daily care' will be dependant not only on the type of product installed, but also the position/aspect of the installation and the amount of public access to the wall. VistaGreen recommend that the installations are periodically groomed to remove dust and litter.

## Litter Removal

Windborne trash and debris (paper, peanut shells, leaves, sunflower seeds etc.) and airborne dust can be easily removed with a gentle hose down or a leaf blower used at a low speed.

## Exhaust Fumes

Exhaust fumes and heat from exhausts can damage the polyethylene. Ensure that hot engine exhausts are not discharged towards the wall. Hot objects (mufflers, exhaust systems) can damage the foliage and the fumes may soil it.

## Oil Spillage

Care should be taken to prevent gasoline, grease, lubricating oil, battery acid, brake fluid etc. from dripping, leaking or spilling on the foliage. Spills of this type could discolour the foliage and damage the wall system, backing frame and fixings. Proper care and maintenance procedures should be observed in this regard. Battery acid and other fluids should not be allowed near the product. Never change or add fluids to equipment or machinery near Vistafolia® installations.

## Frequency

The removal of loose rubbish and dust should be performed on an 'as needed' basis, generally about once a week depending on the aspect of the installation. Interior installations can be simply cleaned using electro-static dusters. For high areas, access equipment may be required.



## DO'S

---

VistaGreen products are designed and manufactured to resist exposure to the elements. The effectiveness of the materials is demonstrated by the long life of our installations in all climates across the globe. To ensure this longevity we recommend that you:

- Ensure your VistaGreen installation is carried out in accordance with VistaGreen installation guidelines.
- Repair minor damage promptly.
- Follow maintenance and cleaning procedures.
- Contact your VistaGreen representative for assistance with repairs, renovation works or for any further technical details.
- Control access to the installation and keep the installation clean and free from a build up of dust, litter and debris.
- Wear PPE when carrying out your maintenance procedures.

## DO NOT'S

---

Do not abuse the VistaGreen installations in any way by:

- Storing heavy materials next to it or against it.
- Carry out painting, cleaning or tasks requiring cement near the installation without first protecting the installation by way of covering it.
- Setting off or using fire works near the installation.
- Exposing the wall to fires, BBQs, welding or open flames.
- Kicking balls against the installation.
- Climbing the installation.
- Hanging or bearing excess loads on the frame.
- Vacuuming the installation.
- Exposing the installation to high pressure water exceeding 300PSI/35 Bar.
- Improperly storing the panels. Do not stack the panels unless supplied in boxes.
- Using cleaning products or methods not authorised by VistaGreen.
- Hot works, such as welding, grinding or cutting steel near installations.



# GENERAL INSTRUCTIONS FOR STAIN REMOVAL

---

VistaGreen foliage is made using the highest quality polyethylene materials. Polyethylene is highly resistant to staining and most stains are not true stains as the 'stain' doesn't soak into the material but is a residue of the matter that has spilled onto the product.

The golden rule with stain removal is speed. The quicker a spill or stain can be removed the better, as this will allow for an easier process in removal of any residue.

Always wear suitable gloves when dealing with cleaning of foreign matter from VistaGreen products. Remove any solid paste-like deposits with a table knife. Grip the plant below the residue and scrape any residue off. Then, clean off excess with a damp towel. Excess liquids can be blotted up with paper towels or a towel. Most stains can be removed using water or a mild dilution of soap and water.

## Typical Stains

- Acid
- Alcohol (beer, wine etc.)
- Alkali
- Blood
- Butter
- Chocolate
- Cocoa
- Coffee
- Detergents
- Energy drinks
- Fruit juices
- Ice cream
- Ketchup
- Milk
- Mustard
- Soft drinks
- Tea
- Urine

These common types of stain can be simply removed by using a mild solution of granular household detergent (non-abrasive) and water. Spray the solution onto the wall (for exterior installations) and rinse off with fresh 'potable' water.

For interior cleaning where excess liquid applications may damage other interior finishes, it is recommended to 'spot treat' the stains using the above solution and sponges. Dry the area(s) with absorbent towels when cleaning is complete. A 3% solution of ammonia substitute in water may be used in lieu of household detergents for more stubborn stains.

Other types of stains or residues may require cleaning agents to be used. Contact your VistaGreen installer for assistance prior to cleaning any of the following:

- Asphalt
- Marker pens
- Shoe polish
- Lipstick
- Chewing gum
- Paraffin wax
- Crayon
- Grease
- Motor oil
- Suntan oil
- Cooking oil

Chewing gum can be simply removed by freezing. Spray with refrigerant aerosol and scrape off to remove residue. Once removed, spot-clean the area with mild soapy water solution and towel dry. Again, stains and debris are best dealt with rapidly prior to hardening.



Do not use high pressure water spray above 300PSI as it may damage plant attachments on the VistaGreen panels. Minerals and solvents are not recommended and are flammable. If these liquids come into contact, immediately rinse off with water and do not smoke or have ignition sources present.

**PLEASE NOTE:** When using any cleaning solution always conduct a test clean on a piece of foliage. Remove one 'plug-in' and carry out the cleaning process. Allow the cleaning agent to sit on the test area for 24 hours to assess suitability and check for damage prior to installation cleaning.



*Typical plant assembly detail*

## **SNOW & ICE MAINTENANCE**

---

Snow and ice are not harmful to VistaGreen products. However, should snow or ice gather on the wall it may add unseen or unaccounted loads to the fixing system and sub-wall structures that the panels are fixed to.

In areas where large snowfall occurs it is recommended to remove excess snow with a soft broom or a leaf blower used at a low setting so as not to remove the plug-ins from the wire frames.

In the event of large ice deposit, rinse down with warm water to melt the build ups. Do not use high pressure water sprayers over 300PSI as they may defoliate the plug-ins from the wire frames.



## **MINOR REPAIRS TO VISTAFOLIA® GREEN WALL PANELS**

---

Vistafolia® panels have been designed and engineered to give many years of service. In some cases, abuse or vandalism may occur. In these instances, contact VistaGreen to conduct a site survey for repairs.

### **WHEN TO REPAIR**

---

Be aware of the aspect/area of installation. Note footfall past the wall and assess damage and repairs on an ad hoc basis. Small plants can be removed and replaced simply using wire cutters and UV/FR-stable cable ties.

Twice a year it is recommended to carry out an inspection of the fixing system used to fix the panels to the substrate. Ensure all panels are secure and do not rattle when pulled. If loose panels are found, contact your accredited VistaGreen installation team for advice and repair.

Occasionally foliage or plug-ins may come loose from the panel. In certain instances, this is to be expected. If the frame of the plant is exposed, simply manually push the plug-in back into place.

Vistafolia® panels are heavily populated with additional foliage to ensure that in the event of plug-ins being knocked off or removed, it is seldom necessary to replace them. Large plants can be reattached using UV/FR-stable cable ties.

### **CIGARETTE OR FIREWORK BURNS**

---

In the unlikely event of damage being caused by cigarettes or fireworks, there will be a need to replace the damaged foliage. The replacement should be carried out as follows:

- Spread the foliage either side of the affected area by sliding it manually across the mesh frame
- Expose the cable tie connections that secure the damaged foliage and cut off using small wire cutters.
- Insert new/replacement foliage into the space made by the removal of the damaged foliage and fix using three cable ties, ensuring the cable ties wrap the plant body and the mesh frame. Tighten and cut off the excess cable tie tail.
- Spread the foliage back into the original position.

In the event of large burn areas, contact VistaGreen for advice and replacement products.





## KEY POINTS TO REMEMBER

---

- Remove all waste regularly.
- Quick reactions to stains and spills are advised.
- Do not store or lean goods and materials on your Vistafolia® installation.
- Always follow the advice given in this manual and if in doubt, contact your VistaGreen representative for guidance.
- Always cover and protect your installation if 'hot works', painting or cement-based materials are used near the wall.
- Do not use excessive force on the foliage.

## CONCLUSION

---

VistaGreen has spent years developing a range of products that are in comparison to natural plants, but virtually maintenance-free. However, your VistaGreen installation will benefit from periodic cleaning or maintaining. This manual aims to address the most common maintenance requirements.

If your installation has differing or new maintenance demands, please do not hesitate us for advice or answers to questions.

## CONTACT DETAILS

---

### UK Head Office:

Unit 6, Trade City,  
Lyon Way  
Frimley  
GU16 7AL United Kingdom

### UK Contact number

(+44) (0)2073851020

info@vistagreen.com

www.vistagreen.com

**upscapers**

Official VistaGreen Importer, Wholesaler, Certified  
Installer & Installation Training Partner

UPScapers - 619-244-7732

VistaGreen LTD US Answering Service

Tel: +1 727-325-2901

[www.vistagreen.upscapers.com](http://www.vistagreen.upscapers.com)

>

