



VISTAFOLIA®  
REIMAGINING ARTIFICIAL GREENERY

# ARTIFICIAL TREE MAINTENANCE MANUAL

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## INTRODUCTION

Applying the methods set out in this manual will extend the lifetime of the product and ensure that your Vistafolia® artificial tree or bush 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 Vistafolia® range of products and refer back to this manual.

Vistafolia® 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

Vistafolia®'s range of trees and bushes are specially designed to enable simple and straightforward installations in a wide variety of locations including both indoor and outdoor use. However, to help protect the lifespan of the product, attention should be paid to the guidance herein.

## PROTECT YOUR TREE

To protect the investment in a Vistafolia® artificial tree 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 tree clean and do not let litter or debris build up.
- Control access to the installation.
- Remove wind-blown debris from the tree.
- Post no smoking signs next to the tree.
- Do not climb or allow children to use the tree as a climbing frame.
- Repair minor damage promptly.
- Follow suggested maintenance and cleaning procedures.

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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 tree. When hosing, do not use excessive pressure.

## CLEANING AND STAIN REMOVAL

### Daily Care

While daily care means ongoing care, it does not 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 installation. Vistafolia® recommend that the installations are periodically cleaned to remove dust and litter.

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### Litter Removal

Windborne rubbish 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 product. 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 tree trunk and support system. 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

Vistafolia® 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 Vistafolia® installation is carried out in accordance with Vistafolia® installation guidelines.
- Inspect branches, stems and leaves monthly.
- Inspect the installation remains stable and action repairs when required.
- Repair minor damage promptly.
- Follow maintenance and cleaning procedures.
- Contact your Vistafolia® 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 relevant PPE when carrying out your maintenance procedures.

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## DO NOT'S

Do not abuse the Vistafolia® 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 fireworks near the installation.

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- Exposing the installation 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.
- Stacking product boxes
- Using cleaning products or methods not authorised by Vistafolia®.
- Conducting hot works, such as welding, grinding or cutting steel near installations.
- Exposing the installation to extreme weather conditions. This includes, but is not limited to, storms, high winds, prolonged frost, hail, snow, or excessive heat.

## GENERAL INSTRUCTIONS FOR STAIN REMOVAL

Vistafolia® 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' does not 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 Vistafolia® 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 foliage (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 Vistafolia® 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. 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 'leaf-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*

## EXTERNAL INSTALLATIONS

Vistafolia products are designed to be used outdoors. Care should be taken to understand how weather and climate can affect product performance.

### Olive Leaves



### Bougainvillea Leaves





## Snow & Ice Maintenance

Snow and ice are not harmful to Vistafolia® products. However, should snow or ice gather on the tree it may add unseen or unaccounted loads to the product resulting in damage.

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 stems.

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.

As with all maintenance the removal of snow deposits will need to be actioned promptly.

## Coastal Areas

In coastal environments or areas where salt-laden winds may occur, product life may be extended.

- Periodically rinse the installation with fresh water to remove any salt deposits or debris accumulated from coastal exposure. The closer the

proximity to the body of water, the more regularly this will need to be carried out.

- Inspect the installation regularly to check for signs of wear and tear. If any of the plants or stems become damaged, repair or replace promptly.

## Extreme Weather Conditions

During extreme weather conditions, such as stormy weather, heavy snow, high winds etc, extra attention should be given to the installation.

- It is recommended to temporarily move lightweight trees indoors or under shelter during storms.
- Vistafolia suggests protective covers or anchoring solutions to reduce wind damage.
- Vistafolia advises regular inspections after such weather events for signs of movement, loosening, or stress cracks.
- Consider the installation position to avoid prevailing winds where possible.
- Ensure all exterior installations are suitably anchored and anchors are periodically checked to ensure stability.

## UV Exposure & Colour Retention

Vistafolia® trees are made using UV-resistant materials. However, prolonged and direct sun exposure in harsh climates may still impact colour over time.

- **Tip:** Rotate tree orientation occasionally if placed in a position with one-sided sunlight to promote even ageing.
- **Protection:** Where possible, use in semi-shaded areas or apply an additional UV protection spray annually to prolong colour vibrancy.

## **MINOR REPAIRS TO VISTAFOLIA® ARTIFICIAL TREE PRODUCTS**

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

### **WHEN TO REPAIR**

Be aware of the aspect/area of installation. Note footfall past the installation and assess damage and repairs on an ad hoc basis. Small stems and some large branches can be removed and replaced. Contact Vistafolia® for further details.

Occasionally foliage or plug-ins may come loose from the tree. These can simply be slotted back on to the stem. Do not use excessive force when replacing.

Vistafolia® trees 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. Use glue where necessary.

### **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. Contact your local Vistafolia® representative or point of sale to discuss repair or replacement of damaged 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 Vistafolia® representative for guidance.
- Always cover and protect your installation if 'hot works', painting or cement-based materials are used near the installation.

- Do not use excessive force on the foliage.

## CONCLUSION

Vistafolia® has spent years developing a range of products that are in comparison to natural plants, but virtually maintenance-free. However, your Vistafolia® 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.

### US

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### UK

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## CONTACT DETAILS

### UK Head Office:

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

### UK Contact number

(+44) (0)2073851020

### US Contact number

(+1) 727-325-9201

### Email

[info@vistafolia.com](mailto:info@vistafolia.com)

### Website

[www.vistafolia.com](http://www.vistafolia.com)