



CLIENT: BE AWARE! IMPORTANT

For the past 3 years we have been receiving requests to rejuvenate and service other company's installations. All those installations are soil-based with drip irrigation system, most of them stackable plastic planters/cups/containers.

The initial choice of the living wall system is the most critical decision whether short-term or long-term.

In addition to the actual living wall system, while comparing the proposed estimates based on our expertise, we recommend to address the following questions:

Here is the list of **14 QUESTIONS** to address before making the final decision:

1. **Type of the living wall system?** (Trays/planters with soil vs. Pockets with soil vs. Hydroponic- soil-free)
2. **Type of irrigation system?** (Drip vs. sweat irrigation makes a big difference in water usage and even distribution of water within a growing medium. The irrigation lines can be exposed or completely hidden within the system)
3. **Special lighting for Interior Application?** (In the interior installations testing of the natural light is a must to determine additional lighting needs and plant selection)
4. **Turn-key installation cost?** (Sometimes the irrigation system and plants are quoted separately from the living wall system. Make sure to include drainage and special lighting for interior application)
5. **What is covered within the maintenance?** (Differentiate alternative maintenance scenarios: when you pay fix rate and the installer takes full responsibility and risk for plant cost within the fixed rate vs. service fee is relatively small + cost of plants. In the second scenario you do not have any control over the total cost)
6. **Maintenance frequency? Maintenance cycle? Maintenance cost?** (To guarantee the manicured consistent quality look of the living wall monthly service is to be expected. There are different levels of maintenance engagement depending on your level of expectations)
7. **Expected plant replacement rates?** (Tropical plants depending on species may last in the system at least 6-8 years without replacement. Who needs to constantly replant the wall?)
8. **The life expectancy of the plant in the system?** (You may be misled by the idea that replacing plants every 6 months is the industry norm. It is not true. Ask a vendor for images of the wall performance over time)
9. **System and Equipment Warranty vs. Plant Warranty?** (Do not interpret these two issues as being the same. Clarify warranty on the living wall system as well as plant performance expectations without replacement)
10. **Plant selection based on lighting and sun exposure?** (Plant selection is another success factor that has to be made at the initial stage to minimize plant replacement costs)
11. **Remote monitoring of the living wall system?** (Industry Technology has been constantly developing. Remote monitoring of irrigation is the latest trend. Irrigation with precision is the key because overwatering is as damaging as underwatering)
12. **Drainage set-up?** (No matter how the water is distributed within the system, there will be residual water which must be drained to avoid any water stagnation, open water source, mold)



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13. **When will the 1st maintenance service take place?** (You may be misled by the promise that there is practically no maintenance required due to the fact that there is automated irrigation. Like any live landscaping maintenance is required. In fact, the first 6 months are the most critical to ensure long-term success)
14. **Emergency procedure?** (Many companies do not have an emergency procedure in place. Keep in mind that if the power goes off and the irrigation system gets shut down, depending on the living wall system and plants it may be a matter of hours to lead to damaging consequences.)

We believe that living wall installation is a luxury product and professional expert service and by providing this information we want to make sure that you are fully informed in making justified decision.