

Acoustic



Care & Maintenance

# Care & Maintenance

## Nature's technology

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We hope you are satisfied with your new Mogu product. It was (grown and) made in Italy, out of low value residues and the most advanced mycelium technology, with the lowest possible environmental impact. Mogu Acoustic panels are the result of transformation processes which have as input biological materials; Mogu attentively carries out such transformations, thanks to its advanced technical protocols, derived by Nature and crafted with the utmost care. Despite Mogu's best efforts, due to the very nature characterizing biological materials, our products may bear slight differences from the reference standard pattern seen in reference images. Small imperfections, such as color differences and irregular edges or surface should be considered as inherent value, deriving from employing Nature's finest technologies.

## Arrival & Installation

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Mogu Acoustic panels are delivered ready to mount, as in your preferred solutions for fixing. Mogu products are dimensionally stable, so they can be installed immediately after arrival. Upon delivery, open the boxes and inspect the products immediately. Eventual damages should be reported to Mogu immediately. If installation happens days after delivery, make sure to leave the boxes open, stored in original packing in a clean, climate controlled environment free of moisture. Handling of Mogu products should happen with the utmost care, not imposing any force into the material. Wall & ceiling surface where you install Mogu products should be clean and free of dust. Never install Mogu products on surfaces subject to humidity or on recently painted surfaces; paint should dry at least a week before installation.

## Product handling

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We recommend avoiding cutting and general manipulation of Mogu Acoustic panels. Mogu declines any responsibility for product performance (acoustics, fire and all declared properties) after alteration. However, if required by your project, cutting of Mogu Acoustic products is possible with standard saws. Best results can be achieved with circular saw with a large number of teeth (minimum 96). Exposed edges can be finished with touch up paint or spray-on commercial glues, to keep fibers from falling off.

We recommend contacting our Support Team ([support@mogu.bio](mailto:support@mogu.bio)) to receive suggestions concerning the cutting methodology and touch-up painting afterwards, to ensure the best results. Do not screw into the panels or use any other fixing system rather than the ones recommended by Mogu's installation guidelines. Mogu bears no responsibility for properly checking the environment and surface conditions where the products are installed. The responsibility for the evaluation of potential issues and compensating for different field conditions is with the installer. You are welcome to contact us at [support@mogu.bio](mailto:support@mogu.bio) for inquiries concerning installation & products handling.

## Take care of your panels

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Remember that sunlight affects any material; therefore, we suggest you to protect your products from direct sunlight and to bear in mind that even materials with good light resistance may fade in time. Take care to always protect your products from liquids and dirt. Always clean up spills immediately, by gently padding the product's surface with a clean towel.

## Cleaning Instructions

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Mogu products offer a unique experience provided by their outstanding innovative character. Their surface, either painted or natural, is delicate, be sure to read the following instructions before cleaning and attend to them carefully. Mogu products are naturally antistatic; hence they will accumulate little, almost no dust over time. Clean them only with a sweeper. Refrain from using a vacuum cleaner, in order to avoid damaging the product and its delicate surface.

Mogu Acoustic panels are not washable. We discourage using any wet material to clean the products. Do not use wet mops, wet scrubbers or steam cleaners as these products may cause irreversible discoloration and damages. Do not use wax, polish, oil soap, abrasive cleaners, steel wool, scouring powder, or any appreciable amount of water. Never use solvents on the materials. Avoid spilling any liquid on the panels. In the event of spillage or small stains on the painted panels, try using a water-moist cloth to clean off the dirt immediately. Let the product dry, leaving it open air until no moisture is visible on the product. Do not rub the panels, because this may damage the fibres composing the material.

## Product Durability

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Mogu Acoustic panels are naturally hydrophobic. However, as it applies to all natural materials, including the wood components of humidity affects the product properties. Never install Mogu products on walls exposed to excessive humidity. Do not expose Mogu products to non-aerated environments. Your newly installed Mogu products are made from natural mycelium and therefore are subject to change from excessive moisture or nonconforming environmental conditions. Remove any standing or trapped water immediately and maintain an indoor relative humidity level below 50% throughout the year. We recommend the usage of Mogu materials only for living environments, and not in kitchens, bathrooms or cellars. Do not scratch, punch or rub the surface to ensure long lasting durability.

## Repair & maintenance

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Any repair and maintenance services must be performed exclusively under MOGU's personnel supervision or by personnel trained and authorized by MOGU. For safety purposes, only original parts may be used for replacing parts relevant to safety (e.g. the timber framing or the fixing system).

## Customer Support

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In case of further questions about your Mogu product and about how to look after it, please contact [support@mogu.bio](mailto:support@mogu.bio). For more information about Mogu and our extended line of products, visit us at [www.mogu.bio](http://www.mogu.bio)

### Contacts

If you have questions related to the maintenance of your new Mogu product, please feel free to contact us at:

[support@mogu.bio](mailto:support@mogu.bio)  
[enquire@mogu.bio](mailto:enquire@mogu.bio)

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Mogu was founded on the belief that it is possible to employ Nature's intelligence to radically disrupt the design of everyday products, seeking a finer balance between the man-made and the rhythms of the natural ecosystem.

Mogu products are obtained by growing mycelium, the vegetative part of mushrooms, on organic fibres (low-value residues from agro-industrial value chains).

The products are the result of five years of continuous and iterative R&D on mycelium technology, guided by a strong product-driven approach.

