

PHOMI® —
eCoverings User Manual

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Introduction

This manual is based on the industry standard of eCoverings (Modified Inorganic Powder Composite Building Facade Sheets) and relevant application technical specifications.

It integrates comprehensive information on the product characteristics, core parameters, construction standards, safety guarantees, and maintenance. Serving as an authoritative document for product selection, installation, and maintenance, this manual is applicable to various application scenarios such as interior and exterior walls, floors, and ceilings in public buildings, residential buildings, urban renewal projects, and commercial spaces.

Please note: the guidelines herein are to be imposed in conjunction with local occupational health and safety guidelines. For example, pasting on ceilings requires both adherence to PHOMI guidelines as well as safe lifting procedures.

Objectives of this manual

- A. To help customers use PHOMI products correctly from the outset. Clear guidance supports proper handling, installation, care, and long-term performance.
- B. To protect the intended design outcome of each project. Correct application ensures the finished result reflects the full aesthetic and technical value of the PHOMI eCovering range.
- C. To support consistent installation standards across projects and teams. This guide aims to reduce uncertainty and encourages a consistently reliable outcome.
- D. To minimize avoidable issues caused by incorrect use, unsuitable conditions, or improper maintenance.
- E. To give PHOMI customers greater confidence when specifying, installing, and maintaining PHOMI materials.

1. Product Orientation

A. Definition & Brand

- a. **Product Definition:** eCovering - known as "Modified Inorganic Powder Composite Building Facade Sheets (MCM)" in industry standards, is a building decoration material composed of inorganic substances such as sand, stone powder, and fly ash through modification and compounding. "Zero-Carbon Facade Material" is its universal industry designation.
- b. **Connection with Soft Ceramics:** "Soft ceramics" was the first product category launched by PHOMI upon entering the market in 2008, and has become a common industry term due to widespread promotion and uptake. Currently, PHOMI Zero-Carbon Facade Material has been upgraded to generation 3.0 and 4.0, while the term "soft ceramics" only covers the more basic generations 1.0 and 2.0. As such, PHOMI encompasses soft ceramics, but it is so much more.
- c. **Trademark & Certification:** PHOMI® is the core domestic and international trademark-holder of PHOMI Zero-Carbon Facade Material, protected by the Madrid Agreement Concerning the International Registration of Marks. As the inventor of this category and the editor-in-chief unit of industry standards, PHOMI occupies the leading position in the industry.

B. Product Series & Specifications

- a. **Core Series:** Covering seven major series—Travertine, Natural Stone, Art Stone, Crafted Stone, Brick, Wood, and Weaving - with more than 300 regular varieties and customized production available.
- b. **Standard Specifications**

- Brick Series: 240x60mm, 230x58mm, 222x63mm, 225x60mm, 480x120mm
- Stone Series: 3000X1200mm, 2800x1200mm, 2700x1200mm, 2400x1200mm, 1200x600mm, 900x600mm, 600x300mm
- Wood Series: 2700x1200mm, 2700x600mm, 2700x300mm, 1350x300mm
- Leather, Weaving Series: 2400x1200mm
- Customized Specifications: Personalized size customization of various lengths with a 1200mm width can be achieved.

C. Core Characteristics Indicators

Characteristic	Key Indicators	Supplementary Notes
Material & Form	Natural inorganic minerals/modified soil as raw materials; flexible sheets; thickness 2-4mm; weight 3-8kg/m ²	Flat products have uniform thickness; concave-convex or highly textured products may have edge thickness differences due to texture design (while still complying with industry standards)
Fire Performance	Version 3.0: Class A2; Version 4.0: Class A1; EU Class A fire certification; No sustained combustion, no dripping, and non-toxic smoke when exposed to open flame	Class A1/A products must be selected for exterior walls, public buildings, and fire compartments; test reports will be provided
Waterproof & Breathable	Water absorption rate: approx. 8% (industry standard $\leq 15\%$); Impermeability at 0.3MPa ≥ 30 min; Water-repellent and breathable, allowing water vapor from the base within industry standards to evaporate	Water absorption rate varies slightly among different products but

Characteristic	Key Indicators	Supplementary Notes
Weather Resistance	Artificial accelerated aging: Version 3.0 $\geq 4000\text{h}$, Version 4.0 $\geq 4000\text{h}$ (twice the industry standard); No cracks or discoloration; Stain resistance: Grade 4	Applicable to all global regions (excluding highly chemically polluted areas); Weather resistance $\neq$ pollution resistance
Freeze-Thaw Resistance	≥ 100 cycles of $-30^{\circ}\text{C} \sim 70^{\circ}\text{C}$; No cracks, spalling, or discoloration	Verified for use in extreme low temperatures
Acid-Alkali Resistance	Immersion in 3% hydrochloric acid/30g/L KOH for $\geq 800\text{h}$; No blistering or peeling	Suitable for corrosive environments such as chemical industrial areas and coastal salt spray areas
Salt Spray Resistance	Neutral salt spray test conditions: Chamber temperature: $(35 \pm 2)^{\circ}\text{C}$; Salt spray deposition: $(1.5 \pm 0.5)\text{mL}/(80\text{cm}^2 \cdot \text{h})$; Sodium chloride solution concentration: $(50 \pm 5)\text{g/L}$; pH value of collected solution: 6.5~7.2; No obvious surface changes after 1200h test	Applicable to coastal salt spray environments
Service Life	Outdoor design life ≥ 50 years; Indoor design life ≥ 50 years (with normal maintenance)	5-8 times the service life of exterior wall coatings; Qualified adhesives and standardized construction are required
Environmental Performance	VOC content meets EU Class A and E1 standards; Soluble heavy metal content complies with Singapore Green Standards; Radiation-free, non-toxic, and odorless; Degradable and recyclable after disposal; No "three wastes" (waste gas, waste water, solid waste) during production	Can absorb indoor formaldehyde and adjust humidity to a comfortable range of 40%-70%; Certified as Three-Star Green Building Material
Mold & Bacteria Resistance &	Mold resistance grade: Grade O (tested in accordance with GB/T	Release capacity & effect: 1000-5000 negative ions

Characteristic	Key Indicators	Supplementary Notes
Negative Ion Health Benefits	1741-2020 Determination of Resistance of Paint Films to Mold); No mold growth after 28 days of cultivation in high temperature and humidity environment (28℃, 85% relative humidity); Negative ion release mechanism: Patented technology with a negative ion layer on the surface containing 3%-15% negative ion powder (mass percentage)	per cubic centimeter, close to the concentration in natural environments such as forests and waterfalls
Decorative Characteristics	Colors determined by inorganic materials, including 4 major color systems (red, yellow, white, gray) with 256 adjustable colors; Chromaticity change ≤ 2 degrees within 50 years; Unique textures for each sheet, restoring natural texture	Products from the same batch should be used for the same facade to avoid uneven appearance

D. Application Scenarios

- a. **Public Buildings:** Decoration of interior and exterior walls and floors in public buildings such as schools, hospitals, office buildings and institutions, and stations.
- b. **Urban Renewal/Space Renovation Projects:** Directly pasted without removing the original base (old ceramic tiles, mosaic, coatings, etc.); Fast construction, no noise, and no waste.
- c. **Real Estate Developments:** Full-scene decoration of interior and exterior walls, floors, feature walls, and ceilings in residential buildings.
- d. **New Retail/Commercial Spaces:** Hotels, offices, restaurants, cafes, etc., with advantages of environmental protection, moisture resistance, and attractiveness.

- e. **Special Scenarios:** Environments with special material performance requirements such as chemical industrial areas, coastal salt spray areas, severe cold freeze-thaw areas, and humid kitchen and bathroom spaces.

2. Core Safety Clauses

A. Fire Safety (Mandatory)

- a. **Product Selection Requirement:** Class A1/A fire-rated products must be selected for exterior walls, public buildings, and fire compartments; Type test reports and certification documents will be provided; Use of Class B/C products and non-certified products is strictly prohibited.
- b. **Installation Spacing:** Maintain the mandated spacing from fire sources (stoves, fireplaces); Seal openings and pipeline penetration points must be sealed with fireproof sealing materials without leaving gaps.
- c. **Hot Work During Construction:** Hot work permits shall be obtained; Fire-fighting equipment shall be equipped; Combustible matter around the work area shall be cleaned; Confirm no smoldering hazards after completion.
- d. **Maintenance Inspection:** No special maintenance is required outside of the normal maintenance schedule; Any maintenance required is the same as the normal maintenance of traditional ceramic tile and natural stone walls.

B. Waterproof Clauses

- a. **Base Waterproofing:** Waterproofing shall be done for exterior wall external insulation/leveling layers as designed; For wet areas such as kitchens, bathrooms, swimming pools,

and basements, the base must be fully waterproofed and pass the water closure test first, prior to installation.

- b. **Pasting & Joint Grouting:** Leave gaps for exterior wall pasting and use weather-resistant grout (silicone/polyurethane/polymer cement); Properly handle flashing and closing at internal and external corners, window sills, parapets, and downpipe roots to avoid rainwater backflow.
- c. **Construction in Rainy Season:** Stop pasting and joint grouting on rainy days; Cover newly pasted surfaces with plastic sheeting for 48h to prevent rain erosion; Confirm no standing water on the base before construction after rain stops.
- d. **Daily Maintenance:** Regularly clean dust and debris from drains, cornices, and window sills; Immediately inspect and repair water seepage points if found.

C. Cold Region Clauses

- a. **Material Requirement:** Incoming materials shall provide type test reports of ≥ 100 freeze-thaw cycles at $-30^{\circ}\text{C} \sim 70^{\circ}\text{C}$; Re-inspection is mandatory for severe cold regions before use.
- b. **Construction Environment:** Stop pasting and joint grouting when the temperature is $< 5^{\circ}\text{C}$ or in freezing weather; The base shall be free of ice and standing water; Low-temperature formula adhesives/grouts shall be used.
- c. **Cold Weather Installation Requirements**
Installation and joint grouting must not be carried out when the ambient temperature is below 5°C or during freezing conditions. The substrate must be clean and free of ice or standing water. Adhesives and grouts specifically formulated for low-temperature applications must be used.
- d. **Maintenance & Repair:** Focus on inspecting freeze-prone parts such as internal and external corners, window sills, and cornices after the freeze-thaw season; Immediately remove and re-paste if bulging or spalling is found.

D. Prohibitions & Restrictions

- a. No sticking at 70°C, no whitening after 24h soaking, and no sustained combustion in open flame.
- b. Prohibit construction when the temperature is $\leq 5^{\circ}\text{C}/\geq 40^{\circ}\text{C}$, or in weather with winds above Grade 5, rain, or snow; Prohibit pasting in wet areas that have not passed the water closure test.
- c. Prohibit the use of ordinary cement mortar instead of PHOMI-specified adhesives; Prohibit close joint pasting for exterior walls in severe cold/freeze-thaw regions.
- d. Prohibit the use of adhesives that are not recommended by Phomi.
- e. Prohibit close joint pasting for exterior walls in severe cold/freeze-thaw regions. (I would personally split the two point because they cover 2 important and unrelated issues.
- f. Prohibit random drilling or hanging heavy objects on the surface (embedded fasteners are required); Prohibit hitting or scratching the product surface with sharp tools.
- g. Prohibit long-term coverage of the product surface with wall cloth, stickers, etc., to avoid affecting the breathability of the base materials.

3. Installation

A. Pre-Installation Preparation

a. Base Requirements

- **Strength:** The compressive/adhesive strength of the base should meet the following standards; No hollowing, cracking, oil contamination, or dust; **Flatness/verticality** should comply with plastering acceptance standards.

- **Moisture Content:** Moisture content of the exterior wall base $\leq 10\%$; For old wall renovation, remove powdery/hollowed layers and repair cracks before pasting.
- **Old Base Treatment:** For old ceramic tile bases, remove loose and hollowed parts, level with polymer cement mortar, and roughen with special adhesive; For old coated bases, completely remove non-water-resistant putty, and score and apply an interface layer for compact and water-resistant surfaces.

b. Material Preparation

- **Adhesive:** PHOMI special two-component adhesive can be used, mixed according to the ratio, left to mature, and not mixed with other adhesives. Traditional weakly alkaline/weakly acidic adhesives for ceramic tiles can also be used after passing test verification.
- **Product Pre-Layout:** Verify product specifications, colors, and batches; Dry-hang the desired layout if necessary, to avoid cutting waste; Use products from the same batch for the same facade/area and compare layouts under natural light before construction.
- **Tool Preparation:** Notched trowel, rubber plate, small spatula, protective film, cutting tools (installers shall wear appropriate personal protective equipment).

B. Installation Methodology

- a. **Pasting Method:** Adopt full-adhesion method; Fully coat the back of the product with adhesive, comb with a notched trowel to ensure the adhesion area is $\geq 90\%$; For large-size sheets (greater than 600x300mm) and products to be installed on curved surfaces, apply adhesive on both sides (both the back of the product and the surface it is to be attached to) and paste in sections. Sheet sizes up to and including 1200x2400mm can be applied to ceilings. For pasting on ceilings, mix the adhesive to a thicker consistency to ensure greater adhesion, and use a flat trowel or rubber float to press it firmly and ensure an even surface. Temporary

support should then be provided to prevent movement or detachment. Once the adhesive has fully cured, supports may be safely removed.

- b. **Pasting Requirements:** No spot adhesion for outdoor pasting; ensure the adhesive covers an area $\geq 90\%$ for walls and floors; Apply mortar on one side for Bricks and on both sides (both the back of the product and the surface it is to be attached to) for large-size products; Compact with a rubber plate after pasting, and avoid pressing with palms or tapping like ceramic tiles to prevent hollowing and unevenness.
- c. **Gaps & Grouting:** Leave 2-5mm gaps for exterior walls and fill with weather-resistant grout; Close joint or gap pasting can be selected for interiors according to design requirements.
- d. **Corner & Closing Treatment:** Adopt haunch cornering, or a 45° chamfer for internal and external corners; Protect important corners or collision-prone parts with metal sheets, wooden strips, or something similar; Install drip lines/flashing at internal and external corners, window sills, cornices, and openings to avoid cracking.
- e. **Special Requirements:** A sample pasting wall must be made before construction; The pull-out strength shall be tested $\geq 0.2\text{MPa}$ (tested in accordance with PHOMI specifications) before large-scale construction; Products can be pasted directly without soaking.

C. Installation Requirements

- a. **Temperature:** The installation environment temperature should be between 5°C - 40°C ; Set up sunshade facilities when the temperature is above 40°C to avoid rapid moisture evaporation of the adhesive; Prohibit installation when the temperature is below 5°C or in icy and snowy weather.
- b. **Humidity:** Extend the curing time of the adhesive in high humidity environments; Avoid installation in rainy, snowy, or windy weather.
- c. **Finished Product Maintenance:** Protect newly pasted surfaces from rain and collision for 48h; Do not disturb the

adhesive before final setting; Prohibit heavy impact and sharp scratches.

D. Acceptance Standards

- a. **Appearance Quality:** No hollowing or cracks; Uniform color and consistent gap width; No obvious pollution or scratches.
- b. **Performance Requirements:** Qualified flatness/verticality; Adhesive strength $\geq 0.2\text{MPa}$; No water seepage at waterproof and sealed parts.
- c. **Documentation Requirements:** Provide product certificates, type test reports, installation records, and other relevant documents for acceptance to facilitate traceability.

4. Cleaning & Maintenance

A. Cleaning Specifications

Application Scenario	Cleaning Frequency	Cleaning Method
Indoor	On-demand; No daily cleaning required	Wipe with clean water + microfiber cloth; For oil stains, dilute with neutral detergent, wipe, and rinse with clean water to dry
Exterior Wall	On-demand; No daily cleaning required; Refer to the cleaning method if needed	Rinse with high-pressure water gun (pressure $\leq 10\text{MPa}$); Avoid using strong acid and alkali detergents

B. Special Stain Treatment

- a. **Cement Slurry/Grout:** Clean with a dry sponge + small spatula when semi-dry to avoid expansion by wet wiping; Use a neutral/weakly acidic special descaling agent after curing (test on an inconspicuous area first).
- b. **Oil-Based Pen/Paint:** Immediately wipe with solvents such as alcohol or turpentine to avoid penetration; Professional treatment is required for large-area pollution.
- c. **Rust/Salt Efflorescence:** Treat with neutral rust remover, rinse thoroughly, and dry.
- d. **Adhesive Pollution:** Do not wash with water when wet; Scrape with a rubber plate or clean with a dry sponge after initial setting; Installation personnel should keep their hands clean to avoid touching the product with dirty hands.
- e. **Natural Environmental Stains:** In areas with abundant trees and bird activity, environmental deposits such as dust, organic matter, and residue may accumulate on wall surfaces. Vegetation in close proximity can also contribute to staining, which may alter the appearance of the original wall color. Clean using a wet sponge.

C. Maintenance Cycle & Requirements

(No special maintenance is required in principle; Refer to the following if necessary)

- a. **Regular Inspection:** Inspect the product quarterly for cracks, hollowing, peeling, discoloration, water seepage, and other defects, and repair in a timely manner.
- b. **Annual Maintenance:** Conduct comprehensive cleaning once a year, evaluate weather resistance and waterproof performance, and re-grout/waterproof if necessary.

D. Prohibited Items

- a. **Prohibited Detergents:** Strong acids, strong alkalis, strong solvents, abrasive powders, are all prohibited, to avoid surface corrosion, dullness, and scratches.
- b. **Prohibited Tools:** Hard cleaning tools such as steel wool and scouring pads are prohibited, to prevent damage to the product surface.
- c. **Avoid Long-Term Coverage:** Prohibit long-term coverage of the product surface (for example, with wallpaper and stickers), to avoid affecting the breathability of the base.

5. Solutions to Common Problems

A. Product-Related Problems

- a. **Color Difference:** Natural color difference of 1-3 degrees exists in eCovering products, and 1-4 degrees of color difference may exist in supplementary products, and is considered normal. As a solution, PHOMI recommends using products from the same batch for the same facade, and using products with larger color differences in different areas, and to communicate this placement logic with customers in advance.
- b. **Thickness Difference:** Concave-convex products have inconsistent edge thickness due to texture design; The thickness error of flat products is within industry standards, which does not affect construction and use.
- c. **Product Flexibility:** The product has certain flexibility and can be bent to wrap cylinders (flat products below 3mm can wrap cylinders with a diameter of more than 20cm above 30°C), but shall not be forced to bend or fold; After being installed on the

wall, it combines with the base and has an impact resistance 60 times that of traditional natural stone.

- d. **Odor When Burned:** The product contains 3-4% organic activators and alkali-resistant glass fiber mesh (component: SiO_2 , non-toxic); Trace smoke and odor will be released when burned, which meets industry fire and environmental protection standards and is non-toxic and harmless.

B. Installation-Related Problems

- a. **Efflorescence:** Causes include the use of incorrect adhesives, improper installation environment (installation on rainy days), and inadequate installation materials (undried base, cleaning with wet towels); Solution: Use PHOMI-specified two-component adhesives, avoid installation on rainy days, paste after the base is dry, and do not wipe the product surface with wet towels.
- b. **Peeling:** Mainly caused by the use of incorrect adhesives, improper adhesive ratio, or irregular installation operations; Solution: Strictly use PHOMI-specified adhesives, and install according to the ratio, ensure the adhesion area meets the standards, and conduct pull-out tests before installation.
- c. **Surface Pollution:** Causes include slurry pollution during installation and grout sagging; Solution: Clean semi-dry slurry in a timely manner during installation, treat polluted areas with special detergents, and remove and re-install for severe pollution.

C. Usage-Related Problems

- a. **Water Absorption:** The product's higher water absorption rate than ceramic tiles is a normal characteristic, not a quality defect; Its breathability allows water vapor to escape, avoiding freeze-thaw stress damage; After being installed on

the wall, it is "waterproof but vapor-permeable", known as "the skin care of buildings".

- b. **Misunderstanding of Wear Resistance:** Cutting with sharp tools cannot test the wear resistance of flexible materials; Zero-Carbon Facade Material meets industry standards for wear resistance, suitable for pasting on pedestrian and even vehicle roads, and are not easy to crack after long-term use.
- c. **Reduced Flexibility in Winter:** The flexibility decreases slightly at low temperatures due to slowed molecular movement, which is a normal material characteristic and does not affect performance; Pay attention to the ambient temperature during winter installation.

6. Product Upgrades & Competitive Advantages

A. Product Upgrade Highlights (4.0 vs 3.0)

- a. **Improved Fire Rating:** Version 3.0 (Class A2) upgraded to Version 4.0 (Class A1).
- b. **Enhanced Weather Resistance:** Artificial accelerated aging test increased from 2000h (Version 3.0) to 4000h (Version 4.0), equivalent to 50 years of outdoor service life.
- c. **Enhanced Installation Convenience:** Version 4.0 products have a thickness of approximately 3mm, uniform thickness, and regular size, making them easier to paste.
- d. **Optimized Appearance:** Higher product regularity with PHOMI LOGO printed on the back, improving recognition.
- e. **New Product Categories:** Launch of indoor DIY self-adhesive products with convenient pasting and matching caulking strips.

B. Advantages of 3D Printed Products

- a. **Outdoor Durability:** Laboratory accelerated aging test reaches 4000h, withstanding outdoor wind, sun, rain, and a service life of 50 years.
- b. **Scrub Resistance:** Patent inorganic polymerization technology substrate with excellent scrub resistance; Up to 4000 scrubs according to **ASTM D2486-17** test report.
- c. **Environmental Protection & Odorless:** Environmentally friendly with no pungent odor; Less smoke when ignited, complying with environmental protection standards.
- d. **Production Capacity Guarantee:** Mature large-scale production line with a daily output of 50000 m², meeting the supply needs of large projects.

C. Core Competitive Advantages

Competitor Type	Core Advantages of PHOMI eCovering
Traditional Ceramic Tiles	Thin, light, and flexible (3-8kg/m ² vs. heavy ceramic tiles); Bendable and breathable; Easy installation (direct wet pasting); Environmentally friendly with no "three wastes"; Wider application scenarios
Dry-Hung Stone	Lower installation cost (1/3 of natural stone); No dry-hanging required; Strong impact resistance; Can be made into special-shaped structures; No environmental damage from mining
Real Stone Paint	Strong durability (50 years vs. 5-8 years for real stone paint); Self-cleaning (cleanable by rain washing); Rich decorative categories; Environmentally friendly with no organic volatilization

Competitor Type	Core Advantages of PHOMI eCovering
Ceramic Thin Plates	More environmentally friendly production (no high-temperature firing); Affordable price; Easy construction (wet pasting available); Wide application; Strong impact resistance and bendable
Solid Wood Flooring	Insusceptible to termites and other pests, waterproof, acid-alkali resistant, and fireproof; No deforestation required; Environmentally sustainable
Diatom Mud	Rich decorative expression; Easy to clean and maintain; Stable product quality; No industry chaos troubles

7. Supplementary Provisions

A. Documentation Filing Requirements

After installation and acceptance, keep product certificates, type test reports, installation records, acceptance reports, and other relevant documents for future maintenance and traceability.

B. Personnel Qualification Requirements

Installation teams should have qualifications for exterior wall decoration/soft ceramic pasting; Pre-job training and technical disclosure should be conducted before installation to ensure mastery of product characteristics and installation specifications.

C. Customization Service Process

- a. **Appearance Customization:** Provide original samples (at least 1 piece for regular products, 2 pieces for PK bricks; 0.2 m² original sample for samples above 0.5 m²); Mass production after factory sample confirmation.
- b. **Color Customization:** Place a sample order first; The laboratory makes small samples according to the reference; Place a bulk order after customer signature confirmation; For bright colors (such as bright red), organic colorants are required, and the weather resistance cannot be guaranteed; It is recommended to prioritize colors within the system color chart.

D. Disclaimer

- a. PHOMI is not liable for efflorescence, peeling, warping, etc., caused by the use of non-PHOMI specified adhesives/grouts or unqualified adhesives/grouts.
- b. PHOMI is not liable for product damage or safety issues caused by non-compliance with this manual and industry standards during installation or violation of prohibited clauses.
- c. Normal color difference (≤ 3 degrees) of supplementary products due to batch differences is not a quality problem; PHOMI is not be liable for return or exchange. It is recommended to order the required products at one time.

Warranty Provisions

Please see the associated Warranty document for Warranty-specific provisions.

This manual is issued by Guangdong PHOMI Holding and reserves the right of interpretation.

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