



Warranty & Care Guide



Congratulations

You've purchased an Urban Turf Solutions grasscover that assures you have the highest quality product available in the market.

Just some of the benefits of your new, Australian-made turf include:

- UV stabilisation to minimise fading
- Low maintenance, with no watering or fertilisers
- A great look and total usability all year round

We pride ourselves on being the innovators when it comes to designing and manufacturing synthetic grass surfaces. We source the best raw materials from around the world so our customers can enjoy the highest standards in quality and durability.

As a proudly Australian owned and manufactured company, we have developed products geared for Aussie conditions. This warranty and care guide is designed to help you get the most from your investment.

On behalf of our team, thank you for choosing Urban Turf Solutions.

A handwritten signature in black ink, appearing to read 'Blair Slade-Jones', with a long horizontal stroke extending to the right.

Blair Slade-Jones
Managing Director

Warranty

Minimum standards for installation of Urban Turf Solutions' quality turf surfaces

To ensure the continued enjoyment of your turf surface, it is essential that minimum standards as listed below are followed in the installation process.

1. Boundaries of the installation area are to be marked out with an outdoor spray-can marker. Installation needs to be planned to take into account the 3.7m widths of the turf to avoid excess seams in the installation.
2. All existing sod and landscaping is to be removed. If an existing sprinkler system is installed in the installation area, the sprinklers need to be capped off and valves turned off as the synthetic lawn will not need any watering.
3. Existing ground is to be compacted using a vibrating plate compactor. It is essential to fully firm up the ground that will be the foundation for the synthetic lawn.
4. The sub-base is then laid with 50mm of crusher dust or another suitable compactable aggregate spread and then compacted with a plate compactor or heavy roller. With this step, the aim is to make the base firm and level with a gentle slope to the stormwater drain.
5. Lay an additional 20mm of crusher dust or other suitable aggregate as per step 4 and then compact using the vibrating compactor to firmly compact the sub-base.
6. Check for surface depressions. Any based depression that is more than 15mm deep needs to be filled in and re-levelled. Even though the synthetic grass drains water vertically through built-in drainage holes, it is recommended that the base is given a very slight slope away from buildings and toward the stormwater drain to avoid any pooling.
7. Grass is rolled out. It needs to be positioned strip-by-strip as accurately as possible.
8. Grass is cut to size using a very sharp blade in a quality utility knife.
9. If the installation covers a larger area, grass is seamed in areas where two pieces meet. This needs to be secured with an outdoor turf/flooring glue and landscaping fabric.
10. After the seam glue has dried, grass is trimmed around the edges using a utility knife and scissors or carpet trimmers.
11. Infill of clean, dry river sand is then applied using a standard seed-drop spreader. Refer to product specifications for the recommended infill amount for your selected turf. This infill helps to weigh down the turf and stabilise the fibres to keep them upright and prevent matting. For a softer feel underfoot, rubber granules can also be spread. It is important that one entire pass is made over the surface until all of the infill has been spread.
12. If edging is being installed around the perimeter of the turf (eg natural stone, metal edging, timber, or rock) then it is recommended that regular landscaping nails be secured every 400mm along the perimeter to prevent lifting
13. Now, sit back, relax and enjoy your lawn.

If you have any questions regarding the installation process, please contact Urban Turf Solutions on 07 3382 7260.

Urban Turf Solutions Product Warranty

Urban Turf Solutions warrants to the client that:

1. The synthetic surface has been installed in accordance with Urban Turf Solutions' guidelines that relate directly to the surface supplied.
2. The recommended adhesives and seaming tapes have been used and applied in accordance with the Urban Turf Solutions' product and the supplier's recommendations.
3. All of the infill materials used are as per the application rates stated in the product specifications for the installed surface.
4. All machinery used on the surface for installation is fit for purpose and all equipment has been approved by Urban Turf Solutions as fit for purpose.

Urban Turf Solutions Product Guarantee

Urban Turf Solutions guarantees to the client that from practical completion, and for a 7-year period:

1. The surface will be free from significant fading
2. The surface will not suffer any significant or unusual breakdown of pile height due to ultra violet degradation

The guarantee is exclusive of all other warranties, whether written, oral, express, implied or statutory, and hereby excluded and disclaimed to the extent that they exceed the warranties expressly granted herewith. This guarantee is in addition to guarantees required by law.

In any areas where the grass does not satisfy the product guarantee listed above, a pro-rata contribution will be made by Urban Turf Solutions for the cost of the turf only.

Product Guarantee Conditions

1. Failure to complete general preventative maintenance requirements to be carried out by the client, or their representative, is not grounds to invoke full replacement warranty. This particularly refers to the upkeep of required infill.
2. The surface is used solely for the purpose for which it is designed and installed. This warranty does not cover pile crush when used indoors with furniture.
3. The surface is not willfully or maliciously damaged.
4. The warranty does not cover damage by natural disasters.
5. Only appropriate footwear is to be used on this surface.
6. The surface is cleaned and maintained in accordance with Urban Turf Solutions' cleaning and maintenance procedures, which are included in this warranty.
7. The general maintenance and surface protection guide is followed rigorously throughout surface life.

Claim procedure

Surface warranty claims must be submitted to Urban Turf Solutions in writing. On receipt of the claim, Urban Turf Solutions will respond by arranging a joint inspection with the installer of the problem area within 14 working days. On acceptance of the claim, Urban Turf Solutions will arrange for remedial works to be undertaken within a period of one calendar month, or within some other time period as is mutually agreed.

Care & Maintenance Guide

The top three things you can do to protect your investment

- Do the little things often, rather than waiting a long time between maintenance
- Get on to spills and minor damage quickly
- Protect the surface from short-term loads and avoid long-term loads

1. General Care Rules

You have made a substantial investment in your new surface. To maximise its life and performance, please follow the basic housekeeping instructions below:

1. Keep the surface clean.
2. Keep heavy machinery and loads off it (particularly when wet).
3. Any minor repairs should be attended to as soon as possible by an Urban Turf Solutions approved installer.
4. If any damage occurs, or if technical advice is needed, please do not hesitate to contact Urban Turf Solutions.

Your warranty may be voided if these general care rules are not adhered to.

It is the responsibility of the owners of the Urban Turf Solutions surface to read and adhere to the maintenance guidelines that follow. Failure to do so may affect the surface guarantee.

PLEASE NOTE: It is normal for the surface to be slippery underfoot during the first few weeks after installation. This is due to lubricants that are used in the manufacturing process.

2. Protection Rules

To protect and prolong the life of your Urban Turf Solutions surface, please note the following recommendations:

1. Keep areas around the surface free from litter, mud and debris.
2. Prohibit smoking and chewing gum on the surface.
3. Adhere to recommended load limits.
4. Repair minor damages quickly.
5. Follow Urban Turf Solutions' suggested maintenance and cleaning procedures.

There are some perceptions that synthetic surfaces are maintenance free, as opposed to natural turf that requires intensive maintenance.

The reality is that synthetic surfaces do require regular, ongoing maintenance if the integrity of the surface is to be preserved. This guide outlines the essential maintenance required to ensure that the surface remains in a good condition for the life of the turf.

A crucial tip for maintaining the surface is to do little, often, rather than neglecting maintenance procedures for months and then facing large costs to restore the surface to its optimum performance capabilities. Failure to maintain the surface may affect the guarantee.

An Urban Turf Solutions surface needs to be maintained on a regular basis for it to provide the best possible playing characteristics over its lifespan. The surface will respond favourably provided it receives adequate maintenance.

3. Stain Removal Rules

It is essential that fresh spills are acted on promptly as they are easier to remove than dried or hardened ones. Remove any solids with a plastic spatula. Blot up excess liquids with plenty of paper towels or a dry absorbent such as kitty litter. Dry absorbents can then either be swept up or vacuumed.

Procedure:

Polyethylene surfaces have good resistance to staining. However, the surface is only one part of a sophisticated system of components designed for overall surface performance. Some cleaners that are safe to use on polyethylene could be harmful to other parts of the surface. This means cleaning fluids should be grouped into two sets: those that can be used liberally on the surface, and those that should only be applied by rubbing with a cloth soaked in the cleaner to minimise possible effects on the under-pad of the turf.

The following are some cleaners in the first group that can be applied without any special precautions.

1. A warm, mild solution of granular household detergent in water OR a neutral low-foaming detergent recommended for delicate fabrics. Use with approximately 5 litres of water.

Stains that can be removed with a detergent solution include:

Coffee
Tea
Grape juice
Tomato juice
Coca
Water colour
Milk
Ice cream
Tomato sauce
Food colouring
Mustard
Margarine
Butter
Beer
Cola

2. A 3% solution of ammonia should be used for more severe problems. Thoroughly flush the surface with lots of cold water afterwards.
3. Clean, dry absorbents such as paper towels or commercial kitty litter are suitable for stains that can be blotted up.

The second group of cleaners includes chemicals such as pH neutral dry cleaning fluids. These cleaners must be applied sparingly using a damp cloth/rag with care taken to avoid penetration beneath the turf. Before using any such chemicals, clarification should be sought from the Urban Turf Solutions technical team.

Stains that can be removed with the second group of chemicals:

Asphalt
Ball point ink
Shoe polish
Oils (cooking, suntan, motor)
Lipstick
Floor wax
Crayons
Chewing gum*

*Chewing Gum is a common hazard and can be removed using dry cleaning fluid or freezing. Aerosol packs of refrigerant can be sourced from carpet cleaning suppliers for this purpose, or dry ice can be used. When using such products, care should be taken to ensure that the user instructions are strictly complied with.

To neutralise animal waste, use a mixture of white distilled vinegar with equal amounts of water. Flush thoroughly with water after the application.

Do not use chlorine-based bleaches or caustic detergents on your surface as this will cause discolouration.

If in doubt, please contact Urban Turf Solutions for clarification.

The handling and use of cleaning chemicals in general, should be undertaken in strict adherence to the manufacturer's instructions.

4. Limitation

You may find your list of uses for your new surface will expand. These may include different types of equipment being moved about on it. Providing you take proper steps and precautions, most requirements can be met.

Protecting the surface and infill is especially important. As a general rule, Urban Turf Solutions recommends that no long-term still load of more than 17Kps (2psi) be applied to your surface.

It is a good idea to eliminate any long-term static loads, but do keep the necessary static load as brief as possible. To further minimise the risk of damage to the turf system, you can use sheets of 20mm exterior plywood to spread major still loads. Even some new plywood contains materials that may leach out and stain the surface if it gets wet, so a barrier can prevent that from happening.

NOTE: Under static loads, the surface should be protected by a polyethylene sheet to keep it clean.

5. Prohibition Rules

The following should not be used on the surface:

1. No glass, tin or ceramics
2. No smoking or fireworks
3. No dirty or muddy footwear
4. No chewing gum
5. No vehicles except small maintenance vehicles.

If mud gets on the surface, it will quickly affect the turf performance. The cost of cleaning the turf is expensive. Therefore, observation and policing of these restrictions is advised. A client that has not put these restrictions into practice, or has failed to police them, must accept liability for any future failings of the turf surface.

6. Special Events Rules

Most of the questions asked regarding surface usage are concerned with assemblies, shoes and concerts or musical events. Concerns with surface loading and crown management may arise here.

The first precaution is to keep the long-term static load below 1,450kg per square metre by using plywood or other load spreaders. Usually 1200 x 2400mm sheets of 20mm plywood are satisfactory, as long as the load is not situated closer than 150mm from the edge of the plywood. To avoid staining the surface, a polyethylene sheet should be placed under the plywood.

Do not place chairs directly on the surface or any other objects with high point loadings.

Contact

For questions or clarification, please contact the Urban Turf Solutions team.

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Phone 07 3382 7260
Fax 07 3807 4665
Email info@urbanturfsolutions.com.au
Web www.urbanturfsolutions.com.au

Warranty Form

Online warranty submissions

Please visit <http://urbanturfsolutions.com.au/warranty/> to complete and submit your warranty form online. You will need access to a scanner or camera so you can upload a photo or pdf of your invoice or receipt.

Posted or faxed warranty submissions

Please fill in the details below and return your form to Urban Turf Solutions to activate your surface warranty. Failure to do so will void any warranty claims.

Name: _____

Address: _____

Suburb: _____ State: _____ Post code: _____

Contact phone: _____

Email: _____

Product name: _____

Installed by
(company name): _____

Date of
installation: _____

Please attach a copy of your invoice or receipt from your installer as proof of purchase. Your warranty will not be registered without this.

Return this form by post or fax to Urban Turf Solutions Pty Ltd

Post

Urban Turf Solutions Pty Ltd
PO Box 6339
Yatala, Queensland 4207

Fax

Fax 07 3807 4665

Questions?

If you have any questions, please contact us:

Phone 07 3382 7260

Email info@urbanturfsolutions.com.au

Web www.urbanturfsolutions.com.au