PRO GREEN®
SYNTHETIC TURF SYSTEMS

# OUR WORKMANSHIP GUARANTEE:

## Artificial Grass Warranty, Care Guide, and What to Expect

ProGreen provides the highest-quality American-made products and its installation quality specifications. ProGreen is so confident that you will be delighted with the quality of its workmanship that we provide you with the following workmanship warranty, subject to the terms and conditions stated in this warranty.

If within 2 years of the completion of the work, the workmanship of the installation fails to conform to our installation quality specifications, ProGreen will, at its election, repair or replace the products at its own expense.

## TERMS & CONDITIONS

To submit a claim, contact ProGreen. Claims must be submitted promptly after discovery. If after inspection, a valid claim exists, ProGreen will repair, re-install, replace, or refund the purchase price at its option. ProGreen may substitute product if originally installed product is not available. Replacement of a product does not renew the warranty period. This warranty assumes normal and reasonable use of products. This warranty does not cover any damage caused by occurrences beyond the control of ProGreen, including, but not limited to, overloading, impact, abrasion, commercial use, improper or insufficient maintenance, corrosion due to atmospheric contamination, poor soil, tree roots, changes in the water table, water main breaks, rips or tears in turf, burning or melting of turf (including from direct sunlight or reflections of sunlight), surface temperature of turf, or hard water deposits or other water marks on turf, mottling of pool plaster, scratching or scuffing of pavers, lack of traction on or slipperiness of joint sand stabilizers, or efflorescence in pavers and stonework. For pet applications, workmanship warranty does not cover any urine odor claim, tears, or damages caused by pets. Tampering with any products by other than ProGreen voids this warranty. This warranty is the only express warranty provided by ProGreen.

### TERMS & CONDITIONS, CONTINUED

ProGreen HEREBY EXCLUDES AND DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BY WAY OF ILLUSTRATION AND NOT LIMITATION, WARRANTIES OF FITNESS FOR PARTICULAR PURPOSE, HABITABILITY, AND MERCHANTABILITY. THE LIMITED WARRANTIES CONTAINED HEREIN SHALL BE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESSED OR IMPLIED. ProGreen's liability under this warranty is limited to the amounts received by ProGreen for services rendered under the sales contract. In no event shall ProGreen be obligated or liable for incidental, special, indirect, or consequential damages of any kind for the breach of any express or implied warranty. In the event legal action is instituted for the enforcement of any terms or conditions of this Contract, the prevailing party shall be entitled to an award of reasonable attorney fees in said action or arbitration, in addition to costs and reasonable expenses incurred in the prosecution or defense of said action or arbitration.

## WARRANTY TRANSFER

This warranty is NOT transferable to subsequent homeowners of the home where the products are installed.

## OUR MANUFACTURERS' WARRANTIES

The products that ProGreen installs for you are of the highest-quality and the manufacturers of these products stand behind their products. A full manufacturer's warranty is provided separately.

All manufacturers' warranties shall become effective upon completion of project. Description of coverage under any manufacturers' warranties is available for review upon request by emailing info@progreen.com or calling 855-464-8873

Should you have any questions or concerns, please do not hesitate to contact us.

PROGREEN SYNTHETIC TURF SYSTEMS

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LIVING WITH YOUR NEW LAWN

# WHAT TO EXPECT

Here is a list of some common questions, concerns or possible defects to be expected with artificial grass. It is very possible for some of these occurrences to happen. The entire team is hands and eyes on each project and will try to avoid or remedy any occurrence immediately.

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| **SEAMS** | While our team does everything possible to reduce the appearance of seams, sometimes they will still be visible after the grass is installed. If you are especially concerned about seams, talk to your sales representative as certain grass lines seam better and may be a better grass option for you. |
| **WEEDS** | Artificial grass drastically reduces the number of weeds in your lawn. However, there is a possibility of weeds popping up around the edges of the grass, and through the drainage holes of perforated products. You can simply pull these weeds as they come up or spray a weed killer if you notice weeds coming through. Additionally, it helps to regularly blow off turf with a leaf blower to ensure weeds don't ferment on top of the grass. |
| **WINDOWS & REFLECTIVE SURFACES** | Windows and other reflective surfaces can act as a magnifying glass beaming sun-rays onto the turf causing the turf fibers to fuse together. Our team will look for these cases and notify you of a potential issue but if you notice hot spots on your turf, a UV film can be applied to the windows and reflective surfaces to reduce the reflection. UV burns are not covered by any manufacturers' or installation warranties. |
| **HOSES** | Avoid leaving hoses on the grass for extended periods of time. Hoses get very hot during the summer months and can leave imprints in the grass. |
| **SMALL ANIMALS** | Artificial grass deters small animals like rabbits because they have no interest in eating it. If your area has gophers, please discuss a gopher mesh option with your sales representative. |
| **DOGS** | Dogs typically cannot dig up the grass. After the nails have had time to set, it is very difficult to pull up on the turf making the digging dog lose interest. If your dog starts to dig up the turf, contact us immediately to get on the schedule for a service visit – the sooner we work to repair the turf, the more likely the small area can be repaired before it turns into a bigger replacement project. Dogs digging up turf are NOT covered under workmanship warranties and do require a service charge. |

PROTECT YOUR INVESTMENT

# SUGGESTED CUSTOMER CARE

1. Do not walk on "new" turf for at least 48 hours; this allows the seaming glue to cure and dry.
2. Do not pull on the nails and avoid letting dogs try to dig up the nails. It takes 3 weeks for the non-galvanized nails to begin their oxidation and swelling to secure themselves into the hole. Any disruption to nail placement within the first 3 weeks loosens the turf which will affect seams and will require a billable service charge to stretch the turf and replace nails.
3. Avoid aggressive raking. Never use a brush with metal or wire bristles as these will change the turf fibers. A simple leaf blower can clean most debris off the turf. ProGreen also offers a "Broom and Groom" service where a team will come out and clean the turf, inspect for any issues, add infill (if needed), and power broom the turf. We recommend doing this bi-yearly to extend the life of your turf.
4. Keep it clean. If a plate falls into the grass or a soda spills, use Simple Green® or a gentle cleaner such as dish soap and water to rinse the spill. Dried-on or sticky spills may require some scrubbing.
5. Discarded cigarettes will not ignite the turf as it is fire resistant, but they can damage the turf by fusing the tips together. Cigarettes, fireworks, and open flames should be kept away from the turf.
6. Hot engines from powered landscape tools can burn the turf. Do not set these tools on the turf. Additionally, never leave a parked vehicle idling on the turf.
7. Furniture and equipment with sharp or jagged edges should not be placed on turf as this may puncture or tear the turf.

⚠ **Failing to abide by the Suggested Customer Care will void any suggested warranties.**