



March 2020

Artificial Turf Care

Unique Warranty

Period: 2 years

Unique Landscapes & Custom Pools warrants your artificial turf from installation defect, seam separation, and settlement for a period of two years. This labor warranty covers repair of the affected areas (without replacement of the product).

Manufacturer's Limited Warranty

Period: 8 years

The manufacturer covers excess wear, fading, and defects. Replacement of product only will be covered, and installation labor of new turf would be paid for by owner. Turf product is also pro-rated based on age, so after 7 years, Unique & Manufacturer will only cover 7/8ths of the cost of the turf (however we will attempt for as much as possible in a warranty situation)

Synthetic turf does require care to keep it looking its best and here are some suggestions:

1. **Pets:**

Pick up pet droppings as you normally would on any other surface. Use water to rinse the turf for any remaining particles and urine to keep your turf looking great. Do not power wash feces into turf as it will be harder to get out of the fibers.

2. **Leaves/Litter/Soil:**

Use a blower or a broom to sweep away debris on a regular basis. Dirt that ends up in the turf should be raked, swept or blown out as it collects.

3. **Rain:**

If heavy rain occurs, and your turf has infill, you may need to redistribute the infill using a carpet rake or stiff broom. A shop vacuum may also be used to pick it up and then spread it back out.

4. **Odors:**

If for any reason you have odors in your turf, use a few drops of dish soap per gallon of water and scrub the affected area and then rinse with water. Do not use other cleansers such as bleach or any item with alcohol as they will destroy your turf. If odor still exists, there are many online products for odor neutralization, but Odostroy by Emerald Fill is specifically designed to rid odors from synthetic turf. Please contact us for ordering details. If using any chemicals on the turf, make sure it is sufficiently rinsed to get the entire residue off of the blades and through the backing to avoid dulling of the blades.

5. **Stationary Items:**

Your turf will flatten if items are left on it but just rake against the grain to fluff it up once again.

6. **High Traffic Areas:**

Sweep the turf against its grain to fluff it up. For a nominal fee, Unique can perform a "power broom" application that uses a gas powered sweeper to help

the turf stand back up in a vertical position. Over time, this becomes increasingly difficult to get turf to stand vertical.

7. Sun/Glass Reflections:

On rare occasions, your home & windows in your home may reflect onto a portion of your artificial turf. This creates a "double" heat element (meaning it gets the sun "twice". We typically can forecast where this may or may not happen, but sometimes the sun changes/expose changes/etc – so window coverings are required in this situation (at the owner's expense). This is NOT a warranty situation.

NOTES:

If using any chemicals on the turf, make sure it is sufficiently rinsed to get the entire residue off of the blades and through the backing to avoid dulling of the blades. Do not use any form of acids on turf.

If ever in doubt what you can use on your turf to clean it, call your maintenance company or email us. Warranty does not cover any chemical damages to turf or any part of the turf.

Thank you!

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