



*Use, maintenance & warranty*





## *Royal Grass synthetic turf*

*Thank you for choosing a Royal Grass lawn to enhance your landscaping and garden experience. By selecting Royal Grass you are automatically making a decision for long term quality. Royal Grass products are specially designed to combine the characteristics of natural grass with the additional benefits of minimal maintenance, long life, always green and durability. With a minimum of proactive maintenance you will enjoy your Royal Grass lawn for many years to come.*

*Royal Grass gives warranty on your artificial grass lawn, with an average of 8 years, and guarantees that it will retain its UV stability during the warranty period. Please refer to your reseller for local conditions and the valid warranty terms. Please save your invoice to be able to lay claim on the warranty.*



## General use

*In order to maintain the natural look and beauty of your Royal Grass installation it is recommended that, on a regular basis, you remove organic debris like leaves and seeds from your Royal Grass lawn. Especially the sand filled products need extra attention. When leaves aren't removed, they will compost and lead to growth of moss and weed. Using a weed killer is possible but it is better to prevent it. Also don't enter the lawn if it is full of leaves, remove the leaves first. With these measures you will keep the drainage capability the maximum possible level and you will also minimise the possibility of seeds starting to grow.*

*In cases where you may have placed a heavy item on the Royal Grass surface, like an inflatable swimming pool or flower pot, the grass fibres will flatten. When the heavy item is removed simply take a broom with firm bristles and brush the fibres back up again to make your lawn return to its original beauty. Over time, it is possible that the imprint stays visible. This is dependent on the Royal Grass product you have chosen. Remember to always brush against the natural pile direction of your Royal Grass lawn.*

*At all times prevent fire and hot items like BBQ ashes and cigarettes from getting into direct contact with your Royal Grass lawn as this will potentially cause some melting of the grass.*

*Winter conditions are not a problem for Royal Grass, it will not damage due to frost or break at entry. However if snow is stamped into the grass and a icy layer has been formed, this may not be removed manually in order to prevent the fibers from damaging. This must melt naturally.*

*If you have selected a product with polyamide fibers, you should avoid contact with chloride containing substances . It can discolour the fibers.*

# Maintenance

## **Brushing**

*Cleaning and brushing your Royal Grass lawn back up when required is best achieved by taking a broom with firm bristles and brushing the fibres against the natural pile direction. Alternatively, a garden or leaf rake can be used as well.*

## **Leaf blower**

*A normal leaf blower can be used to clean your Royal Grass surface from fallen leaves and other debris. For the sand filled products, it is best not to hold the blower too close to the grass surface to prevent the sand from being blown away as well. The frequency of performing proactive maintenance to your Royal Grass lawn depends on your surrounding environment and usage of your lawn.*

## **Seams**

*In the unlikely instance where your seams become loose, it is important to repair it as soon as possible. Use for artificial turf developed glues and seam tapes only. When your Royal Grass lawn is installed by a specialist, please contact the specialist in order to conduct repairs.*

## **Sand Infill**

*A few Royal Grass products need to be filled with special sand. The sand is important to your Royal Grass lawn and provides the following benefits:*

- *To keep your Royal Grass lawn firmly in place.*
- *The sand will enhance the natural finish of your Royal Grass lawn.*
- *To act as a fire retardant.*
- *To support the fibres to stay upright and limit wear and tear and enhance longevity.*

*The sand used for your Royal Grass installation is specially selected. It has a round shape to provide good drainage and avoid damage to the grass fibres. It is important for maintaining the warranty conditions that the sand infill is occasionally checked and topped up when needed after the installation is done. It is recommended to regularly check areas with high traffic, like play areas or walking paths, for the right level of sand infill.*

***Melting spots***

*Royal Grass is made of high quality synthetic fibres that will melt when in contact with fire and hot items. If a melting spot accidentally occurs you can have that repaired. Conducting repairs is a specialist job and can best be conducted by a Royal Grass installer who has the proper tools and materials. The repair must be done with some spare grass patches, which are left over from the installation. In this way any colour difference will be minimised in case of the need for a repair.*



## *Weed control*

*Weed is easy to remove by picking, brushing or rake the grass. Ensure that weed is removed before it has the chance to take root, especially at the edges. It is advisable to take care of good cleaning of the lawn.*

*There are various products available for removing weed in an environmentally safe way. Most of these products are also safe for you Royal Grass lawn. If you have any doubts, please try out on a little piece (left over) Royal Grass first. Follow the instructions on the packaging carefully.*

# Warranty

*With normal usage your Royal Grass lawn will have a lifetime of more than 10 years. Your Royal Grass lawn comes with an average UV stability guarantee of 8 years (ask your reseller for local valid warranty terms). Within the context of this warranty Royal Grass is deemed to have retained its UV stability if the original tensile strength of the Royal Grass fibres has not decreased by more than fifty per cent. Your warranty starts at the delivery of your Royal Grass product.*

*This warranty does not apply: 1) if your Royal Grass lawn is used for applications other than as ground cover in the garden or roof garden, 2) if damage has occurred during or resulting from inexpert processing, laying or repairs, or 3) to the extent that possible defects or damage are caused by:*

- *fire, rips, accidents, vandalism, improper use, negligence or neglect;*
- *the use of any infill sand other than the special sand for artificial turf;*
- *failure to keep the infill sand at the requisite level (if applicable);*
- *the use of the artificial grass surface for any purpose other than the purpose for which the artificial grass was designed and laid;*
- *the use of incorrect cleaning methods or aggressive cleaning products, herbicides and insecticides;*
- *force majeure and other situations that the Royal Grass reseller reasonably cannot control;*
- *exposure of Royal Grass to direct or reflected temperatures in excess of 75° C;*
- *decolouration of polyamide fibers due to chloride;*
- *failure to maintain, protect or repair Royal Grass in the appropriate manner.*

*In case Royal Grass does not function as warranted within the warranty period, Royal Grass will deliver a replacement number of square metres of Royal Grass to replace the amount of Royal Grass (expressed in square metres) of which the reseller has determined does comply with the warranty conditions mentioned above.*

*The sales price of the replacement product will be multiplied by the percentage of the warranty period that is left. (For example if the replacement was made 36 months into the 96 month warranty period, then this percentage would be  $(96-36) / 96 = 62.5\%$ ) The part of the sales price for the replacement product that is not to be borne by Royal Grass must be paid by the end user. Possible claims based on Royal Grass warranty terms must be submitted in writing with your Royal Grass reseller.*

*Royal Grass is at all times subject to normal wear and tear. Normal wear and tear is not a manufacturing defect and is not covered by this warranty. In addition to the factors listed above, wear and tear among other things depends on the intensity with which Royal Grass is used.*

*Under influence of warmth, cold and UV radiation, artificial grass is subject to minor expansion and shrinkage. This is influenced by the foundation on which the artificial grass is installed. An expansion and/or shrinkage percentage of 0.5% falls within the permitted specifications.*

*Royal Grass isn't responsible or liable for installation or additional warranty terms given by the reseller of Royal Grass.*



[www.royalgrass.com](http://www.royalgrass.com)