



ReadyLawn Industries
913 Shands Road, Prebbleton
Christchurch, 7676
P: 03 349 6980
E: info@readylawn.co.nz
W: www.Readylawn.co.nz

Minimum standards for installation and workmanship and warranty

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

1. All existing turf 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 synthetic lawn will not need any watering.
2. 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 turf.
3. Timber edging should be installed around the perimeter of the turf. This is essential to stop any subsidence around the edges and prevent the turf from lifting along an edge, as it allows us to secure the turf with landscaping nails every 200mm along the perimeter.
4. The sub-base is then laid with a 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 gently slope to the storm water drain.
5. Lay an additional 20mm of Crusher Dust or other suitable fine 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 turf drains water vertically through drainage holes built in, we will endeavour that the base is given a very slight slope away from buildings and towards the storm water drain to avoid any pooling.
7. If the installation covers a larger area, grass is seamed in areas where two pieces meet. This needs to be secured with a specialist outdoor turf adhesive glue and turf joining tape.
8. Infill of clean dry silica sand is then applied using a standard seed-drop spreader. This infill helps to weigh down the synthetic turf and stabilize the fibres to keep them upright and prevent matting. It is important that all of the infill has been spread evenly over the entire synthetic turf surface and power broomed in.

Install Guarantee

ReadyLawn guarantee to the client that:

1. The synthetic turf surface has been installed in accordance with the manufacturer's guidelines which relate directly to the synthetic turf surface supplied.
2. The recommended adhesives and seaming tapes have been used and applied in accordance with the manufacturer's product and the supplier's recommendations.
3. All of the infill materials used is as per the application rates stated in the Product Specifications for the installed synthetic turf surface.

4. All machinery used on the surface for installation is fit for purpose and all equipment has been approved by the manufacturer as fit for purpose

PLEASE NOTE: It is normal for loose yarn to be present after installation. This results from cutting and installation.

Product Warranty

From practical completion and for an **10 Year** period thereafter :

Readylawn warrant that if the supplied synthetic turf proves to be defective in manufacture resulting in premature wear, during normal use of the product, we will at our sole discretion either 1) repair or replace the affected area, or 2) issue a credit equal to the cost of the synthetic turf material. It is normal for the turf surface to change over time with use and environmental factors.

Proration as follows: Years 1-3 (100%) Years 4-5 (50%) Years 6-10 (25%)

In the event that Readylawn elect to issue a credit in lieu of repair or replacement, the credit will only apply to the affected area of synthetic turf giving rise to the claim. The credit shall be issued to the reseller as a percentage of the replacement cost of new synthetic turf of the same of comparable quality as supplied by Readylawn. There will be no cash payment.

This warranty is limited to remedies of repair or replacement of the affected areas of the synthetic turf. This warranty does not cover the installation of the synthetic turf or any issues stemming from the installation.

Readylawn hereby disclaims any and all warranties, express or implied, including warranties of merchantability and fitness for a particular purpose and disclaims liability for incidental or consequential damages. Readylawn specifically excludes and will not pay consequential damage under this warranty.

This includes any damages arising out of, or in connection with the use or performance of the synthetic turf including, but not limited to damages for economic loss, expense, personal injury etc.

This warranty is non-transferable. This warranty is only extended to the original purchaser. The warranty period of any replacement product shall be limited to the warranty period of the initial product only.

Product Warranty Conditions & Exclusions

This is a Manufacturers Limited Warranty and does not cover;

- surface deterioration resulting from normal wear and tear or any damages caused by site conditions and improper use, accidents, misuse, abuse or neglect, improper maintenance or cleaning products.

- sun magnification and melting from regardless of the cause.
- damage as the result of repetitive activities, such as landing zones, slide areas and other high friction zones
- damage by natural disasters, floods, fire or acts of God
- damage from freight, delivery or poor installation by other installers
- variations in colour – the purchaser understands that different dye lots and yarn batches may have slight variation in shading and colour and any such variations are not covered under this warranty. Turf supplied shall be of the same manufacture batch at time of original purchase but may not be able to be matched exactly for matching in the future.
- variations in appearance caused by light refraction causing the appearance of faint lines and or matting.
- damage by spiked shoes or cleats or other footwear for which this product is not intended
- willfully or maliciously damaged
- pile crush
- damage or wear from pets digging, chewing, biting, scratching or other extraordinary wear.

Failure to complete general preventative maintenance requirement (to be carried out by the client, or their representative) is not grounds to invoke full replacement warranty, this particularly refers to upkeep of the required infill, weed, moss treatments and contamination removal.

The surface is used solely for the purpose for which it is designed and installed. The general maintenance and surface protection guide are followed rigorously throughout surface life, and the surface is cleaned and maintained in accordance with manufacturer's cleaning and maintenance procedures.

Claim procedure

Purchasers must promptly inspect all products upon delivery and notify Readylawn in writing of any defects, shortages, damage or non-conformity within 10 working days from the date of delivery. After this time period the purchaser shall be deemed to have accepted the product "as is" and Readylawn shall have no obligation and/or liability with respect to the above defects and shortages.

Upon installation, surface warranty claims must be submitted to Readylawn in writing, preferably with supporting photographic evidence, within 5 working days of discovering a product issue. On receipt of the claim, Readylawn will respond by arranging a joint inspection with the installer of the problem area within ten working days. On acceptance of the claim, Readylawn 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.

Protection Rules

To protect and prolong the life of your Synthetic turf surface, please take note of the following recommendations:

1. Keep the synthetic turf surface free from litter, mud and debris.
2. Prohibit smoking, fireworks, glass and chewing gum on the synthetic turf surface.
3. Follow the manufacturer's suggested maintenance and cleaning procedures.
4. No vehicles are allowed on the synthetic turf surface.
5. Repair minor damages quickly.

Got a question? Want a quote?

We would love to hear from you about how we can help with your next project. Contact us on:

Phone: 03 349 6980

Email: info@readylawn.co.nz

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