

Disclaimer: This content should only be used as a quick guide and may not cover all the required steps and procedures when installing artificial turf. If you plan on completing the install yourself, SmilingRock is not held responsible for any potential damages, injuries or faults occurred as part of the installation process. We always recommend doing further research and seeking professional advice before engaging in home renovations yourself.



Artificial Grass Warranty and Maintenance



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A home to smile about



MAINTENANCE

To ensure our customers make the most of their experience, we suggest the occasional care and maintenance that has low effort and low cost.



i. Keep your grass looking sharp

To prevent the grass from flattening, it is important to reapply white sand across the surface area.



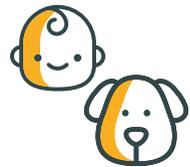
ii. Green and clean

Like an ordinary lawn, our turf is better when it is kept clean. Sweeping dead leaves and picking up litter will maintain the minimalistic appearance. Litter and dead plantation results in unwanted decomposition. Moreover, it is ideal to avoid using harsh chemicals to maintain the quality of the grass. Children, as well as small ecosystems that thrive in your garden, can be put at risk if exposed to harsh pesticides.



iii. Weeds

Although uncommon, the weather your area is circumstanced to may result in minimal weed growth. When removing a weed, it is always important to be cautious of the fore-coming weather, ensuring that it is dry for a minimum of 48 hours. If removing a weed, we recommend 'bio-weed'. This eco-friendly pesticide does not damage turf however does have its disadvantages. Patience is key when applying the poison, it is imperative to not remove the weed with physical force. Waiting will allow the poison to take effect in the roots, preventing future growth.



iv. Pets and kids

Our turf is designed for anyone and everyone of all ages. At Smiling Rock, we value hygiene as it is essential to safety. Cleaning up after your pets by regularly hosing will keep the lawn hygienic and odourless. Alternatively, rubbing a 50/50 accumulation of white vinegar solution and water can remove the more stubborn odours. Moreover, as the turf is made of polyethylene fibres, it is extremely resistant to staining. Stubborn stains can be removed by applying a rag soaked in soap and warm water.

7 Year Artificial Grass Warranty

Smiling Rock warrants their customer that under normal conditions, the product will sustain their 7-Year UV sustainability during the warranty period. Smiling Rock will repair or replace any of Smiling Rock's artificial grass that is deemed defective and not compliant with this warranty.

Artificial Grass Warranty shall only provide coverage to products used for the purpose of a sports field, court or landscape. The customer accepts the warranty will be void when the artificial grass is used outside of it's recommended purpose or is deemed improper. This void includes the poor installation or repair completed by the customer or third party. Smiling Rock are not held responsible when the customer or

third party miscalculates, and/or uses the incorrect sub bases or improper cleaning methods.

Smiling Rock Artificial Grass Warranty does not warrant against general wear and tear and poor maintenance of the artificial grass. It will not cover the damages incurred through misuse, inappropriate sports, pets, fire and harsh weather conditions. Smiling Rock's entire liability shall in no event exceed the purchase price for the defective product and will not be assumed for consequential damage, loss or expense.

Claims under this Warranty must be tendered in writing to us within 30 days after discovery of the alleged defect along with a minimum of 3 clear pictures.

* 8 year UV warranty commencing date of sale on invoice, invoice must be presented when claiming for warranty.

