

M&B Surfaces Ltd/playbark.com Artificial Grass Guarantee

Products: All core Artificial Grass Products

Permitted Uses: General Landscape & Domestic use.

Period of Guarantee: 8 years

1. Guarantee:

- (a) M&B Surfaces Ltd/ playbark.com guarantees the product is manufactured in accordance with and confirm to the M&B Surfaces Ltd/ playbark.com product specification;
- (b) M&B Surfaces Ltd/ playbark.com guarantees the materials used meet the stringent requirements of our quality standards, and all component parts are guaranteed by the individual supplier;
- (c) For the period of the guarantee, M&B Surfaces Ltd/ playbark.com warrants that the surface will:
 - i. Be free from significant fading;
 - ii. Not suffer significant or unusual breakdown/ deterioration due to ultraviolet and climatic degradation;
- (d) M&B Surfaces Ltd/ playbark.com guarantees all workmanship involved in the manufacture of this product follows the M&B Surfaces Ltd/ playbark.com guidelines, meets the standards within M&B Surfaces Ltd/ playbark.com's specification.

2. Guarantee Period:

- (a) The guarantee is exclusive of all other warranties, whether written, oral, expressed, implied or statutory and hereby excluded and disclaimed to the extent that they exceed the warranties expressly granted herein.

3. Condition:

- (a) The guarantee is conditional upon the following:
 - (i) Full Payment being received by M&B Surfaces Ltd/ playbark.com within the agreed payment period;
 - (ii) Product being suitable for application.

- (iii) Ultraviolet exposure is based on 100 kilo Langley's (kLys) per year*.
 - (iv) Variations of the above will affect the guarantee proportionality.
- (b) In the event of repairs or replacement is carried out with M&B Surfaces Ltd/ playbark.com's prior written consent the guarantee ceases to be in effect.
- (c) Arbitration will be under English Law.
- (d) Prior to any claim being accepted by M&B Surfaces Ltd/ playbark.com the client must:
- (i) Set out the claim in writing within 30 days of discovering the alleged defect;
 - (ii) Allow M&B Surfaces Ltd/ playbark.com or its agent free access to inspect, uplift and test the surface;

4. Limitation of Liability:

- (a) The liability of M&B Surfaces Ltd/ playbark.com pursuant to this guarantee and warranty for the repair or replacement of damaged areas, subject to any statutory obligations to replace the surface or to refund the purchase price is, at its option, limited to correcting defects in the surface or any part thereof whether the claim is based in contract or tort.
- In no event shall M&B Surfaces Ltd/ playbark.com be liable be liable for loss of income or revenue or any other consequential loss.
- (b) If M&B Surfaces Ltd/ playbark.com is required to correct defects in the surface or any part thereof, M&B Surfaces ltd/ playbark.com liability shall not exceed the lesser of:
- (i) The costs charged by an approved independent supplier for correcting defects in the surface;
 - (ii) The percentage of the original purchase price of the surface as follows:

8 year guarantee:

Year 1 – 100%, Year 2 – 87.5%, Year 3 – 75%, Year 4 – 62.5%, Year 5 – 40%, Year 6 – 37.5%, Year 7 – 25%, Year 8 – 12.5 %, Year 9 – Nil

5. Exclusions:

- (a) The guarantee excludes damage or wear of the surface due to:
- (i) Improper use;
 - (ii) Fair wear and deterioration;

- (iii) Damage and impaired performance caused by vandalism, flood, fire, acts of God or general contamination;
- (iv) Chemical reactions with infill materials, inappropriate cleaning agents and / or weed killers, rock salt, contaminated water sources and or any other similar agent;
- (v) Damage to carpet through poor or incorrect installation including seems, edges and infill.
- (vi) Improper maintenance or repair, including excessive mechanical grooming of fibres;
- (vii) Damages resulting from base influences, e.g. ground movement, dips and bumps;
- (viii) Damage caused following delivery to site or whilst held in storage following clients delay in installation.

(b) The guarantee also excludes fibre loss / deterioration < 1% per annum (compared to total original pile weight).

*Where the UV exposure increases by 20 kilo Langley's (kLys) in each specific world zone, the given guarantee reduces by 10%. I.e. 120 Kilo Langley's (kLys) would equal 90% of the given guarantee; 140 Kilo Langley's (kLys) would equal 80% of the given guarantee.

Signed on behalf of M&B Surface Ltd/ playbark.com:

Matthew Burrows

Director



Maintaining Your Artificial Grass

The major benefit of having an artificial grass lawn is the minimal amount of work in maintaining it.

However, simple a simple maintenance regime will keep the grass looking top notch and will ultimately result in the lawn providing many years of service.

Initial Maintenance once fitted:

For the 2 months after the lawn has been laid, the silica sand which has been applied to the surface is slowly settling so we suggest lightly brushing the surface every week with a medium to light brush to assist with this settling and bedding in period. Do not brush too heavy as this will be counterproductive.

Maintenance thereafter:

Inevitably leaves and vegetation will lie on the surface of the lawn especially during the autumn period.

Although this will not immediately harm the grasses we suggest removing this vegetation by hand or by an automated blower to remove them, failure to do so may result in the weed seedlings germinating in the decaying organic matter.

Thereafter, as part of the ongoing maintenance of the lawn brush the grasses in all directions to ensure that pristine look!

Weed growth:

Occasionally weed or natural grass growth may occur in the lawn and also at the edges where the artificial grass finishes or meets paving or a garden border.

The treatment of these weeds should be an integral part of the ongoing maintenance of the perfect artificial lawn.

The application of a weed membrane applied underneath the lawn at the time of installation will assist but this will not prevent weed growth which have germinated within the pile/sward of the lawn.

The simplest way to eradicate these is to apply a water based weedkiller which is based on Glyphosate, this is available from most garden centres.

Do not use a granular weedkiller!

Use pesticides carefully, read the label!

Once the weed growth has died off, either remove gently by hand or simply brush off.

Stains marks and dog mess:

For general stains and marks, simply use warm soapy water and rinse off with clean water.

For dog mess, remove the excrement and wash off as stated above.

For more resilient stains, carefully use white spirit applied to a clean cloth, slowly wipe the blades of grass until clean and wash off with warm clean water.

Do not use cleaners which contain bleach or bleaching agents!

Caution:

Due care and consideration should be given to:

- Smoking on the lawn, we don't advise you smoke on your lawn as the hot ash will most definitely burn and mark the blades of grass.
- Broken glass will inevitably cut the grass and will cause irrevocable damage to the lawn as well as being a hazard to you and your family.
- Chewing gum will be extremely difficult to remove from the blades of grass, please avoid disposing of it on the lawn.
- Keep an eye on pets scratching at the lawn this will also cause irrevocable damage.

For any further questions please do not hesitate to contact our sales office:

Tel: 01538 755422

Email: info@playbark.com