



SCM.v230517
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Care and Maintenance Manual





Introduction

Thank you for choosing SYNLawn. Even though your SYNLawn does not require the traditional maintenance of natural grass, there are maintenance procedures that can help protect your investment and extend the useful life of your SYNLawn brand turf.

The following procedures are important in helping to preserve your turf:

- **Keep it clean**
- **Brush periodically**
- **Protect your Investment**
- **Report any problems promptly to your SYNLawn dealer**

Legal Notice

Customer must demonstrably comply with "SYNLawn Installation Guidelines" and "SYNLawn Care & Maintenance guidelines," to qualify for statutory or contractual warranty claims.

Initial Requirements

SYNLawn products/systems require a minimum two (2) week stabilization period. This period of time varies depending on local conditions, use, and product/system specifications. During this time, it may be necessary to make minor adjustments to the product and installation. Commercial projects typically require an annual maintenance to preserve and protect; our crews need a four week notice to schedule and account for any specific issues they may encounter. Maintenance will help with matting, soiled areas and other concerns you may have regarding the project.

You should also review the Warranty provided to you for specific prohibitions and limitations confirmed therein.

If you have further questions, contact your local SYNLawn dealer or contact SYNLawn at: 2680 Abutment Road, Dalton, GA 30721.

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Cleaning and Stain Removal

I. Keep it clean

A. Dust, pollen, and airborne pollutants

Synthetic turf surfacing will accumulate dust, pollen, dirt etc. While rainfall will go a long way in keeping it clean your project will benefit from routine washing. For pet facilities you will want to consider after market cleaners such as Pro Vet Logic to assist with specific bacteria. Keep in mind that water hardness and deposits may form depending upon source. Please refer to Mineral Deposits section (pg 4).

B. Stains and other blemishes

The first rule is promptness. It is always easier to clean up a fresh spill than one that has dried and hardened. Remove any solid or paste-like deposit with a spatula or table knife. Blot up excess liquids with paper towels, a clean cloth, or a dry absorbent, such as kitty litter or fuller’s earth. (Fuller’s earth is an absorbent claylike earthy material and is often found as a component of kitty litter.) Dry absorbents can then be swept or vacuumed up afterwards.

Synthetic fibers have good resistance to staining. However, it is important to realize they are only one part of a sophisticated system of various components designed for overall performance. Some cleaning agents safe for the face fibers can be harmful to other components of the turf system. Therefore, cleaning agents are grouped into two sets, one of which can be used in liberal amounts directly on the turf surface, and the second of which should only be applied by rubbing a cloth soaked in the cleaner in order to minimize penetration of possible harmful agents below the turf surface. In the first group of cleaners which generally can be applied without any special precautions are the following:

- Simple Green bio-friendly cleaner. Follow the manufacturer’s instructions.
- A warm, mild solution of granular household detergent or any low sudsing detergent for fine fabrics. Use approximately one teaspoon to one pint of water. This will handle most waterborne stains including:

Coffee	Ketchup	Cocoa	Blood
Tea	Butter	Ice cream	Urine
Fruit juices	Alcohol	Mustard	Dye
Vegetable juices	Cola	Glue	
Milk	Watercolors	Latex paint	

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- A three (3) percent solution of household ammonia in water may be used in lieu of household detergent for more stubborn stains.
- **Do not use** cleaners that contain chlorine bleaches or caustic cleaners (ph above (9) or highly acidic cleaners (ph. below 5).
- Rinse area thoroughly with clean cold water to remove any traces of soap or ammonia.
- Blot up excessive liquid.

The second group of cleaners must be applied sparingly with care taken to avoid penetration of the agent beneath the turf are the following:

- Mineral spirits or a grease spot remover like perchlorethylene (dry cleaning solution) of the type sold by most variety stores and supermarkets. In general, cleansers in this category should handle most oil-based stains including:

Asphalt and tar	Motor oil & grease	Chewing gum	Paraffin wax
Cooking oil	Ballpoint ink	Shoe polish	Nail polish
Floor wax	Suntan oil	Lipstick	Crayon



Caution: Mineral spirits and other petroleum based solvents are flammable. Do not smoke or permit open flames near where these are being used. Be sure the area is well ventilated where solvent cleaners are used.

C. Animal Waste

Although all SYNLawn products are pet friendly, there is additional maintenance necessary to keep odors to a minimum. Allow waste to dry and then dispose. Consider use of products such as Simple Green or Pro Vet Logic that are pet safe. Depending on the amount of usage and number of dogs, enzyme neutralizers may also be helpful to control odors. Neutralize with mixture of white distilled vinegar in an equal amount of water. Some odor control infills require flushing with water and some do not, so it's important to ask for specific recommendations from your local SYNLawn dealer in accordance with the infill product used for your installation.

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D. Mineral deposits

Apply a mixture of white distilled vinegar in an equal amount of water to grass and lightly brush. Flush thoroughly with water after application.

E. Chewing gum or tree sap

In addition to dry cleaning fluid, chewing gum and tree sap can be removed by freezing. Aerosol packs of refrigerant are available from most carpet cleaning suppliers for this purpose, or dry ice can be used. After freezing, scrape with a knife.

F. Fungus or mold spots

A one (1) percent solution of hydrogen peroxide in water can be sponged on to the affected area. Flush thoroughly with clean water after application.

G. Oil paints and more difficult stains

Please consult your SYNLawn dealer as these may require a commercial carpet cleaner.

H. Weeds

For any weeds, use a high concentration saline water solution. Spray the areas thoroughly for best result.

Caution! Do not use high-pressure water spray with stream force in excess of 300 psi as this can severely damage the turf and displace any infill material.

Brushing

II. Periodic brushing

SYNLawn's installation typically involve mechanically brushing infill into the turf system. Periodic maintenance will not only keep infill from excessive compaction but will also redistribute infill evenly allowing for proper footing and drainage. Turf fibers will be realigned and resist matting – a benefit for high traffic spots.

The frequency for suggested brushing is directly related to the amount of foot traffic you have in your turf area. Matting of fibers may occur in areas of high foot traffic, especially if fibers have become soiled with dirt and other airborne pollutants.

Periodic “cross brushing” of the turf with a Grandi Groomer rake can help restore the aesthetic appearance of the turf. “Cross brushing” means all brushing activity takes place against the grain, nap, or sweep of the turf fibers. By brushing against the turf, the fibers are “fluffed up”. A brush with synthetic bristles should be used. The use of a Grandi Groomer is highly recommended.

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Caution! Never use a brush with metal or wire bristles as these will change the turf fibers.

Take note to heavier trafficked areas for matting of fibers that might appear different than other areas that do not see heavy traffic. Brushing these areas is highly recommended as it will ensure the full life of your SYNLawn. Brushing with a Grandi Groomer cannot hurt the turf, so brush as often as needed, again keeping in mind that the more traffic, the more frequent the brushing.

High traffic areas might include, but are not limited to:

- Commercial applications
- Multiple dogs
- Heavy play activity by children
- Paths in the yard that are traveled more often

Synthetic turf fibers and installation practices are designed with incredible longevity in mind. That said, it remains your responsibility to protect your investment as much as possible; points that may sound like common sense can sometimes be overlooked. When in doubt, or anticipating a renovation please notify your local SYNLawn office.

Protect Your Grass

Although your SYNLawn brand turf is made of tough, durable fibers, certain precautions should be taken to prevent damage to the turf.

- **Synthetic turf surfaces can, from time to time, but subjected to melt when exposed to highly reflective surfaces. These conditions are highly variable making them difficult to predict. While SYNLawn cannot warrant these claims as such we are able to advise and troubleshoot solutions.** (i.e. window tinting)
- **Landscape crews will often set equipment down on synthetic turf causing melt, please discuss ahead of time with your contractor' Tree trimming and leaf blowing are common examples.**
- Lighted cigarettes cannot ignite the turf, but they can damage the turf by fusing the tips of the fibers together. Cigarettes, fireworks, and open flames should be kept away from the turf.
- Furniture and equipment with sharp or jagged edges should not be placed on turf as this may puncture or tear the turf.

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- **Ensure recommended “infill” levels are maintained.**
- Synthetic turf surfaces are built to withstand foot traffic based on pre-installation discussions. If there is a need to drive, keep equipment on or use a crane across a surface please use plywood to disperse the weight. Wheels won't often hurt the fibers but will shift the base significantly.
- Synthetic turf installers use high-strength adhesives and techniques to secure turf seams and transitional surfaces. If you noticed a seaming pulling apart please notify your local office as these need to be addressed sooner rather than later.
- Utilities may not recognize synthetic turf and have at times painted atop it to designate gas and water lines. Please keep this in mind with both residential and commercial applications.
- The ONLY paint/aerosol recommend for SYNLawn turf is Pioneer GameLine Removable/Aerosol. Any other paints could cause a permanent stain. Please consult with your local SYNLawn dealer if another paint is in question.

Report any issues/problems

Minor problems can become major problems if not corrected quickly. Any problem should be reported promptly to your local SYNLawn dealer.

Conclusion

The proper care and maintenance program can enhance the aging, usefulness, and aesthetics of your SYNLawn brand turf. This manual attempts to encounter and answer the most frequently asked questions regarding your SYNLawn. However, there are always unanticipated questions or needs so do not hesitate to call us!

Ask Your SYNLawn Dealer About Their Low Cost Maintenance Program.