




easigrass™

Maintenance
& Care

Product Guide



Taking care of your new easigrass artificial lawn

Simple advice on how to keep your easigrass looking fantastic for years to come

Dear Customer,

Congratulations and thank you for choosing easigrass

We would like to remind you that although your easigrass is low maintenance, it is not no maintenance and still requires some love and attention.

The product is guaranteed for 10 years from the date of installation but will last much longer if you take care of it.

On the following pages is a small list of frequently asked questions together with some of our quick tips and tricks to ensure huge enjoyment from your new lawn.

We encourage all customers to have at least 1 annual maintenance for us to keep your easigrass in tip top condition, however most customers prefer two. The maintenance Package covers everything from the removal of old waste and matter sitting on top of your lawn to checking all seam joints, sand infill levels, inspecting edging detail and the removal of any airborne spores that might look unsightly.

If you have a very damp rear garden and are suffering from a build-up of moss, we can remove this with a specialist treatment. Please see the maintenance booklet for more detailed information.

It's very easy to set up your maintenance package. We offer both a monthly subscription service along with one off annual or bi-annual visits.

easigrass can also offer a shorter one-hour makeover for your grass if you are hosting a garden party or having people over and want your easigrass to be on top form.

Get in touch and find out more about how we can party fluff your easigrass.

If you have any questions about your easigrass, we would love to hear from you and are always here to help!

easigrass

30
YEARS
EXPERIENCE



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Q. Do I need to tell my builder, gardener or handyman anything about the grass?

Yes, let them know that they have to protect the grass when necessary and cannot place any of their petrol motorised machinery (hedge trimmers, blowers etc) on the grass as the exhaust could burn it. Also please ensure that they don't try and refill their machines with petrol on the new lawn too. Builders, if they are doing any work in or around the grass need to sheet it over and then place ply sheets on the top to prevent it getting torn or damaged.

Q. Can we position a BBQ, fire pit, candles or smoke near or on our easigrass lawn?

Stop!

Direct intense heat will burn your grass. Please take extra care to not drop coals or wood on the grass if you are having a BBQ. With fire pits they need to be positioned on a stone surface nowhere near the grass. Likewise keep candles away from the grass or use something to protect it. If a candle burns down to the bottom on a metal base it will singe any grass so place them in the soil beds if you have them. Please do not use your easigrass as a launchpad for ANY fireworks. Don't allow the kids to throw their sparklers on the grass (Or drop them).

We recommend keeping cigarettes away from your lawn area, placing any ashtrays a safe distance from the lawn area. Make sure all your mates know your rules. It's so easy to forget when you are having a party.

Q. Can I place hot pans onto my easigrass?

If you have very hot pots and pans never place them on the easigrass as it will melt the grass, cold dishes and crockery are not a problem at all.

Q. How do I clean up after my pet or animal?

We recommend that you treat your newly supplied easigrass garden exactly the same way you would treat any room in your existing home.

You may have pets, if not you still have potential wild animals accessing your garden. If your pet or any wild animal does a number 2 on your easigrass, collect with a poo bag and dispose of as you normally would, then clean with warm water and a mild detergent. We encourage you to reward (Dog Treat) your canine family members for keeping their toilet duties in one specific area of the grass. This way you can thoroughly clean that area with warm water and a mild detergent regularly to keep your easigrass smelling fresh and beautiful especially during the summer months when we have less rainfall. Important to remember is that Easigrass is totally odourless when it arrives and that only animals can make it smell.

Anybody that uses their easigrass garden as a dog toilet can expect it to start to smell especially if not cleaned.

Q. Will my grass always stay upright?

It is important to remember that every artificial grass will flatten over time. easigrass performs, in some respects, just like real grass and will crush in heavy trafficked areas. It is quite normal for it to flatten where active kids have positioned their football goal mouth or where you may have an area at the bottom of a slide or a swing. Perhaps even a route to a shed at the bottom of the garden. It makes the whole garden look very natural. You can always give it a brush to raise the pile but it will flatten again when used.

Q. Will I get weeds in my easigrass

When your easigrass was installed, a geo textile was layered underneath which prevents any weeds from growing up from the soil beneath. However, airborne spores from surrounding plants paths or cheeky birds pooping on your easigrass can often leave seeds on the grass which can germinate. The best thing to do with these weeds is simply to pluck them out. If you don't want to touch the lawn that's fine as we have our very own specialized maintenance teams who can do it all for you as part of an ongoing maintenance package. We would always recommend a minimum of 1 visit per year but the majority of our customers prefer two.

Q. How do I clean spillages?

Don't worry about spilling a drink on your beautiful new lawn. Any sort of spillage whether it be wine mixers or alcohol can all be easily cleaned away with a gentle scrub with lukewarm water and a mild detergent or our recommended easigrass cleaners.

Q. Will my grass get hot?

Although not a regular occurrence, we do have periods of sustained direct sunlight and excessive heat. In this case it is recommended that young children wear light shoes on the grass and toddlers/ crawling babies are kept on a blanket.

Q. Will wild animals be a problem?

Foxes Moles and Badgers are the main nuisance. They can in some cases burrow through from next door or along a fence which can result in dips. Moles create little tunnels under the grass as they cannot come through it. They tend to head to the sides but in all of the above cases the base may need recalibrating in order to backfill their holes.

Q. Is it okay to maintain and plant my borders.

When planting or maintaining beds or planters close to your easigrass lawn, protect the grass by covering with a tarpaulin or dust sheet, this will help to prevent any soil, weeds, seeds or vegetation going into the heart of the grass encouraging other things to grow in it.

Q. Will my garden suffer from worm casts?

Worm casts are small little mounds of soil that can sometimes appear on the outer perimeter edges of the new lawn, but never in the middle. They can easily be removed by hand or leave it to the maintenance team.

Q. Can I use Glass, Mirrors, lighting or Sculptures near easigrass

When we have blue skies and full direct sunlight into any garden please be extra careful, if you have any reflective surfaces in your garden and ensure they cannot create a prism that can have the same effect as a magnifying glass on the back of your hand and potentially singe your grass.

We include in here bi-fold doors as when left half open they can sometimes create a prism effect. Its impossible for us to know if the sun will be in an exact position with the glass on a certain angle within any customers garden so please remember to remove any object that is mirrored facing the wrong direction and to ensure if you have bi-fold doors that you have them fully opened or fully closed making them highly unlikely to damage anything. The same applies to any glass balustrade. Ensure that any glass is non reflective if it can be specified.

We advise against using any items which may pierce your lawn including ornaments spiked into the lawn and stake lighting as this damages the backing and also any membrane used.

Q. Can I place garden furniture on the grass?

Garden furniture can be used just as you would on real grass. There may be indents from this furniture, but they can be brushed up with a stiff brush against the pile. The great thing is that the grass doesn't die under any tables or chairs and looks amazing. Although we do recommend you avoid garden furniture with thin metal or thin tapered legs as this may pierce or damage your easigrass lawn.

Q. What do I do if I have moss on my grass?

This generally occurs when little to no maintenance has been carried out. Moss can grow on anything but we have special treatments that can remove this. It's a job for the maintenance team. Moss treatments are a 2 visit process.

Q. How do I protect my garden when decorating?

Careful now! If you are undertaking any decorating in your garden, please ensure no paint gets on the grass by covering it with a tarpaulin or dust sheet and make sure that pot of paint is fixed stable somewhere.

Q. How do I get rid of sticky tree sap?

Gently scrub the sap using a non-abrasive sponge and mild detergent.

Q. Will my garden always remain level?

When we install the garden the first element that is introduced is a membrane and this membrane retains all the aggregate layers that go on top of it. Very occasionally clients can encounter settlement in the soil layers below our membrane which is not our responsibility, especially on new builds of where there has been a lot of excavation within the garden (extensions, soakaways, sink-holes foundation, footings and features). In the majority of circumstances it makes the garden have a more realistic look and feel, however if a client requires a garden to be re-levelled this would be a chargeable job to recalibrate the base.

Q. When is the best time to arrange the maintenance for my garden and what is required the day they come?

Annually on the same date that it was installed ideally. The guy's will need access to the garden and they will also require an outdoor tap and electric supply.

X Do not use bleach or none easigrass approved products and cleaners.

X The use of a power washer or power hose is not recommended unless by professionals.

X The use of a vacuum cleaner is not recommended.

✓ A Maintenance visit will be completed within a 4hr time slot.

✓ Our guys do a great job and it looks like it has just been fitted when completed

✓ We are fully operational for 12 months of the year.



Call to book your maintenance visit today

0800 808 5651

Or for more information on our easigrass maintenance range go to our website **easigrass.com**

30
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