

OWNER'S MANUAL



ForeverLawn[®]
Grass without limits.[®]



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Serving the west coast of Florida since 2009

WELCOME TO THE FOREVERLAWN FAMILY!

Congratulations on your new ForeverLawn synthetic grass!

We want to thank you for your business, and welcome you to the ForeverLawn Family. We take pride in serving our local community, the community in which we live, work and participate. If you haven't already noticed, we do our utmost to adhere to our core values of quality, integrity, and innovation, and you will find that those values extend beyond your installation date.

Now that you are enjoying your ForeverLawn, you might be wondering about ways to keep it looking and performing as well as it does now. This owner's manual will provide you with guidelines for the care of your synthetic grass, answer some of the most frequently asked questions, and offer helpful resources for new ForeverLawn owners.

On the back of this manual, you will find ways to reach us - we are here if you need us. Until then, enjoy your new ForeverLawn.

GUIDING PRINCIPLES

At ForeverLawn, we strive for excellence through our guiding principles. You not only see it in our products and installations, but in our team members and our valued relationships with our customers.

Quality

We provide products and installations that are never one-size-fits-all. Our team works together to make sure you are getting the best solution for your individual project.

Integrity

For more than 10 years, ForeverLawn has been serving our community honestly, respectfully, and consistently. To be anything less in business and in our community is not who we are.

Innovation

Our products and processes are always evolving. To be the best means constantly challenging the status quo and looking for ways to bring new products to our customers. We never let the grass grow under our feet.

WHAT TO EXPECT

ForeverLawn is a superior synthetic grass product. It is the most realistic, highest quality artificial grass available, designed to provide enjoyment for many years to come.

ForeverLawn offers year-round usability, which means it can be enjoyed without interruption even after challenging weather conditions. For the very problems about which customers call that keep their natural sod from thriving – too wet, too dry, too shady, too sunny, too much foot (and paw) traffic – ForeverLawn withstands it all.

ForeverLawn is a great low-maintenance investment, but it still needs a bit of attention to keep it looking beautiful and performing as expected. In the following several pages, we provide guidelines for basic care for your new ForeverLawn synthetic grass. If you do not find the answers to your questions in this owner's manual, check out our website and blog articles at www.foreverlawnflorida.com or feel free to call our office to speak with a synthetic grass expert.

It is important to remember that time affects everything, from vehicles to children's toys, from pavers to roofs, and from people to pets. Your ForeverLawn is no different. It will remain a beautiful part of your landscape for many years to come, but it may never look the same as when it was first installed. Many of our customers believe that their ForeverLawn synthetic grass looks more realistic as it is used. The perfectly straight, pristine grass blades give way to blades that have a little movement and character to them—more like natural grass. As time goes by and the grass is enjoyed, you may see some traffic areas develop. This is normal. The grass is designed to be used and last for a decade or more. The color will stay true and the functionality will remain unchanged. Enjoy your grass and the character it develops as you use it.

PLEASE NOTE: Due to a rise in the use of low-E windows and reflective siding, there has been an increase in damage to exterior vinyl and plastic household items including artificial turf. Care should be taken to ensure that your ForeverLawn grass is not exposed to intense light reflections that may cause curling or melting of the grass fibers. Items that may cause magnified light issues include, but are not limited to: low-E windows, reflective siding, glass tables, clear plastic toys, and other translucent or reflective surfaces. However, this concern is greatly diminished if not eliminated in applications where ForeverLawn® Fusion products are used.

DO'S & DON'TS

DO:

- Use your new ForeverLawn
- Enjoy your yard as an extension of your living space
- Play together
- Entertain friends and family

DON'T:

- Do not expose to direct high heat (fire, coals, hot equipment such as a lid from a grill or a weed whacker). It is plastic and will curl or melt when exposed to high heat.
- Do not get paint on your ForeverLawn grass.
- Do not use fertilizer on ForeverLawn grass. It actually won't hurt it, but it isn't needed either.
- Avoid using harsh chemicals directly on ForeverLawn grass.
- Don't mow or use power lawn care equipment on ForeverLawn grass. If your ForeverLawn grass is adjacent to natural grass, the natural grass can be carefully mowed while straddling the two, but only if the ground is level. If the mower tips or slants, a blade may cut into the grass and damage the backing.

OK's:

- If treating weeds, it is OK to spray weed killer on ForeverLawn grass.
- If treating insects, it is OK if the insect killer or repellent comes in contact with ForeverLawn grass.
- It is OK to trim natural grass near the ForeverLawn grass, as long as care is taken to avoid direct contact between the blades or wire of the power equipment and the ForeverLawn product.



FOREVERLAWN CARE - GENERAL

Regular maintenance with a blower, brush, and/or sweeper should be performed to remove dirt or debris, which accumulates on the turf as a result of use. Based on location and frequency of use, this should be done regularly in order to avoid excessive accumulation. Groom the grass with a plastic leaf rake, stiff bristled push broom, or power broom to help keep grass looking fresh. When doing this, pull the items against the lay of the turf to lift the blades. While not required, an occasional rinse with water will keep the grass clean. If there are questions on specifics for your installation, please contact ForeverLawn® or an authorized ForeverLawn dealer.

Foreign Substances and Spills

Sunflower seeds, chewing gum, tobacco products, or other foreign substances should not be used on, or dropped on the grass. If such products get on the grass surface, they should be removed immediately.

If a spill occurs, it should be cleaned up as quickly as possible. Clean as much of the spill as possible with a clean rag first. Water, a mild detergent, and in some cases a stiff bristled nylon brush, can be used to clean most spills or drops on the grass. More permanent items such as paint may be able to be removed, but require more effort. Use of harsh or damaging cleaning chemicals, solutions, or solvents may limit the liability claim. Further information regarding cleaning materials is available upon request from ForeverLawn.

Pets

While K9Grass® by ForeverLawn is designed specifically for high pet use areas, other ForeverLawn products may be used in areas with light pet traffic. Pet waste should be cleaned up promptly to keep the grass clean and attractive. Solid waste should be removed regularly, as it would on natural grass, and liquid waste should be rinsed off periodically to keep the grass free from residue. For high traffic pet areas or commercial pet facilities, please refer to our K9Grass Maintenance.

Use of Power Equipment and Motorized Vehicles

It is OK to trim natural grass near the synthetic grass, as long as care is taken to avoid direct contact between the blades or wire of the power equipment and the ForeverLawn product. Do not mow or use power lawn-care equipment on the grass. If your ForeverLawn synthetic grass is adjacent to natural grass, the natural grass can be carefully mowed, but only if the ground is level. If the mower tips or slants, a blade may

cut into the grass and damage the backing. Use of equipment (other than a broom, plastic rake, leaf blower, power broom, or water hose) such as vacuum sweepers, heaters or snow blowers shall be at the risk of the user, as ForeverLawn is not responsible for damage caused by such equipment.

Motorized vehicles of any kind should not be permitted on the ForeverLawn grass surface. If a vehicle must traverse the turf, take extreme caution in starting, stopping, and turning. Finally, standard protective mats are recommended to protect the turf from sharp or pointed objects placed on the grass.

Sparks, Flame, and Heat Producing Items

Setting hot items on the grass, such as grill lids, can melt or warp the grass. Fireworks, sparklers, and other flammable items, can damage the grass and should not be used or set off on the grass surface.

In addition, avoid setting metal pipes, kayaks, plastic chairs or toys, or similar items on the turf, as they have been known to cause heat damage to the grass blades.

Repairs and Replacement

Only resilient particles approved by ForeverLawn should be used as infill or infill replacement. Infill movement or replacement should only be done under the direction and approval of an authorized ForeverLawn dealer. If an edge comes loose, it can be reattached. If your installation used nailer boards, a pneumatic staple gun can be used to reattach it. Stainless steel staples are preferred, but galvanized staples can be used in normal environments. If a board was not used, galvanized 6", 60D Timber Tie Nails should be used to secure the edge. In the event of a loose edge, the best option is to contact your local dealer for assistance.

FOREVERLAWN CARE - SPECIALIZED

For detailed instructions pertaining to your specific ForeverLawn product, please visit the online links below:

K9Grass: www.k9grass.com/maintenance

Playground Grass: www.playgroundgrass.com/maintenance

ForeverLawn Landscape: www.foreverlawn.com/maintenance

SportsGrass: www.sportsgrassturf.com/maintenance

GolfGreens: www.golfgreens.com/maintenance

FREQUENTLY ASKED QUESTIONS

How long will the turf last?

While most of our artificial grass products are warrantied for 15 years, the life span of the turf varies by usage. A residential backyard entertainment area may last more than 15 years, while a popular dog park or playground might need replacement after 8-10 years.

Will the turf mat or flatten over time?

Yes. Like most textiles, the turf will begin to lose its resiliency over time, much like your carpet at home. However, ForeverLawn products protect against breakdown for longer than most synthetic grasses on the market. Often, regular maintenance can keep your grass looking as good as new, and an occasional refresh can go a long way in boosting your artificial grass. We also carry new innovative products that utilize all-nylon construction to with stand the highest levels of traffic, like our ForeverLawn Fusion line of synthetic grass.

How does the turf hold up against the Florida sun?

ForeverLawn's 15-Year Limited Warranty includes protection against ultraviolet degradation. Because of color stabilization added during the manufacturing process, our products should not show noticeable fading from the sun. Like plastic playground equipment and asphalt, synthetic turf products do get hot in direct sunlight, especially midday during the summer with no cloud cover. While there are infill options that alleviate temperatures, the grass blades lack the surface area to retain heat for long periods of time. Shade, cloud cover, water, and breezes also help to alleviate the ambient heat in the grass blades.

Does it ever mildew or mold?

Mold and mildew are not issues since our fake grass products are comprised of non-absorbing materials with a drainage base specifically designed to direct water away from the grass. A word of caution for Florida GolfGreens owners, algae can form in sand infill over time if not properly maintained, although the turf itself will not mildew. For this reason, we recommend an antimicrobial coated sand product called Envirofill as an alternative infill material.

What happens when animals go to the bathroom on the grass?

All synthetic grass products are pet-friendly, meaning they will not fade, discolor or retain odors. Pick up solids, and let the rain and sun naturally clean liquids. If desired, hosing down areas will speed up the cleaning

process. Many retail stores sell natural enzyme products, and cleaners containing less than 5% bleach or chlorine can safely be used. We recommend a line of products called Got Pee? for heavy-use areas and can supply ordering information through our local ForeverLawn dealer.

Why am I seeing weeds?

When we install our premium synthetic grass products, we remove all organics and add at least three inches of base material, with the option of an added weed barrier below. The turf has a thick, solid premium backing, which also deters weed growth. However, in Florida we have found two weeds that grow in the turf: **nutsedge** and **torpedo grass**. These pesky weeds need only air and water to germinate, and we have even seen them growing in concrete. While these weeds do not necessarily come back every year and are inconsistent in their presentation, they can be combatted by pulling them, using a natural weed killer (such as a vinegar mixture) or using a chemical herbicide.

Why is my fake grass "dying" in spots?

If you see your green grass turning more tan, especially near a new vinyl fence in streaks where window reflections hit it, chances are you are seeing reflective heat damage. During various times of the year, the sun will hit a fence or low-E windows to create a concentrated area of heat that exceeds the tolerance of the polyethylene blades. This heat causes the blades to curl and retract, exposing more of the nylon thatch layer of the turf. It is important to understand that the product warranty does not cover damage from outside heat sources. If you notice damage occurring, call our office to discuss available options for dealing with reflective heat.

Can I add more artificial grass to my existing turf later?

Yes, but... We love when customers are so happy with their lawns they want to add more. While it is not usually a problem seaming new turf to existing, the issue comes with matching colors. Because the grass is a textile, it is run in batches at the plant. Each batch has a specific dye lot. The color components can vary slightly even using the same formula. The different dye lot and the age of the existing turf may make the two sections of grass appear mismatched.

How do I get under the turf for pipe or cable repairs?

When you need to get under the turf for any reason, it is best to contact our office to schedule service calls for a "pull-back" and a "re-installation". Having professionals perform these tasks ensures the turf isn't damaged, it appears the best it can, and the warranty still applies.

WARRANTY INFORMATION

The ForeverLawn® Fifteen-Year Limited Warranty is part of our Closed Loop Warranty System (CLWS), which registers your ForeverLawn purchase and ensures premium service over the life of the product. Registration of your ForeverLawn purchase connects the product with the address of installation or use and connects you, the warranty holder, directly with the warranty provider, ForeverLawn Inc.

ForeverLawn Inc. warrants that your ForeverLawn product will be free from defects in materials for a period of fifteen (15) years from the original purchase date. Additionally, ForeverLawn Inc. warrants against excessive or premature wear (stipulated as more than 20% decrease in pile height defined by the specifications sheet) and ultraviolet degradation.

Transferability: Upon registration, the warranty is connected to the address of use or installation and becomes transferable to a new owner of the property. Because the CLWS links the ForeverLawn purchase to an address, notification of a change in ownership is not required; however if you would like to update the owner information in our CLWS, you can do so by e-mailing us at warranty@foreverlawn.com.

What is not covered:

- Damage from misuse or abuse of the turf.
- Damage from external sources including but not limited to, flames or heat from barbeque grills or vehicle exhaust.
- Damage caused by magnified light sources including window reflection or other light magnifying or reflective objects.
- Normal wear and tear including but not limited to, laying down or compression of fibers, discoloration due to residue build up on the fibers.
- Conditions arising from a change in site condition such as shifting earth or nearby structures.
- Acts of God, such as but not limited to fire, flood, and lightning damage.
- Installation related issues.

What you must do:

- Identify problem area with photographs and documentation.
- Contact ForeverLawn Inc. via telephone (866.992.7876), e-mail (warranty@foreverlawn.com), or fax (866.212.1925) with description and documentation of issue. Include in this contact, name, contact information, and address of installation.

What we will do:

ForeverLawn Inc., at its discretion, will repair or provide replacement for the defective product or component at a cost to the purchaser/owner based on the warranty table. The "price" is the price of the defective product or component at the time the warranty claim is made, or the price of a comparable product or component if the original product or component is no longer in production.

**Limitations and disclaimers apply and can be found with the warranty table at www.foreverlawn.com/warranty*

MAINTENANCE PROGRAMS



While our synthetic grass products are low maintenance - no watering, mowing, fertilizing, or pest control necessary - they do need a little bit of tender loving care every once in a while. We want to help you keep the grass looking almost as good as the day it was installed, and have created a few maintenance plan options for your consideration - from regularly scheduled visits to touch-ups as needed or before your big events or just your peace of mind. Take a look and give us a call when you're ready.

Annual Maintenance Plan - Semiannual - \$750*

This annual plan includes semiannual visits by our professional installers.

Annual Maintenance Plan - Quarterly - \$999*

This annual plan includes quarterly visits by our professional installers.

One-time Refresh Visit - \$375*

Our one-time refresh plan includes a visit by our professional installers.

As scheduled with the office staff, our maintenance visits include

- Power broom, with the addition of infill as needed
- Inspect seams and edges
- Mitigate root growth below turf
- Repair heat damage spots caused by lawn equipment

**Pricing may vary based on the size of the turf area.*

Thank You for Choosing ForeverLawn



Have Questions or Need Help?

ForeverLawnFlorida.com

✓ CALL US:

(813) 436-9222

✓ EMAIL US:

info@tampabay.foreverlawn.com

Connect with us on social media



@foreverlawnoftampabay



@foreverlawnoftampabay



@foreverlawnoftampabay



ForeverLawn of Tampa Bay



LEAVE US A REVIEW!

Help us as well as other customers like you looking for ForeverLawn quality, integrity and innovation by sharing a review. We love seeing photos of our customers enjoying their new premium synthetic grass, too!

