

CUSTOMER CARE GUIDE FOR YOUR TURF

Heavenly Greens™

Feel it.®

ROUTINE CARE

A minimum of care and regular maintenance is required to keep Heavenly Greens™ performing as designed. This typically involves removing leaves and other debris which can be done using a leaf rake or power blower. An occasional leaf-blowing every 9 - 10 weeks will keep the turf looking its best.

PET CLEAN-UP

Remove solid waste as you would on a normal lawn, any remaining debris can be washed off with a hose. Do not aim the stream directly at the turf as this can disturb and redistribute the infill. During dry weather, irrigate the area that pets use with water or a combination of water and enzyme based cleaners such as Heavenly Greens suggested cleaners to clean and eliminate odors.

AVOIDING POTENTIAL PROBLEMS

Avoid setting hot engines such as leaf blowers or weed trimmers on the turf. Hot items may damage the turf. Reflective sunlight may damage the turf, be careful not to place items such as glass tables on it. Today's high efficiency windows can occasionally concentrate the sun's energy high enough that nothing will survive in that area. While rare, this situation cannot be predicted as it is caused by a combination of things such as the direction the window is facing, the angle of the sun, how the sun hits the window at the hottest time of the day, etc. The heat created by this reflective light is strong enough that in some cases will damage, or even melt the filament on your new turf. This is not caused by any defect in the turf itself. Alternatives are to use something that will not be affected by direct heat, such as stepping stones or decorative rock, or to deflect the sun through the use of shades, awnings or screening the entire window. While this is not a warranty issue, Heavenly Greens will work with you to replace the affected areas at cost. Provided that you resolve the issue, so it does not happen again. Options include adding window screens or turf guard window film to your glass. Heavenly Greens cannot guarantee dye lots will match exactly or that the exact turf will still be available if this problem arises.

SPOT CLEANING OR DISINFECTING

Sticky spills should be rinsed thoroughly to keep dirt from sticking to turf. Commercial disinfectants may be used if necessary, however be sure to irrigate the area afterwards with water.

WEEDS

Weeds can sometimes penetrate your new turf depending on the type of backing your turf has. Weeds are persistent and can take root in the infill on top of the turf or in the cracks between the turf and its bordering area, similar to the way weeds grow in the cracks of concrete, pavement and even rain gutters. Weed seeds are mostly dis-tributed by wind or blown by cuttings from gardeners. Weeds on your turf can be easily pulled out by hand or may be treated with natural weed killers or weed abatement products such as “Round Up”.

GOPHERS OR MOLES

Gophers, moles and other burrowing animals can not penetrate your new turf. Occasionally moles or gophers will find their way under the synthetic turf, when this happens they will try to get to the surface and find out that they can not get through the turf and move on to a better place to live. If you see animal activity under your turf you should call vector control to get rid of the animal problem. When animal activity has ceased to be a problem, call Heavenly Greens to schedule a service call, we will restore the turfs appearance for a reasonable fee.

FLATTENED AREAS

The turf may lose some of its resiliency with repeated or heavy use, this includes objects sitting on it for long periods of time or regular traffic patterns. Use a soft-tip rake in areas that are laying down to bring the blades back up. Please note this will have to be performed regularly in flat-tened areas. Often times people forget this is plastic grass and it can flatten out in high-traffic areas.

HOME PUTTING GREENS

About 6-8 weeks after the installation, roll the green as needed to make certain the putting speed is set. To maintain the desired speed, it is recommended that you roll the green occasionally with a water filled roller. To slow down the Putting Green you may use a push broom in the desired areas. It is best to remove the flags during winter months or if children are playing on the green. Children tend to grab the flag and pull it over instead of up, thus breaking the flag assembly.