ECO 48 SILVER

4 YEAR WARRANTY

1. Restrictive Assurance:

Thank you for purchasing artificial turf from Turf Distributors referred to as ("Seller"). We assure that under normal conditions, our product can maintain its stability and durability within the warranty period and meet the requirements of use.

4. Commitment:

The product information is as follows:
Product type: **Landscaping**
Product application domain or field: **Residential**
Product using country: **USA**
Warranty period: **4 Years** (effective on the date of invoice ("effective date")
(Note: Warranty period depends on different weather conditions across the country including ultraviolet radiation intensity, acidity, and alkalinity of the land, local annual rainfall, yearly temperature change trends, etc.)

For any artificial turf customers who purchased from Seller within the warranty period that does not meet the standards and the purchaser has a complaint, we will investigate and if we determine a defect, we will provide replacement artificial turf for the defective parts.

3. Product Use and Maintenance Instructions:

Please install and maintain according to instructions and recommendation of a professional installer or by professional association of artificial turf.

4. Limitation and Exclusions to This Warranty:

(1) This warranty applied only to the original purchaser of the product when purchased directly from Seller and is not applicable to any subsequent purchasers or end-users of the products unless agreed to in writing by Seller.

(4) This warranty only covers first quality and is not applicable to products sold as seconds or irregulars.

(3) This warranty only applies to the wear of the product with regard to ultraviolet degradation and is not applicable to damage incurred during installation, improper underlay, pile crushing, and reflection burns/melting or abuses.

(4) This warranty does not apply if the product is not used for proper fields or not installed on proper fields.

(5) This warranty is not applicable to damage caused by improper installation or is not professionally installed by installer.

(6) This warranty is not applicable to damage caused by untimely maintenance, inappropriate maintenance methods, or improper repair.

(7) This warranty is not applicable to damage caused by artificial turf deformation or laying direction disorder caused by loading or long time storage.

(8) This warranty is not applicable to defects or damage caused by the following reasons:

(a) Burning, cutting, accidents, vandalism, abuse, or neglect of maintenance;
(b) Improper design or failure of the sub-base of the sports field;
(c) Damage or abrasion caused by an inadequate sub-base;
(d) Using improper footwear or sports equipment;
(e) Wear or abrasion under swing sets, slides, and other high friction play equipment;
(f) The product is used on other occasions other than the designed or installed purposes; Using chemical cleaning agents, herbicides or pesticides;
(g) Using improper cleaning methods;
(h) Use of infill products of an incorrect grade (The infill products grade for sports artificial grass: according to FIFA accredited test institutes, such as ISA-Sport/ Labosport, or other test institutes accredited by Seller);

(i) Failure to maintain infill products at the correct level (The infill products grade for sports artificial grass: according to FIFA accredited test institutes, such as ISA-Sport/ Labosport, or other test institutes accredited by Seller);
(j) Harmful pollution and damage caused by chemical reaction between the filling material and products;
(k) Artificial grass smells bad and was polluted because of infill materials quality problems;
(l) Movement of product due to lack of infill, improper securing of edges;
(m) Re-fibrosis, after or during installation, for putting filling materials in place;
(n) Use of a non-approved seam tape and/or adhesive;
(o) Cracks occur on artificial grass joint because of seam tape problem or adhesive problem after installation.
(p) Without the proper maintenance or repair;
(q) Wear/Fiber loss due to animals/animal traffic;
(r) Force majeure situations.

Normal wear and tear occurring after use is not considered manufacturing defects and is not within the scopes of warranty in this quality assurance clause. Normal wear and tear depends on the use frequency of artificial turf. For the purchaser, please carefully read the latest product information about the performance of Seller.

5. **NO Express or Implied Warranties**

In addition to this statement, Seller does not make representations or warranty of any express or implied about nature, kind, or description. Seller especially excludes the implied warranties of fitness for particular purpose and merchantability.

6. **Limitations on Liability**

Seller sole liability for any and all damages resulting from any cause whatsoever, whether based in contract, negligence, strict liability, other torts, or otherwise shall be limited to the original price of the product. In no event shall Seller be liable for lost profits or revenues, loss of use or similar economic loss, or for indirect special, incidental, consequential, punitive or similar damages arising out of or in connection with such cause.

7. Assignment:

Purchaser may not transfer, convey, or otherwise assign all or any of its rights under this warranty without prior written consent of Seller. Any such transfer or assignment without prior written consent shall be null and void and of no force or effect.

8. Modification:

This warranty constitutes the final and exclusive terms for the sale of the products and may not be modified except unless written modification is obtained from Seller.

9. Claims Procedure and Statements:

Claim(s) for the quality problem(s) occur(s) within the warranty period should be submitted in written form. According to problem, please attach related proof information including order no., the date of installation, company name of the installation, product quantity or volume, product samples, infill samples and photos clearly showing the problem(s) etc.

Claims must be submitted within 30 days after discovery of the alleged defects.

Please send it to: ssa@turfdistributors.com

Seller does not hold responsibility for any costs or expenses incurred by purchasing or others for testing, inspecting or consulting our company's products. After arrival of the goods on site, the purchaser should check all the products promptly. Any quality defects found after shipment arrival, the purchaser must notify our company in writing within 60 days after shipment arrival date. Otherwise, our company will consider that our product is free from quality defects and will bear NO relative responsibility. The right of final interpretation belongs to Seller.

LANDSCAPE CARE GUIDE

This is a care packet to help improve the life of the turf. These are necessary to prevent damage to the turf.

I. KEEP IT CLEAN

A. Dust, pollen, and airborne pollutants

Rainfall is the best cleanser. In areas where rainfall is scarce, an occasional water flush is beneficial to cleanse the turf. For lightly soiled areas, it may be necessary to sponge mop with a five (5) percent solution of low sudsing household detergent in hot water followed by a thorough rinsing with hot water. For heavily soiled areas, repeat procedure for lightly soiled areas follow with sponge mopping using a three (3) percent solution of household ammonia in hot water followed by a thorough rinsing with hot water.

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. 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:

- A 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, tea, vegetable juice, fruit juices, alcohol, soft drinks, ice cream, chocolate, milk, ketchup, mustard, urine, latex paint, butter, dye, glue, water colors and blood.
- A three (3) percent solution of ammonia in water may be used in lieu of household detergent for more stubborn stains.
- Rinse area thoroughly with clean cold water to remove any traces of soap or ammonia
- Blot up excessive liquid
- Do not use cleaners that contain chlorine bleaches or caustic cleaners (ph above 9) or
- Highly acidic cleanses (ph below 5)

The second group of cleaners, where agent must be applied sparingly and care taken to avoid penetration 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, Tar, Gum, Cooking Oil, Shoe Polish, Floor Wax, Lipstick, Motor Oil, Grease, Paraffin Wax, Ballpoint Ink, Nail Polish, Suntan Oil, Crayon.

CAUTION - Mineral spirts and other petroleum based solvents are flammable. Do not smoke or permit open flames near where these are being used.

LANDSCAPE CARE GUIDE

II. PERIODIC BRUSHING

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 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 will become erect. A brush with synthetic bristles should be used. Never use a brush with metal or wire bristles as these will change the turf fibers.

III. DO NOT ABUSE

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

- Lighted cigarettes cannot ignite the turf, but they can damage the turf by melting the fibers. 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.
- When using heavy equipment on the turf be sure to use multiple layers of plywood to distribute the weight of the load equally throughout the turf area.
- Never leave a parked vehicle idling on the turf.
- Cap off or remove nearby sprinkler heads. Water from sprinkler systems can leave mineral deposits on turf that may cause discoloration.
- Make sure turf is not exposed to sunlight reflected from windows or other reflective surfaces as this could melt the fibers.

IV. REPORT ANY MINOR PROBLEM

Minor problems can become major problems quickly if not corrected. Any problem should be reported promptly to the manufacturer.

IV. CONCLUSION

The proper care and maintenance program can enhance the aging, usefulness, and aesthetics of your turf.