



## **10 YEAR LIMITED WARRANTY – ARTIFICIAL TURF**

### **1. Restrictive Assurance:**

Thanks for purchasing artificial turf from NATCO HOME. We assure that, under normal conditions, Within the warranty period, the UV property of products meets the application requirements: The loss of tensile strength will be less than 50% (conform to EN13864 standard), Gray scale 3-4 above (UV test method: ISO 4892-3, method A (in Table 4, exposure cycles). Inspection standard: ISO 4582-2017, gray scale 3-4.

### **2. Commitment:**

Product application domain or field: Residential

Product using country: USA

Warranty period: prorated 10 years warranty

(a) Year 1-4 (100%)

(b) Year 5-8 (50%)

(c) Year 9-10 (25%)

(Note: The warranty period differs from product to product, Warranty period depend on different weather conditions across the country, including ultraviolet radiation intensity, average temperature, acidity and alkalinity of the land, local annual rainfall, yearly temperature change trends, etc.)

For any artificial turf customers purchased from NATCO HOME, within the warranty period, if cannot meet the standards we commit to, we will provide the original contract, the product required by the project, replace the defective parts. Or, to solve the defect problems of the product as soon as possible by the agreement both sides have mutually accepted and agreed on after equal negotiation.

After the goods arrive, the purchaser shall check all the goods quickly and fully. The purchaser shall notify our company in written form about any visible quality defects within 60 days after the goods arrive at the destination or the port of destination. Otherwise, our company will regard the product as no quality defect, and will not bear the corresponding responsibility. NATCO HOME is not responsible for moving, handling or installing artificial turf with the above quality defects.

### **3. Exception clause:**

The guarantee does not apply for the following conditions:

(1) The product is not used for proper fields or not installed on proper fields.

(2) Products with single filament denier less than 650D (including) are promoted to regions with radiation greater than 160Kly/y, or they are applied to fields of high-trample application (such as



Playground). This kind of product is recommended to provide end customers with 2-3 years less warranty than conventional products.

(3) Without timely maintenance, inappropriate maintain methods or damage caused by improper repair.

(4) Lawn shrinkage due to high ambient temperature.

(5) All products are subjected to normal wear and tear.

(6) Artificial grass deformation or laying direction disorder caused by heavy loading or long time loading.

(7) Artificial grass must be rolled out along the arrow; in principle, the grass usage should be consistent with the length of uncoiling. Do not uncoil too much, please roll out whole rolls if needed. After cutting out, when rerolling it, artificial grass must be rolled back along the opening direction.

(8) Damage caused by running motor vehicles.

(9) Defects or damage caused by the following reasons:

(a) Burning, cutting, accidents, vandalism, abuse or neglect of maintenance;

(b) Improper site design or improper pavement, or damaged or worn by improper foundations;

(c) Damage due to improperly designed drainage system;

(d) Damage caused by excessive use of the site;

(e) Using improper footwear or sports equipment (Such as spikes, javelin, discus and so on);

(f) Abrasion caused by high friction sports equipment;

(g) Damage caused by excessive dragging during storage, pavement or use;

(h) Products of poor wear-resistant properties are used in playgrounds, sports venues and other areas of high-frequency trampling;

(i) Using improper cleaning methods;

(j) Use chemical cleaning agents, herbicides, pesticides or solvents and other corrosive substances to touch the lawn;

(k) 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 NATCO HOME);

(l) 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 NATCO HOME);

(m) Harmful pollution and damage caused by chemical reaction between the filling material and products;

(n) Artificial grass smells bad and was polluted because of infill materials quality problems;

(o) Re-fibrosis, after or during installation, for putting filling materials in place;

(p) Use substandard or incorrect seams, adhesives, shock absorbing pads;



(q)Cracks occur on artificial grass joint because of connecting band problem or glue problem after installation.

(r)Local heat burns resulting in melting of the grass filaments (mostly due to high temperature objects which be placed on the lawn);

(s)Improper turnover, loading and unloading, resulting in the fracture and deformation of paper tube, or the wrinkles or damage of the grass surface;

(t)Not to avoid exposure, rain, soaking, damp, excessive extrusion, and the fire source in the process of storage and transportation;

(u)Do not clear the floating snow, trample or use the lawn immediately;

(v)Abrasion or the absence of grass caused by animal;

(w)Damage caused by sunlight reflections from glass, fences or other reflecting surfaces;

(x)Force majeure situations.

Normal wear and tear and slight color changes occurring after use is not manufacturing defects, and does not within the scopes of warranty in this quality assurance clause. For the purchaser, please carefully read the latest product information about the performance of NATCO HOME.