



A Guide to Frequently Asked Questions on **Artificial Grass**



Frequently Asked Questions

How long will Luxigraze last?

The life expectancy of Luxigraze Artificial Grass depends on its usage. If installed and maintained to our recommendations, it is estimated that it will last for up to 15-20 years through normal domestic / garden use.

Will Luxigraze fade from the sunlight?

Luxigraze Artificial Grasses are fully UV and colour stabilised, so it does not fade. The product guarantee covers against UV fading for 10 years. This is based on UK climate conditions, so only applies to products sold and installed within the UK. The guarantee does not cover accidental damage.

What is Luxigraze made from?

Luxigraze Artificial Grasses are manufactured using durable plastic polymers polyethylene and/or polypropylene. These lightweight plastics are extremely resistant to damage, providing Luxigraze artificial grasses a UV Guarantee of 10 years.

Does Luxigraze have a directional pile?

All artificial grasses have a slight pile direction along the length of the roll. This will be noticeable when first unrolled. The artificial grass will look slightly lighter from one direction and darker from another. This needs to be taken into consideration when measuring, planning and installing.

Where possible, make sure the grass pile is facing towards your home or main viewpoint, to ensure a full and natural look. Artificial grass looks at its best when you are looking into the pile of the grass, otherwise it can appear shiny.

How does Luxigraze drain water?

All Luxigraze Artificial Grasses have pre-punched drainage holes. This allows rain water to drain through, providing the sub-base is free draining. The drainage holes are concealed within the pile height and not visible when installed.

Can you add to an existing area of Luxigraze?

If you would like to add to an existing piece of artificial grass, please bear in mind that it will not look identical to the artificial grass already laid. If you select the same product to add to the area, for a later additional order, it is likely that there will be a batch variation so the artificial grass may not look the same. Furthermore, specifications can be updated and improved over time. Additionally, the artificial grass will also be brand new so will not have the same wear and tear as the existing area.

Can you use Luxigraze as a driveway?

It is not recommended to park heavy vehicles on artificial grass, as driving on the artificial grass fibres is likely to imprint impressions, permanently squashing and changing the direction of the pile. Rubber tyres, under the weight of a vehicle, are likely to pull and rip the grass fibres out of the lawn causing damage. We would recommend that artificial grass can be a great compliment to a paved driveway.

Can you lay Luxigraze on sloped areas?

It is very important to anchor the Luxigraze Artificial Grass on a steep slope to stop it sliding down the slope over a period of time. Using Luxigraze U Pins, fix along the upper edge at 300mm centres, 50mm in from the edge of the carpet making sure the angle of fixing does not lean towards the slope. On steep slopes extra fixing is required down the slope at regular intervals.

Can you lay artificial grass directly onto your existing lawn?

It is not recommended to lay Artificial Gras on top of soil or existing grass as this would result in an extremely uneven looking lawn. The grass will die, and soil can disintegrate over time, leaving your artificial grass with unattractive and dangerous potholes. Additionally, during rainy seasons, gardens can be prone to flooding and water logging and therefore soil can easily seep through the grass and raise above the surface. As a result, the artificial grass will be covered with black, unsightly soil, which is extremely hard to clean

The best practice is to remove the grass, prepare the surface and install the artificial grass to the recommended guidelines (see Installation Guide), as it is vital to ensure that water drains effectively, resulting in a secure and long lasting foundation, for many years.

Will my artificial grass get hot in direct sunlight?

As with decking, patios and other landscaping products exposed to direct sunlight, artificial grass can get hot in extreme temperatures. Simply rinse with a garden hose to quickly reduce the surface temperature if, for example, the children are playing in bare feet.

Is Luxigraze affected by cold weather?

Artificial grass can cope with the general cold weather experienced in the UK. It will not die with a change in temperature and it will stay green all year. On the rare occasion that we experience a particularly cold snap and there is compacted snow or ice, the fibres can stiffen and flatten, and the artificial grass can become temporarily slippery, so be careful when walking over the lawn.

If there is a light snow covering, then we recommend you let it melt naturally. However, if the snow does build up you can remove it by hand, so you don't damage any of the fibres. You can use a shovel to remove snow but use plastic rather than metal as it is less likely to damage the fibres of your grass. The artificial grass should bounce back naturally, and you can help lift the pile by using a stiff brush on it. It is not recommended to salt the area as the it can affect the drainage of your lawn.

If heavy snow is forecast, you could put down a waterproof sheet, like tarpaulin, to protect your lawn as a preventative measure.

The grass may be a little more cumbersome to install in cooler weather conditions. Additionally, due to storage, there may be slight creases in the grass where the roll has been resting curled up. These creases should relax after the grass has had a chance to warm up under the sun and acclimatise to the outside temperature. However, during the winter, this may take longer, when it is naturally very cold and the light is weaker. If the artificial grass is frozen, it is recommended to let it thaw before attempting to install, so the fibres do not become damaged.

Is Luxigraze flammable?

Luxigraze Artificial Grasses are manufactured with high-quality synthetic materials, providing a fire-resistant surface, which will not burn, but will melt when coming into contact with fire and hot objects.

All Luxigraze Artificial Grasses come with an Efl classification. This is the standard for the fire safety of indoor flooring, where the potential for fire is far higher than in an outdoor environment. As a result, for an outdoor application, a class Efl is likely to be sufficient.

If you choose to add a small amount kiln dried sand to your artificial grass after laying, the sand infill will act as an extinguisher, and slow the spread of fire to another surface. Therefore, for commercial applications, a dressing of kiln dried silica sand is advised.

It is extremely important that anything that could damage your artificial grass surface is addressed before planning the installation. Surfaces such as windows, polished gutters, mirrors and reflective panels can cause the artificial lawn to melt due to the sunlight reflecting from those surfaces. (See section 'Artificial Grass Melting' on Page 41).

Where can I buy Luxigraze Artificial Grass?

We have stockists of our Luxigraze Artificial Grass all over the UK. To find your nearest Luxigraze stockist contact our Customer Engagement Team on **0330 333 8030** or visit **www.luxigraze.co.uk** and use our friendly live chat service to speak with an agent and find your nearest stockist.



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