



# A Guide to Common Issues and Incorrect Laying Methods of **Artificial Grass**





# Common Issues / Incorrect Laying Methods

Please find detailed the most common installation mistakes, with solutions and tips to avoid such issues, which may arise when installing artificial grass.

## Handling & Delivery

Artificial Grass can be heavy. Ensure when handling rolls of grass you do so with care. The roll should not be bent or folded, as this could result in the artificial grass being stretched and damaged.



## Pile Direction

All artificial grasses have a slight pile direction along the length of the roll. This will be noticeable when the grass is first unrolled. However, once installed and brushed, it is harder to notice.

The pile direction needs to be taken into consideration when measuring, planning and installing. If sections of grass are not laid in the same direction, it will highlight the join and create a shade difference, which will always look a slightly different colour.

It is also recommended to install the artificial grass with the pile facing towards the house or main viewpoint, to ensure your lawn look as natural as possible.



## Creases, Pressure Marks & Tube Lines

Due to the nature of artificial grass, creases, pressure marks or tube lines may be visible when first unrolled. The product is not classed as faulty if delivered or unrolled with creases. Creases will fall out.

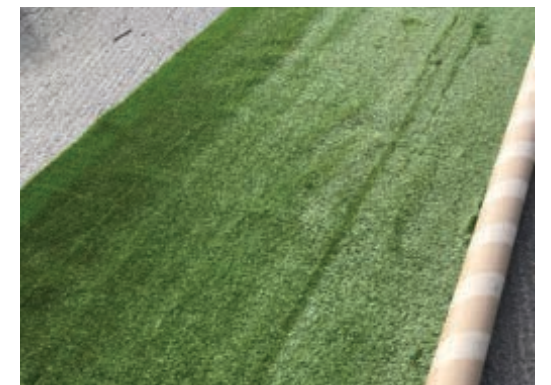
After being rolled up tightly, on a cardboard centre tube, when it is first opened and unrolled, it is quite normal for the artificial grass to look very flat and 'lifeless'. It is recommended you unroll the artificial grass and leave for a minimum of 24 hours to 'acclimatise'. This allows any ridges or bumps to naturally fall out and will make the grass far easier to install, without any undulations.

For more stubborn creasing, and where the fibres have been crushed when rolled on the cardboard centre tube, it is advised to let the grass acclimatise, by rolling out in the sun, for at least an hour or two, to warm through. The warmth can soften the backing, allowing it to become more flexible. This will make it easy for you to pull or stretch out. Once unrolled, pull at all 4 corners and leave to settle. Turn over the artificial grass, exposing the latex backing to the sun, and leave for a period of time. The backing should feel warmer and supple. Stretch the creases out by pulling at the edges. Once satisfied, ensure the product is fitted under tension. For a tube line, we would also recommend brushing the artificial grass, with a stiff brush, on and around the affected area.

In the colder weather apply warm (not boiling) water to the surface and backing and follow the above.

**TUBE LINE:** If ordering a full roll, to allow for severe crushing at the end of the roll, we supply an extra 0.50m, so this section should not be used and disposed of.

**DO NOT INSTALL UNTIL YOU ARE HAPPY THAT ANY CREASES HAVE DROPPED OUT.** If artificial grass is installed, without having chance for the fibres to relax, there will be nowhere for the creases to fall to. This is like having a bubble in your carpet at home, it just moves from one place to another.





# Uneven Base

If the base is not prepared properly, it will be prone to holes and sinking spots.

A good and solid sub-base will make laying artificial grass easy. It will hold everything together. This will stop your grass from sinking, bumps from appearing in the lawn and prevent all other problems that come with it. It will also give you a great looking lawn that will last for many years.

Unfortunately laying artificial grass directly on top of soil or existing grass just will not work. The finished result would be an extremely uneven looking lawn.



# Drainage Issues

Artificial grass is pre-punched with drainage holes, to allow water to drain through. A poor draining lawn will collect water in all the wrong places and lead to puddles accumulating every time it rains. If not addressed early enough, there will be further issues, costing a lot of time and money. This includes the artificial grass becoming unstable, the growth of mould, mildew and weeds, due to the high moisture levels and ultimately, reducing the lifespan of the artificial grass.

Dig and use rubble to fill areas where you want drainage to be smooth. It is a great way to make sure that liquids pass through easily. However, NEVER use wet clay under your artificial grass. This will only slow your drainage more (see Installation Methods for the recommended base preparation).



# Batch Matching

Artificial grass is like paint, or wallpaper, when it comes to batch matching, as the yarn is produced in dye batches. Therefore, every batch will vary slightly in colour. Although the exact same recipe of colour combinations, yarn specifications and backing materials are applied to each manufacturing run, of the same product, there will always be minimal colour variations between every batch on a production day, which could be influenced by a number of factors including temperature, humidity and storage conditions.

In the case of artificial grass installations, where joined sections of the same product have different shades of green between each piece, it is likely that one of the sections has come from a different roll, which was not manufactured at the same time as the adjoining roll.

When purchasing more than one piece of artificial grass, for your installation, we guarantee all grass ordered at the same time, on the same order, and supplied direct from our warehouse, will be from the same batch. This is to ensure there are no slight colour differences. Please be aware if you want to add more grass to an area at a later date, there may be a slight colour difference, due to batch variations.

Please ensure if purchasing multiple pieces of Luxigraze Artificial Grass from a stockist, you make them aware they are for the same area, to ensure they batch match.

We cannot be liable for any differences in the colour, for the same product, if ordered separately.





# Visible Joint Lines

Artificial grass is supplied in rolls 2m and 4m wide and due to the shape of your lawn, you may need to join multiple rolls of grass together to cover it. If the grass is joined properly you will not see the joint when you stand over the grass. Joint lines are caused by light bouncing off the grass blades that are pushed together. Ensure that the Installation Methods are followed.

## Remove the selvedge

Firstly, when you unroll the artificial grass, you will notice a strip of membrane attached to the outside edge of the roll, known as the 'selvedge', which is used to feed the primary backing through the stitching machine. It is vital that the selvedge is removed (in addition to the minimum of 2 stitch lines) before attempting to glue two pieces of grass together, as the fibres of the outer edge are frayed outwards and will be impossible to blend in naturally with the other roll of grass.



## Do not use the selvedge as a replacement for jointing tape

It is not recommended to use the selvedge, as a replacement for jointing tape. In other words, DO NOT stick the adhesive to the selvedge to form a join. The join will be visible and will lift as you will be unable to glue right to the edge.



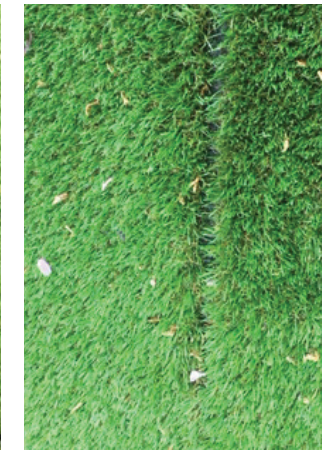
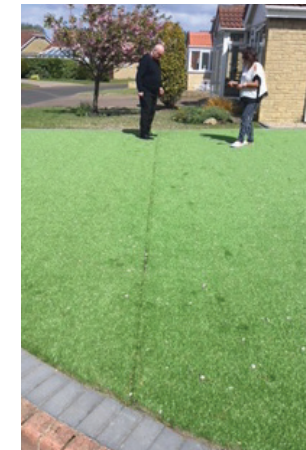
## Trim in between the stitch lines

To ensure an invisible join, it is advised to count at least 2 stitches in from the edge of each roll, cutting in between the stitches. If you cut across the stitches, the joint will be visible, as it is not replicating the structure and the stitching of the artificial grass.



## Do not leave a gap in the 2 pieces to be joined

It is not recommended to leave a gap in between the two pieces of artificial grass to be joined. Please note, cutting and adhering a thin strip of artificial grass, to be placed in the gap, is not the solution!



## Secure the join well

When joining two pieces of artificial grass it extremely important to ensure that they are properly secured together, to prevent the join from coming apart. It is advised you use 1 cartridge for every 3m of jointing tape (see Installation Methods). It is not recommended to pin the joins together using U Pins, as this will not be sufficient to form a strong, invisible join.



# Lifted Edges

When artificial grass is not fixed properly, it will lift at the edges. In addition to the installation not appearing finished, it will also become a trip hazard and the wind may be able to blow the grass off the ground.

It is advised to install an edging to the perimeter of your lawn, using sturdy fixings to secure the edges of the artificial grass. The fixings can vary, depending on each individual installation (see Installation Methods for more information). This will guarantee that the edges will not lift and compromise your family or pets' safety.

# Grass Flattening

As you use your artificial lawn, the fibres will flatten over time as you would expect with a long pile carpet, or even natural turf. To discourage flattening it is advised to give your lawn a brush every month, or whenever required, with a stiff outdoor brush or using a motorised power brush, brushing in the opposite direction to that of the fibres. Plastic becomes more flexible the warmer it is, so this is best done during a warm sunny day.

The grass can also flatten in areas where garden furniture is stored. Once you move the furniture, follow the advice above, and the fibres will return to their upright position.



# Weed Growth

**Artificial grass is a low maintenance product, not a no maintenance product.**

Installing a good membrane, underneath the sub-base, prevents weeds from growing through the grass. Weeds can potentially grow up the sides of the grass and airborne seeds could cause weeds to nestle in the fibres, however these weeds are very easily removed, with regular care. The Luxigraze Spot Cleaner or Luxigraze Cleanser is advisable as anything stronger may cause damage to the grass.



# Moss

A problem that can affect your artificial grass is moss build up. To prevent this from happening, ensure you clear and remove leaves and other natural debris, with a pressure washer or leaf blower (do not use if your grass is sand filled), as regularly as required.

# Pet Urine Odour

Artificial grass is safe for pets, however using the toilet excessively on the lawn, may cause a lingering odour! It is therefore recommended this is considered, when planning the installation, as the liquid needs to be able to pass through the sub-base and drain away.

The sub-base should compromise of hardcore and granite dust, as the granite dust will act as the drainage system for your artificial grass. Other materials, such as building sand, will hold moisture and after a while will obtain the strong smell of ammonia. Ensure each layer is properly compacted down to create a solid drainage system and sub-base for your artificial lawn.

When pets are using the artificial grass, it is advised the area is regularly hosed down. In addition, apply the Luxigraze Cleaner, which will neutralise pet urine smells, especially during the peak summer months, when smells can be heightened. Luxigraze Cleaner is safe for pets and children to walk on as soon as the surface it is completely dry.

# Artificial Grass Melting

Artificial grass can melt as a result of intense heat being directly or indirectly applied to the polymer in the yarn. When the temperature increases above the melting point of the polymer it will cause it to disintegrate. This can happen in several scenarios:

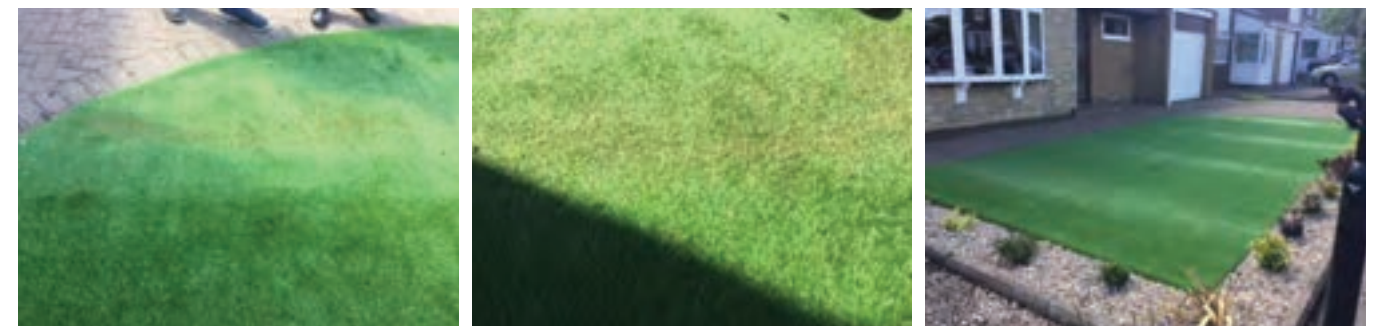
**Through sunlight reflecting off different surfaces in the surrounding area of the lawn:**

- Windows – garden rooms and buildings are becoming increasingly popular and often these will be built with large walls of glass or windows to capture light and heat. These can have a large surface area for sunlight to reflect off for a sustained period. The leading cause of this damage is energy-efficient Low-E glass, which uses a microscopic coating of metallic oxide allowing light to enter, whilst preventing radiant heat and solar heat from entering the room. This, in turn, reflects the heat away from the home, and magnifies it to a point of melting the turf.
- Polished Gutters – often dark colours which absorb heat and reflect light from their shiny surface.
- Outside Decorative Mirrors – reflects sunlight at a high intensity off a large surface area, melting the surrounding areas.
- Reflective Panels – on doors, sheds, outbuildings etc. These can also have a big surface area which light can reflect off for a long time.



**Through direct heat on the artificial grass:**

- Direct Heat - either through vandalism, cigarettes/cigars, stray embers/hot coals from a barbecue or fire pit, or hedge cutters and tools laid on the surface. This kind of intense heat applied directly onto an artificial lawn can burn and melt the grass.
- Chemicals like oil and grease - these liquids have harmful substances that can damage and discolour the artificial grass.



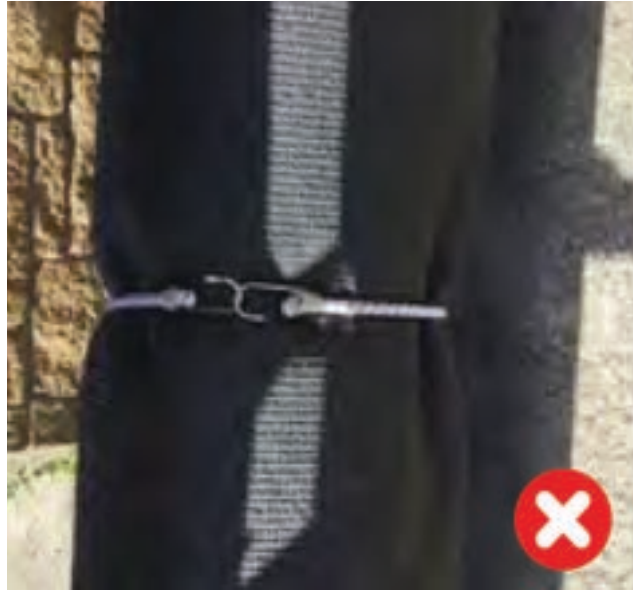
**Please note, if Luxigraze Artificial Grass melts, due to intense heat being applied indirectly, or directly, it is not covered under our warranty.**



# Storage

Once received, do not secure the roll with a bung, as it could indent the grass, and cause it to fold over on itself. This will result in a deep crease(s) in the grass, once unrolled, which may take some time to eliminate. It is advised to secure the roll with tape.

If the grass is not kept rolled, but left folded, and in a heap, it will crease the artificial grass, which will take time to remove.





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