



GRASS KING WARRANTY

PSF Industries Sdn Bhd, offers the following limited warranty on all artificial grass under the GRASS KING brand products from date of sale to the original purchaser of our products.

WARRANTY PERIOD: 5 YEARS

- The warranty takes effect from the date of purchase.
- The warranty covers hidden defects in the floor based on material or manufacturing defects which occur within the warranty period.
- The warranty applies exclusively upon use of the product in normal living and proper areas.

WARRANTY CONDITION FOR GRASS KING ARTIFICIAL GRASS

PSF is only responsible for manufactured defects. PSF does not warrant installers' workmanship. Workmanship errors should be addressed with the contractor who installed the floor.

The appearance of color changes and surface variations, for instance, from ageing of the floor and climatic changes, are not covered by this guarantee. GRASS KING artificial grass must be correctly installed according to the PSF's installation instructions. The warranty period will not be changed once complaints have been recognized and resolved. If the warranty is applicable, PSF will re-supply/replace for the defects or offer timely compensation. If the product in request is no longer available, PSF guarantees that it will be replaced by an alternative product of the same quality. The warranty is automatically nullified if the flooring are renovated or repaired after installation. In the case warranty claim, the total warranty period is not extended.

COVERED BY WARRANTY

- * Extreme colour fading due to UV radiations.
- * Products' manufactured defects
- * Regular water cleaning under normal use conditions.
- * Peeling off under normal use conditions

EXCLUDED FROM WARRANTY

The warranty does not apply for the following conditions:

- (1) The product is not used for proper fields or not installed on proper fields.
- (2) Without timely maintenance, inappropriate maintain methods or damage caused by improper repair.
- (3) Lawn shrinkage due to high ambient temperature.
- (4) All products are subjected to normal wear and tear.
- (5) For sports turf, normal intensity of use is considered to be 30 hours per week with the condition that each player has at least 125 square meters on the field. If the intensity exceeds this or the usable area is smaller, the warranty period needs to be confirmed separately.
- (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 etc
- (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 etc
- (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.

In order to file the claim, please includedetailed description of the problem, photos and defected sample to related sales person or contractor/dealers. Proof of purchase in the form of a sales receipt or other establishing document is required when requesting warranty service. We exclude and will not pay incidental or consequential damages under this warranty.

By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. In case of any questions, problems or emergencies please call us at 03-87413841 or email at admin@primelay.com.my