

FREQUENTLY ASKED QUESTIONS

WHAT IS IDEALGRASS BY PROGRASS AND WHY IS IT SO IMPORTANT?

- IDEALGRASS BY PROGRASS is a radical development in landscaping a lawn surface.
- It looks incredibly natural and has the appearance of a perfectly manicured and real lawn.
- It has been designed with a unique thatching fibre tufted into the base and also includes a specially developed rubber infill which is fibrillated through the whole sub-surface area so that it replicates the springy and supportive characteristics of real natural grass.
- It keeps its shape and tolerates heavy traffic areas while remaining soft and lush.
- With increasing pressure being placed upon our water resources, artificial lawn is an environmentally friendly solution that is the ultimate in low maintenance and cost effective landscaping solutions.

WHAT ARE THE BENEFITS OF INSTALLING IDEALGRASS?

- Low maintenance
- No mowing
- No fertilizer
- No chemicals
- Time saving
- No prickles
- No dust
- Perfect lawn all year round
- No allergies
- 100% Lead Free

WHAT ARE THE ENVIRONMENTAL ADVANTAGES OF INSTALLING IDEALGRASS BY PROGRASS?

- 100% Drought Proof
- 100% Lead Free
- Highest UV stabiliser
- Makes use of recycled rubber
- Reduces water consumption – better for the environment
- Reduces pollution – No petrol fumes from lawn mowers
- Reduces Poison – No need for chemical or biological poisons to get rid of unsightly weeds and pests.
- Reduces energy consumption – No electric mowers / trimmers.

WHAT DOES THE AUSTRALIAN MADE ENDORSEMENT MEAN TO ME?

- It means that the product has been made in Australia for Australian conditions. Think about this for a moment.....did you know our Sun has arguably the harshest UV in the world; harsher than America, Europe, Asia and China, where most artificial lawn products come from. UV is the single greatest threat to artificial lawn, and if your lawn is not properly protected, you risk the fibres disintegrating and you risk them changing colour and fading over time. What looks like real lawn today, in a couple of years it may look like something completely different. It is paramount you choose an artificial lawn product that is researched, designed, manufactured and suites our Australian climate.
- The Australian made endorsement is a sign of Integrity and Quality.
- It is a sign that Australian jobs have been created to manufacture the product. So buying a product with the Australian Made endorsement means you are helping to boost the Australian economy...something all Australians should encourage.
- PROGRASS's range of artificial lawns are Australian Made with the harsh Australian climate and heavy traffic in mind. We have the only full range of artificial lawn product (as at 03/2009) to be endorsed by the AUSTRALIAN MADE CAMPAIGN.

HOW LONG SHOULD A LAWN LAST?

- It has an estimated life period of up to 20+ years
- Our range of Idealgrass comes with a 10 year factory warranty.

WHAT ABOUT PETS?

- Our complete range of Idealgrass products are robust and pet friendly.
- It is soft to lay and play on, and looks and feels like real natural grass.
- Properly installed, ideal grass is resistant to most animals trying to dig holes or disturb the turf.
- IDEALGRASS BY PROGRASS is extremely resilient and will not be affected or fade from harsh urine acid. Be careful though.... some imported competitors products may not be so resilient!
- Just hose off urine and pick up after your pets as you normally would.

DOES IT STAND UP TO THE RIGORS OF CHILDREN AT PLAY?

- Definitely, it can handle pets.... it will handle children! However, if rough play disturbs the infill, it is easily restored by brushing the law with a plastic lawn rake or a stiff bristled yard broom.
- Idealgrass has another advantage over real lawn, the rubber in-fill also acts as padding.

I HEAR SOME POPULAR ARTIFICIAL LAWN PRODUCTS HAVE HARMFUL LEAD IN THEM. DOES THE ADVANTAGE SPORTS & LEISURE'S RANGE CARRY ANY LEAD?

- It is true that you need to be discerning when selecting artificial lawn for your home and there are artificial lawn products that carry harmful lead BUT, rest assured that our range of lawns are 100% LEAD FREE

MAINTENANCE AND SERVICE ARE ALWAYS A CONCERN. WHAT HAPPENS AFTER MY LAWN IS PAID FOR?

- Maintenance is simple and so easy!
- Our range of Idealgrass requires very little or no maintenance what so ever. However, should you choose, you may rake it using a light weight plastic "fan style" rake, a strong bristled broom or even an electric blower will remove leaves or debris if necessary.
- A quick squirt with a garden hose or water bucket will keep the lawn bristles looking clean and like new. (Before using water please check and adhere to your local water restrictions and regulations at all times)
- As with all our products, our friendly consultants will provide you with proper instruction and training on how to maintain your lawn.

HOW DOES THE LAWN DRAIN FROM WET WEATHER?

- IDEALGRASS BY PROGRASS is purpose built to handle all weather conditions. Sudden down-pours can present water build up if the product is not properly manufactured or installed. The backing has been designed with perforations to allow water to drain through. These holes will accommodate normal drainage and surplus water will run off the top just as it does with real grass or soil.
- For any lawn product, real or fake, base preparation is paramount. PROGRASS's installation technique ensures the water will properly drain off or seep through to the garden or soil bed.

WHERE CAN IDEALGRASS BE INSTALLED?

- Virtually anywhere! All that is needed is a surface with a porous base for water drainage or cleaned cement/paved area.

HOW LONG DOES IT NORMALLY TAKE TO INSTALL?

- This will vary on the site location, the amount of preparation required and the size and shape of the area. However, as a guide, a 10m by 3.66m area may take approx 7-8 hours to install.

WHAT SORT OF BASE CAN IDEALGRASS BE LAID ON?

Base preparation includes:

- The removal of 50-100mm of top surface soil and grass debris, then
- Either crusher dust or bedding sand is then applied,
- Either a motorized compactor or hand compacting is used to firm up the application.
- Our expert installers take care of every part of the process.

WHAT MECHANISM KEEPS MY IDEALGRASS SECURE AND IN PLACE?

There are 3 methods we employ to keep our Idealgrass firmly secured to the ground.

1. When laid, each expanse of artificial lawn is securely joined together to make one large area of cover. The weight of this covering alone is enough to keep it secure and in place. However.....
2. We add rubber in-fill to every square metre....which is a significant weight when you multiply this across your total lawn area. Furthermore...
3. We offer to pin your lawn with stainless steel pins, should your lawn be installed on a slope or high wind area.

If your IDEALGRASS BY PROGRASS is laid on concrete or paving, our installers use a specially designed 'rubber to masonry' adhesive, specifically suited for the Australian climate and conditions.

ARE THERE ANY RESTRICTIONS TO GARDEN SIZE OR SHAPE?

- IDEALGRASS BY PROGRASS is extremely versatile and flexible. It can be applied to virtually any size or shape of garden and can also be securely installed on reasonable slopes.

WHAT ABOUT THE EDGING AND BORDERS TO THE LAWN?

- We do recommend our idealgrass is butted up flush to a solid/stable edge.
- It is cut with a short overlap and tucked in against any border or edging.
- If your lawn area doesn't have a solid border or edging in place Idealgrass can be secured by pins, metal/timbre edging or by tucking the grass into the ground and backfilling. Ask your design consultant if you have any particular concerns with regards to edging.

CAN IDEALGRASS BE SCULPTURED AROUND POOLS, PLANTS, TREES OR WALKWAYS?

- Yes, the same as normal lawn. Our professional team of installers have the expertise, machinery and skill to make your artificial lawn suit any situation.

CAN WE INSTALL IDEALGRASS OURSELVES?

- We do recommend professional installation but a handyman and a little 'elbow grease' can certainly save some money by carrying out some basic preparation work. Alternatively we do have a DIY brochure available.

IS IDEALGRASS FLAMMABLE?

- IDEALGRASS BY PROGRASS will not catch on fire however if a burning cigarette is dropped on the grass it could melt the fibres.

HOW MUCH PER METRE TO INSTALL?

- Naturally this will depend on the particular site and is impossible to determine without an accurate assessment and site measure. Preparation work will affect your new lawn costs dramatically. 'How long is a piece of string?'
- We will not 'guesstimate' a rough guide and we will not do a rough job! We will offer a professional design and quote consultation FREE of charge.

WHAT ARE THE PAYMENT TERMS FOR SUPPLY & INSTALLATION?

- 50% deposit and the balance on installation.
- We accept Cash, Credit Card or Cheque payments.