



## ***KomboGrass Refresh™***

We understand that while your KomboGrass lawn doesn't need mowing or edging, some maintenance is still required to keep it looking its best. That's why we employ the latest deep pile cleaning equipment and eco-friendly enzyme cleaning solutions to ensure your artificial turf stays clean and fresh. Over time foot traffic can flatten the grass piles, and dirt, food spills, and other debris from people and pets become difficult to remove without professional-grade equipment and cleaners. Our trained technicians will thoroughly clean your artificial lawn and restore its vibrant appearance and our Refresh cleaning spray will leave a pleasant scent throughout your lawn area.

As well as these cleaning and maintenance services, KomboGrass also have the expertise to identify and undertake any minor repairs when on-site to ensure you avoid any major expenses down the track. Our technician will identify any required services and subject to their available time can undertake these works on the day.<sup>1</sup>

Our **Refresh™** services includes a deep pile clean to remove all the dirt and organic materials that have built up at the base of the grass piles, use of a commercial brush-roller to lift your artificial lawn piles to get them standing up straight again in high foot traffic areas, vacuuming the area, application of our enzyme based cleaning solution with anti-bacterial treatment to provide ongoing protection against the smells due to proteins left active in the grass caused by vomit, urea from pet's, as well as the removal of 99.99% of bacteria all from the one application.

### **Services Provided – Summary**

- Raking up any excess leaves and debris from the artificial grass area;
- a deep grass pile clean using our specialised lawn brush roller;
- grass pile brushing using a power brush to lift any flat sections of the grass;
- vacuuming the area to remove loose material, dog hair etc;
- application of our enzyme based cleaning solution;
- deodorising and bacteria treatment to the artificial grass;

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<sup>1</sup> Any repairs required will be immediately brought to your attention, and subject to available time, can be undertake on the day our technician is on site or we can schedule a suitable time to complete these works. Any additional works to be undertaken will require your written authorisation (SMS or email) on the day. An hourly rate will apply with full payment due on the day the repair work is undertaken, prior to our technician leaving the site.



FIAP Pty Ltd ATF KG1 Trust t/a KomboGrass  
ABN: 17713366016  
2/15 Page Street Kunda Park QLD 4556  
Tel: 07 54455201  
Email: [maroochydore@kombograss.com.au](mailto:maroochydore@kombograss.com.au)  
website: [www.kombograss.com.au](http://www.kombograss.com.au)

***KomboGrass Refresh™ (price is for each service undertaken)***

- Booked as needed (typically every 3-6 months);
- Subject to site inspection on the day<sup>2</sup>;
- \$200 plus and additional \$6.50-14.50 (depending on work required) / SQM (ex GST) for every SQM over 20 SQM.

**\*All pricing is exclusive of GST**

**Please Note:** KomboGrass does not replace the sand or rubber infill on completion of the Refresh service (for artificial grass that was installed by others that use an infill). Material removed is left on site unless the removal from site has been per-arranged (additional service and cost). Older rubber backed artificial grasses can be damaged by a deep pile clean. KomboGrass does not provide any warranty that the existing artificial grass will not be damaged. If the artificial grass is damaged, KomboGrass will stop the works and advise the designated client site contact of the situation and request clarification on whether to continue or halt the service. The charge out rate will be pro-rated in the case that the works are stopped. KomboGrass will not assume any responsibility or liability for damage caused to the existing artificial grass.

For KomboGrass installed within the past 4 years, subject to inspection, it is possible to move onto our maintenance program, which will extend your warranty period to 10 years from the date of our installation. Moving to our maintenance program offers substantial savings over the Refresh service costs, and includes minor repairs at no cost, such as ensuring all the edges and joins are secured, all upins and nails are fitted securely. Note: service does not cover repair to the base material<sup>3</sup>

**\*Conditions apply:** additional costs will be incurred if the artificial grass area has not been maintained as per the KomboGrass Care Guide. Please provide photos of the area so we can access any likely exceptions. Plants and furniture in the area must be removed as well as any pet droppings prior to the **Refresh™** service commencing. Access to a 240v power outlet is required on the day. A designated location to leave any material removed from the artificial grass must be provided unless removal from the site has been pre-arranged. Leaves and other debris are placed in your council supplied bin. If you require KomboGrass to dispose of the leaves and other debris there is an additional tipping fee.

Fees are:        \$242.00 (ex GST) Up to 1m3  
                      \$409.09 (ex GST) Up to 2m3

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- 2 Subject to a site inspection, KomboGrass can offer our 10 Year Extended Warranty even for projects previously completed that are currently out of our installation warranty. Call our office for details.
  - 3 Any issues identified during our Refresh™ service will be immediately brought to your attention, and subject to available time, can be undertake on the day our technician is on site or scheduled at a later date. Written authorisation (SMS or email) on the day is required. An hourly rate will apply with full payment due on the day the repair work is undertaken, prior to our technician leaving the site.