

THE OUTDOOR LOOK

Artificial Grass Troubleshooting Guide

At The Outdoor Look, our artificial grass is designed for long-lasting performance. However, we understand that issues may occasionally arise during delivery, installation, or use. Below are common problems and simple solutions to help you get the best results.

Creases in the Grass

- Cause: Grass is delivered rolled up and may develop creases.
- Solution: Lay the grass flat in direct sunlight for several hours. Brushing the fibres against the pile direction will help relax them. In cooler months, allow more time for the grass to settle.

Uneven Surface After Installation

- Cause: Base was not properly prepared or compacted.
- Solution: Remove the grass, level the sub-base with sharp sand or MOT Type 1, and re-compact before re-laying. This ensures a smooth, professional finish.

Visible Joins Between Rolls

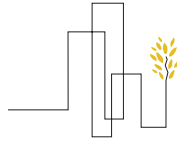
- Cause: Seams not aligned or tape/adhesive applied unevenly.
- Solution: Ensure grass fibres are brushed upright and seams are butted closely together before applying jointing tape and adhesive. Brushing over the join afterwards will help disguise the line.

Grass Looks Flat or Matted

- Cause: Heavy use, furniture left in place, or lack of regular brushing.
- Solution: Use a stiff broom or mechanical brush to lift and refresh the pile. Avoid leaving heavy objects in one position for long periods.

Water Pooling on the Surface

- Cause: Poor drainage beneath the grass.
- Solution: Check the sub-base for adequate slope and drainage. Ensure sharp sand or aggregate is used underneath. Standing water should drain away within a few hours.



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Edges Lifting or Peeling

- Cause: Insufficient fixing.
- Solution: Reapply outdoor-grade adhesive or secure edges with fixing pins. Make sure the surface is dry before re-securing.

Weed Growth Appearing

- Cause: No weed membrane installed or gaps in coverage.
- Solution: Remove visible weeds and treat the area. Install or replace a weed membrane beneath the grass for long-term prevention.

If problems persist, our customer care team is here to help. Please contact us at **info@theoutdoorlook.co.uk** with photos of the issue so we can advise further.