



Landscaping Customer Care & Warranty Guidelines

This Customer Care Guide provides warranty guidelines and instructions you will need to familiarize yourself with your new landscaping and keep it looking great for years to come. The most important factor in keeping your landscape healthy is properly setting the irrigation controller, especially when seasons change. We have included a handy watering chart for your convenience. We urge you to familiarize yourself with your Irrigation Controller's operation and functions as this will make your landscape practically trouble-free.

RAIN DANCE INSTALLS 10% ADDITIONAL PLANTS AT NO CHARGE TO OFFSET NORMAL PLANT LOSS DURING FIRST 90 DAYS.

In the instance you find you have a service issue that cannot be resolved by utilizing this information, please visit our website:

www.RainDanceAZ.com
click on **SUPPORT** tab (upper right)
enter password: **raindance2018**

Warranty requests will be reviewed. Please include pictures & a detailed explanation of why you are requesting service. If requests are within warranty parameters, they are normally fulfilled within 7-14 working days. You will be contacted within 24 hours of your submittal to let you know what we see and if there are any additional questions about your request.

Many times, for your convenience, it will not necessary for you to be home for us to provide warranty service. However, we will require open access without dogs in the area we will be working. We can then leave a door hanger stating we have been there, what work was performed, and whether or not the work has been completed.

Plant Replacement Warranty

A one-time replacement of any dead plant material installed by Rain Dance will be allowed within 90 days of installation, *IF DEAD PLANTS ARE MORE THAN THE 10% ADDITIONAL PLANTS INSTALLED AT NO CHARGE.*

This warranty does not cover landscape materials destroyed by incorrect settings of automatic irrigation system, damage including; but, not limited to neglect and abuse, acts of God (including frost damage), insects, rodents or animals, chemical applications, over and/or under watering, damage from pool, landscaping or other miscellaneous contractors, pets and/or recreation activities.

- **Plant Substitution** – Rain Dance reserves the right to provide suitable substitute

plants at our discretion. These changes may include, but not limited to changes in HOA requirements and plant availability.

- **Settling of Sod Landscape Packages** – Due to soil settling, expanding, contracting, sod cutting techniques, newly installed lawn areas may take time to fully settle in and look even. **Please allow 2-3 weeks or so before mowing and make sure that sod areas are dry before mowing.** During this time frame please also refrain from any pet and foot traffic. Regular weekly mowing will help this process during the first few months and will help your lawn look best.
- **Dormant Grass and Over Seeding – Your lawn will go “dormant” and turn brown if not over seeded.** If the installation date is within the first 2 weeks of November, it’s more than likely that your Bermuda grass is already over seeded with winter, rye grass by the sod company. If that is the case, then you’ll have winter grass for the first year. In order to have a green lawn during the cold season after the first year, you must seed cold season grass on top of Bermuda. This process is known as 'over seeding', which is usually done at the end of October. The bright green grass you see in metro Phoenix area is most often 'rye' grass, which is completely different from the Bermuda grass that thrives in the summer. However, rye is a temporary grass type and only lasts one winter. Having a winter season lawn may also be required by your Home Owner’s Association.
- **Pre-Emergent Application for Weed Control** – At time of installation, we use a chemical pre-emergent that will help prevent weeds. While this may help prevent weeds, you’ll still see some weed growth regardless. **Weed removal and control is the responsibility of the homeowner and is not covered by any warranty.** We do not apply plastic or other non-organic barriers below the granite surface for weed control. Please contact your local pest control service for information on annual pre-emergent applications.



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- **Drainage Issues** – Rain Dance does not warranty pre-existing drainage problems, as your homebuilder establishes lot drainage patterns well before installation of landscaping. **Ponding of water due to heavy rain and monsoon storms does not indicate a landscape drainage issue and will usually subside within 48 hours and is not covered by any warranty.**

Variation in Plant Appearance & Size – Since plants are natural, living things, growth habits, shape and color variation can vary greatly from species to species and even within plant material of the same species. Newly installed plant sizes can be:

Average first Month Sizes

Average Size after first Month to first

Year

2" to 4" One Gallon Plants	5" to 8" One Gallon Plants
4" to 6" Five Gallon Plants	6" to 12" Five Gallon Plants
4' to 6' 15 Gallon Trees	8' to 10' 15 Gallon Trees
5' to 7' 24 Gallon Trees	7' to 12' 24 Gallon Trees

Plant Staking – The staking provided with your trees are only temporary support stakes and will not prevent damage to trees by adverse weather conditions such as high winds with heavy rain, monsoon storms and/or neglect.

	Winter Months - or - Or Daytime High of 85° or Less	Summer Months - or - Or Daytime High of 90° or More
	First Month	
New Sod	2 Times Daily For 4 Minutes	3 Times Daily For 5 Minutes
New Trees & Plants	2 Times Every Other Day For 15 Minutes	2 Times Daily For 20 Minutes
After 1st Month		
Sod	2 Times Every Other Day For 4 Minutes	2 or 3 Times Daily For 4 Minutes
Plants & Trees	2 Times Every Other Day For 10 Minutes	2 Times Daily For 15 Minutes

Frost Damage – Some of your plants may be frost sensitive and will be damaged by temperatures below 35 to 40 degrees. Please be sure to cover these plants with fabric the night before. Your local home improvement store should carry specialized materials to handle the job. **Non-breathable materials such as plastic tarps should be avoided.**

Basic Irrigation System Maintenance

With simple proper maintenance, your automatic irrigation time clock will function trouble free for years. In addition to the recommendations below, please inspect monthly.

YOUR LANDSCAPE REQUIRES THE FOLLOWING WATERING (see chart)

Water Emergency Shut-Off Valve

If you cannot get your system to shut down for any reason, go to your front yard hose bib, and you'll notice a small valve with 2 handles. Turn either handle in the opposite direction and this will stop all water to your irrigation system.

Tampering with Automatic Irrigation Control Settings

Upon landscape installation, your irrigation controller is properly set for the season it was installed in. **As seasons change, so does your landscapes watering requirements and the controller needs to be set accordingly.** Please pay close attention to this. Rain Dance will not be held responsible for automation irrigation controller being improperly set and/or tampered with and the damage this can create. Please take time to familiarize yourself with its operation and manual. This will greatly increase the health and enjoyment of your landscape.

Non Warranty Irrigation System Work

Irrigation issues after 90 days will require a \$50.00 deposit, if found that the irrigation issue is under warranty the \$50.00 will be refunded.

Drip Valve Maintenance

The filter for your drip irrigation valves needs to be cleaned out once a year. This filter is located in the in plastic valve box placed in the ground by your irrigation controller.



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Lawn Sprinkler Head Maintenance

Sprinkler heads for lawns need to be checked every 3 months or so for proper operation and/or adjustment. The screen filters in these lawn sprinkler heads must be cleaned every six months to one year to prevent buildup of scale and debris. Maintenance and damage by physical contact such as foot traffic and mowing is not covered under warranty.

Emitter Valves for Shrubs and Trees

Check every 3 months to make sure they are operating properly. As a tree matures, emitters should be moved away from the base of the tree to allow proper root growth and therefore increasing resistance to adverse weather and blow over from high winds and/or heavy rain.

Supplied Irrigation

If Irrigation is only provided for the front yard and not for the backyard, then we provide a tap point or "stub out" for future irrigation system expansion for the backyard. Please Note that while we provide the backyard stub out, any tampering or modification by anyone including pool and landscape contractors with the front yard irrigation system will void your warranty.

Hardscape, Lighting and Water Features

Natural Stone Product Variations & Bleed of Colored Granite

Natural occurring color and shape variations will occur with most boulders, granite, gravel flagstone material and may not resemble samples previously shown. **Please note that granite color can run due to weather and irrigation, causing coloring to be tracked indoors or staining outdoor concrete.**

Granite Depth

Your granite was applied to an average depth of 2 inches. Over time granite will settle and be displaced from weather and normal traffic. To return it to an even uniform look, please rake or broom when needed. Please note that "minus" or decomposed rock (pea gravel, 1/8" inch) contains approximately 60-80% crushed granite material & sand and

“sized rock” (1/2”, 3/4”, 5/8”) contains about 20% crushed granite material & sand.

Flagstone

Flagstone is a natural, non-man made product and therefore has innate flaws. Flagstone will vary in color, thickness, density and durability. We try to install flagstone as level and smooth as possible, because it is a natural material this will never fully be obtainable through any installation process. We do attempt our highest level of quality and have a remarkable reputation for our beautiful flagstone installations. Grout can also vary in color and thickness and will incur hairline fractures which are non-repairable.

Pavers

Pavers are a man-made product and therefore should be uniform and level at the installation process. However, pavers are not grouted in place like flagstone, but rather sanded into place. The edge of the paver area is grouted and that is what locks the surface area into formation. The sanding in the body of the area will over time thin and wash away due to outdoor environments and maintenance such as washing down your patio. The sanding process is straight forward and can be maintained by purchasing additional sand at any home department store and broomed onto & into the paver surface. This process is not required but is recommend for obtaining a better looking & longer lasting surface. Hosing down the area can also cause calcium buildup from the water which will look like a water substance on the pavers and be eliminated much like the calcium build up you get in your shower.

Lighting

Lighting sets are sold with a certain number of light fixtures allotted in order to receive proper electrical power to each fixture. Exceeding the amount specified by Rain Dance is not recommended and most likely will result in voltage drops. Rain Dance is not responsible to repair or warranty the lighting system when additional lights are added or the system is changed by others.



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Stucco

Like your house, any hardscape item that has been treated with stucco will crack. These cracks are usually hairline in size and are barely visible to the naked eye. Other cracks might occur that need to be patched in time. It is recommended that you wait until the end of warranty period to repair these cracks so that the object has had the full & optimal amount of settling time. This way, we will not only be repairing the existing cracks, we will be repairing the majority of cracks that will occur.

Water Features

Water features can easily be maintained by a simple periodic cleaning. Spray down your water feature with your hose to wash off any build-up that may have occurred. A light sponge may be used to wipe off any other debris. Then drain the water feature of all polluted water. Refill the water feature as needed and re-start the pump. {Please

note; starting the pump without water will burn up the pump and this is not replaceable by warranty.} Remember, keeping the water pH balanced with decrease the amount of cleaning & maintenance needed. We suggest using a chlorine or bromine tab, which is available at your local home improvement store or your local pool supply store, about once a month.

Frequently Asked Questions

QUESTION: **My sprinklers/drippers do not turn on. Are they broken?**

ANSWER: Did you change the irrigation controller setting lately? Most of the time, the controller is working but is not being turned on at the time the homeowner expects. Please view our Recommended Watering Schedule page to find out how to set the watering day, time, and duration. If you see that only some of the emitters or lawn sprinklers are not functioning please contact us within the first year.

QUESTION: **My plant looks stressed. What do I do?**

ANSWER: Sometimes plants go through a shock period when they are first transplanted. This is a common occurrence. To help plants become established, you can:

- Water plants a little more frequently for the first 3 weeks after they are planted.
- Many local nurseries sell vitamins to ease transplant shock. Make sure to follow recommended product directions, as if used improperly can damage plants.
- If your plants were installed under harsh weather conditions, such as intense heat or freezing nights, try shielding them with fabric or brown paper coverings.

QUESTION: **My yard looks dry. What do I do?**

ANSWER: Is your grass installed in October or November? If so, overseeded turf was likely not available. This type of Bermuda grass goes dormant from about December thru March. If your grass is brown during this time, do not be alarmed. It will green up when warm weather arrives. You may choose to overseed for a green cover crop.

If your grass is brown and looks dead during the warm season (March through the end of September), check to see if your lawn is receiving adequate water. Put the controller in manual mode and test the normal functions of the controller. If you are sure that the controller is working, and the lawn is getting enough water, you may report this problem to us during the initial 30 days after your closing date.

QUESTION: **My landscape doesn't look how I thought it would. Will this change?**

ANSWER: The initial appearance of your landscape may be somewhat different than you envisioned during the design phase. Please remember that your landscape is very young and its design intentions will become apparent with age. Please keep in mind that trees, shrubs, and grass are living things and as such may respond differently to identical conditions. Also expect each plant to grow differently varying in size, color and shape.