

AFTER INSTALLATION

YOUR BRAND NEW SHAW SPORTS TURF FIELD HAS BEEN INSTALLED. NOW WHAT?

One thing that you can do to make sure that the field remains looking as fantastic as possible is to make sure that it is maintained properly.

Shaw Sports Turf offers maintenance plans for purchase to help alleviate some of these concerns.

It is sometimes easy to forget what may have been included in a maintenance plan as the years go by. With our automated system, a customer will never have to worry about getting the maintenance that they've paid for. Service after the sale and building lasting relationships is what we are about.

Our motto is **MORE THAN A FIELD**, and that motto applies to everything we do.

We have instituted specialized tracking systems to tell our representatives when a field needs assistance. This new system will alert us yearly (and/or depending on the program you choose) throughout the warranty lifetime when your field needs maintenance and or annual Gmax. By utilizing these alerts, we can place these assignments on the calendars of our field service team to ensure no necessary maintenance falls through the cracks.

Our easy, color-coded system shows our representatives what exactly needs to take place at just a glance.

Once complete, our automated system will change that alert to green.

Yellow alerts mean that a maintenance task is on track.

Red alerts mean that a task has fallen past due.

Our field service teams, even sub-contractors, are able to utilize this system to view what's due and assigned within the next 365 days. Around the annual due date, the field service tech will contact the customer to arrange for the site visit.

What happens in between scheduled visits or if a maintenance plan was not purchased?

The Shaw Sports Turf Repair Request form allows you to submit a request and attach pictures of any issues. This form automatically creates a record in the Service Team's database as well as emailing them an alert that a new repair has been reported.

- When a repair request form has been completed you will be contacted by the SST service team within 2 business days.
- Warranty issues are covered and if there is an issue outside our warranty, we'll provide estimates to repair your turf.
- Our sales team members can also track the service progress on the jobs in their local area so they can follow up to ensure the customer's satisfaction. They will be notified when a job is complete and you will be able to follow up with the Sales team if you have any further questions or concerns.

