

March 2010

To our valued customers,

Over recent times, there has been an issue in Australia with imported artificial grass products “melting” after installation resulting in replacement. We would like to take the time to explain why this “melting” might occur.

Artificial grass starts out as a polymer, with numerous different types on the market, such a polyethylene. This gives suppliers of artificial grass yarn several different choices to get the right balance between the resilience, the durability, the visual aspect and the softness of a product. Using the right materials should be based on performance not cost of the material.

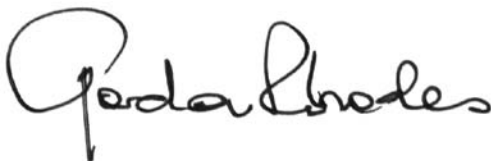
Unfortunately, some manufactures use cheaper material in their yarn that can feel very hard and brittle – not exactly what a customer wants to walk on. Therefore, they add in a rubberising agent to improve the feel. This material has a very low melting point, sometimes even below 60°C and as such can melt from absorbing heat from the sun or reflective heat off glass or metallic objects.

Artificial grass also goes through a UV stabilisation process to ensure that the colour does not fade under the sun’s UV rays. In another attempt to cut costs, some imported grasses do not go through a proper UV stabilisation process that causes grass to bleach very quickly, again resulting in replacement.

Please be assured that Supernatural Grass from Melbourne Brick is 100% manufactured in Australia from the highest quality products. We select our raw materials based on performance, not price and go through extensive testing before introduced into the marketplace.

If you ever have a question regarding a supernatural grass product, please don’t hesitate to call us at 03 8786 4166.

Sincerely,



**Gordon Rhodes**  
General Manager



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