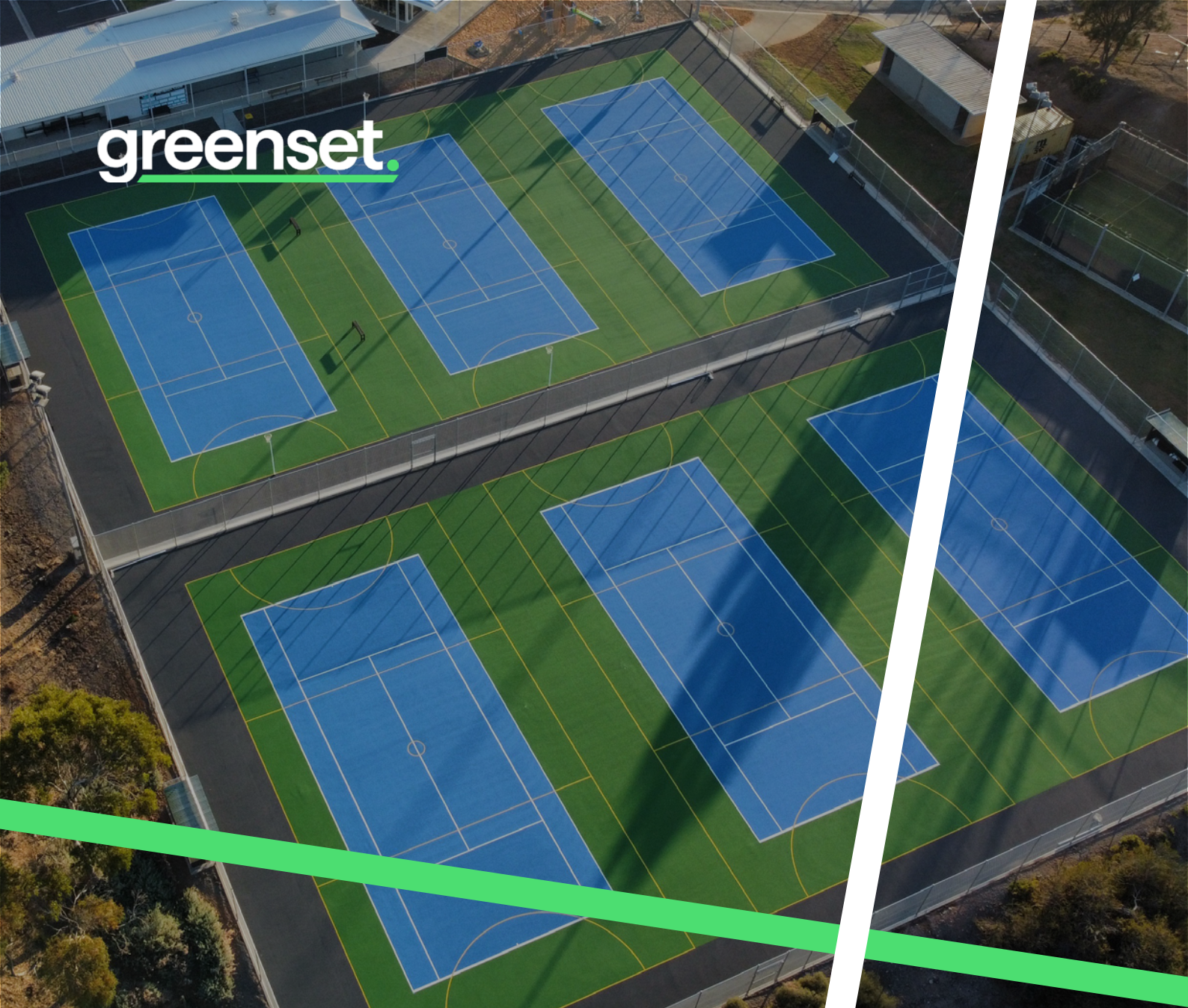
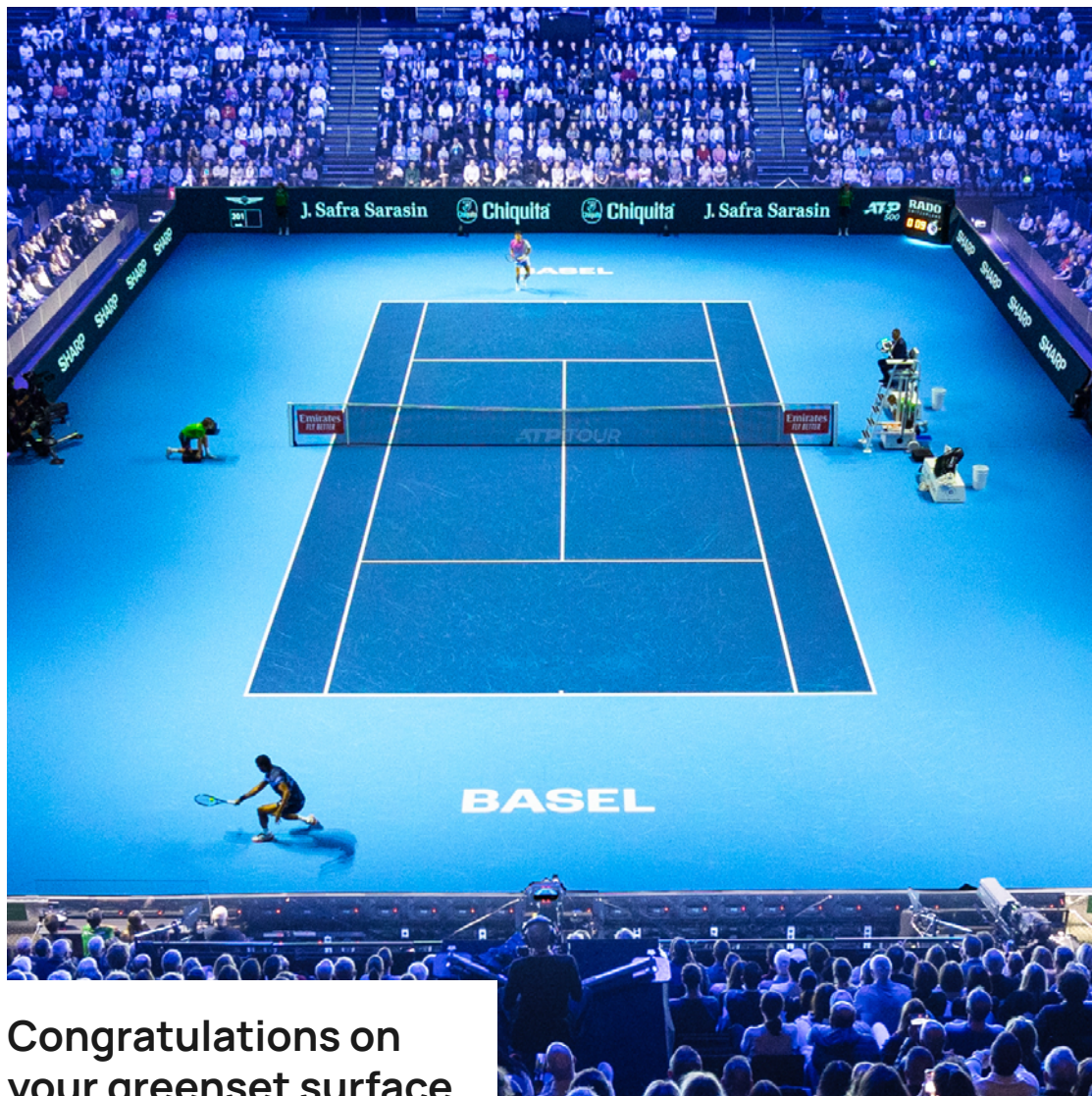




greenset.

Troubleshooting, maintenance and care guide.

 **tennis**



**Congratulations on
your greenset surface.**

Trusted by major tournaments, elite sporting stars and communities all around the world. Thank you for helping us fulfil our vision of delivering high quality surfaces for everyone worldwide.

Your surface has been developed specifically for each individual sport to deliver a high-performing, professional playing surface. By following these guidelines, you will maintain the high levels of performance and durability of the surface characterized by all Greenset products.

Failure to fulfill any of the guidelines in this document implies the loss of any warranty on the surfaces provided by GreenSet® Worldwide SL.

This maintenance guide has been developed by greenset® Worldwide SL for the proper use and maintenance of the greenset® acrylic resin surfaces (Tour, Grand Slam, Grand Slam Eco-cushion, Urban, Multisports, Pickleball).

01 Curing time and first use

After the final application, **do not use the court for at least 4 days**, provided there is no rain during that period.

If rain occurs within those 4 days, **extend the waiting time** by one additional dry day for each day of rain.

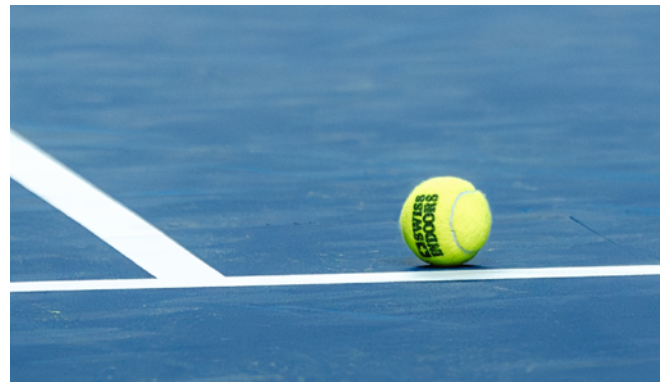
During the **first 8 weeks** after installation, **avoid using the court while it is damp or wet**.

02 Court care

Selected activities

It is recommended to only use this surface for the intended sporting activity.

Sports that use accessories to complete play (hockey sticks, skates, scooters, skateboards, bicycles, etc.) and other activities (e.g. carrying out social events, placement of furniture, stands and/or scaffolding, use of fi reworks, etc.) can permanently damage the surface.



Court appearance

Wear **only white or non-marking** flat soled tennis shoes.

Wipe shoes before entering court to prevent stones, twigs, or other sharp objects from being ground into the surface.

Wet weather

GreenSet® surfaces can quickly be put back into service after a disruption by rain.

Outdoor courts have a smooth cross slope (like a roof), allowing the rainwater to slide to the drains. **The water must be freely eliminated from the court.** Simply remove any excess water with a **wide sponge roller or squeegee** and play can recommence immediately.

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03 Regular maintenance

It is recommended to conduct weekly, monthly, quarterly and annual checks of your surface and its surrounding infrastructure. Debris build up in drainage and other surrounding areas can cause significant future damage underneath the surface.

Outdoor



Courts should be swept with a broom, air blower, or water broom approximately once per week depending on severity of surface contamination. Foreign debris should be hosed off (non-high pressure) with clean water, where practical.

Heavy airborne pollution, such as dust, leaves, and vehicle fumes, tend to rapidly settle on the courts surface. GreenSet® recommends that foreign debris be hosed off at least once a week to minimize buildup of pollutants.

The water wash can be done, with a maximum pressure of 50 bar and with 30 cm between the hose and the ground. Should the surface become generally dirty or stained, surface can be cleaned with a light duty wet scrubber machine with a soft brush attachment.

A non-residual organic cleaner should also be utilized to aid in the cleaning of the surface. The percentage of cleaner to the percentage of water will largely depend on the degree of surface contamination and should be used in accordance with the specifications for the particular surface type and stain.

After light scrubbing, hose off with fresh water to remove any residual cleaning agent in outdoor environment.

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Indoor

Indoor surfaces (non-wood surfaces, for maintenance and care of indoor wood surfaces, ask for a different guide) should be cleaned once every 2 to 4 weeks depending on court usage with a sweeper or comparable cleaning machine to remove any dust, dirt, etc.

Heavy contamination or staining should be removed using a wet scrubber or similar /vacuum machine or with soft brush . On textured surfaces, foreign debris should be swept and hosed off regularly, if hosing is possible

04 Contamination repairs

Mold growth and tree plant contamination

It is recommended that overhanging trees/plants be controlled to prevent excessive contamination of the surface, some trees/plants in particular will cause staining and unsightly contamination.

Mold may buildup on areas of the surface where plant/leaf contamination occurs or where pooling water occurs after rain.

These areas should be cleaned on a regular basis using the following methods:

- Hose off foreign debris with the aid of a stiff bristle broom.
- Saturate the surface with clean water.
- Use a dilute solution of sodium hypochlorite (liquid pool chlorine) ; dilution rate is dependent on the severity of mold growth.
- Broom solution over the mold area and soak for 10-15 minutes. Do not allow to dry.



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- Hose off surface thoroughly with clean water to remove all residual solution. Keep away from plants, animals, and children and wear protective clothing. Solution is strong bleach.
- More heavily contaminated surfaces may require additional treatment or in severe cases, high- pressure water blasting and sodium hypochlorite treatment. Other algaecides are commercially available.

Recommendation: Do not use powdered Calcium Hypochlorite solution as this will leave a white residue on the surface after drying.

IMPORTANT

Parts of the court that receive little or no sunlight (near walls, corners or under trees) can stay damp for long periods leaving it susceptible to mold build up over time.

Keep these areas as dry as possible and if mold appears, clean it using a fungicidal cleaner diluted in water.

Always test the product on a small, inconspicuous area first to ensure it doesn't affect the colour or finish.

Food and drink contamination

Immediate washing of the surface is recommended. If staining has occurred, then the same cleaning methods suggested for dirt or mold/plant/tree/ bird/wildlife contamination would be recommended.

Solvent based products like solvent thinners and similar products are not to be used on GreenSet® surfaces.

Scouring type products, like Ajax powder or similar are not recommended for use on GreenSet® surfaces.

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Animal Stains and Bird/Wildlife Contamination

'Droppings' and worms will cause degradation of the surface and should be immediately removed. If left, it can cause blistering and peeling of the surface and even the asphalt underneath.

In most cases, they can be removed by softening with water or using a non-residual organic cleaner. If the cleaner is required, make sure to hose off with plenty of clean water. If this is not effective, they should be immediately removed by mechanically scraping them off or by high pressure washing.



In severe cases, where blistering and peeling has occurred, the surface should be patched with the recommended GreenSet® surface materials.

This will require specific instructions to be followed and GreenSet® would recommend that the services of a GreenSet® Approved Applicator be used for this work.

Grease and oil stains

Non-residual organic cleaner is recommended. It may require several applications to remove the grease/oil contamination.

Thoroughly hose off the surface with clean water after the application of the detergent solution.

Chewing gum

It is very difficult to remove gum from court surfaces. Mechanical scraping of the gum is all that can be recommended.

Shoe 'Sole' Staining and Rub Marks

GreenSet® recommends only white soled or non-staining/marketing shoe types be used when playing on the surface. Some 'black' rub marks can get onto the surface by certain types of soles on footwear.

These marks can usually be removed with a non-residual organic cleaner and stiff bristle brush.

Some rubber types are difficult to remove when they are fresh, weathering will usually allow these marks to be removed.

Shoe sole marking will be more noticeable and prevalent with new surfaces.

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05 Surface wear

Impact damage

GreenSet® surfaces are highly resistant to impact damage from incidental, yet forceful contact. However, there are circumstances where heavy impact from sharp objects will penetrate and cause damage to the surface.

Deep cuts into the base layer of cushioned GreenSet® surfaces may be caused by sharp implements, i.e. metal chair legs, heavy steel wheeled trolleys, stiletto heels, vandalism, etc.

Chairs and umpire stands should have wooden bases on the legs to minimize damage to the surface. To prevent piercing of the substrate, it is recommended that all wooden bases have rounded edges.

Metal racquets can also cause damage to the surface with heavy impact at sharp angles causing slight cuts in the surface. Such damage is usually confined to the top layers and can be readily repaired.

Contact your GreenSet® Approved Distributor immediately if any damage occurs to prevent further damage from the ingress of water.



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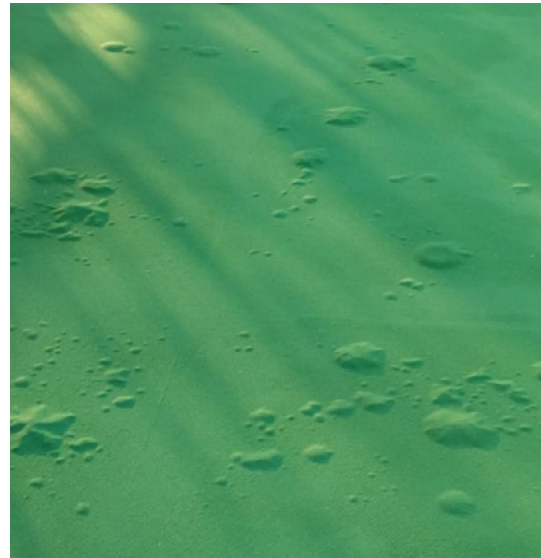
Bubbling

Acrylic sports surfacing systems are multi-layer coatings applied over asphalt or concrete substrates. Under different conditions, generally high-temperatures or extreme UV, these systems can develop bubbles, blisters, or localized **doming**.

Factor	Effect on bubbling
High surface temperature (50–70°C on dark courts)	Increases vapour pressure and substrate expansion
Direct sun after cold night	Causes rapid outgassing
High humidity	Slows drying, trapping moisture
Windy conditions	Skins the coating too quickly
Poor drainage	Keeps moisture under the slab

If bubbles appear shortly after installation (within the first 8 weeks):

- The court surface may still be curing and some moisture could remain trapped between layers.
- If bubbles appear only in isolated spots, allow the surface to dry naturally and avoid walking over those areas.
- On recently finished courts, this is often temporary and will stabilise as the surface completes its curing process.
- If bubbling is widespread, contact your supplier, as it may indicate a problem with application or moisture present in the sub-base (concrete or asphalt).



If bubbles appear later on:

- Check if they occur in areas where water tends to pool or remain after rain.
- Standing water for long periods can affect the adhesion between resin layers.
- If puddles are still visible an hour after rain stops, remove the water manually using a blower or a soft rubber squeegee. This prevents moisture from seeping into the surface.

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Generally, there are **2 types of bubbles** that rise to the surface – 'soft' and 'hard' bubbles.

Soft bubbles

Soft bubbles are generally caused by moisture or gas below the surface that is looking for a way to escape and working its way through the weakest areas of the substrate.

Concrete and asphalt substrates naturally contain moisture. On high-temperature and extreme UV days, the substrate temperature rises which increases vapour pressure.

As the GreenSet® surface is an acrylic coating, it has flexibility and can expand and contract based on the pressure from below.

Similarly, asphalt contains volatile oils that migrate upward when heated and concrete releases air from its pores as internal temperature rises.

Once the coating has skinned over after application, these gases push the underside of the coating and cause gas pockets to form.

Solution

Large bubbles: Lightly insert a pin (or similar) to large bubbles and allow the moisture or gas to release. If the coating has stretched because it has been expanded for some time, place a heavy object on it to allow it to resettle.

Small bubbles: in one-off situation, follow the same process. Allowing a small exit point should prevent further spread. If there are packs of small bubbles forming, this may point to a larger underlying concern with the substrate.

Our recommendation would be to release the gas from selected bubbles to prevent further spread and seek a geotechnical report for the site and surrounding areas.

If the coating has softened and is delaminating back to the surface, this suggests an adhesion problem with the substrate caused by the presence of moisture or gases.

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Hard bubbles

Hard bubbles, or conversely low spots and ponding, are generally caused by movements in the base or sub-base caused by increased water levels or wear and tear over time due to thermal cycling.

These movements tend to lead to overall base deterioration or movement in the sub-base that causes soft points.

For asphalt, changes in the compaction of the sub-base can cause 'mushrooms' and low spots that will require repairs to the surface below the coating.

Substrates like asphalt are designed to expand and contract under different conditions, whereas concrete is not. Should the substrate expand further than the coating is capable of, it will stretch and begin to delaminate from the substrate.

Where this is prevalent, it is recommended that further investigation and / or repairs be undertaken as soon as possible to prevent further damage.

It is recommended to contact your GreenSet® Approved Distributor to assist with a further site assesment.

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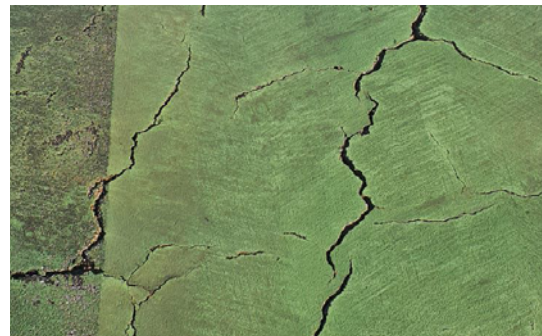
06 Court deterioration

Cracking

Cracking can happen on asphalt courts and concrete and is generally a sign of the surface coming towards end of life.

As the surface ages, coupled with the heavy amount of foot traffic on courts over years of activity, they become brittle over time.

Cracking happens to both indoor and outdoor tennis courts.



Where this is prevalent, it is recommended that further investigation and/or repairs be undertaken as soon as possible to prevent further damage.

It is recommended to contact your GreenSet® Approved Distributor to assist with a further site assessment.

Rust spots

Rust spots bleeding through the surface is caused by pyrites which are used to create asphalt.

When pyrites get exposed to moisture or air, they have a tendency to rust. This rust will later spread into the acrylic surfaces of the court.

Often, these rust spots will need to be cored out of the surface and then repaired to provide a new uniform finish.

Where this is prevalent, it is recommended that further investigation and / or repairs be undertaken as soon as possible to prevent further damage.



It is recommended to contact your GreenSet® Approved Distributor to assist with a further site assessment.

NOTE

It is recommended that any asphalt/hotmix specification for new courts is free of pyrites.

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Surface color fading

Consistent high-UV exposure and too much use or time between resurfacing are the reasons for colour fading.

Different colours will provide different levels of colour retention and it is recommended to complete regular resurfacing to provide the best results and most consistent speeds for players.



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07 Product warranty

Greenset® warrants, subject to limitations, exclusions, terms and conditions contained herein, that the material supplied by Greenset®, and which is covered by this Warranty, will not fail due to defects for one year. Greenset® maximum responsibility under this Limited Warranty shall be limited to the replacement of material in a quantity not in excess of the quantity of material furnished by Greenset® in connection with the project.

No salesman or other employee or agent of Greenset® is authorized to bind Greenset® by any agreement, warranty, promise, or understanding not herein expressed.

This Limited Warranty is made and given in lieu of all other warranties and conditions, expressed or implied, statutory or otherwise, including but not limited to any warranties or conditions of merchantability, durability and of fitness for a particular purpose. Under no circumstances shall Greenset® be liable or otherwise obligated for indirect, incidental or consequential damages of any nature or kind whatsoever, including damages arising in contract, tort, product liability or otherwise.

TERMS AND CONDITIONS

1. This product warranty includes replacement cost on a square meter basis of the sole portion of the installation which has been proven to be faulty due to production flaws. Will include replacement, where appropriate, or a product of a similar grade to repair or replace the product (exact color or pattern match may not be possible), but not any costs associated directly or indirectly with any pre-existing conditions.
2. Our warranty period will be applicable with respect to product that our supplied by Greenset® and when installed within the Country before the expiry of 1 years after the date of your purchase.
3. These product(s) must be used only by a qualified professional and as described in writing in Greenset® specifications, instructions, and technical data sheets.
4. Greenset® will assume no responsibility for any failure resulting from misuse or alteration of the product, pre-existing conditions, failure to use the products in accordance with applicable instructions, substandard workmanship, substrate failure and other non-related causes.
5. Other than this warranty, Greenset® makes no other warranties, unless officially stated in writing by Greenset® Technical Department.
6. This warranty is non-transferable and is exclusive to the official GreenSet distributor.
7. Greenset® reserves the right to inspect the construction site before it begins and to supervise the work at any given period, during the installation.
8. This warranty does not cover structural defects, substrate movements, hydrostatic and moisture conditions, tile and grout cracking, fair wear and tear, damage from natural disasters, engineering or design defects, shading, or execution of work that is not in strict accordance with the specified standards, applicable recognized trade standards, and Greenset®'s written instructions on how to apply the product. Efflorescence and color variation and shading are normal conditions of all cement mortars and grouts and are by no means considered defective conditions.

Damages caused by an event independent of human control or a factor beyond reasonable control of Greenset® are not covered.

9. This warranty does not cover indirect or consequential loss costs or damages however caused, including not limited to loss of profits or anticipated profits; loss of use, opportunity, goodwill or reputation; loss or revenue or anticipated revenue; loss or damage due to lateness or delays; or loss or damage consequential on rework or reapplication of product incurred by the party/parties responsible for the installation works, or any party claiming by or through that party.
10. This warranty will become null, void and of no effect if Greenset® Products are used, mixed or associated with products from other manufacturers without our written authority.
11. This warranty will become null, void or of no effect if Greenset® is not informed within seven days from the discovery of any alleged manufacturing defects.
12. This warranty will become null, void or of no effect if Greenset® is not given reasonable access to visually inspect on site the alleged damages resulting from the alleged manufacturing defects in Greenset® products and to collect samples of the products allegedly defective.
13. Any variations to written specifications for use of the product(s) must be confirmed in writing by Greenset®'s Technical Department.
14. This warranty only extends to Greenset® recommended systems when the product(s) are stored in accordance with Greenset®'s recommendations/requirements as nominated on the respective technical data sheets and when all the substrates conform to good and proper building standard engineering, also all control/expansion, and thermal joints to be detailed and documented by an engineer.
15. This warranty Will become null, void and of no effect if proven that the user could have prevent prevented the alleged damagers but did not do so.
16. Greenset® always saves at the factory during 1 year samples from each product batch, with the objective of having it to analyze in case of a official GreenSet distributor demanding a refund due to alleged manufacturing defects. Therefore, it is important to always save the production number of each product, with the objective of being able to verify with our saved sample from the factory and realize a proper analysis and compare with other places that the product has been placed to see if they had any issues.



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GreenSet® Worldwide SL consider that the information, recommendations and suggestions, especially those relating to the application and end-use of the GreenSet® products contained in this document, are reliable. They are given in good faith on the basis of our current knowledge and experience with products when properly stored, handled and applied under normal conditions.

However, since site conditions, subbases and use are beyond our control, GreenSet® Worldwide SL disclaim all liability for the use or misuse of our products and finished surfaces or by the interpretation of the information contained in this document; no express or implied warranty is given.

The property rights of GreenSet® Worldwide SL and third parties must be observed. Users should always refer to the latest copy of the Material Safety Data Sheet of the product concerned, copies of which will be provided on request.