

## Welcome to the 2013 Technical Surfaces newsletter.

Our annual review of the latest developments in the world of artificial pitch maintenance.



In this issue, we examine the ways in which you can maximise life, use and revenue from your existing surface, be it with a deep-cleaning **Rejeneration®**, transforming your unused or unwanted sand-filled pitch into a state-of-the-art **3rd Generation Hybrid System**, or simply by making the right choices when **selecting your pitch maintenance provider** – making sure you know exactly what you are getting for your money, and that it is value for money.

2012 has been a year of change and progress at Technical Surfaces. With our focus ever on **Maintaining Standards** for our customers, we have significantly restructured and streamlined our operational systems and procedures to ensure we continue to provide the best service in the industry. Turn to the back page to read our **review of the past 12 months**, and take a look at our exciting **plans for expansion in 2013!**

Finally, we would like to wish all our customers a happy and prosperous new year, and we look forward to continuing working together to maintain your artificial pitch in peak condition throughout 2013 and beyond...

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- ▶ **Procurement – Maintenance at what cost?**

### Inside Pages...

#### Rejeneration

The ONLY deep clean your surface needs



#### 3G Hybrid Systems

NEW & EXCLUSIVE to Technical Surfaces



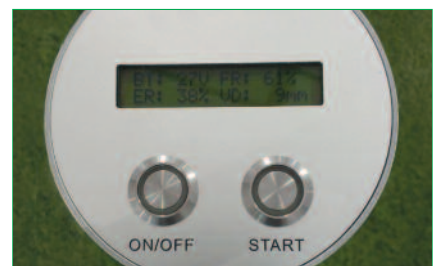
#### Maintaining Standards

NEW pricing structure

MatchFit™:	Premier <small>Annual Programme</small>	Plus <small>Annual Programme</small>	Play <small>Annual Programme</small>
Power Sweeping Treatments	12	6	4
Decorations (3G Surfaces Only)	4	3	2
Annual Surface Inspection Report	1	1	1
FREE Pack	0	0	0

#### Pitch Testing

Do the numbers stack up?



# 3G Hybrid Pitches

Let Technical Surfaces turn your unused or unwanted sand filled pitch into a state-of-the-art 3rd Generation Hybrid System.

If you have a sand filled pitch that stands unused – due to its poor condition or because users simply don't want to play on them, you need to consider upgrading to a 3G hybrid system.

Using our patented Rejuvenation® process, we remove the existing sand infill quickly and efficiently, whilst cleaning and lifting the fibres. We then refill the surface with a specialist grade mix of new rubber granules. And because we use compressed air, there is no damage to the existing carpet.

The results are outstanding, both from a visual and performance perspective. Our tests show a fourfold increase in drainage, whilst traction and ball rebound were restored to British Standards 15301-1 and 12235 where previously these were out of tolerance.

## Benefits of a 3G Hybrid System:

- Increased bookings
- Improved revenue
- Greater player enjoyment
- Better drainage
- Improved performance



Discover more online at:  
[www.technicalsurfaces.co.uk/3G\\_Hybrid](http://www.technicalsurfaces.co.uk/3G_Hybrid)

# Pitch Testing...

## Do the numbers stack up?

We are now 2 years into our research studying the effects of maintenance on synthetic sports surfaces, and we're starting to understand the correlation between pitch performance and maintenance. Nick McLaren, our sponsored Research Engineer from Loughborough University, has been recording measurements from dozens of different surfaces across the country and at various times of the year, as part of his doctorate. What has become clear is that a number of factors affect these measurements day to day, and understanding these changes is paramount to the study.

Some companies are now offering a force impact test, which they claim to be the 'holy grail'. These devices measure hardness, stability and elasticity of an artificial pitch, which are commonly referred to as shock absorption, vertical deformation and energy restitution. Certainly important in their own right, but do the numbers stack up?

Research shows that many factors can affect these readings. Moisture content is one, and with the unpredictability of the British weather readings taken simply on one day once a year are going to be erratic to say the least. The type and depth of infill also has a bearing, as does the shockpad and type of base material. It was also found that on 3G surfaces the 'pole' height (the amount of pile above the infill) also has a major effect on the readings obtained. So simply taking a reading and using it as a benchmark to determine the condition of a surface has many

pitfalls. Fortunately, our research intends to correlate these measurements into a more 'real life' result, cross-referencing field test results to industry standard apparatus such as the Advanced Artificial Athlete or Triple A, as well as laboratory-controlled experiments.

A key site to this continued research is St. George's Park, the English FA National Football Centre, which boasts two 3G football pitches that are being maintained to the highest standard, with pitch usage levels and maintenance tasks logged in accordance with FA requirements. We are fortunate to enjoy a good working relationship with Head Groundsman, Alan Ferguson, who also used our services in his previous role at Ipswich Town FC. Alan is incredibly forward-thinking in his outlook on artificial pitch maintenance, and we thank him for putting his pitches and associated data at our disposal for the duration of our research.



Pitch Testing at FA National Football Centre



# Rejuvenation®

## The only deep clean your artificial sports surface needs!

### How will I know if my pitch needs a deep clean?

A deep clean is required when the drainage of an artificial sports surface has failed. Tell-tale signs include constant flooding, water taking a long time to drain, and when the water eventually does drain away the pitch is left with unsightly mud and silt deposits. These are clearly identifiable 'symptoms' of a contaminated infill, which can be fixed with a Rejuvenation®.

### Ok, so what is a Rejuvenation®?

Rejuvenation® is a patented process exclusive to Technical Surfaces, which uses compressed air to extract contaminated infill from artificial surfaces, without damaging the carpet. Unlike older air systems which use a constant stream of air, the Rejuvenation® uses a 'hammer' action to get much deeper into the carpet pile. Fresh, clean infill is then dressed into the carpet to help improve drainage and restore the playing characteristics.

### How can we be sure that a Rejuvenation® will solve our problem?

We are so confident in the results of our Rejuvenation® that we offer all customers a **5-year performance guarantee\*** – that is, with an appropriate maintenance regime in place, we guarantee that you will achieve a further 5 years of use from your existing facility following the Rejuvenation®. We consider the Rejuvenation® to be a secure investment in your valuable asset – after all, providing another 5 years of use and revenue from your existing surface makes more financial sense than the prohibitive costs of resurfacing or the low-cost but essentially unreliable alternatives, doesn't it?

### We need to source at least 3 quotes for this work – what should we look out for when comparing costs for the deep clean of our pitch?

Naturally, we hope you choose our Rejuvenation® to solve your pitch problems, but we understand that many of our customers need to shop around and obtain comparative quotes. So here is a handy list of what to look out for when the infill in your artificial pitch requires replacement...

**Extraction:** Check the amount of infill being removed from your surface. An easy way to calculate this is to ask how many skips have been allowed for removal of spoils. (For comparison, the Rejuvenation® of a full-size sand-filled pitch requires between 10 and 12 8-yard skips to remove the extracted infill)

**Re-dressing the infill:** Check that the volume of fresh, clean infill being introduced into the carpet matches that which has been extracted.

**Delivery of infill:** For the process to work effectively there must be a gradual re-introduction of sand or rubber into the carpet. An initial heavy dressing should be completed, then allowed to bed in for a sufficient period of time before another visit to carry out the secondary application. (As part of the Rejuvenation®, Technical Surfaces always completes a return inspection after the infill dressing, to confirm the exact quantity of infill required in the second treatment.)

Read the full article online at [www.technicalsurfaces.co.uk/rejuvenation\\_deep\\_clean\\_for\\_artificial\\_pitches](http://www.technicalsurfaces.co.uk/rejuvenation_deep_clean_for_artificial_pitches)

## Maintaining Standards!

At Technical Surfaces, we work hard to ensure that our maintenance contracts offer a comprehensive, flexible and quality service that gives our customers real value for money.

Since 2009 we have held a price freeze on all regular maintenance works, and are pleased to announce a new pricing structure for 2013 – the same quality service at competitive rates, with the option to freeze prices for up to another 5 years.

All Technical Surfaces contracts include, free of charge, a full

pitch assessment on every maintenance visit, as well as a tailored programme of Power Sweeps, Vegetation Treatments, Decompactions and Repairs. And that's not all; every single contract comes with litter and debris removal, and mechanical cleaning / redistribution of the infill as standard.

For more details, visit us online at: [www.technicalsurfaces.co.uk/matchfit](http://www.technicalsurfaces.co.uk/matchfit)



## WHAT WE DID IN 2012...

**4,772** JOBS COMPLETED ON **872** ARTIFICIAL SURFACES ACROSS THE UK **3,060** SWEEPS, DECOMPACTIONS & DRAG BRUSHES **1,063** PITCH INSPECTIONS **57** RED RANGE DEMONSTRATIONS & CERTIFICATED TRAINING FOR ON-SITE MAINTENANCE **9 TONNES** OF GLUE USED TO REPAIR DAMAGED CARPET

**500,000 MILES** COVERED – FURTHER THAN A TRIP TO THE MOON AND BACK! OUR **25** TECHNICIANS TRAVELLED FAR AND WIDE IN 2012 – FROM LAND'S END TO THE ORKNEY ISLANDS! OUR CUSTOMERS IN 2012 INCLUDED **263** SCHOOLS, **93** COLLEGES & UNIVERSITIES, **42** ACADEMIES, **174** LEISURE CENTRES AND **68** SPORTS CLUBS **202,082m<sup>2</sup>** OF TURF RESTORED BY OUR PATENTED REJUVENATION® – THE EQUIVALENT OF 28.3 WEMBLEY PITCHES **1,581 TONNES** OF SAND USED FOR TOP-UPS, REPAIRS AND DEEP CLEANS

## We've had a highly eventful 12 months here at Technical Surfaces, and we end the year a very different company from where we were back at the start of 2012.

We've enjoyed great success with **MatchFit**, our unique Aftercare service for artificial sports surfaces. Over 15% of our contract customers are now benefiting from a **MatchFit** maintenance programme, secure in the knowledge that their surfaces are receiving the very best care and attention from our NVQ-trained technicians.

We continue to work closely with top pitch installers and manufacturers within the industry, and are extremely proud to be providing the maintenance for selected artificial grass pitches installed under the prestigious **RFU, FA and FF framework** agreement.

We continue our study into the effect of maintenance on artificial grass pitches. The research – a collaboration between **Loughborough University and Technical Surfaces** – has taken us to the heart of the national game – analysing the impact of maintenance on the 3G pitches at England's new national football centre, St. George's Park. The ultimate aim of the research is that the findings, due to be published in 2014, will help the FA and other sporting bodies to develop their official guidance for grounds care maintenance programmes for both high-spec and community use pitches, with Technical Surfaces at the very forefront of the industry, employing the latest techniques in artificial pitch maintenance.

**OTIS**, our unique **Online Technical Information System** became fully operational in 2012, allowing our 550 – plus regular customers to interact directly with our scheduling team – placing orders, confirming dates for works and reporting any issues or concerns with their surfaces. **OTIS** provides access to a wealth of useful information, including annual surface inspections, records of works completed, as well as our health & safety documentation, risk assessments and method statements for every service that we provide, an invaluable resource in any facility manager's duty of care.

The heavy rains across the UK towards the end of the year led to a surge in orders for our patented **Rejuvenation**. In 2012 alone, we've extended the life of more than 30 artificial pitches, which can all now expect to generate an extra 5 years of use – and revenue!

Of course, to continue providing this same high quality of service in today's tough economic climate, we have found ourselves having to take some tough decisions. Providing value for money is central to our philosophy of **Maintaining Standards**, and so this year we've reduced our overheads, restructured our workforce and streamlined our operations, in order that extra cost savings can be passed directly to you, our customers. We've maintained a price freeze on all contract costs for the past 5 years, and in 2013 we'll be announcing our all-new pricing structure, again with the option to fix your maintenance costs for up to 3 years. We are also **investing an additional half a million pounds** into state-of-the-art maintenance machinery and transport vehicles, as we continue to expand our operations nationwide.

Technical Surfaces exists simply to provide the best possible service for each and every customer. In making these necessary improvements to our working practices we can ensure that customer care remains at the very heart of everything we do, and will continue to motivate our commercial choices in the years ahead.

Wishing you all a prosperous 2013,

Greg Hill  
Commercial Director



## Procurement

### Maintenance at what cost?



Artificial pitch maintenance is a fast-moving industry, with a growing number of companies offering their services to keep your pitch in top condition all year round. But you need to be sure that you're being quoted for a like-for-like service, and as the UK's first dedicated maintenance provider (est. 1997), Technical Surfaces can point you in the right direction. So what should you expect from your pitch maintenance contract?

The core services of a good maintenance contract are regular sweeps, decompactions (3G pitches), vegetation treatments and surface inspections on every visit. A sweep should involve mechanically removing contaminants that build up on your pitch over time – anything else just isn't a sweep, and won't do the job.

Your maintenance contract should also include an element of repair, as well as leaf / litter collections on each visit. To ensure quality of service, check to see if the work will be completed by skilled operatives trained to NVQ Level 2 in Sport & Play Surfaces.

Some larger companies also supply machinery for your grounds team to complete daily or weekly drag brushing works in-house. If you don't have sufficient on-site resources to perform this task, a drag brushing service should also be included as part of your maintenance contract.

Our MatchFit® aftercare programmes should give you the basics on what an artificial pitch maintenance contract should cover – read more online at [www.technicalsurfaces.co.uk/matchfit](http://www.technicalsurfaces.co.uk/matchfit).