



# Task Masters



TMI Customer Care Manual



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# MAINTENANCE

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## PLANTS

In the first year, newly installed plants need extra care and attention after being planted. They are adjusting to the new location and sometimes will show signs of shock (wilting, leaf curl, blossom/fruit drop). This can be totally normal and it's important not to panic. Proper care and patience during this time will be rewarded with beauty in the years to come.

Typically irrigation systems do not water planting beds unless otherwise specified. Check your system to see if it covers all your planting beds.

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### **Hot, dry weather:**

Frequent, even daily watering, especially of smaller plants, may be required. Daily irrigation can typically be reduced after the initial week of planting, but continue to check for signs of water stress until the weather changes.

### **Hot, rainy weather:**

Long, steady rain soaks the soil and will delay the need to water. A short heavy cloudburst may run off quickly and not adequately soak the soil surrounding large trees. It's important to remember a good rain in the summer might not be adequate if we've been in a drought.

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### **Cool, dry weather:**

Check plants every few days for moisture. Water at least once every 4 days the first year.

### **Cool, wet weather:**

Check for water every 7-14 days. During very cool, wet weather you may not need to water at all since natural rainfall might be sufficient.

Although we think of watering during the late spring through the summer, fall watering is crucial to winter survival of newly planted plants. Therefore, continue monitoring watering weekly until freezing temperatures occur regularly. This preps the plant with moisture for protection during the winters.



Shady sites tend to hold moisture more than sunny ones. You may find yourself watering flowers along your driveway more than ones under a tree. This is normal and will ease up as the plants establish in the coming years.

## Hand Watering

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For large trees turn on the hose to a slow flow and place near the base of the tree. Let the water slowly soak into the soil around each plant. A small potted tree is about 5 minutes, a larger Ball & Burlap tree is usually about 30 minutes. (The slow flow is important as it allows clay soils to absorb the water gradually, thus getting the most out of each drop.)

For shrubs and perennials use a hose with a shower wand connected. Avoid using high pressure as it can wash away the mulch and soil protecting the plant.

**Shrubs, approx. 3 gallons per plant, per time.  
Typically that's about 25 seconds**

**Perennials, Grasses, Vines – 1.5 gallons per plant, per time,  
that's about 12 seconds**

## Fertilizing

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Your newly planted trees, shrubs, and perennials are equipped with enough nutrients for the season. **Avoid fertilizing the first year.**



Over fertilizing can cause uncontrolled plant growth that can lead to winter damage and weaken the plant. The following spring or early summer feel free to apply a light dressing of a slow release fertilizer such as **Osmocote** if you desire.

## Pruning and Deadheading

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Pruning shrubs into tight mounds is unnecessary and isn't healthy for the plants. Frequent shearing encourages lots of surface branching and can reduce flowering. Most flowering shrub varieties used today will look their best when allowed to grow in their natural form.

## Prune Spring Flowering Shrubs After Flowering

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Plants that bloom in early spring usually produce their flower buds the year before. If you prune these in fall or winter you may remove some of the buds and therefore have less flowers. Typically selective thinning of branches is all you need to give them a nice shape.



## SOD

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### First 2 Weeks

The key to establishing new sod is to keep it properly watered for the first month. Make sure your irrigation system is on. Immediately after installation water thoroughly, making it spongy to the step. The sod should be watered 2-3 times a day during the first 7 to 14 days. In the first 7 days it is very important to keep the sod damp. During this time stay off the sod so it can take root and you do not sink in and leave depressions from your foot steps.

During hot weather do not let the sod dry out. At the end of week 2, let the sod dry up enough so you can mow.

Mushrooms may appear during the first 2-4 weeks. This is normal. Once sod takes and cutting begins, they will disappear.



### Weeks 3-4

During week 3, reduce watering to 1-2 times per day and skip a day between watering. By week 4 water 1-2 times every other day. After week 4, your new sod should be ready to go 2-3 days between watering. However, in hot dry weather, water once every day or every other day after week 4.

### Rest of the Season

The key to new sod care during this time is deep watering less frequently

**SOD WARRANTY IS 30 DAYS, PROVIDED STEPS ABOVE ARE FOLLOWED. MAKE SURE YOUR IRRIGATION SYSTEM IS TURNED ON.**

## Mow if Grass exceeds 3.5"

Your new lawn should be mowed at the end of week 2 or if your lawn exceeds 3.5" tall. Back off on the watering so the turf is dry to the touch and firm enough to walk on without sinking in. If your new lawn reaches over 3.5" cut off 1/3 of the length even if it has not been 2 weeks. Do not cut shorter than 2" for first few times you mow.

## Winter/Spring Sod Damage

Voles (small brown rodents) can cause sod and shrub damage during winter and early spring.

**This type of damage is not covered under our warranty.**

Voles can be prevented using the following tactics:

**Remove woodpiles and other debris from the ground that could be hiding places for voles.**

**Keep grass trimmed short in the fall and bushes trimmed up from the ground.**

**Remove bird feeders near the ground.**

**Apply pesticides.**

### Typical Vole Damage

To repair vole damage, simply rake up the dead grass and reseed the area.





# WARRANTY

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## PLANTS & TREES

Your landscape is accompanied with a 1 year limited warranty on the trees, shrubs and sod installed by TMI. Newly installed landscape plants will suffer transplant shock, particularly during the hot summer months. It is imperative that plants receive proper care as noted in this document so as to minimize stress.

Upon installation or purchase it is then the responsibility of the owner to supply the plant with sufficient water and fertilizer (as needed) during their growing season (May to October) to keep them healthy. Trees and shrubs are warranted for one year from the finish date of your project and will be replaced once within the warranty period, should they die. TMI will make warranty replacements during the optimum planting seasons: spring and fall. Typically, replacements will take place between May 1st through June 30th and September 1st through November 15th.

TMI, assumes no liability for replacement of plants killed or damaged by pests, insect infestation, abnormal weather conditions, or other conditions beyond our control, nor will we replace plants experiencing "seasonal die-back", when pruning and proper care will restore them to health.

TMI, cannot warranty against weed growth in mulch or topsoil beds, due to the germination of dormant seeds prevalent in the soil.

This warranty shall be void and will not apply to any plants which were originally installed by TMI, then subsequently repaired, adjusted, moved or modified by an individual or entity other than TMI.



**Typical Rabbit Damage**





## PAVERS

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The manufacturers of hardscape products (ie. concrete pavers and retaining wall block) carry their own lifetime warranties which may vary from one to another. These lifetime warranties apply to the precast block or paver specifically. The specifics of the product warranty can be confirmed with the selected block product manufacturer.

This warranty is strictly limited to contract work performed by TMI. From the date of installation, TMI guarantees your hardscape installation from settlement of pavers and walls, and from separation of wall units for a 1-year period under normal wear for which the installation was designed. For example if vehicles or equipment are driven over a walkway causing settling of pavers, and the walkway was designed and installed for pedestrian use only, TMI will not be held accountable for damage from these actions.



**Extreme circumstances** (including but not limited to fire, vehicular accidents, excessive flooding, excessive freezing) causing damage to work installed by TMI are not covered under this warranty.

During freeze and thaw cycles, pavers and concrete will move. Pavers can become uneven until the ground fully thaws in the spring. Concrete over time will crack.

**Salting of any hardscape is not recommended, as it will damage the product. Calcium-Magnesium Acetate is a reliable and safe alternative when used per the manufactures directions. One such product is MELT available at Home Depot.**

This warranty does not apply to efflorescence. Efflorescence is a naturally occurring process in all concrete products that sometimes appears in the form of a white powdery film on the pavement surface. It does not, in any way, compromise the functionality or the structural integrity of the product. Although efflorescence cannot be pre-vented, it will wash off over time or can be cleaned with an efflorescence cleaner. TMI accepts no responsibility or liability for this condition.



## IRRIGATION

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All irrigation repairs are warranted for 5 years parts and labor provided Mr. Sprinkler maintains the system on a yearly basis. If the irrigation system is maintained by a different irrigation company, the repairs are not warranted.

If your system was new and was installed by TMI, that system carries a 5-year parts and labor warranty, provided Mr. Sprinkler maintains the system. If the system is maintained by a different irrigation company, there is no warranty on the system by TMI.



## REPAIR / WARRANTY PROCESS

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In order to enforce the rights under this warranty, the owner should promptly notify TMI.

You can make a Warranty Request at [www.tmimn.com](http://www.tmimn.com). Click on "Contact Us" located under the Navigation Icon, and fill out the Warranty Request Form including a picture.

TMI will respond to all warranty & repair requests within a timely manner. Any emergency requests will be given immediate attention. If TMI finds in its reasonable judgment that the item or items requiring attention are covered by this warranty, it will promptly proceed to repair and/or replace the defective materials or workmanship, at its sole cost and expense, except to the extent it finds that such repairs have been made necessary by the negligence or intentional misconduct of the owner, or any party or parties associated with owner.



## CONTACT INFORMATION

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