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Thank you for your recent Landscape project installation. We know you have many choices when it comes to landscaping and are very thankful you chose Hawkeye.

Working with you has been a great pleasure and if you enjoyed it as much as we did, we would like to tell you about our Client Referral Program.

If you refer a new customer to Hawkeye Landscaping, Inc. resulting in a project of \$ 3,000.00 or more will get you and your beloved a \$ 50.00 check. Upon final payment, you will receive your gift in the mail with a wonderful thank you card.

Thank you again for your business!

Kelly Burns - Owner  
Hawkeye Landscaping

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My Landscaping is installed

## **WHAT SHOULD I DO NOW?**

### **DO THIS NOW**

**(within the next few weeks)**

- Confirm all irrigation is working and all trees and plants are receiving water.
- Review all material supplied in the Customer care Brochure
- Remove any weeds that sprout in your granite and grass areas.
- Visit your local nursery to familiarize yourself with your plant materials.
- Learn about local weather trends and conditions for your area.
- If sod or seed was installed confirm that it is getting adequate water. Mow as needed.

### **DO THIS SOON**

**(within the next few weeks)**

- Change water system to coincide with the time of year. Use less water the on Winter months and longer run times as the plants mature.
- Start a pre-emergent application program to control weed growth in granite areas.
- Rake granite areas to rid of debris and smooth out for a clean look.
- Start a fertilizing program for all plant materials and lawn areas.
- Over seed lawn areas during the winter months if a green lawn is desired.

### **DO THIS EVENTUALLY**

**(after the first year or two)**

- Add more drip emitters around trees or move current ones out further from the tree trunk. This will encourage the root system to expand.
- Top-dress your granite areas to freshen up the look of your yard.
- Remove tree stakes from maturing trees if the caliper of the trunk warrants doing so. It is suggested that you leave them staked through two (2) monsoon seasons.
- Re-check entire irrigation system to insure all plant materials is still being watered properly.
- De-thatch lawn areas as needed during season changes.

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## **AUTOMATIC IRRIGATION INFORMATION**

Your automatic irrigation system has been professionally installed and programmed to be most effective for this time of year. The controller/ timer is located on the side of your house near your electric pane. We have outlined below an example on your controller may initially be programmed.

### **PROGRAM A 1-4 GRASS** **(lawn areas)**

Program A is set for your lawn area (if you have one). It is set to water at about 7:00 am, 11:00 am and at 4:00 pm, everyday. It is important to adjust this watering schedule approximately two (2) weeks after installation. During the summer adjust the schedule to water every day two (2) times a day for approximately 6 minutes each time. During the winter it is only necessary to water every day at once a day for 6 minutes. (Once 10 minutes in the winter)

### **PROGRAM B** **(drip irrigation)**

Program B is set for your drip irrigation system. NOTE: If you do not have a lawn then your drip irrigation system will be set up on Program A. The timer is set for watering every other day for one (1) hour. During the summer water the plants for 1.5 to 2 hours every other day and the cooler months 1 to 1.5 hours every other day. Use you best judgment for your plants. If they look like they are wilting then add some time to the timer so they are getting more water. Trees and bushes: 4:00 am, M-W-F-SU for 45 minutes.

### **PROGRAM C** **(Optional: trees and flowers)**

Program C is set for tress and or flowers. Note; Your trees and flowers may be on Program B with more emitters to receive the water they need. Your timer is set for watering the trees once everyday for 1 to 1.5 hours in cooler seasons and 1 to 2 hours in the summer. If it is set for flowers the timer needs to be set for two (2) times a day for 5 to 10 minutes in the summer and once a day for 5 to 10 minutes in the cooler months. Again change the times to best suit your trees or flowers.

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# MAINTENANCE INFORMATION

## **1. WATERING TREES AND PLANTS**

New plant material, including native trees, plants and cacti require some initial care in order to survive. All new plant material, with the exception of certain cacti, requires extensive watering when first planted. Your new plants will need to be watered approximately two hours every other day. The actual time needed depends on many factors including soil conditions, climate season, plant type and placement. If you have an automatic irrigation system, your clock will be set to the proper initial watering schedule. Please consult your plan to verify which system you have. To help your plants become established, water on the above mentioned schedule for about 3 weeks during the spring and fall months, and about 1 week during the winter months. Total initial watering time in the summer is usually 4 to 6 weeks, or longer, if wilting occurs. After this time period, you should cut the watering back accordingly, usually to twice weekly, except during December and January, when once a week is sufficient. Occasionally, you will also need to add emitters and expand the circumference around your tree as it grows.

To make certain your plants are receiving water, make an inspection of the area beneath your plants while the system is operating. Look closely at your emitter for the water output. If there is any doubt, use a probe type instrument such as a screwdriver to probe the soil near the plants, taking precautions not to damage the roots. The soil should be moist 4 to 6 inches into the sub-surface. An indicator of too little water is wilting and curling of leaves of the plants. This will be followed by die back of the small branches. Often the edges of the leaves will appear burned. Conversely, if the ground remains wet, growth will be inhibited and the leaves will turn a yellow color, and in some cases appear to be dried out. Too much water damages roots by removing oxygen from the soil and can cause some types of root rot.

Education is your key to success with your landscape. Please consult your local nursery or garden center for additional assistance and specific requirements regarding your yard.

## **2. PLANT SIZES AND AVAILABILITY**

Most of our plant material is purchased from the leading wholesale nurseries and not from retail nurseries. As such, we purchase from many of the same sources retail nurseries do. However, plant materials throughout the year will vary in size, fullness and availability. Some plant species maybe in short supply in the Phoenix area along with California and Texas, and this can affect our selection process. Also, some native species do not have a vigorous appearance inside containers however once in the ground will perform magnificently. We inspect all plant material which we believe is unhealthy or not in accordance with ANA standards. Our crewmen select much of the plant material at the nurseries and our foremen inspect all plants before accepting delivery or pickup.

## **3. FERTILIZING TREES AND SHRUBS**

For your landscaping, we do not apply any fertilizer at the point of installation. In fact, we do not recommend fertilizing new shrubs and trees for at least 30-60 days after planting. Please consult your nursery or garden center for proper fertilizers along with application rates and techniques. Most nurseries can recommend a good, well balanced fertilizer applicable for the plants in your landscape. It is important to only use the recommended amount at the specified intervals. Most fertilizers, if used in excess, will harm the plant they are intended to help. Frost tender plants should not be fertilized after July as this will encourage new growth and can cause the plant to be killed by frost.

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## 4. FROST PROTECTION FOR PLANTS

Hawkeye Landscaping, Inc does not warranty against frost damage. A number of landscape plants are susceptible to frost damage in the colder locations of the valley, or during abnormally cold evenings. This damage can be fatal to our lawns depending on temperature, length of cold, age and strength of the plant; as well as other factors such as wind, moisture and location. The deadliest condition is a cold frost following a warming trend in and around January or February.

Do not trim frost damaged portion from trees or shrubs until after all danger from frost has passed, usually mid-March, as the damaged plant material protects the plant from more serious frost damage. In order to protect your plants from frost, there are many methods from which to choose. The simplest is to cover your plant material with cloth or burlap. The use of non-porous materials, such as plastic is not recommended for covering plant materials. During winter there are many articles in the papers and reports on the news about additional ways to prevent frost damage.

## 5. DECOMPOSED GRANITE

Granite is mined and is natural in color. Some colors may not be acceptable in certain subdivisions due to design restrictions of the subdivisions. Granite colors are not 100% consistent. There can and will be variations in the shades and intensity of color. Some granite also darkens with age. Please note some of the red or pink toned granites can stain.

Granite comes in various sizes and grades. Sizes can range from ¼ to 1 inch and grades range from "minus" to "sized". Fines have the appearance of dirt, and when first dumped the fines will be at the top of the pile. Part of our installation procedure involves washing the fined sown into the granite to create a consistent look. The normal amount of fines found in granite grades is as follows:

**MINUS 60% TO 80%**  
**SCREENED 35% TO 45%**  
**SIZED 10% TO 20%**

The exception to this rule is ¾ inch screened Madison Gold. This granite has more fines than most of the other screened granites.

## 6. REVIEW AND INSPECTION

During the summer, we recommend you inspect your landscape once a week for signs of stress. These signs include wilting or curling of leaves. Other signs to look for are yellowing or browning of leaves, damage from insects or inadequate water. During the winter months, we recommend you inspect your landscape a minimum of twice a month. Always check your landscape after storms for damage. Time is of the essence in saving your damaged plants. Consult your nursery or garden center for advice.

## 7. WEED CONTROL

A granular pre-emergent herbicide has been applied to your landscape after installation for short-term weed control, unless your landscape plan calls for re-vegetation seeding. Pre-emergent will prohibit weed seed from germinating, but can not stop growth of weeds already established. This herbicide can remain active for approximately 3 to 6 months. You may wish to reapply pre-emergent to your landscape at this interval in order to maintain control over your weed population. Please consult your nursery professional for the appropriate brand and rate of application of pre-

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emergent. Black plastic is used as a weed control when going from grass to desert landscaping. This is ideal when the area has very low traffic. Plastic is used only under these circumstances.

## **8. TREE STAKING**

Periodic tying or re-staking of your tree is as necessary to vigorous growth as proper water or a good pruning. Please note that double staking does not guarantee that the tree will be secure from wind or rain damage. Hawkeye Landscaping Inc does not warranty against tree loss due to wind or rain damage.

## **9. FERTILIZING LAWNS**

No initial fertilization was applied at installation for your lawn. Please contact your local garden or nursery center for the proper rates, scheduling and application procedures for your lawn needs.

## **10. SOD LAWNS**

Most sod is hybrid Bermuda grass. In the fall and winter, the sod is over seeded with Rye grass when installed. Bermuda goes dormant in the winter and lawns require over seeding in the fall if you wish a green winter lawn. This usually occurs around October.

New sod lawns require deep watering every day for approximately two weeks until rooting occurs, You will need to water two (2) to three (3) times per day, 3 to 8 minutes each time. Established Bermuda grasses require approximately 2" inches of water per week in the summer. Winter Rye grasses require about half that amount. Your sprinkler system will apply approximately 1" inch of water for each hour of operation. You will need to adjust your system to accommodate your lawns watering requirements. Please be aware that shade, soil, sod conditions, wind temperature and type of sod play a major role in how much water your lawn will require.

## WARRANTY

Our customer care package can be obtained on our website or please call 623-582-1122. If you have read through your customer care package, and are still experiencing landscaping problems, please call our warranty department at 623-582-1122. We will be happy to assist you.

Hawkeye Landscaping, Inc. is proud to extend this limited warranty solely to the original purchaser of all Hawkeye Landscaping, Inc., installations of hardscape, irrigation and plants. The warranty is non-transferable.

We do not offer a workmanship warranty on any items provided by the homeowner (i.e.: lighting, wire, connectors, tile, brick, grout, irrigation parts or materials, ect.)

**Renovations and Repairs** – Renovations and repairs to an existing irrigation system, Hawkeye Landscaping, Inc., will provide a 30 day warranty on workmanship.

**90 Days** – Plants including, shrubs, trees, vines, and cacti have a 90 day limited warranty from the date your project was completed. Any dead plants that need to be replaced under warranty will be allowed a ONE time replacement if requested within 90 days of installation. Saguaros, ocotillo and roses are excluded from any warranty. Plants/trees are guaranteed only if Hawkeye Landscaping, Inc. has installed an automatic irrigation system. Any damage related to inclement weather, such as wind, frost, rain or heat shall not be covered in this warranty.

**Plants and Trees** – The replacement guarantee is applicable one time only in the same location as the original planting. Brazilian Pepper Trees are not guaranteed when planted during the months on March 1 through October 1. Purple Leaf Plumbs are not guaranteed during summer months. The guarantee is the same variety of the plant in the same location. Any variation needs to be discussed with Hawkeye Landscaping, Inc.

### 1 Year —

**Irrigation** - Irrigation including emitters, main lines, timer clock and valves have a one year limited warranty. Hardscape including masonry, flagstone, concrete, and pavers have a one year limited warranty.

Please note that your irrigation system needs periodic adjustments and maintenance. Please check your system from time to time and make adjustments as needed. Emitter heads may clog or your back-up battery may need replacement. Please consult your garden center or sprinkler outlet for additional or replacement parts.

**Limitations** - This limited warranty takes the place of all other warranties, expressed or implied, in fact or at law, including implied warranties of merchantability and fitness for a particular purpose. Hawkeye Landscaping, Inc. or its designated representative must perform all warranty service. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this limited warranty in any manner whatsoever. Please be aware that many of the materials used during construction of your project are natural materials that may die, flake, chip, crack, settle, leak, ect. That is the purpose of Hawkeye Landscaping, Inc. warranty to replace or repair, within the reasonable time frame of our completion, materials that may be defective or that may have been sub-standard. Any issue as a direct result of human, animal activities or inclement weather such as wind, frost, rain or heat shall not be covered in this warranty. It is also the responsibility of the homeowner to provide consistent and proper maintenance to ensure the health and longevity of your new landscape.

**Disclaimers** - Hawkeye Landscaping, Inc. and its representatives shall not be liable for any injury, loss, cost or other damage whether incidental or consequential, arising out of any defect covered by this limited warranty, including without limitation, loss of use and cost for removal of defective product, even if Hawkeye Landscaping, Inc. has been advised of the possibility of such damage. The liability of Hawkeye Landscaping, Inc. under this limited warranty, if any, shall not exceed the original amount paid for the defective product. Coverage under this limited warranty shall commence as the original date of purchase and the duration of

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such coverage shall not extend for any reason whatsoever beyond the stated item periods. These disclaimers shall be equally applicable to any service provided by Hawkeye Landscaping, Inc. or its designated representatives.

**Pavers and Flagstone** – Pavers and flagstone projects (patios and walkways)- are guaranteed against defects in materials and workmanship for a period of one year. If, during this period, the patio or walkway develops readily apparent areas of settling or heaving, Hawkeye Landscaping, Inc will repair at no cost to the owner.

This guarantee does not cover failures of the patio or walkway that result from vandalism, settling from previous construction excavation or trenching, burrowing animals, traffic load exceeding the design, and inclement weather, such as wind, frost, rain or heat shall not be covered in this warranty. Individual flagstones are not guaranteed against cracking or a change in color- this weathering of stone is a natural process and does not affect the structural integrity of the patio or walkway.

**Retaining walls** - Retaining walls have a limited guarantee against defects in materials and workmanship for a period of one year. If, during this period, the wall should fall over or develop a negative batter (away from the slope), Hawkeye Landscaping, Inc. will repair the wall at no cost to the owner.

This guarantee does not cover failures of the wall that result from vandalism, settling from previous construction excavation or trenching, burrowing animals, construction or change of grade above the wall, inclement weather, such as wind, frost, rain or heat shall not be covered in this warranty. The individual retaining wall stones are not guaranteed against cracking or a change in color- this weathering of stone is a natural process and does not affect the structural integrity of the wall.

**Ponds** - Ponds are guaranteed against defects in materials and workmanship for a period of one year. This guarantee is non-transferable. If, during this period, the pond develops leaks or failures in any of its components, Hawkeye Landscaping, Inc. will repair the pond at no cost to the owner.

This guarantee does not cover maintenance items such as replacing water lost to evaporation, algae and weed control, leaks due to build-up of foreign objects in streams or skimmer, replacement of stones dislodged as a result of human or animal activities in or around the pond, and damage by burrowing animals. This guarantee also excludes problems caused by electrical outages and tripped circuit breakers or ground fault interrupters (GFI's).

**Sod** - Sod is guaranteed only to take root (which should take approximately 10 days). Sodded lawns may have noticeable uneven areas (lumps and bumps) until 6-8 mowings due to uneven sod cutting, soil expansion, and settling. (See the Hawkeye Customer Care package for additional information on caring for sod.)

**LIGHTING SYSTEM** - Hawkeye Landscaping Inc., warrants the workmanship of any lights we have installed for one (1) year from the date of installation. Light bulbs are excluded from this warranty. This warranty does not include damage done by the owner or his agents, vandalism, storm damage, any acts of nature, animals or misuse.

Any unpaid balance may be subject to finance charge of 2% plus any legal fees or paperwork involved in the collection of monies. Upon final payment, all warranties will be fully honored.

You will find our company to provide exceptional quality and customer service. We look forward for the opportunity to perform your project.