



THE WARRANTY & CARE GUIDE

THREE YEARS OF CHAMPIONSHIP PROTECTION.

Tour-grade GreenSet® court systems, installed by certified professionals and backed for three full years – with the care standards that keep your surface performing long after the warranty ends.

3 YEARS

SHIFT WORKMANSHIP

2 YEARS

EXTENDED GREENSET® MATERIAL

1 CALL

ONE COMPANY ACCOUNTABLE

TRUSTED BY TCU • USC • DALLAS OPEN • RAFA NADAL ACADEMY • PARIS 2024

A WARRANTY IS ONLY AS GOOD AS THE PREP UNDERNEATH IT.

Most acrylic resurfacing in this market carries a one-year warranty — and most of those warranties specifically exclude adhesion, blistering, and delamination. Those are not edge cases. They are the failures that actually happen, and they are excluded because they trace back to preparation that was never performed.

3 YEARS

SHIFT WORKMANSHIP WARRANTY

2 YEARS

EXTENDED GREENSET® MATERIAL TERM

1 CALL

ONE COMPANY ACCOUNTABLE

MATERIALS AND LABOR • FROM THE RELEASE TO PLAY DATE ISSUED AT HANDOVER

01

WE PREPARE TO THE CONDITION, NOT TO A PRICE

Every court is assessed before scope is set. Where the existing surface is aged, glazed, or contaminated — or where concrete is too slick to bond to — we mechanically grind it and recover the residue with industrial vacuum. Where a sound surface needs only cleaning and profiling, we say so.

02

A PARTNERSHIP THAT GOES FURTHER

As a certified GreenSet® elite installation partner, Shift carries an extended two-year GreenSet material warranty — a full year beyond the standard manufacturer term, specific to our partnership.

03

WE ADD THE THIRD YEAR

Year three is Shift's own commitment, on Shift's own account, covering materials and labor. We can offer it because we set the preparation scope the entire system depends on — and we would rather stand behind our crews than ask you to take our word for them.

Precise about who backs what. GreenSet® Worldwide SL warrants the material it manufactures. Shift Surface Group warrants the workmanship and the installed result. Both terms are stated plainly on the next page. We will never describe one as the other.

THREE YEARS OF COVERAGE. ONE COMPANY TO CALL.

COVERAGE	TERM
SHIFT WORKMANSHIP WARRANTY Adhesion, delamination, peeling, blistering from application, line failure, and premature wear-through — materials and labor	3 YEARS From Release to Play
GREENSET® MATERIAL WARRANTY Manufacturing defects in supplied material. Extended term available to Shift as a certified elite installation partner	2 YEARS From Release to Play. One year is the standard term
TYPICAL REGIONAL WARRANTY Commonly excludes adhesion, bubbling, delamination, low spots, and slick concrete	1 YEAR Industry norm

ONE COMPANY. THREE YEARS.

Some contractors route material claims directly to the coatings manufacturer and accept no responsibility for the cost of material or labor — leaving the owner pursuing a manufacturer independently, often out of state. Under this warranty you deal with Shift for the full term. We handle any manufacturer coordination on your behalf.

Annual inspection included. Shift schedules a complimentary professional inspection during each year of the warranty term. We document surface condition, drainage, and early indicators with dated photographs and provide a written summary. Small conditions caught early stay small — and the record protects both of us if a claim is ever made.

When coverage begins: the Release to Play date. Shift issues a single Release to Play date once surfacing is complete, the required cure has elapsed, and the court is cleared for use. That date is printed on your warranty certificate and starts all three years. It is issued against construction completion and receipt of payment, and once issued it does not move.

WHAT WE STAND BEHIND.

For three years from the Release to Play date, where attributable to Shift's materials or workmanship, the following are covered for both materials and labor.

01 LOSS OF ADHESION TO THE PREPARED SUBSTRATE

The coating separating from the concrete or asphalt it was applied to

02 DELAMINATION BETWEEN APPLIED COATING LAYERS

Layers of the system releasing from one another

03 PEELING, FLAKING, OR LIFTING OF FINISH COATS

Under normal play for the sport the court was built and lined for

04 BLISTERING CAUSED BY APPLICATION ERROR

Distinct from blistering driven by substrate moisture — see the following page

05 LIFTING OR PREMATURE FAILURE OF PLAYING LINES

Including textured striping and multi-sport line sets

06 PREMATURE WEAR-THROUGH OF FINISH COATS

Beyond the gradual, uniform wear normal to an acrylic sport surface

Our remedy. Where a claim is validated, Shift repairs or replaces the affected area at our cost for the full three-year term. Exact color match on repaired areas may not be achievable, and slight variation between a repair and the surrounding surface is a normal characteristic of acrylic systems rather than a defect.

WHERE THE LINE SITS — AND WHY.

Some of these are physics rather than workmanship. A coating cannot hold a slab together, and no warranty in this industry covers substrate movement. We would rather you know exactly where the boundary is now than discover it during a claim.

SUBSTRATE & STRUCTURE

- Foundation movement, settlement, or separation of the pavement structure
- Cracking originating in the slab or sub-base, including reflective cracking
- Depressions, low spots, and ponding — and damage arising from them
- Pre-existing slope, grade, or drainage deficiency
- Hydrostatic pressure and moisture vapor transmission from below
- Bubbling or doming driven by substrate moisture or off-gassing
- Slabs built without a vapor barrier, or treated with curing compounds or sealants
- Movement at saw cuts, control joints, and expansion joints, which remain visible

ENVIRONMENT & USE

- Fair wear and tear consistent with the age and use of the surface
- Gradual color fade from UV exposure, normal to all acrylic sport surfaces
- Hail, flood, freeze events, tornado, and other acts of nature
- Vandalism, unauthorized access, and misuse
- Any activity or equipment prohibited on page 08
- De-icing salts, chemicals, or mechanical ice removal
- Staining from organic matter, droppings, sap, food, drink, grease, oil, or gum
- Mold, algae, and biological growth

WORK BY OTHERS

- Any area altered, patched, recoated, or repaired by parties other than Shift
- Products of other manufacturers applied over, under, or mixed with the system
- Cleaning with products outside the approved list on page 10
- Nets, posts, fencing, lighting, drainage, and other site elements not installed by Shift
- Indirect or consequential loss, including loss of use, lost revenue, lost program time, or tournament cancellation

We document the starting point. Before work begins, Shift photographs and records existing slab conditions — cracking, low spots, drainage, and joint condition — and both parties acknowledge that record. It removes any dispute later about what was already there, and it is the reason our exclusions can be narrow rather than sweeping.



OWNER RESPONSIBILITIES

KEEPING YOUR COVERAGE VALID.

The requirements that follow are not arbitrary. They come from the manufacturer's published care standards and from what actually causes acrylic surfaces to fail in North Texas. Following them keeps your warranty in force – and, more to the point, keeps your courts playing well for years longer than they otherwise would.

07

CURING AND FIRST USE

08

PERMITTED USE

09

HEAT, SUN, AND WATER

10

ROUTINE MAINTENANCE

THE FIRST EIGHT WEEKS DECIDE THE NEXT TEN YEARS.

Acrylic systems continue curing after the crew leaves. Play during that window traps moisture between layers and is one of the most common causes of early blistering. This is the easiest way to lose a surface — and the easiest thing to prevent.

01 KEEP THE COURT CLOSED FOR AT LEAST FOUR DAYS

No play, no equipment, no foot traffic for a minimum of four days after final application, provided there is no rain during that period.

02 ADD ONE DRY DAY FOR EVERY DAY OF RAIN

If rain falls within the initial four-day window, extend the closure by one additional dry day for each day of rain before the court is opened.

03 FOR EIGHT WEEKS, NEVER PLAY ON A DAMP SURFACE

Once the court reopens, keep it out of service until it is fully dry after any rain or wash-down. Standing moisture during the cure period degrades adhesion between resin layers.

04 CONTROL ACCESS, NOT JUST INTENTIONS

On school and community facilities, a locked gate is worth more than a posted sign. If your courts are openly accessible, tell us at contract and we will plan the installation sequence around it.

What Shift provides. We issue the curing schedule in writing at completion with specific reopening dates, and we coordinate court closure with your athletic, academic, or member calendar before the first crew arrives. Weather-driven schedule changes are communicated the day they happen, not the week after.

BUILT FOR RACQUET SPORTS. NOT FOR EVERYTHING ELSE.

An acrylic sport surface is engineered for a specific set of loads and a specific kind of shoe. Most of the damage we are called out to repair was caused by something the court was never designed to hold.



PERMITTED

- The racquet or paddle sport the court was built and lined for
- White-soled or non-marking flat-soled athletic shoes only
- Wiping shoes before entering to keep grit and stones off the finish
- Chairs, benches, and umpire stands with wooden or non-marring bases and rounded edges
- Standard nets, posts, and portable net systems with protected feet
- Ball machines and training equipment on soft or rubber-footed bases



NOT PERMITTED

- Skates, skateboards, scooters, bicycles, hockey, and roller sports
- Motorized equipment, carts, trailers, and vehicles of any kind
- Tents, staging, scaffolding, bleachers, and equipment storage
- Fireworks and open flame
- Non-athletic events, receptions, and assemblies
- Metal, narrow-point, or sharp-edged furniture legs
- Stiletto or hard-soled footwear
- Pressure washing above the limits on page 10

Planning an event on your courts? Call us first, not after. Many one-off uses can be approved in advance with the right surface protection, and written approval from Shift keeps your coverage intact. Approval after the fact is not something we can offer.

TEXAS IS HARDER ON COURTS THAN THE SPEC SHEET ASSUMES.

Acrylic systems are sensitive to heat and moisture, and North Texas conditions push them toward the upper end of their operating range. This is the failure mode most relevant to this market and the one most care guides ignore.

122–158°F

DARK COURT SURFACE TEMPERATURE

Dark colors under direct sun reach this range. Elevated surface temperature raises vapor pressure beneath the coating and is a recognized contributor to bubbling and blistering.

1 HR

MAXIMUM STANDING WATER

If puddles remain visible one hour after rain stops, remove them with a wide sponge roller, soft rubber squeegee, or blower. Prolonged standing water degrades adhesion between layers.

CONDITION	EFFECT ON THE SURFACE
HIGH SURFACE TEMPERATURE	Raises vapor pressure beneath the coating and expands the substrate
DIRECT SUN AFTER A COLD NIGHT	Drives rapid off-gassing from concrete and asphalt
HIGH HUMIDITY	Slows drying and traps moisture within the system
WINDY CONDITIONS	Skins the coating before the layer beneath has released moisture
POOR DRAINAGE	Holds moisture under the slab where it has nowhere to go but up

Never leave coverings on the surface in warm weather.

Tarps, mats, equipment, storage containers, and windscreens laid flat trap heat and moisture and will cause blistering and permanent staining.

Keep drainage clear year-round. Perimeter drains, gutters, and surrounding grades must move water away from the slab, not toward it.

Do not play when ice is present, and never use metal shovels, scrapers, or chemical de-icers to clear a court.

Color layout affects heat. Lighter surrounds run measurably cooler and typically cover the majority of a court's coated area. All standard colors are priced the same.

WHAT YOUR TEAM SHOULD ACTUALLY BE DOING.

None of this requires specialist equipment or a service contract. It requires someone doing it on schedule.



FREQUENCY	TASK
WEEKLY	Sweep or blow the full surface, more often under trees or in heavy dust. Hose foreign debris off with clean water where practical. Remove droppings, worms, and leaves promptly — organic matter left in place causes blistering and peeling.
MONTHLY	Walk the perimeter. Clear drains, gutters, and grates. Check fence lines and gate hardware. Note any new cracking, low spots, or discoloration and photograph it.
QUARTERLY	Inspect shaded corners and areas near walls for mold or algae and treat promptly. Trim overhanging trees and vegetation. Check net posts, anchors, and surrounding hardware for rust bleed.
ANNUALLY	Shift performs a complimentary professional inspection during each year of the warranty term, documents condition with dated photographs, and provides a written summary.

Washing limits. Maximum 725 psi, with the nozzle held at least 12 inches from the surface. Higher pressure or a closer standoff will cut the finish.



APPROVED

- Non-residual organic cleaners, diluted to the degree of soiling
- Light-duty wet scrubber with a soft brush attachment
- Diluted liquid sodium hypochlorite for mold — broom on, soak 10–15 minutes without letting it dry, then rinse thoroughly
- Fungicidal cleaner diluted in water for shaded, persistently damp areas
- Stiff bristle broom with an organic cleaner for shoe rub marks

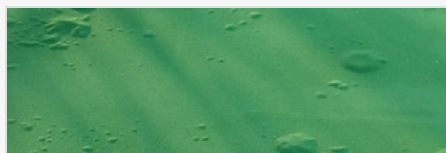


NEVER USE

- Solvent-based products, paint thinners, or similar solvents
- Scouring powders and abrasive cleaners
- Powdered calcium hypochlorite — it leaves a white residue after drying
- Wire brushes, metal scrapers, or abrasive pads
- Any product not tested first on a small, inconspicuous area

WHAT YOU MAY SEE, AND WHAT IT MEANS.

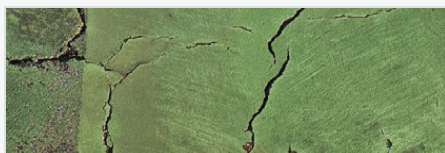
Each condition is tagged honestly — ours to fix, yours to maintain, or a sign of something underneath the surface that needs assessment.



BUBBLING

Raised pockets of moisture or gas escaping the substrate. Release large bubbles with a fine pin and let the coating resettle. Widespread bubbling means call us.

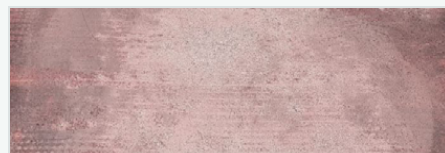
ASSESSMENT



CRACKING

Usually a sign the substrate is nearing end of life, or a slab crack telegraphing through. Photograph and report before it spreads and admits water.

ASSESSMENT



RUST SPOTS

Reddish bleed-through from pyrites in an asphalt substrate reacting with moisture. Usually requires coring and patching for a uniform finish.

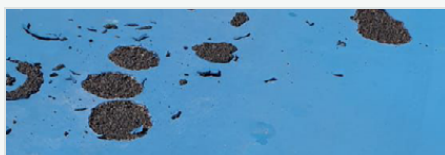
ASSESSMENT



COLOR FADING

Gradual and uniform, caused by UV exposure and time between resurfacing. Different colors retain differently. Normal, not a defect.

OWNER



ORGANIC STAINING

Droppings, worms, and leaves degrade the surface and cause blistering and peeling if left in place. Remove promptly and rinse with clean water.

OWNER



IMPACT DAMAGE

Cuts and dimples from racquets, metal chair legs, or wheeled equipment. Usually confined to the top layers and readily repaired — report promptly to prevent water ingress.

OWNER

ALSO WATCH FOR

WARRANTY

Peeling or flaking. Coating releasing in sheets rather than wearing evenly is an adhesion failure. Stop play in the area and notify us immediately.

WARRANTY

Line striping lifting. Playing lines releasing at the edges under normal play.

OWNER

Mold, algae, and shoe rub marks. In shaded corners and where water pools — routine maintenance using the approved products on page 10.

When in doubt, photograph it and send it. Most of what appears on this page is easier and cheaper to resolve early. Send anything you are unsure about to jose@shiftsurface.com — there is no charge for looking, whether or not it turns out to be a warranty matter.

FIVE STEPS. NO RUNAROUND.

If you believe you have a covered condition, the process below is the whole of it. There is no manufacturer to chase and no third party to coordinate with.

01 NOTIFY US IN WRITING WITHIN 15 DAYS

Within fifteen days of discovering the condition, email jose@shiftsurface.com or your project manager. The window is real: our own recourse to the manufacturer requires prompt notification, and late notice can compromise a valid claim.

02 SEND DATED PHOTOGRAPHS

Include the affected court, the approximate area, a wide shot and a close-up, and the date the condition was first observed. Photographs taken at the time are worth more than a description weeks later.

03 WE INSPECT ON SITE

Shift schedules an inspection promptly and may collect samples for analysis. We compare against the pre-installation condition record taken before work began.

04 WE TELL YOU WHAT WE FIND — EITHER WAY

If it is covered, we say so. If it is a substrate condition or a maintenance issue outside the warranty, we say that too, and we give you a written assessment and options rather than a denial letter.

05 WE REPAIR OR REPLACE AT OUR COST

Validated claims are remedied by Shift crews for the full three-year term, materials and labor. We schedule around your calendar the same way we do a new installation.

Please keep this document. Store it with your project file along with the signed warranty certificate, the pre-installation condition record, and your annual inspection summaries. Together they are the complete history of your surface.

WHY THE WARRANTY IS NOT THE WHOLE STORY.

A three-year commitment is only credible if the work behind it is built to outlast it. Here is what goes into every Shift project.

01

CERTIFIED GREENSET® INSTALLATION

Elite partner status, with crews trained and certified by the manufacturer whose name is on the surface.

02

MECHANICAL GRINDING WHEN THE COURT NEEDS IT

Diamond grinding and vacuum recovery included in scope where the substrate calls for it — never withheld as a paid upgrade.

03

DURABILITY IN TEXAS HEAT & WEATHER

System and color specification chosen for sustained high surface temperature and extreme weather, not a mild climate.

04

CUSHIONED SYSTEMS THAT PROTECT PLAYERS

Rubberized cushion layers for programs with high volume, developing athletes, or long sessions.

05

TOURNAMENT-TRUE BALL RESPONSE

ITF Court Pace Rating expertise across all five pace categories, so your courts play at a specified, repeatable speed.

06

DOCUMENTED STARTING CONDITIONS

Dated photographic record of the existing slab before work begins.

07

DEDICATED PROJECT MANAGEMENT

One point of contact from specification through handover, with schedule changes communicated the day they happen.

08

CUSTOM COLOR & LOGO INTEGRATION

Standard palette and signature combinations, with logo work and multi-sport line sets. All standard colors priced the same.

WHERE CHAMPIONS COMPETE. **WHERE THE WARRANTY HOLDS.**

— LET'S BUILD IT

ELEVATE YOUR COURT.

Ready to bring championship-grade surfaces to your facility — backed for three full years? Let's discuss your project, from a single resurface to a full complex.

TEXAS OWNED • TEXAS OPERATED • CHAMPIONSHIP QUALITY

CONTACT

JOSÉ PIÑAR

(972) 955-0168

jose@shiftsurface.com

SHIFT SURFACE GROUP

511 E John W Carpenter Fwy, Ste 500

Irving, TX 75062



SHIFTSURFACE.COM

This guide summarizes the Shift Surface Group, LLC limited warranty and does not replace it. The signed warranty certificate issued with your project governs in all cases, and coverage is subject to the conditions, exclusions, and owner obligations stated in that document. GreenSet® is a registered trademark of GreenSet Worldwide SL. Tournament and venue references describe GreenSet® surface systems.