

Guarantees



15
years

All timber based products

10
years

Artificial grass surfaces, HDPE,
HPL, structural stainless steel,
galvanised mild steel, sail shades

5
years

Bonded surfaces, steel
core ropes, fixings and
connections

4
years

Thermoplastic* and
Sports Markings

1
year

Any moveable plastic or
mechanical parts, electronic
components, installation

We hope that you will have many years of enjoyment from our playground equipment, however for peace of mind we have detailed our guarantees which cover failure arising from material or manufacturing defects.

Coverage and Exclusions

Our guarantees do not cover wear and tear or apply to any defect in the goods caused by accident, negligence or wilful damage. Neither do they cover any alteration or repair carried out to the equipment or surfacing without our approval. The guarantee does not cover changes in appearance due to environmental factors or cosmetic changes.

For the guarantees to be effective full and final payment must have been received. The equipment must also have been inspected and maintained in accordance with our Inspection and Maintenance Manual which will be handed to you on completion of the project. You will be expected to evidence with full and dated records all inspections and maintenance completed.

Our guarantee covers the replacement of materials due to a material or manufacturing defect, however please note that labour is chargeable should installation work be required.

*For the guarantee to be effective the markings must be installed on a clean macadam surface which must be at least 6 weeks old. Specialist surfaces such as porous asphalt, resin bound stone, paving slabs etc are not covered.

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