MAINTENANCE AND AFTERSALES
Recommended Inspection and Servicing of Play Equipment

**EN 1176 (the standard for play equipment) recommends a number of inspections during the life of the play equipment.**

**Routine Visual Inspection** - Should be carried out daily when the equipment is first used and each week, once the novelty has worn off, to check for obvious hazards that can result from vandalism such as broken bottles. It is not considered necessary to keep a written record of this inspection.

**Operational Inspection** - This is a more detailed inspection to check the operation and stability of the equipment especially for wear. This inspection should be every 1 to 3 months. A written record should be kept of this inspection.

**Annual Main Inspection** - This is carried out to establish the overall level of safety of the equipment, foundations and surfaces, effects of weather, presence of rotting or corrosion and any change of the level of equipment as a result of repairs made, or of added/ replaced components. This inspection should be carried out by competent persons in strict accordance with the manufacturer’s instructions. A written record should be kept of this inspection.

**Routine Visual Inspection - Check List**

1. Play equipment and play area is clear of rubbish, foreign objects and clean.
2. Foundations are not exposed, loose in the ground or cracked.
3. All access and entrances free from obstructions
4. Safer surfaces undamaged
5. All loose fill surfaces level, without rubbish or fouling
6. Any signs of damage to equipment
7. Any signs of ropes fraying and in particular no protruding wire.
8. All fixtures, fittings and ropes tight - see attached step-by-step guide.

**Operation Inspection - Check List**

1. As for Routine Visual Inspection
2. Check all moving parts, shackles and eyebolts for wear
3. Components are secure with no excessive movement between them (which could lead to finger traps)
4. All surface finishes have no sharp edges, splinters or rust.
5. Check rubber safety surfaces for lifting of edges and growth of vegetation.
6. Complete written record of inspection
Our Guarantees

Creative Play have been designing and installing playground equipment for more than 25 years. Using this experience, all of our equipment is manufactured from our own factory in Chester using the highest quality materials and workmanship to ensure a long lasting and durable product.

Specific material guarantees are listed below:

• Timber uprights are guaranteed for a period of 20 years against rot and infestation. Timber used for cladding or uses other than structural uprights is guaranteed for 10 years.

• High Density Polyethylene Plastics (HDPE), referred to as Playtec, and identified as the brightly coloured plastic used for slide sides, roofs, panels and themed play products is guaranteed for 10 years.

• Bolts and Security Fastenings are guaranteed for 5 years.

• Slip-Resistant Resin Impregnated Marine Board, referred to as Hexagrip, and identified as used on Platforms, floors and footholds are guaranteed 5 years.

• Chains, Coupling Links and Shackles guaranteed for 5 years.

• Safety Surfacing – All of our playgrounds safety surfaces are guaranteed for 5 years for structural integrity. We guarantee that your playground safety surface will meet the requirements of BSEN 1176 for at least 5 years. This includes Wetpour, Playsafe and Artificial Grass. Our Rubber Mulch Safety Surfacing is guaranteed for 12 months for structural integrity.

Due to the recycled nature of rubber playground surfaces and the way they are manufactured, we cannot guarantee colour fastness of the product, our Rubber Mulch product in some cases can result in colour transfer. There are a number of variables affecting how long the colour of the surface will last such as UV light, heavy use and other environmental conditions.

• Installation and Site Works – The entirety of your installation is guaranteed for a period of 2 years. This includes any faulty materials or workmanship.

We would recommend that you have a regular maintenance contract with Creative Play to ensure that your equipment is maintained to the highest level and continues to be safe to use. Please contact us on 01244 375627 to discuss our maintenance packages which start from £295 ex VAT per annum.
Over the 25 years that we have been designing, manufacturing and installing play areas we have developed various solutions to help maintain your equipment and surfacing and deal with any problems you may experience. We recommend regular inspection and servicing of equipment both to ensure compliance with BS EN 1176 - the European Standard for Play Areas - and to protect your investment.

**Commissioning of Play Area (where installation is included):**
Thorough inspection includes one to one training session with a member of your staff to cover recommended daily visual inspections and weekly inspections and records. This is included in the purchase price of your play area.

**Operational Inspection and Service**
Price from £295 plus VAT - (depending on size of area)
Includes the following:
- Thorough operational inspection and service of Creative Play equipment
- Renewal of worn moving parts and full report (includes quotation for chargeable works)

**Annual Inspection and Service**
Price from £420 plus VAT - (depending on size of area)
Includes the following:
- Thorough operational inspection and service of Creative Play equipment
- Renewal of worn moving parts and full report (includes quotation for chargeable works)
- Annual inspection of entire play area by an Independent RPII inspector together with full report.

**Annual Inspection and Service PLUS**
Price from £1,030 plus VAT - (depending on size of area)
*Available for new sites only*
- Older areas subject to inspection & completion of remedial work prior to commencement of maintenance contract

Includes the same services above three times a year as well as the following:
- Renewal of any worn part including ropes and anti-slip surfaces
- Call out (Mon - Fri) to make play area safe
- Repairs, if not completed on call out, to be carried out as soon as practical (usually within 5 days of call out)
- Repairs due to vandalism chargeable
- Annual inspection of entire play area by an Independent RPII inspector together with full report.

* Surfacing not included