

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

Guarantees and Information

Creative Play offer extensive guarantees to help protect your investment. Your equipment and surfacing is designed to be high quality, durable and safe. With the correct maintenance and inspection you can expect your playground equipment and surfacing to continue being safe and fun for many Years to come.

2 – Years Comprehensive Guarantee

Creative Play provides a comprehensive guarantee on all products and services for the first 2 Years of your products life. This means that, in the unlikely event that you have any problems, Creative Play will fix your playground equipment, gym equipment or surfacing without any charge. There are, of course, exceptions to this such as vandalism, deliberate damage, product changes carried out without our agreement or damage caused by natural events such as wind, fire or flood.

Material/Manufacturers Guarantee

After the first 2 Years, your guarantee moves onto individual material or manufacturer's guarantees. These are some of the longest product guarantees in the industry and are detailed in the table below. Where there is a fault with the product or material we have provided, we will provide a replacement part free of charge. Should you require this part fitting there would be an additional installation charge to fit the replacement, this may be mitigated if you are using Creative Play to provide inspection and maintenance services. Where 3rd party products or components are used, we will engage with the supplier to ensure replacement parts are provided within the manufacturers guarantee.

Inspection and Maintenance

As a playground provider, you have a responsibility under BSEN1176 (safety standard governing playground equipment) to ensure that your playground is inspected regularly. Not only does regular inspection ensure your playground equipment and surface is safe to use, but it also highlights any problems that are developing, and these problems should be reported as soon as they occur. We will ask for copies of your inspection reports and maintenance records if you make an enquiry under your guarantee.

Creative Play offers a range of inspection and surfacing packages to help you ensure your playground equipment and surfacing is kept in top condition, by using our maintenance services you may be able to avoid any additional installation charges for fitting faulty materials as they can be replaced at the same time as your inspection and service.



For further information about Inspection and Maintenance please visit
<https://creativeplayuk.com/inspection-maintenance/>

For further information about Guarantees and Materials please visit
<https://creativeplayuk.com/guarantees-materials/>

Guarantees and Information

Product/Material	Comprehensive Guarantee	Material/Manufacturer Guarantee
Installation Services	2 Years	2 Years
Stone Sub-bases for Surfaces	2 Years	2 Years
Main Timber Uprights – Round Timber and Square Cut Timber	2 Years	20 Years – against rot and infestation. Doesn't cover trimmer damage. Excludes splitting or cracking below 8mm width caused by natural shrinkage
Timber Cladding/Roofs	2 Years	10 Years – against rot and infestation
Moving Parts/Bearings	2 Years	2 Years
HDPE Coloured Plastic – 'Playtec'	2 Years	10 Years – against structural failure (not colour fading)
Metal Outdoor Gym Equipment	2 Years	Moving Parts – 2 Years, Paint – 5 Years, Metal structural parts – 25 Years
Platforms/Floors/Footholds – 'Hex-board'	2 Years	5 Years – against structural failure
Ropes and Nets	2 Years	5 Years – against structural failure
Fixtures & Fittings	2 Years	10 Years – against structural failure
Chains, Coupling Links & Shackles	2 Years	5 Years – against structural failure
Thermoplastic Markings	2 Years	5 Years – does not cover vehicle damage or fading
EPDM Wetpour	2 Years	5 Years – guaranteed to meet the safety standards of BSEN1177. Does not cover shrinkage at edge profile whether tarmac, concrete or timber. Colour fading, transfer or discolouration not guaranteed
Rubber Mulch	2 Years	5 Years – guaranteed to meet the safety standards of BSEN1177. Does not cover shrinkage at edge profile whether grass, tarmac, concrete or timber. Colour fading, transfer or discolouration not guaranteed. Guarantee only applies when laid onto a stone sub-base (minimum 50mm depth)
Artificial Grass & Playsafe	2 Years	10 Years – guaranteed to meet the safety standards of BSEN1177. Does not cover shrinkage at edge profile whether tarmac, concrete or timber. Colour fading, transfer or discolouration not guaranteed
Rubber Grass Mats	2 Years	2 Years – doesn't cover damage caused by mowing
Freestanding Timber Equipment	2 Years	2 Years – against structural failure
Loose-fill Surfaces i.e. bark, sand, gravel.	N/A	N/A – these are landscaping products whose performance cannot be guaranteed
Metal Sports Fencing/Goals	2 Years	10 Years – against structural failure
Sail Shades, Polycarbonate Roofs, Timber Roofs	2 Years	5 Years – against structural failure. Doesn't cover damage by wind or snow

All dates listed are from date of invoice. Should you need to make a claim against your guarantee you will be asked to provide invoice details, copies of inspection reports, photographs and details of the fault. Any product/material failure must be reported as soon as possible to limit any further damage. You must ensure that you maintain your products in accordance with our Operations & Maintenance Manual

On-Going Maintenance of Your Play Area



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.

Package 1

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)



Package 2

Annual Inspection and Service

Price from £495 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.



* Surfacing not included

