

creative
play

The Outdoor Play Experts

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.

If you have any problems with our playground equipment please contact us on 01244 375627 and we will always do our utmost to help you, it is helpful if you can quote the serial number on the plate attached to the specific piece of equipment, this will allow us to readily identify the product type and date of manufacture.

- Safety Surfacing – All of our safety surfaces are guaranteed for a period of 5 years for structural integrity and compliance with the British and European standards. Due to the recycled nature of our rubber mulch safety surfacing we are unable to guarantee colourfastness for more than 12 months. At certain times of year bonded rubber surfaces, and the polyethylene binder used within them, can be subject to UV light during the installation process. This can make the surface appear patchy or different in colour. This is a temporary effect and will return to normal once the microscopic layer of effected binder has worn through with use.
- 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 £250 ex VAT per annum.

On-Going Maintenance of Your Play Area



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:

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 £250 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 £370 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.



Package 3

Annual Inspection and Service PLUS

Price from £985 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.

