



Question 1:

Water is so often coming out from below the protection padding, through the drain holes. Even after 3 days of only sun.

Its not touching the ground and the drain holes are placed right above the black jumping net, that means that the water always starts to run towards the middle of the trampoline when its used.

I can not understand the position of the drain holes. Its that a error with this model?

Answer 1:

Thank you for contacting us. We can explain as follows:

It is a fact that water is coming into the padding:

- Partly because of rain and moist from external. Water is leaking through the stitches of the padding to the insid.
- Partly because of condensation within the padding

Yes, the water from the inside the padding will be drained trough the drain holes. Especially during jumping and thus the movement of the padding.

That results in water streams towards the middle of the jump mat. Inconvenient, risk of getting wet feet.

Yes, this happens. It is a physical process. It is inconvenient that the drain holes lead to the jump mat. Unfortunately, an alternative with the best possible drain characteristics, does not exist.

Drain holes are placed at the inside of the padding, underneath. This is because this is the lowest point of the padding (the padding runs a bit towards the middle).

Water always needs to be eliminated from the lowest point and in this case, falls down on the jump mat.

After a period of rain, water can accumulate inside the padding. Indeed it will take some days before all the water has disappeared.

It helps when the water is lead towards the drain holes and thus to get rid of the largest part of the water. By doing this proactively, it will reduce the water streams during the jumping.

How to lead the water towards the drain holes is a challenge and cannot be explained with a few words. Just doing it is the best.

Any water remaining in the padding will disappear by means of the "ventilation/breathing" of the padding.

We trust to have served you with this explanation and hope you will be able to guide the water to the drain holes after a lot of rain. This will increase the fun of jumping afterwards!

Question 2:

There is water standing on the jump mat of my inground BERG trampoline. Is this normal?

Answer 2:

Water on the jump mat as such is not a problem. Usually this happens with fairly new trampolines. The jump mat is to some degree water resistant, why water is not immediately leaking through the jump mat. Over time this will improve.



Water in the hole underneath the trampoline? Ensure good drainage, also described in the BERG installation manual. This can be done in several ways and depends on the kind of soil. In many cases no action is needed and the water will sink into the ground automatically. Simple drainage on the deepest point of the hole in the shape of a cylindrical hole size diameter 30-40 cm, approx. 1 meter deep, filling with gravel, will be sufficient.

Check if the size of the hole is according instructions. Are the sides too steep? Over time the sides will cave a bit.

Check if the feet of the frame are supported well.

Question 3:

Protection padding of my Talent trampoline is filled with water. Is this normal?

Answer 3:

This can happen with the Talent protection padding if this gets really wet. This is not a production failure, all BERG paddings can get wet inside. Also the ones from the Favorit, Champion or Elite. The Talent protection cover does not come with the special water drainage system which th Favorit, Champion and Elite do offer. So if water is running into the Talent protection padding it can take longer for it the dry again. In principle the water will leak out or evaporate automatically.

Advise to make the padding dry quicker: make sure the padding can dry in the sun, the padding can be dried with a piece of cloth or even knock out the padding a bit.