

EQUIPMENT INSTRUCTION SHEET

INSTALLATION OF PLAYGROUND EQUIPMENT

Due to the portable nature of this equipment there are numerous configurations in which it can be setup. Aussie Play recommends staff with knowledge of the Australian Standard 4685.1 and/or NZ5828 install this equipment. Supervisory staff should also have knowledge of the standard* to ensure equipment remains compliant during use. Any equipment installed incorrectly may not comply with the standard*. Special care should be made to ensure that all softfall is used where required. Any equipment over 60cm in height requires softfall, however, Aussie Play recommends softfall in all heights of play equipment for maximum safety. Equipment needs to be installed on a level surface and in such a way that all pieces are stable when connected.

INSPECTION AND MAINTENANCE

In order to ensure your equipment remains in safe condition for use, we recommend routine inspection and servicing to be performed. A log book detailing the inspection time, inspector and any anomalies or notes is a good way to keep tabs on your equipment's condition and to make sure that any potential safety issues are resolved quickly and efficiently.

A recommended schedule of maintenance is detailed below. Please note that inspections and maintenance may vary according to the degree of use and severity of conditions in which the equipment is used.

ROUTINE VISUAL INSPECTIONS

Frequency – due to the portable nature of this equipment and ease with which it can be moved or repositioned, daily inspections before play are recommended.

Examples of areas to check –

- Check the play area is clean of rubbish and debris with specific care taken to ensure no sharp objects are within the fall or play area
- Check soft fall surfacing. If using mats, ensure they are joined together firmly. If using chip bark or similar ensure the bark has not spilled over its containment barrier and is evenly spread. For specific check methods please consult the installer or supplier of your softfall to ensure it is working as it should.
- Ensure all rubber caps are installed on end tubes and feet of the equipment.
- Ensure attachment cleats are in good condition and sitting firmly on adjoining pieces.
- Check all painted surfaces are in good condition – wherever bare metal is showing touch up with the appropriate paint. Touch up paint is available from Aussie Play.
- Check all timber for dryness. Re-oil with appropriate oil. Consult Aussie Play or your supplier for details.
- Check all nuts, bolts, screws or fasteners for any signs of looseness. Re-tension where required.
- Check all rope fittings for excessive looseness. Re-tension where required.
- Check for any other danger area that could cause injury to the user.

*Standard – refers to AS4685.1 and/or NZ5828.

WARRANTY

Aussie Play equipment is proudly manufactured in Australia to the highest standards. As such, we offer a manufacturer's warranty as follows:

- 5 Years structural warranty on all aluminium play frames
- 1 year warranty on all fixings, fasteners and finishes

WHAT OUR WARRANTY DOES AND DOES NOT COVER?

5 Year Structural Warranty – this covers a structural fault in the aluminium frame such as weld failure or aluminium tube failure. However it does not cover any part of the product that is attached with screws, nuts, bolts, rivets or other fastening device, nor does it cover aesthetic damage. Warranty will be voided if the product is not used as intended (eg. used by adults).

1 Year warranty on fixings, fasteners and finishes – this warranty covers faulty materials or workmanship for 1 year on fixings, fasteners and finishes. Examples of what constitutes a fixing, fastener or finish is: timber slats, screws, nuts, bolts, rivets, rope, canvas, rubber feet, cleats, Velcro, plastic board, powder coat finish. This warranty excludes any damage caused through incorrect use, use of another manufacturer's components that may prematurely damage the item, normal wear and tear. Warranty is voided if the product is not used as intended and if regular maintenance is not performed according to the manufacturer's instructions (eg. regularly oiling wooden components, touching up of scratches or chips in the paintwork etc).

WHAT DO YOU NEED TO DO TO MAKE A WARRANTY CLAIM?

You must notify us or the supplier you purchased from in writing within the warranty period. The warranty period is from the date of invoice. Ideally, we need images of the damaged or broken area to help determine if a claim is appropriate.

WHAT WILL WE DO THEN?

We will consider your request - along with any images and additional material - to assess if there has been a fault in the product. We will notify you of our decision and course of action. If we require further information, we will contact you. If the product is faulty then we will either repair or replace the item. This will usually require the item in question be returned to us for inspection and repair or replacement. We reserve the right to refuse warranty claims for incorrect use or normal wear and tear.

CONSUMER GUARANTEE

In addition to our manufacturer's warranty, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.