

Warranty

For hassle-free maintenance, we guarantee to provide you with the best quality products crafted from the finest materials available.

For your peace of mind, we offer a Hassle-Free Warranty – the best warranty available – on all of our products, playgrounds and maintenance parts. An item will be replaced hassle-free, if a defect is discovered during a valid warranty period.

Please note: Playworld Systems, Inc. may request photographs to identify the type of maintenance concern and to prevent it from happening in the future.

Limited Warranty

Playworld Systems, Inc. warrants its products to the original customer to be free from structural failure due to defect in materials or workmanship during normal use and installation in accordance with our published specifications. The warranty shall commence on the date of the Playworld Systems, Inc. invoice and terminate at the end of the period stated here (shown right).

The warranty stated is valid ONLY if the products and structures are: erected properly and in conformity with the layout plan and/or installation instructions furnished by Playworld Systems, Inc. using approved parts; maintained and inspected in accordance with Playworld Systems, Inc. instructions; subject to normal use for the purpose for which the goods were designed; not subject to vandalism, misuse, neglect, accident or unauthorized addition or substitution of parts; not moved, in whole or in part, after its initial installation; and not modified, altered, or repaired by persons other than Playworld Systems, Inc. or its designees in any respect which, in the sole judgment of Playworld Systems, Inc., affects the condition or operation of the structures.

This warranty does not cover: 1) cosmetic damage or defects, such as surface scratches, dents, marring, fading, discoloration, corrosion, warping of recycled plastic lumber, and cracking or peeling of Eco-Armor® polyethylene coating; 2) damage due to normal wear and tear; 3) damages due to “Acts of God”, such as hail, flooding, lightning, tornadoes, sandstorms, earthquakes, and wind storms; and 4) damages due to “Environmental Factors”, such as wind-blown sand, salt spray, or airborne emissions from industrial sources.

Limited Warranty Time Periods

LIFETIME on steel and aluminum posts, stainless steel hardware, clamps, deck hangers, post caps, and cast aluminum parts, except as otherwise specified below.

25 YEARS on Spring Mates® aluminum castings.

15 YEARS on all perforated steel decks and stairs, steel rails, stationary weldments, rotationally-molded and sheet plastic components, recycled plastic lumber, roof panels, stainless steel slides, aluminum slide, and PlayWeb® tubular steel parts, except as otherwise specified below by product family type.

10 YEARS on fiberglass signage, RockBlocks® handholds, shade fabric and components, accessible swing seats, steel-core cable, all Fun Centers™ and FirstPlay™ play structures, and pre-cast PolyFiberCrete® or reinforced concrete products. The warranty for pre-cast concrete products does not cover minor chips, hairline cracks or efflorescence.

5 YEARS on all PlaySimple® play structures; DropZone Tower™; LiveWire Zip Line™; AeroGlider™; Border Timbers™; flex treads, swing seats; steel coil and C springs; specialty wood and polycarbonate panels; and site amenities including all benches, tables, litter receptacles and bike racks. All motion/moving play components and parts. All motion/moving play components and parts. SMARTE® playground surfaces including impact attenuation characteristics per ASTM F1292-09 as required at time of installation.

2 YEARS on NEOS®, electronic based play products, swing chain, swing clevises, swing galvanized attachment hardware, molded rubber bumpers; and any other materials not covered above. (*An extended 3-year NEOS parts-only warranty is available for purchase, providing a total coverage of five years.)

Design: Playworld Systems, Inc. will continue to improve the equipment available for your play area and therefore reserves the right to change the design specifications without notice.