



South West Play
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Guarantee Statement

One Year Guarantee.

South West Play guarantee that if any components used in the manufacture of our play area products fail due to defects in workmanship or materials within one year from date of invoice we will repair or replace, free of charge any part found to be defective.

Five Year Guarantee.

Any steel components used are protected from corrosion by a process called powder coating.

The steel is shot blasted to remove any scale or loose particles from its surface, a layer of zinc powder primer is then applied to give additional protection, finally a layer of polyester powder is applied as a top coating to add color to the product and to give maximum protection against deterioration. This guarantee covers the re-shot blasting, primer coating and powder coating of the equipment only.

Timber Guarantee.

The timber used in the manufacture of South West Play timber play area equipment is supplied in one of two grades –

- Specially selected, air dried Pine produced from sustainable European forests.
- Radiata Pine, Dried and produced from sustainable Southern Hemisphere forests.

All timber is pressure treated against wet rot, dry rot and insect infestation with a 10 year guarantee on European Pine and a 15 year guarantee on Radiata Pine.

Being a natural product, timber will inevitably react to the conditions that it is faced with. In the instance of cracking (or as it is technically termed 'shaking') the timber reacts to the moisture content within the air.

During a particularly dry period the moisture that the timber retains will evaporate and the timber contracts naturally (causing 'shaking'). Similarly, during prolonged periods of wet weather the moisture will be re-absorbed by the timber, and the cracks will close up as it expands. Even if shaking occurs around bolt fixings, do not be alarmed, as this should not affect the structural integrity of the unit.

Any shaking that does occur shall only be deemed a problem if it created an entrapment, as outlined in the European standards (BS1176).

The varying species of softwoods that are used in our timber playground equipment all react differently when faced with changing weather conditions. Some are more prone to shaking than others, but we can guarantee that they will all "breathe" in this way over the course of the seasons, and this is a perfectly natural occurrence.

The preservative treatment can only penetrate the sapwood content of the timber and not the heartwood. Although the heartwood has a natural resilience to rot and insect infestation, a high heartwood content can potentially result in premature deterioration before its guaranteed life time. This does not affect the guarantee and any timber suffering from premature failure would be replaced as per the guarantee time scale for that particular species.

The above guarantees do not include any cosmetic issues, e.g. cracks, scratches fading colours or any discolouration due to weathering, and are only valid if the applicable items have been maintained and inspected in accordance with South West Play instructions, and have not been subjected to any misuse, neglect or accident. Any damage resulting from vandalism, abnormal use, incorrect installation or lack of maintenance is not covered by this guarantee.

South West Play will not be responsible for any costs relating to the dismantling, uplifting any goods from site, reassembling, returning the goods to site, any transport costs or any consequential loss whatsoever.