

Guarantees

2025



The
Playground
Company

Guarantees

At The Playground Company, we're all about top-quality fun that lasts! We take pride in delivering the best service every time. However, we do understand that from time to time the products do not last as long as anticipated, that's why we've got you covered with our product guarantees.
All of our installed products come with our standard 12 month workmanship guarantee.

General

The following guarantees do not cover accidental damage, general wear and tear, vandalism, or improper installation by individuals or companies other than The Playground Company.
Additionally, our guarantees do not extend to issues arising from subsidence caused by subsoil ground movement, shrinkage, or flooding. If our equipment or surfaces are installed on a pre-engineered or existing play surface, we cannot be held responsible for any failures of the existing base or any impact this may have on our products or surfaces.

Metal Products:

20 Year Guarantee against structural failure on galvanised steel
5 Year Guarantee on powder coating corrosion.

Timber Products:

Our standard Trim Trails and Clamber Stacks are constructed using high-quality UK Pine playgrade timber, backed by a **10 Year Guarantee**.

For enhanced durability, we offer upgraded timber options:

Radiata Poles - **15 Year Guarantee**
Glu-Laminated Poles - **20 Year Guarantee**

Please refer to your quote for the selected timber type.

Our guarantee covers structural failure due to rot or insect attack. We use industry-leading, smooth, splinter-free, machine-rounded wood, pressure-treated with Tanalith E for a long-lasting and safe finish.

Recycled Furniture:

10 Year Guarantee on all Recycled Furniture Products

HDPE Products & Play Components:

10 Years Guarantee on all HDPE products
10 Years Guarantee on all Shade Sail Fabrics
2 Year Guarantee against Play Component Failure. i.e. Steel re-enforced ropes, Springs, Swing components.

Playground Markings:

All of our markings are installed with a primer to improve the adhesion to the existing surface.

5 Year Guarantee on all Thermoplastic Markings when installed on Tarmac
3 Year Guarantee on all Thermoplastic Markings when installed on Concrete
4 Year Guarantee on High Durability Surface Covering
1 Year Guarantee on Playground Paint/Court Paint

Synthetic Surfaces:

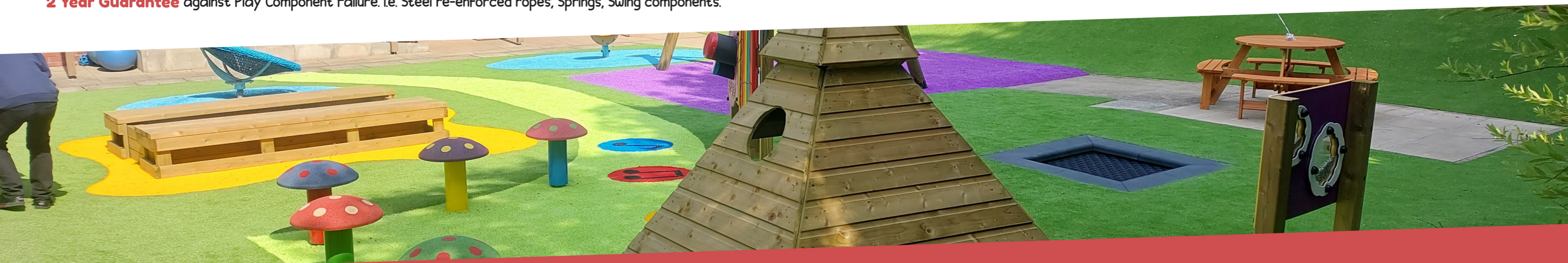
10 Year Guarantee on all Artificial Grass Products
5 Year Guarantee on Wetpour Products
3 Year Guarantee on Bonded Rubber Mulch - due to the way this recycled product is manufactured we cannot guarantee the colour fastness of this product.
5 Year Guarantee on Polymeric Surfacing Rubber Pad and **1 Year** Guarantee on the Paint Coating.
5 Year Product Guarantee on Corkeen Surfacing (2 Year Install Guarantee).
1 Year Guarantee on Grass Grow Through Safety Matting
All of our synthetic surfaces are installed in line with industry-wide standards.
Our guarantees do not cover any issues relating to subsidence caused by subsoil ground movement, shrinkage or flooding.
Our guarantees do not cover any flooding, puddling and pooling issues except where it has been installed with a full draining system.

Third Party Playground Inspections

Our play products and safety surfacing are designed and installed to BS EN 1176 AND 1177. Furthermore, we will rectify any defects within the guarantee period of the product. Additionally, this service is provided free of charge, should the play equipment or surfacing fail to meet these standards. However, due to the increasing number of unregistered play inspectors we only recognise inspection reports completed by RPII (Register of Play Inspectors International, www.playinspectors.com) registered inspectors.

RPII inspectors have to have undergone training and examination or have been able to demonstrate the required experience and skills in order for them to be included on the register. Both ROSPA (www.rospa.com) and The Play Inspection Company (www.pi2inspection.co.uk) have registered inspectors with RPII and are able to provide further information regarding play safety and play inspection.

If you have any additional questions regarding our guarantees please do not hesitate to give us a call and a member of our team will happily assist you.



The Playground Company

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