

# Our Manufacturers Warranty Policies



- Lifetime Limited Warranty – on aluminum against material failure and corrosion.
- 25 Year Limited Warranty- On steel against material failure and defects.
- 10 Year Limited Warranty- that the fabric will not degrade, crack or show evidence of material breakdown resulting from ultra violet exposure. No warranty against fading.
- 5 Year Limited Warranty – on powder coat finish. With the use of Americana’s graffiti cleaner, the anti-graffiti powder coat finish is guaranteed to allow removal of graffiti with virtually no change to the finish.



## ***Framework: 20 Year Warranty***

Apollo Sunguard Systems, Inc. provides a **20 year warranty on all steel framework** against all structural damage due to corrosion, deterioration, or workmanship. Units are designed for 5 lbs snow load and 10 lbs live load unless otherwise engineered. Covers should be removed for snow greater than 5 lbs. Owner is responsible for routine maintenance to preserve the finish and welded joints. This might consist of spot painting any points of corrosion if, in the unlikely event any should occur (regardless of cause); and, to keep connecting hardware properly secured. Failure to provide routine maintenance will void this warranty. Warranty constitutes repair or replacement of any defective parts. ***This warranty does not include any cosmetic issues, vandalism, incidental damage or Acts of God.***

## ***Fabric: 12 Year Warranty***

Apollo Sunguard Systems, Inc. provides a **12 year warranty on all Sunguard Shade Cloth® polyethylene covers** against deterioration, rot or faulty workmanship and seam failure. Owner is responsible for routine maintenance of cover, which includes maintaining proper cable tension and cleaning cover annually with a light detergent and water to maintain color vibrancy. ***This warranty does not include any cosmetic issues, vandalism, incidental damage, or Acts of God.***

## ***Cover Removal***

In the event of severe storm warnings, the cover should be removed with predicted winds of 90 mph or greater. The fabric cover will most likely burst with winds greater than 90 mph. The steel framework is designed to withstand winds of 120 mph with the cover on and 170 mph winds with the cover removed.



Cyclone warrants its products to be free from defects in material or workmanship during normal use and installation. Cyclone further warrants as follows:

- Stainless steel and aluminum parts: lifetime against rust.
- Fixed galvanized steel parts: 5 years against rust.
- Moving galvanized steel parts: 1 year against rust.
- Paint: 5 years against scaling.
- Structural parts: 10 years.
- Cables: 5 years against broken wires.
- Prefabricated parts: according to the warranty of its manufacturer.
- Moving parts or containing moving parts: 3 years.
- Rubber components: 1 year.

Cyclone does not cover damages due to:

- Vandalism, misuse, neglect or accident.
- On-site bad mounting practices.
- Abnormal use with regard to the purpose the play unit was designed for.
- Addition or substitution of parts.
- Modification, alteration or repair by persons other than those designed by Cyclone.
- Failure to respect installation and maintenance instructions.
- Normal wear, checking, warping and weathering

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## **FITNESS OUTDOORS**

- 20 year warranty against structural failure
- 2 year warranty on sealed bearings

This warranty is valid if the product has been installed to our specifications and has not been modified or altered in any way.

This warranty does not cover vandalism, misuse, neglect or cosmetic issues such as scratches, fading, discolouration and normal wear and tear.

To make a claim under the terms of this warranty the purchaser shall be required to produce photographic evidence, as well as the original sales records, to their local Sales Representative who shall forward it to:

Fitness Outdoors Inc. PO Box 4031, Olds, AB, T4H 1P7

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### **Playworld® & PlayDesigns® Products**

- Lifetime on steel and aluminum posts, all stainless steel hardware, clamps, Ts, deck hangers, post caps, and cast aluminum parts, except as otherwise specified below
- 25 Years on Spring Mates® and PlayPals® aluminum castings, steel coil springs, and steel C-springs
- 20 Years on all recycled plastic lumber
- 15 Years on all perforated steel decks, rails, loops, rungs, fitness systems, sheet steel, and rotomolded and sheet plastic components; Eco-Armor™ panels, roofs, and crawl tubes; stainless steel slides, aluminum slides, and PlayWeb™ tubular steel parts
- 10 Years on all fiberglass signage, RockBlock® handholds, Indoor Climbing Wall handholds, accessible swing seats, steel-core cable, Fun Centers™, and precast concrete products, including Climbing Boulders™ and Diggables made from Polyfibercrete®
- 5 Years on all Cushion Play®, swing seats, ground based play moving parts, Border Timbers, and site amenities, including all benches, tables, litter receptacles, and bike racks
- 1 Year on Indoor Climbing Wall mats, all other moving parts, and any other materials not covered above

### **Playworld® & PlayDesigns® Shade Products**

- 20 Years on steel posts, all hardware, clamps, shackles, wire, post caps and cast aluminum parts
- 10 Years on steel tensioning devices and shade fabric components (download Warranty Certificate below for complete terms and conditions)

### **NEOS® Products**

- 10 Years on rotomolded and sheet plastic components
- 1 Year on lenses and light tubes; all electronic components, including all wiring harnesses, LEDs, computer boards, buttons, speakers, scoreboard, and related hardware
- An extended 3-year NEOS® parts-only warranty is available for purchase. Contact your authorized Playworld Systems representative for more information.

### **LifeTrail® Products**

- Lifetime on steel posts and stainless steel hardware
  - 10 Years on all steel weldments, grab bars, seat posts, ancillary steel equipment, rotomolded plastic components, and fiberglass signage
  - 5 Years on all moving parts
  - 1 Year on all other materials not covered above
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Powder coat: Powder coat products are warranted against defects in material or workmanship for a period of one year.

DuraCoat: DuraCoat products are warranted against defects in material or workmanship for a period of five years.

Stainless Steel / Galvanized: Stainless steel and galvanized products are warranted against defects in material or workmanship for a period of five years.

Limited twenty year warranty against structural failure of steel bench frames or steel bench assemblies, table frames, trash receptacle frames and planter frames.

Limited twenty year warranty against structural failure of all cast iron bench supports.

Limited twenty year warranty from the date of shipment of any Recycled Plastic Lumber Product, if said Lumber Product manifests material signs of splitting, cracking, rot, termite attack and/or corrosion.

SiteScapes, Inc. liability and the buyer's remedy under these warranties are limited to the repair, replacement or refund of the purchase price, at SiteScapes option, of products determined in SiteScapes reasonable judgment to be defective in workmanship or materials.

SiteScapes will not be held responsible for the costs incurred in labour to remove, install, or replace the alleged defective product.

SiteScapes warranties do not cover any defects or failures resulting from vandalism, negligence, accidents, abuse, lack of maintenance, improper use or installation, or unapproved modifications and repairs.

In addition, SiteScapes will not be held liable for ANY damage or injury as a result of product not that is not permanently anchored in place or not anchored properly.



SofSurfaces takes great pride in offering our customers a warranty that is unsurpassed by industry standards. Our 10 year warranty program on materials and workmanship including impact attenuation is unlike any other. Not only does it address the need for a superior quality rubber safety tile system, it also addresses the extreme importance of offering an ATSM-1292 Impact Attenuation performance warranty as well.



Limited 100 year warranty on steel or aluminum posts, fusion clamp systems and associated hardware against structural failure due to defects in materials or workmanship.

Limited 15 year warranty on pipes, rails, loops, rungs, PVC-coated structural steel components and Fusion rock-materials or workmanship.

Limited 5 year warranty on site amenities and the Fusion Cargo Net and Arch Net from structural failure due to defects in material or workmanship.

Limited 3 year warranty on Playmotion components including legs, hinges, torsion mechanisms, spinning or rocking devices, and Fusion Clear Rock Wall from structural failure due to defects in materials or workmanship.

Limited 1 year warranty on all other Xccent products not specifically listed above from structural failure due to defects in materials or workmanship.



Zeager warrants its products to be free from defect in materials and workmanship and to meet its published specifications when received by Zeager's customer.

Zeager further warrants its WoodCarpet system 1, during normal use, to meet ASTM F1292 at an 8 foot fall height when using an 8 inch layer of WoodCarpet or at a 12 foot fall height when using a 12 inch layer of WoodCarpet, and when installed on top of the drainage system specified by Zeager for system 1, for a period of 15 years from the date of the Zeager invoice.

Zeager further warrants its Bonded WoodCarpet system 7, during normal use, to meet ASTM F1292 at an 8 foot fall height when using a 2 inch layer of Bonded WoodCarept on top of a 6 inch layer of WoodCarpet or at a 10 foot fall height when using a 2 inch layer of Bonded WoodCarpet on top of a 10 inch layer of WoodCarpet, and when installed on top of the drainage system specified by Zeager for system 1 or system 11, for a period of 3 years from the date of the Zeager invoice.

Zeager further warrants its WoodCarpet system 11, during normal use, to meet ASTM F1292 at a 12 foot fall height when using a 10 inch layer of WoodCarpet, and when installed on top of the drainage system specified by Zeager for system 11, for a period of 20 years from the date of the Zeager invoice.

Zeager further warrants its foam and pvc WoodCarpet Mat to be free from defect in materials or workmanship during normal use for a period of 5 years from the date of the Zeager invoice.

For further details - <http://www.zeager.com/playgrounds/info%20links/Warranty%202009.pdf>