

A child wearing a blue jacket is holding a blue mallet with a wooden handle, striking a large white letter 'A' mounted on a playground structure. The structure is made of white panels with black outlines. The child's face is obscured by a black rectangle. The background shows a wooden post and some foliage.

eibe

Project Warranties, Aftercare & Maintenance
eibe Play Ltd

Guarantees & Spare Parts

eibe Playground Equipment:

Guarantee Cover		
Time	Wood	Metal
35 Years	Steel Structural Elements	Steel Structural Elements
15 Years.	Guarantee for decomposition and fungal decay for all robinia timber, all oil glued laminated larch, all pressure impregnated softwood timber, and oiled glued laminated eucalyptus	Guarantee for non- corrosion of stainless steel, galvanised, and powder coated construction elements.
5 Years	Guarantee for breaking and malfunction caused by construction, workmanship and material selection	
2 Years	Guarantee for malfunction and breaking for moving parts, bearings, springs and nets (Wear and Tear).	

Playground Safety Surfacing:

Time	Guarantee Cover
5 Years	For all EPDM Wetpour safety surfacing - Providing it is laid directly onto an appropriate sub-base and Edging.
3 Years	For all Rubber Bonded Mulch safety surfacing - Providing it is laid directly onto an appropriate sub-base and Edging. Note: All colours are subject to ultra violet light degradation and as such total colour stability cannot be guaranteed. Consistency of shade or pigment in this recycled product cannot be guaranteed. Coloured Coated Surfaces may lose their coating and pigment from the recycled product may come off on clothes and cause staining
1 Year	For all Play Bark and Wood Chip, Play Grade Sand and Rubber Grass Matting

Other:

Time	Guarantee Cover
1 Year	Covering all workmanship elements including concrete foundations, and hard and soft landscaping i.e. planting, mounding etc.

Terms of Guarantee

Please note that the Guarantee period will commence following completion and contract sign-off. For guarantees to remain in effect for their duration the Customer has a responsibility to adopt a suitable maintenance regime for all aspects of the play environment (please see eibe’s recommended maintenance below). All inspection and maintenance undertaken by the Customer, or by others on the Customer’s behalf must be recorded, detailed and documented. Maintenance records will be requested when a claim against eibe’s guarantees are made.

Guarantees of products purchased externally by eibe are subject to manufacturers warranty unless otherwise agreed.

Where inspection and maintenance records cannot be produced then eibe will not be responsible for honouring the guarantees offered. On the basis that recorded inspection and maintenance documentation can be produced then eibe will uphold the guarantees offered. Misuse of any aspects of equipment or the play environment, acts of vandalism/anti-social behaviour, or general wear and tear through frequent use is not covered by the guarantees.



Availability of Spare Parts

Spare parts are made available for the life of all eibe equipment, whether the requirement is to replace a single element or an entire unit.

With respect to the lead times associated with spare parts, these are as follows:

- 24/48hrs – For standard screws and fixings etc.
- 1 Week – For elements such as swing seats, connection elements, ropes etc.
- 3 Weeks – For structural posts, slides etc.

Aftercare and Maintenance

Maintenance

eibe playground equipment is designed and manufactured with a minimum maintenance requirement. Inevitably with any play equipment, maintenance activities will be required and shall be undertaken to ensure equipment longevity and to maintain compliance with the relevant standards.

The following regime is recommended for all eibe play equipment:

Quarterly Checks

We recommend that a thorough check of all play equipment and entire play areas are conducted on a quarterly basis. Checks should include the above and, in addition, should include checks to ensure that all fixings are tight using the correct tools and correcting where not. In addition, undertaking a more thorough check to identify any wear to any moving parts, ropes, or fixings, and where appropriate taking remedial action.

Annual Checks

We recommend that an annual inspection is carried out, which would include the above recommendations. In addition, eibe advises that a qualified Independent Inspector carry out an inspection and produce a report of the play area and equipment to ensure that all elements remain sound, and in line with the appropriate standards. Where potential issues are highlighted then remedial action shall be taken.

Please note that the above information is based upon eibe’s experience and recommendation only. Each play area and item of play equipment is different; therefore the Customer should instigate an appropriate maintenance plan, taking into consideration this guidance to ensure that all play areas and play equipment remain available for use.

Based on experience, equipment is likely to require more regular maintenance during the first three months following its installation. This is on the basis that the equipment is adapting and acclimatising to its environment, and in addition during this period the amount of usage is likely to peak. Therefore, maintenance teams should plan for this and react accordingly.

Durability

Whilst all types of equipment, features and elements within a public open space are potentially at risk from damage and wear from excessive use, eibe ensures that through careful design, quality manufacturing and extensive experience in developing public play environments, our product characteristics are:

All materials used are of the highest quality, and designed specifically for heavy and potential inappropriate use.

All appropriately treated where possible to be fire retardant

All include anti-tamper fixings

All equipment is modular allowing individual components to be replaced separately

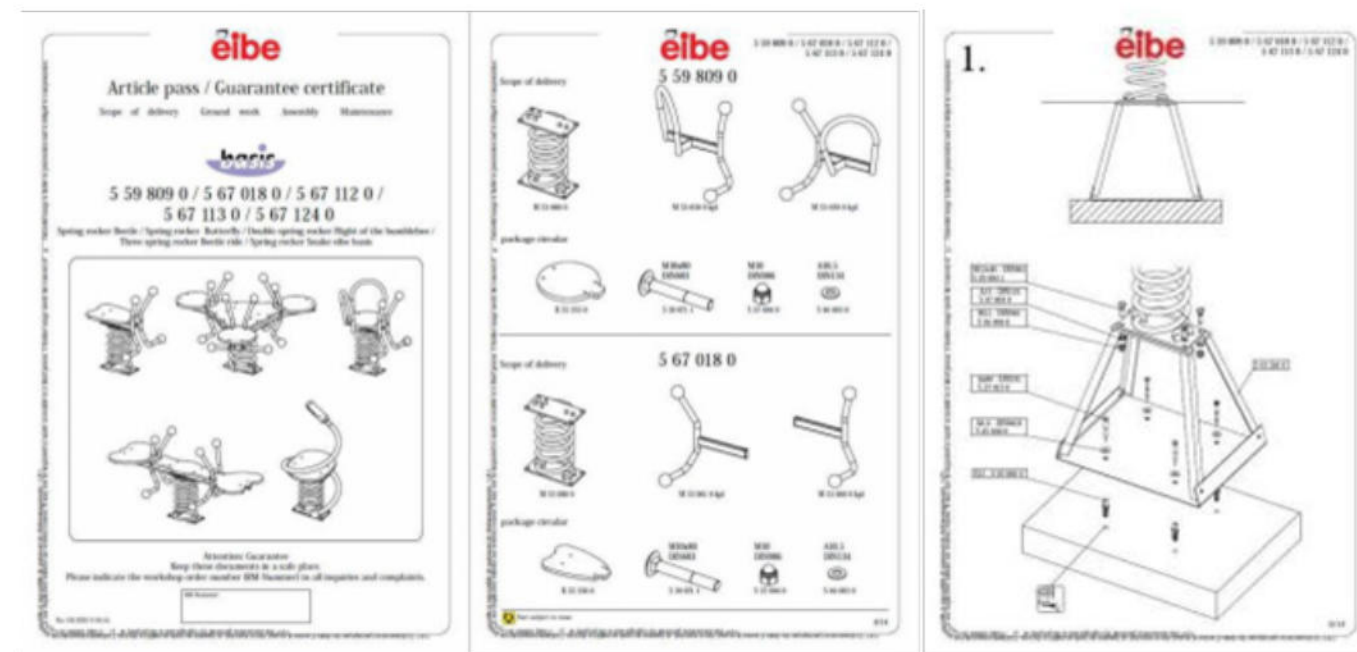
All fixings and areas for maintenance are assessable and can be reached without the need to remove sections of equipment

Support

eibe supplies all relevant installation and maintenance instructions for each piece of equipment. This references the information provided above and in addition, provides specific requirements for the item of equipment. Combining the installation and maintenance instructions ensures that individual parts can be clearly identified and provides an understanding of how the equipment is assembled which will assist with any maintenance requirements.

Where required, eibe supply specialist tools in order to carry out the required equipment maintenance – examples of this include specific drill/screw pieces in order to tighten anti-tamper fixings.

Should the Customer wish to receive installation/maintenance instructions for each piece of equipment suggested as part of this tender response, these are readily available.



Aftercare

eibe can provide aftercare services; not just parts supply, but inspection and assistance with future maintenance.

In addition to the recommendations on maintenance and the supply of documentation needed to conduct and carry this out, eibe will appoint a dedicated Play Consultant in order to assist with any questions, queries, or issues which the Customer may have following contract award and project completion.

Your Play Consultant will be your main point of contact for any contract related queries. This will provide you with a single point of contact rather than numerous, ensuring clear and consistent lines of communication for all contract queries, which may include meetings, site visits, phone and email communication.

The Play Consultant will be supported by our Project Manager and Project Administration team to ensure continuity of service and after care during the contract delivery stage and beyond.