



**e·den**  
WHERE CHILD'S PLAY  
COMES NATURALLY

# E.den Play

## Operation & Maintenance Manual

Version 1.5

## 1. Introduction

This manual provides important information about the operation and maintenance of your E.den Play equipment and surfacing. It is essential that you follow these guidelines to ensure your equipment and surfacing stay in excellent condition.

This manual provides you with general instructions, advice and information on how to inspect and maintain your equipment to:

- Provide a safe and enjoyable play environment
- Extend the life of the playground components; and
- Conform to E.den Play's warranty requirements

It is your responsibility as the owner or operator to carry out and record weekly inspections and maintenance. E.den Play is not responsible for accidents and injuries resulting from improper use of the equipment and/or improper operation and maintenance. We strongly advise that, as a minimum, you abide by this manual and incorporate the information into your own site specific Operations and Maintenance Manual and regular operations and maintenance procedures.

This manual recommends the frequency of inspection and maintenance. However, as each play area environment is different, you should evaluate and risk assess your play area based on age of users, physical ability, usage, location and other factors specific to your site.

Children should be supervised at all times while playing on or around the equipment.

We recommend that all who will be involved with the supervision, inspection and maintenance and health and safety of the play area reads the entire manual. Maintenance is the responsibility of the owner/operator and this manual should be kept for reference for the lifetime of the equipment.

## 2. Warranty Information

Our equipment is designed and manufactured to the highest quality standards. If used correctly, inspected and maintained well, it will provide years of enjoyment. We ask that you carefully review the warranty information.

It is very important all inspections and maintenance carried out is recorded and kept, as evidence will be required in order to validate any warranty claim.

Components supplied new during the warranty period will carry the unexpired portion of the original warranty.

Product	Warranty Period
Installations and sub-bases (equipment & surfacing)	1 year on workmanship
Timber	10 year Timber guarantee for all Machine Rounded structural timber components against fungal decay and insect attack which impairs the structural integrity of the product.  All other timber is covered by a 5-year guarantee against fungal decay and insect attack which impairs the structural integrity of the product.
Fixings	Minimum 1 year manufactures

Ropes (including their fixings)	Minimum 1 year manufactures
Plastic	Minimum 1 year manufacturers against de-lamination, splitting and cracking due to defects in sheet manufacture
Artificial Grass	Manufactures warranty

## 2.1. Exclusions

E.den Play has no obligation or responsibility to repair and/or replace equipment / surfacing if damaged by the following:

- Acts of nature / God
- Improper use
- Surface staining due to mould growth
- Deliberate, accidental and cosmetic damage
- Defects resulting from work carried out by a third party
- Subsidence caused by subsoil ground movement or shrinkage, including ground underneath surfacing
- Timbers which subsequently rot due to being installed in areas that retain water or are prone to flooding
- Issues relating to sub-bases, including edges of surfacing installed by a third party
- Structural instability of existing surfaces
- Damage caused by machinery or vehicles of any kind
- If the owner fails to perform and document weekly inspections and maintenance
- Metal components which rust due to geographical location
- Any issues not reported to us in writing within 7 days
- Where inspection and maintenance checks have not been made, documented and made available to E.den Play for inspection

## 2.2 Additional Information

- All E.den Play warranties are based on the equipment being maintained in accordance with manufacturer's recommendations
- Repairs to equipment and surfacing carried out by others will invalidate the warranty
- Should any equipment be modified or relocated by another, the duty of care will be passed onto the persons involved and will invalidate the warranty
- Any replacement parts used which have not been provided by E.den Play will invalidate the warranty
- Care must be taken when using machinery near timbers (such as a strimmer). If timber is cut this will penetrate the preservative and lead to the onset of rot and infestation and this will invalidate the warranty
- The E.den Play timber warranty covers the cost of re-supply by E.den Play of the timber component that is proven to have failed as a result of fungal decay or insect attack. It does not cover the costs of removal or reinstatement of such components or consequential costs or loss due to failure of the component.
- The term '*fungal decay*' as used in the warranty refers to wood destroying fungi that feed on and degenerate the wood cell walls. It excludes staining and mould fungi associated with the weathering of wood.
- The term '*insect attack*' refers to attack by wood digesting insects that destroy the timber structure.
- The term '*structural integrity*' refers to damage caused by insects and/or fungi to such an extent that the component is no longer fit for purpose.

### 3. Duty of Care

E.den Play can only ensure the Duty of Care when workmanship has been completed by E.den's own installation teams or by a pre-approved contractor. If an unauthorised source carries out any work on the equipment, the duty of care would pass on and our warranties will cease to apply.

### 4. Inspections

To validate the warranty the frequency of inspections are to be a minimum of as follows:

- An inspection at handover with an E.den Play installer with documents signed off on-site by both parties. It is your responsibility to ensure that you make someone available to sign off the installation prior to our team leaving site.
- A daily recorded visual inspection
- A formal recorded weekly routine visual inspection, with the results documented
- A formal recorded weekly routine maintenance report, with the results documented
- An annual detailed recorded inspection by a competent person

#### 4.1. Routine Visual Inspection

A routine visual inspection is required to check the equipment's condition, especially faults due to wear and tear, vandalism, breakages and cleanliness of the area. Formal routine inspections are to be carried out daily (where equipment is subject to moderate to heavy use) and weekly. Formal routine daily inspection is a must where the equipment is sited in a public area for example a school, nursery, public house, leisure establishment or public park.

In all establishments, when new playground equipment is first used the novelty of the equipment may lead to initial above average use, therefore we recommend a daily inspection is made during this initial period.

Suitably trained staff that have a basic knowledge of playground equipment with the ability to identify recognisable hazards can carry out these inspections. A written record confirming what has been inspected and when, with any findings must be kept and be readily available upon request, to ensure your E.den Play warranties are upheld.

To assist you in carrying out your routine inspections we recommend the person who will be responsible for this attends a training course. RoSPA offer a one day course which is aimed at those who are responsible for the routine (daily to weekly) inspections of play equipment. The course covers inspection techniques for basic equipment types along with legal responsibilities.

Any issues must be reported to E.den Play in writing along with photographic evidence to [info@edenplay.co.uk](mailto:info@edenplay.co.uk) within 7 days. Failure to do so will invalidate your warranty.

#### 4.2 Operational Inspection

An operational inspection is a more detailed inspection and will check the operation and stability of the equipment, especially for wear. This type of inspection should be carried out every three to four months, and should be carried out by a competent person. A written record of any findings is required and action taken should be kept.

#### 4.3 Annual inspection

It is strongly recommended that qualified inspector carry out operational and annual inspections. By quotation, E.den Play can arrange for qualified expert to:

- Inspect and review all E.den Play equipment and surfacing
- Identify any areas of concern along with a risk assessment
- Provide a detailed written report with suggested actions
- Carry out minor repairs whilst on-site
- Supply a quotation for essential repairs on other companies equipment

Annual inspection reports must include any recommended repairs or actions that may be required while serving as evidence that you have a correct process in place to protect the safety of children using the equipment and surfacing.

We offer a range of E.den Play Compliance Inspection and Maintenance Packages which include essential repair and maintenance cover on your equipment and surfacing, to continue throughout the life of this agreement.

## 5. Timber

### 5.1 Rot and Infestation

Any visual signs of rot or infestation should be reported to E.den Play, upon receipt of a report a full inspection by an RPII Qualified Inspectors will be required. E.den Play will arrange inspection which will be chargeable to yourselves.

The result of this inspection will confirm if rot or infestation has occurred and suitable action will be recommended, including monitoring regimes, repair and, if required, replacement timber components.

The inspection will also identify probable causes of decay and infestation. Please note, any signs of decay and infestation caused by altering, cutting, drilling and shaping of the timber retrospectively could expose the timber unnecessarily, and invalidate the warranty. If the timber has not been properly inspected, treated and maintained this will also invalidate the warranty.

Special attention should also be given to maintaining the grounds around the timber equipment. When using machinery near timbers (such as a strimmer), if the timber is cut this will penetrate the preservative and lead to the onset of rot and infestation, which will invalidate the warranty.

### 5.2 Splintering

It is possible that in the event of air cracking that the timber itself will generate splinters, these can be easily remedied with a quick rub with glass paper along the crack. As part of your regular maintenance regime additional sanding may be required from time to time to keep any splintering to a minimum.

### 5.3 Air Cracking in Timber

As timber is a natural product it will continue to adapt to atmospheric conditions. It is perfectly natural for air cracking (splits) to happen, this will not affect the strength or life of the timber adversely. During hot and persistently dry weather air cracking is most likely to occur and this will recede during cooler and damp weather.

### 5.4 Finger Entrapments

It should be noted that vertical upstands can splay as they settle over time. This can expose a finger entrapment risk. It should not be possible for a child to get their fingers between the timber supports. Please ensure those inspecting the equipment are aware of this.

### 5.5 Regular treatment and maintenance of timber structures

All timber will undergo changes when exposed to the sun and rain. It will lose its natural colour and fade to a silver/grey, its surface may become rough, and splits and cracks could develop. Weathering primarily affects the appearance of timber, however in the long term could affect durability and performance.

As part of your regular maintenance routine you should apply high quality wood preservative. This should be carried out at least every 12 months and should be documented.

## 6 Ropes

Damaged or badly worn ropes, chains and connectors such as D shackles and Quicklinks should be replaced as soon as possible.

## 7 Fixings

All fixings used in the installation of our play equipment are coated to prevent rust and keep the strength of the fixing intact.

Damaged fixings should be replaced immediately. Damaged or missing caps should be replaced as soon as possible (charges may apply).

To tighten fixings, the plastic cap will need to be removed carefully using a screwdriver, box spanner or long reach socket, tighten as necessary, then refit the plastic cap. It is important the fixings are not over tightened as timber expands and contracts depending on atmospheric conditions.

**DO NOT OVER-TIGHTEN** during hot and dry conditions. During cooler damp weather the timber will expand again and over-tightening may result in damage to the timber or fixings. Carefully remove the countersunk cap or the cap top on the raised donut with a small flathead screwdriver to prevent damage. When replacing the caps use a wooden or rubber mallet to gently tap into place. Use a 13, 15 or 19mm Box Spanner or Long Reach Socket to tighten or loosen nuts, bolts or coach screws. The size required will depend on the size of the fixing used.

## 8. Slides

Some materials, in particular metal, may become hot during warm sunny weather and extra care should be taken at this time. Slides become marked by the rubber soles of shoe and we recommend rubbing them down to keep in good condition.

## 9 Consumables

Parts that are subject to contact movement may eventually show signs of wear and tear. Although every effort is made to design our components to last as long as possible, spares may be required within the product's life space. All consumable items are not covered by the warranty. For any specific installation please contact us to a consumables list.

## 10 Artificial Grass

To keep your Artificial Grass surface in its best possible condition and to ensure its longevity it is important to carry out some minimal maintenance, which needs to be documented. To achieve the best out of the surface the grass needs to be brushed with a soft bristle brush at least once a month to make sure the pile remains standing upright. It is extremely important to remove any debris daily to reduce the risk of moss or weed growth on the top of the surface and ensure good drainage.

## 11 Landscape Timber

We use some timber landscaping in our designs. This is supplied at Landscape Grade. It may open up more than 8mm under extreme conditions, this is still normal.

## 12 Gym Outdoor Fitness Equipment (Metal)

Follow manufacturer's instructions. This generally includes but is not limited to using a spray lubricant on all moving parts and checking that restrictor blocks/limiters are working correctly, using touch up paint on chips and scratches and tightening loose bolts or nuts and replace caps. Check for damaged or missing caps and replace accordingly.

## 13 Tyres

Check for splits and exposed wire caused by wear or vandalism. Periodically paint the tyres with approved black paint as this will reduce black marks on clothing. Damaged tyres must be replaced.

## 14 Thermoplastic Plastic Markings

Follow manufacturer's instructions. Vehicles should not be driven over the markings as this will cause the material to crack and the markings to lift. During hot weather, the thermoplastic material may soften slightly and objects (such as chairs) should not be placed on the markings as this may cause indentations which are not covered by our warranty.

#### 15 Loose Fill Pits

Check there is no evidence of broken glass or foreign objects in the bark or rubber mulch pit especially when raking. Loose fill surfaces require regular forking over and raking to maintain an adequate depth, and this should be carried out every 7 to 10 days.

Periodical topping up is advised as soon as the required depth can no longer be maintained. Should surfaces not be maintained properly grass and weeds may grow through the surface.

#### 16 Sail Shades

Sail Shades are only intended for use in fine, calm weather conditions and are not designed to withstand extreme weather or to be left outside for prolonged periods of time. Always removed shade sails when not in use.

Never place a BBQ or similar heat source directly beneath the sail. Protect the product from sharp instruments or hot sparks from electrical tools. It is advisable to not permit tradesmen to work beneath or above the sail.

Do not allow the sail to come into contact with rust, petroleum based solvents, strong acids, alkalis or chlorine based products. Do not drag the sail, or any part of it, over rough ground or concrete.

Be very careful when removing or fitting the sail. Do not allow branches of trees or other foliage to come into contact with the sail.

Be sure to fasten all shackle connection pins tightly using an adjustable spanner or screwdriver to ensure they are not loose and regularly check this. Report any loose or frayed thread, fabric faults or connection difficulties as soon as they are noticed.

A daily recorded inspection of the sail shades and sail shade posts is strongly recommended as this will highlight any small problems before they become bigger issues.

Sail shades which are loose are more prone to damage. Without optimum tension the fabric could be irreparably damaged and the support structure may suffer as a result. Rectify any loose corner fitting immediately.

Over the years the stitching can give way due to being broken down by the sun, this should be checked and repaired as and when required.

Cleaning is recommended every 6-12 months. This will ensure all environmental residues are removed to increase the life of the fabric, while reducing the likelihood of stains or growth such as mould on the fabric.

#### 17 Climbing stones

Check and inspect climbing stones as part of your daily and weekly inspection regimes.

#### 18 Artificial grass attached to equipment

Check and inspect artificial grass attached to equipment as part of your daily and weekly inspection regimes.

#### 19 Climbing nets

Check and inspect climbing nets as part of your daily and weekly inspection regimes.

#### 20 Water pumps

Given the weight of the pump and stand, ensure the mounting location remains suitably firm and rigid. Ensure that the mounting/anchoring bolts are secure and capable of withstanding the leverage of the tall pump/stand assembly. The pump and stand are heavy. Take care when handling.

Prevent debris obstructing the inlet to the pump. If the pump is used in a cold environment, take care to protect the pumping system from frost. Pumps of this type sometimes fail to draw water following lack of use because the leather sealing cup only works efficiently when it is moist.

#### 21 Water taps

Given the weight of the tap and stand, ensure the mounting location remains suitably firm and rigid. Ensure that the mounting/anchoring bolts are secure. The tap and stand are heavy. Take care when handling.

If the tap is used in a cold environment, take care to protect the pumping system from frost.

#### 22 Planting

Ensure your plants are adequately watered. Weed regularly removing by hand any weeds, including grass. Repeat this until weeds no longer appear. Pruning and trimming back may also be required from time to time.

#### 23 Maintenance requirements for other components or items not already mentioned in this guide

If you are unsure of the maintenance requirements for any other items installed as part of your E.den Play project please ask us at the time of quotation.

#### 24 Visits

We ask that you provide as much information as possible to enable us to assess any claim on your warranty and to ensure we can provide the best possible service. If a site visit is necessary and it is subsequently determined that one of the exclusions to our warranty apply then E.den reserve the right to charge for the full cost of the site visit including but not limited to labour, travel and subsistence.

#### 25 E.den Play Compliance Inspection and Maintenance Packages

To take the stress out of the aftercare of your installation we offer a range of E.den Play Compliance Inspection and Maintenance Packages which include essential repair and maintenance cover on your equipment and surfacing, to continue throughout the life of this agreement. E.den Play can arrange for qualified expert to:

- Inspect and review all E.den Play equipment and surfacing
- Identify any areas of concern along with a risk assessment
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