



Playground Aftersales Care, Continued Management and Inspection Guide.

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partnership
with...



Introduction to the Continued Management of your New Playground

All products supplied, manufactured and installed by ESP are supported by product information sheets which can be downloaded from our website. It is very important that you take a look at the product information sheets as they specify key information related to the appropriate use of each piece of play equipment. Each product will have an age appropriate range recommendation and details on how many children can use the equipment at one time.

The customer should at all times maintain a responsible attitude towards the continued management of the playground equipment with respect to the on-going inspection of the equipment in line with recommendations outlined by the British Standards Institute, the HSE, Rospa, Insurers and any other body who have advised on day to day monitoring of play equipment which has been installed on a permanent basis. Any faults or defects must be reported to ESP at once, and equipment should be put out of commission until faults have been rectified by the ESP. This After Sales Care, Continued Management and Inspection Guidance Pack must be read, understood and put into operation to comply with BS EN 1176 & 1177

Play Equipment Standards

All **new** outdoor play equipment must be designed, constructed, installed and maintained in accordance with European standards BS EN 1176 and BS EN 1177.

These European standards are not retrospective or a legal requirement but represent good practice in the event of an accident claim. Play equipment which was considered safe under BS 5696 will still be safe under the new standards.

It is very important that you arrange to have your playground equipment inspected on an annual basis by a RPII accredited and qualified Annual Inspector. This ensures that all elements are independently tested, checked appropriately and ensure that all playground equipment remains fit for purpose and in the best condition. If you haven't arranged your annual inspection, then please contact the ESP office and one of our Customer Care Team will make arrangements to book your independent annual inspection on the anniversary of your installation date.

It is very important that the school carry out routine inspections of the playground equipment. It is highly recommended by ESP to carry out the routine inspections on daily basis or at least weekly in line with the Routine Inspection template within this After Sales Care, Continued Management and Inspection Guidance Pack. It is highly recommended all play equipment is checked on a Monday morning. Play equipment can be at risk of being damaged over a weekend by individuals not using the equipment correctly or of the recommended age range. For more information on how to do this, please see the Continued Management Guide Section of your After Sales Care pack

Suppliers of new equipment must supply information relating to surfacing requirements, intended age range, risk assessment, installation instructions, servicing and maintenance instructions.

Safe use of Playground Equipment

- **Supervision**

Children must be supervised at all times whilst using outdoor play equipment. Risk assessments should be carried out to determine the appropriate number of people required to supervise play areas. This should take into account observation points and line of sight.

Supervising staff should be familiar with the equipment, the rules for use and of the physical ability of the children in order to reduce the risk of accidents or injuries.

Tips for the Continued Management of your Playground

To assist schools with appropriate arrangements for effective continued management of the school playground equipment, we have detailed some tips below to consider:

- The children should be educated about the correct use of climbing equipment.
- Staff and supervisors on duty must ensure that outdoor play equipment is visible at all times and supervised when in use by the children.
- Staff and supervisors on duty have a responsibility to look out for and identify any defects and report them.
- Consideration should be given to a playground rota, taking into consideration the age and number of children using the playground equipment at any given time.
- Staff and supervisors have a responsibility to ensure the playground equipment is being used correctly. It is sensible to publish playground rules to assist with a behaviour policy.
- Consideration needs to be given to weather conditions. Outdoor play equipment should be risk assessed prior to use during wet or icy conditions.
- Where playground equipment is situated on grassed areas with no all year round or safety surface; it is recommended to keep the equipment out of use in wet weather for an appropriate length of time to allow ground to be sufficiently dry.
- Playground equipment must only be used when supervised. Parents of the school need to be informed that the equipment is for a specific age group and not to be used by older children.

Clothing/Footwear

- Suitable clothing should be worn. Hazards can arise and children can be at risk of injury from inappropriate footwear, unfastened coats, woollen gloves, scarves, ties, etc.
- Appropriate footwear must be worn. Hazards arise and children can be at risk of injury from slippery soles, open toed and sling back sandals, heels and untied laces, etc.

Safety Surfaces

All products must meet the appropriate BS EN Safety Standards. Both **portable** and **fixed** climbing equipment that has a fall height of 600mm or more **must** be on an impact-absorbing surface if used outside. Critical Fall Height (CFH) is the distance from the clearly intended body support to the impact area.

- Although impact absorbing surfaces cannot guarantee to prevent injuries, they can reduce the risk of any potential injury. There are a range of surfaces available which provide impact attenuation to cater for all CFH requirements.
- The extent of surfacing around static equipment is dependent on the critical fall height measurement.
- When considering safety surfaces, it is recommended to understand their effectiveness, durability, practicality and management. The type of surface under play equipment is just one of the design elements in a successful play area.
- Grass, with sufficient soil impact absorbing properties can cater up to 1.5m CFH.
- If Bark has been chosen as a safety surface, the depth of the Bark must be a minimum of 300mm deep throughout the area at all times with a recommended particle size of 38mm maximum and 12mm minimum. Loose materials will spread if not suitably contained and will need to be topped up if the 300mm depth reduces. It is recommended to have additional bark available to top up to the original level. Your routine inspection must check the depth of the Bark to ensure the surface is sufficient.

The Continued Management of your Playground Guide

It is very important to understand your product guarantees and warranties. All guarantee or warranty claims are directly connected to your routine, operational and annual inspection and maintenance records. Guarantees are only valid when the goods have been inspected in line with the advice detailed within this guide and as per the terms and conditions of sale. Regular inspection, as per the advice we provide, will identify any product defects. To claim against your product warranty, any product defects must be reported at first point of inspection. ESP will then be able to repair appropriately or choose to replace the part if it is deemed necessary. An annual inspection must be carried either by an ESP Scotland Ltd RPII Inspector or an independently qualified RPII Annual Inspector. **Your guarantee and warranty provision will not be valid** unless you can clearly demonstrate regular routine and annual inspections have taken place. It is very important that the school keep written records as evidence of any inspections carried out on your playground equipment.

There are three different inspection procedures that you need to perform on your playground equipment throughout a calendar year. Within this Continued Management and Inspection Guide, you will find inspection templates for each type of inspection. Each template provides instructions on what to check, how to document, report and resolve any issues you may have.

Routine Visual Inspection

A routine visual inspection should be a daily activity. This procedure will enable the school to identify any hazards or product defects that could lead to any potential equipment failure or accident. There are many reasons why a piece of equipment could fail or why an accident has happened. It could be due to unidentified vandalism, improper use or even extreme weather conditions. If your playground is regularly used by a large number of children, then this type of inspections may need to be performed on a daily basis. This type of inspection requires that you pay particular attention to the following:

- Cleanliness
- Ground clearances for your equipment
- Loose and hard objects within the CFH (Critical Fall Height) space
- Ground surface
- Signs of rot
- Exposed foundations
- Sharp edges
- Missing parts
- Loose fixings
- Excessive wear of moving parts
- Structural integrity

Operational Inspection

An operational inspection is a more detailed inspection process that focuses on the operational use and stability of the equipment. It is recommended to carry out operational inspections every month. If you would prefer this type of inspection to be carried out by a qualified ESP Operational Inspector, then please contact the Head Office who will be happy to talk through the services available for regular inspection and maintenance services.

For a small fee, ESP can take care of this regular Operational Inspection and ensure your equipment remains fit for purpose, safe and in its best possible condition.

Annual Inspection

An annual inspection should be carried out every 12 months by an independent accredited RPII Annual Inspector, to determine the overall level of safety of the play equipment, foundations, surfaces and all areas connect to outdoor play.

What effect has the weather had on the equipment? Is there any evidence of rotting or corrosion? Has there been any change in the level of safety of the equipment from making repairs or adding extra components? **Your Product Guarantees and Warranties will not be valid if you do not carry out and annual inspection with a qualified annual inspector.**

Who should perform the inspections?

Routine and Operational inspections can be carried out by a member of your staff or any competent individual. These should be done on a regular basis throughout the year in line with our recommendations within this guide.

IT IS VERY IMPORTANT TO KEEP ALL RECORDS OF YOUR ROUTINE, OPERATIONAL AND ANNUAL INSPECTIONS AS IT WILL EFFECT YOUR GUARANTEE AND WARRANTY IF YOU CANNOT PROVIDE EVIDENCE. ANY MAINTENANCE CARRIED OUT MUST ALSO BE RECORDED. **YOU WILL BE REQUIRED TO PRESENT YOUR INSPECTION RECORDS WHEN ATTEMPTING TO CLAIM ON YOUR PRODUCT WARRANTIES.**

Your annual inspection must be carried out by an ESP Scotland Limited RPII accredited Annual Inspector or an independent RPII qualified Annual Inspector. This inspection is very important and will ensure that all playground equipment has a thorough inspection by an appropriately qualified inspector. The inspection will ensure that any risks or product defects are highlighted for maintenance and correction. **IT WILL AFFECT YOUR GUARANTEE AND WARRANTY IF YOU CANNOT PROVIDE EVIDENCE AND WRITTEN RECORDS OF THIS INSPECTION.**

General Inspection and Risk Assessment Advice

What should I check and what actions should I take?

Fixings:

All the nuts, bolts and screws in your equipment should be checked as part of your daily routine visual inspections and tightened if found to be loose. Pay particular attention to any moving parts as they are more likely to work loose than stationary items. If there are any missing fixings and you are unsure of what the original fixing type was then please contact our head office and our customer care team will be happy to offer advice and replacement parts.

Timber:

Check your timber items for signs of rot or infestation. Any timbers that have signs of rot or infestation should be reported immediately. If an equipment issue is not reported and left to deteriorate further, it will affect your guarantee and ability to claim through your warranty.

Steel:

Check any steel items for any damage to powder coated or galvanized surfaces. All powder coating damage should be repaired immediately using a suitable paint. If an equipment issue is not reported and left to deteriorate further, it will affect your guarantee and ability to claim through your warranty.

Decking Areas:

Check for loose and damaged screws. Any decking boards that have split or are damaged should be reported immediately. If an equipment issue is not reported and left to deteriorate further, it will affect your guarantee and ability to claim through your warranty.

Moving Parts:

All moving parts should be checked for wear and tear and lubricated regularly using a suitable lubricant. Any parts that have been significantly worn should be replaced by a competent person or reported to us. If an issue with a part is not reported immediately and left to deteriorate further, it will affect your guarantee and ability to claim through your warranty.

Rope work:

Ropes should be checked for fraying and loose fixing points. If the fixing points have significantly worn or are damaged, then these should be reported to us immediately. If the internal steel thread is damaged or becomes exposed, then this section of rope work should be removed immediately. If an issue with the rope work is not reported immediately and left to deteriorate further, it will affect your guarantee and ability to claim through your warranty.

Surfaces:

Any loose-fill areas should be topped up to the recommended level regularly using the same loose-fill material. Surfaces should also be checked for any emerging subsidence or exposed foundations. If an issue is not reported immediately and left to deteriorate further, it will affect your guarantee and ability to claim through your warranty.

Cleanliness:

The play area should be checked for sharp objects either on display or hidden, broken glass or bottles and dangerous substances. Any foreign objects should be removed and disposed of responsibly.

Foundations:

Foundations should be checked for stability, solidity and protrusions from the surrounding surface. If a loose foundation is identified, then please ensure this is reported to ESP immediately.

If you find any serious defects during inspection that puts the health and safety of the equipment users at risk, then these should be dealt with without delay. If it is not possible to deal with these issues immediately then you should take the equipment out of use.

Playground Inspection Services from ESP...

- **Annual Inspection** - Independent Inspection carried out by a Qualified RPII Annual Inspector. If you are happy for the inspection to be carried out within 8 weeks from receipt of order, it will cost £199.00 excluding VAT. If your inspection is urgent and you require the inspection to take place within 1 week from receipt of order, it will cost £425.00 excluding VAT.
- **Operational Inspection** – This form of inspection is carried out by a qualified Operational Inspector at a cost of £299.00. Please note, this form of inspection cannot be used as an alternative to an Annual Inspection.

Please contact ESP on (01282) 43 44 45 for more information.

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- | | | |
|---|---------------------------------|--------------------------------|
| <p>1. Does the equipment appear structurally good and is it firm in its foundations?
If "no" then read our action points for "foundations" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>2. Is there any evidence of damage caused by vandalism?
If "yes" then read all of our action points in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>3. Are there any sharp protrusions in the equipment or the safety surface?
If "yes" then read all of our action points in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>4. Are there any foreign objects, such as broken glass, needles etc... present?
If "yes" then read our action points for "cleanliness" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>5. If loose fill safety surfacing is being used, does it require topping up?
If "yes" then read our action points for "surfaces" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>6. Does the safety surface look in good condition?
If "no" then read our action points for "surfaces" in the Maintenance Guide. Alternatively, please contact us.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>7. Are any of the fixings (nuts, bolts, screws) loose?
If "yes" then read our action points for "fixings" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |

Notes:

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Inspection carried out by:Position:

Date:/...../.....

Operational Inspection

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- | | | |
|---|---------------------------------|--------------------------------|
| <p>1. Are any of the fixings (nuts, bolts, screws) loose?
If "yes" then read our action points for "fixings" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>2. Are any of the fixings missing?
If "yes" then read our action points for "fixings" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>3. Are any of the parts worn?
If "yes" then read our action points for "moving parts" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>4. Does the moving part fixing point require lubrication?
If "yes" then read our action points for "moving parts" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>5. Are the foundations of the equipment secure and firm?
If "no" then read our action points for "foundations" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>6. Are the foundations of the equipment protruding from the surrounding surface? If "yes" then read our action points for "foundations" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>7. Are any parts of the equipment loose that were once secure?
If "yes" then read our action points for "fixings" and "decking areas" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>8. Have any parts of the equipment started to rot or rust?
If "yes" then read our action points for "timbers" and "steel" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>9. Have any parts of the equipment been damaged by vandalism?
If "yes" then read all of our action points in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |
| <p>10. Have previously hidden sections of timber now become exposed?
If "yes" then read our action points for "timber" in the Maintenance Guide.</p> | <input type="checkbox"/>
Yes | <input type="checkbox"/>
No |

Inspection carried out by: Position:

ESP Scotland Ltd. Eastham Place, Burnley, Lancashire, BB11 3DA.

Date:/...../.....

Our Materials and Guarantees

We work continuously to ensure our products are fit for purpose and offer a life span above and beyond expected. All our guarantees are listed out below, these apply to any defect as a result of faulty design, manufacturing, workmanship or materials.

Timber

- 15 Years: Timber Rounds (Radiata Pine & Laminated Redwood)
- 15 Years: Sawn Timber (Fifths Redwood)
- 15 Years: Timber Treatment
- 12 months: Plywood (annual treatment is highly recommended)

Thermoplastic

Our playground markings are all installed using thermoplastic. When applied, thermoplastic has a life expectancy of 8 – 10 years with little to no maintenance required. We use a glass bead additive on every installation, so the markings have extra grip.

- 3 years: Thermoplastic Playground Markings

* Applies to the adherence to a tarmac surface in accordance with installation instructions.

Surfacing

- 5 Years: Artificial Grass
- 5 Years: Wetpour Surfacing
- 5 Years: Rubber Mulch
- 5 Years: Resin Bound Gravel
- 5 Years: Block Paving
- 5 Years: Cobbled Pathways
- 2 Years: Grass Matting
- 1 Year: Installation Guarantee
- 1 Year: Any Type of Wetpour Repair

* Wetpour Surfacing: Applies to workmanship and materials when laid onto an approved appropriate sub-base with precast concrete edgings.

* Artificial Grass: Applies to all sports grass materials and play grass materials.

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Steel & Metalwork

- 20 Years: Steel-work
- 20 Years: Galvanising
- 20 Years: Stainless Steel
- 5 Years: Powder Coating*

* Steel-work: Applies to the structural build, powder coating and galvanisation.

Ropework & Chain

Our rope-work is made by binding steel wire inside a polypropylene twine which makes it ultra-durable and long lasting. All our eyelet fixings are high-impact plastic and our ferrules are all aluminium for the highest quality.

- 2 Years: Reinforced Rope
- 1 Year: Polypropylene Rope
- 1 Year: Chain

*Applies to all rope or chain supplied, manufactured and the fittings used.

Plastic

All our plastic panels are made from HDPE (High Density Polyethylene) that is highly durable and will not de-laminate, splinter or crack. All our panels are also UV stable so will not fade in colour outdoors and are graffiti resistant.

- 5 Years: Polydek panels
- 5 Years: HDPE (High Density Polyethylene) Panels

*Applies to all materials and UV stability.

Fixings

Every fixing we use is zinc coated, galvanised or stainless steel for rust resistance to ensure peace of mind for years to come.

- 1 Year: Bolts
- 1 Year: Screws
- 1 Year: Nuts
- 1 Year: Washers
- 1 Year: Security Fixings
- 1 Year: Bolt Caps
- 1 Year: Steel Brackets

*All steel fixings have a life expectancy of 15 years

Polycarbonate

We use polycarbonate plastic on all our wall boards and table tops because it is tough. Polycarbonate is shatter resistant so will easily take all the knocks thrown at it.

- 1 Year: Wall Boards
- 1 Year: Table Tops
- 10 Years: Roofing Sheets

* Applies to all materials supplied.

Handgrips

- 1 Year: Standard
- 1 Year: Alphabet

*Applies to all materials.

Sail Shades

- 1 Year: UV Stable Tensioned Sail

* Installation: Applies to all workmanship.

* Materials: Applies to all materials and fixings.

Guidance for Sail Shades



If your order features a Sail Shade, it is highly recommended that your Sail Shade is taken down when we are likely to experience the following weather conditions:

- Heavy snow
- Strong winds
- Storms or area specific inclement weather
- Coastal winds if your school is positioned along the coast line

If the Sail Shade is not taken down when we are experiencing these weather conditions, then you are in danger of damaging the fixings and Sail Shade material. Any repair will not be covered under your guarantee and will be chargeable. If you would like ESP to provide a quotation to take the Sail Shade down, please contact our Head Office for a quotation.

Warning

ESP Scotland Ltd. Eastham Place, Burnley, Lancashire, BB11 3DA.

Your sail shade is designed to provide UV protection and comfort in domestic areas. When selecting the position for your sail shade, ensure that all fixing points are structurally sound and fixings are tightly secured.

Guidance for Sail Shade Continued....

Inspection

Make sure to inspect your sail regularly. Prior to installing, consult your local council regarding building regulations which may apply in your area. Exposure to certain chemicals, e.g. chlorine, can lead to the premature breakdown of the fabric. Chemicals to be used on or around the fabric should be referred to ESP regarding their use.

DO NOT have fire or open flame close to the fabric.

DO NOT use your barbecue under the shade structure.

Care Instructions

Your sail shade(s) may be cleaned at any time using a solution of mild detergent and water. Apply the solution with a sponge or a very soft brush. Let the solution stand on the fabric for 10 minutes and then rinse thoroughly with water from your garden hose.

DO NOT put the fabric in your washing machine, clothes drier, or scrub with a stiff brush, scouring pad or abrasive cleaner.

Guidance for Artificial Grass



After care

To make the most of your artificial grass and ensure it has a long life, you will need to take care of it. Synthetic turf doesn't need nearly as much maintenance as real grass. For a start, there is of course no need to mow it. You don't need to use water to keep it green, and fertilisers will be a thing of the past. This saves you both time and money.

Artificial grass maintenance is simple. All you need to do is to regularly remove any debris such as leaves and other organic matter, and sweep the grass with a stiff broom. Leaving organic matter to decompose creates soil, which allows the growth of moss and weeds, and stops your area from looking its best.

Artificial grass cleaning guide

Should you wish to clean your artificial grass, you may do so with some environmentally friendly detergent mixed with plenty of warm water. You might want to wash your artificial grass if you have a number of animals using the area to do their business, and if the grass is used by children playing. The surface is a perfect germination bed for seedlings, an application of a weed killer once or twice a year is recommended. You must use a weed killer that will not dye the grass.

Guidance for Rubber Mulch



After care

To make the most of your rubber mulch and ensure it has a long life, you will need to take care of it. ESP recommends that the area is swept or blown on a regular basis to remove any loose leaves or organic material. Although a weed control membrane is installed to help prevent the growth of weeds or grass, the surface is a perfect germination bed for seedlings, an application of a weed killer once or twice a year is recommended. You must use a weed killer that will not dye the mulch.

Guidance for Handgrips



ESP Scotland Ltd. Eastham Place, Burnley, Lancashire, BB11 3DA.

Handgrips need regular monitoring and tightening. They can work loose in the first few weeks after installation. You will receive a specialist Allen key with your installation to tighten the grips.

Guidance for Timber Items

Wood is a natural material and cracking is natural. Normally, these will have no appreciable effect on the strength of the material. Any cracks that do appear should not exceed 10mm wide (in which case they can be a "finger trap" as defined by EN 1176)

Cracks generally become noticeable when there is a change in temperature. When the temperature conditions are cool, any crack will be minimal/hairline. When the temperature starts to become warmer, cracks will begin to open/expand slightly. Any crack that is visible on the play equipment must be less than 10mm. If it is less than 10mm you have nothing to worry about, however, if the crack exceeds 10mm and remains like this, then please report it to our Customer Care Team.

**Please email your feedback to info@esplay.co.uk You can also
call us on (01282) 43 44 45**