

# Playground Aftersales Care

Continued Management & Inspection Guide



playground  
equipment  
specialists

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## 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 has 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 immediately, and equipment should be put out of commission until faults have been rectified by 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 that all playground equipment remains fit for purpose and in the best condition. If you have not 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 always be supervised 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 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 always visible 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 guarantees and 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 inspections, 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 out 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 inspection 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 products  
Falling Space
- Ground surface
- Signs of rot
- Exposed foundations
- Sharp edges
- Missing parts
- Loose fixings
- Excessive wear of moving parts
- Structural integrity

## **General Inspection & Risk Assessment Advice.** **What should I check & 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. Annual treatment for plywood is highly recommended.

### **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.



# ☀ The Continued Management of Your Playground Guide

## 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.





## Routine Visual Inspection

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

Notes:

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Inspection carried out by:

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Position:

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Date:

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# Operational Inspection

- 1) Are any of the fixings (nuts, bolts, screws) loose? yes  no   
If **“yes”** then read our action points for “Fixings” in the Maintenance Guide.
- 2) Are any of the fixings missing? yes  no   
If **“yes”** then read our action points for “Fixings” in the Maintenance Guide.
- 3) Are any of the parts worn? yes  no   
If **“yes”** then read our action points for “Moving Parts” in the Maintenance Guide.
- 4) Does the moving part fixing point require lubrication? yes  no   
If **“yes”** then read our action points for “Moving Parts” in the Maintenance Guide.
- 5) Are the foundations of the equipment secure and firm? yes  no   
If **“no”** then read our action points for “Foundations” in the Maintenance Guide.
- 6) Are the foundations of the equipment protruding from the surrounding surface? yes  no   
If **“yes”** then read our action points for “Foundations” in the Maintenance Guide.
- 7) Are any parts of the equipment loose that were once secure? yes  no   
If **“yes”** then read our action points for “Fixings” and “Decking Areas” in the Maintenance Guide.
- 8) Have any parts of the equipment started to rot or rust? yes  no   
If **“yes”** then read our action points for “Timbers” and “Steel” in the Maintenance Guide.
- 9) Have any parts of the equipment been damaged by vandalism? yes  no   
If **“yes”** then read all of our action points in the Maintenance Guide.
- 10) Have previously hidden sections of timber now become exposed? yes  no   
If **“yes”** then read our action points for “Timber” in the Maintenance Guide.

Inspection carried out by:

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Position:

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Date:

.....

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## Guidance for Sail Shades

If your installation 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 coastline

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

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.

### Inspection

Make sure to inspect your sail shade 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 does not need nearly as much maintenance as real grass. For a start, there is of course no need to mow it. You do not 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 several 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

### After Care

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

### After Care

Wood is a natural material and cracking is a natural outcome when weather temperatures vary. Under normal circumstances, cracks 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 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.







# ☀️ Guidance for MUGAs (Multi-use Games Areas)

## After Care

Regular maintenance of your synthetic grass facility will optimise playing performance, maximise life expectancy of the surface and increase revenue.

The following information is for guidance purposes only and should be read in conjunction with any specific maintenance documents issued. Not all processes will be applicable to all facilities.

### General Maintenance Guide:-

**Daily;** General inspection of the pitch including seams, Litter picking, Leaf / flora collection

**Weekly;** General inspection to include seams and general pitch condition, Drag brushing / drag matting

**Monthly;** Specialist power sweeping,

**Annually;** Annual report

**As Required;** Moss & weed treatments, Infill top-ups, Line marking, Surface rejuvenation, Repairs / remedial work, Specialist decompaction service, Summer deep clean





# MUGA General Maintenance

## Litter / Flora Collection

Fallen leaves and litter should be removed from your synthetic pitch on a regular basis as they can quickly breakdown, contaminating the infill. Litter and flora collection should be carried out on (at least) a weekly basis.

## Drag Brushing / Matting

Drag brushing or drag matting is an essential part of your synthetic pitch maintenance programme. The infill will naturally disperse towards the edge of the pitch away from the high traffic areas. As the infill acts as the wearing course, it is essential that it is returned to the high use areas in order to help prolong the life of the surface. The process is carried out by attaching a drag brush or drag mat to the rear of your grounds maintenance vehicle. This should ideally be carried out on a weekly basis, as per the Industry standard.

## Power Sweeping

Contaminants that build up on the surface of your synthetic pitch will need removing regularly to avoid them compacting at the base of the carpet pile, affecting playing conditions and creating problems with drainage. The power sweeping process cleans the synthetic surface by removing, cleaning and relaying the existing infill using a specialist machine. This process utilises the machines powerful filters to remove contaminants and dust, before laying the clean infill back into the surface. Once the clean infill has been laid, a drag brush at the rear of the machine evenly distributes the infill, improving both the appearance and performance of the synthetic surface.

Depending on the effectiveness of in-house maintenance and the age and overall condition of the pitch, either a bi-monthly or quarterly power sweeping service is advised as a minimum. Where no in-house maintenance takes place, or where maintenance is less effective, power sweeping should be carried out more frequently.

## Chemical Treatments

Areas of your synthetic pitch which are affected by the growth of vegetation, moss and algae require specialist chemical treatment to kill the spores. Many facilities are surrounded by trees or vegetation which increase the potential for the development of moss or vegetation within the carpet. By treating the perimeter of the facility on a regular basis this will help to prevent the ingress of potential hazardous vegetation. Any changes in health and safety legislation should be taken into consideration prior to the use of chemicals. Always refer to the supplier of the chemical to ensure its suitability for use.

## Infill Levels

To ensure the maximum life expectancy of your synthetic pitch, it is essential that the correct infill levels are retained. Too little or too much infill can have a detrimental effect on the performance, appearance and wear rate of the surface, which is estimated at an average of no more than 1mm per annum.

Over a period of time, infill can either compact inside the surface pile or be removed altogether by players footwear or adverse weather. In this situation, it is important that infill levels are increased in order to prevent health and safety issues arising and avoid the premature wearing of the surface fibres.

As the carpet pile wears down over the years this can leave infill levels high across the surface, presenting a potential slip hazard to users of the facility. In these circumstances excess infill should be removed to leave the facility in a safer condition.

## Drainage

Manhole/catchment pits and drainage pipes should be cleared out on a regular basis, if water stands on the surface after heavy rain, it is important to check the drainage system thoroughly by examining the outlet and the pipe drainage system to ensure that it is fully operational. Rodding of the drains may be required to clear any blockages. If the drains are clear, check the surface porosity as poor drainage may be a result of dirty or contaminated sand within the surface pile.

## Line Marking

At some point in your pitch's life, you may decide to incorporate a different sport and therefore require additional line markings to be integrated. As a short term solution, specialist line marking paint can be applied and is ideal for 'seasonal sports'. These paints can last over 12 months and will have no detrimental effect on the playing performance of the pitch. Alternatively, line markings can be cut in to the synthetic surface, providing a permanent solution.

## Summer Deep Clean

The Summer Deep Clean process is the ideal way to back up the regular maintenance during the summer months. This process works by getting much deeper into the carpet, cleaning the existing infill and then re-dressing the infill back into the carpet. This process is best carried out in the Summer months as the infill needs to be as dry as possible to be effective.

## Surface Rejuvenation

This deep cleaning process can reinstate the playing and draining characteristics of the surface by removing the majority of the infill and replacing it with brand new, fresh infill to bring the facility back to 'as new' condition. This process can help to add additional life to a surface when replacement is not an option and the overall safety of the facility has deteriorated due to poor drainage.

## Vehicles

Do not allow vehicles or equipment with narrow wheels or tyres to run over the surface. All equipment should be tested prior to use to ensure no grooves or carpet rucking is evident.

## Footwear & General Care

Always ensure that the correct footwear is worn on your synthetic grass pitch. If the pitch is used for multi-sports, a studded boot with a stud length on 1/4 of an inch will be satisfactory. METAL STUDS MUST NOT BE USED. All footwear should be clean when entering the facility. Your synthetic pitch and its surrounding area should be a no-smoking zone as a discarded cigarette will melt the surface fibres, leaving an unsightly mark. Chewing gum and the use of glass bottles should also be banned.

## Signage

Appropriate signs should be erected displaying information to the user on simple rules which need to be observed to ensure everyone can enjoy the pitch in a safe environment.



# Guarantee Schedule

## Installation Services

Where ESP install the Goods, ESP guarantees the workmanship of the installation for a period of 12 months.

## Goods

The Goods are comprised of various materials, all of which have the different guarantee periods set out below.

### Timber

- 15 years: Timber Rounds (Radiata Pine & Laminated Redwood)
- 15 years: Sawn Timber (Fifths Redwood)
- 15 years: Timber Treatment
- 12 months: Plywood

### Thermoplastic

Our playground markings are all installed using thermoplastic. When applied, thermoplastic will last for many years with little to no maintenance required. We use a glass bead additive on every installation so the markings have extra grip. The warranty only applies to the adherence to a tarmac surface in accordance with installation instructions.

- 3 years: Thermoplastic Playground Markings

### Surfacing

- 5 years: Artificial Grass. Applies to all sports grass materials and play grass materials.
- 5 years: Wetpour Surfacing. Applies to workmanship and materials when laid onto an approved appropriate sub-base with precast concrete edgings.
- 5 years: Rubber Mulch (structural).
- 12 months: Rubber Mulch UV Colour Guarantee.
- 2 years: Grass Matting

## Resin Bonded Gravel

- 5 years: UV Guarantee
- 6 years: Surface Stability Guarantee

## Steel & Metalwork

- 20 years: Steel-Work – Structural
- 20 years: Galvanising
- 5 years: Powder Coating

## Plastic Slides and Tunnels

- 5 years: Structural Guarantee

## Swings Seats

- 2 years: Structural Guarantee

## Ropework & Chain

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

- 2 years: Reinforced Rope
- 1 year: Polypropylene Rope
- 1 year: Chain

## Plastic

All plastic panels are made from HDPE (High Density Polyethylene) that is highly durable. All panels are also UV stable and graffiti resistant.

- 5 years: Polydek Panels - Materials and UV Stability
- 5 years: HDPE (High Density Polyethylene) Panels - Materials and UV Stability

## Fixings

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

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

## Polycarbonate

We use polycarbonate plastic on all our wall boards and table tops because it is tough.

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

## Handgrips

- 1 year: Standard
- 1 year: Alphabet

## Sail Shades

- 1 year: UV Stable Tensioned Sail

## Playground Marking Removal Service

- Where a marking removal service is provided, the area where the marking is removed may be scarred but this appearance should improve over time.



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