Our Guarantees

The following guarantees apply to the relevant products included in your quotation.



Round play equipment timber

Cover for qualifying round timber components.



Wetpour

5 years coloured; 3 years black. New surfaces covered against faulty materials and installation workmanship.



Construction timber

10 years for UC4 posts installed in the ground; 15 years for UC3 posts used above ground.



Bonded rubber mulch

New surfaces covered against faulty materials and installation workmanship. Colour retention is not guaranteed.



Metalwork

25 years for stainless steel trim trail components and steel shelter structures. Tower structural metalwork: 10 years against manufacturing defects. Qualifying shelter finishes: separate 10-year anti-fade cover.



Thermoplastic markings

Cover against fading and lifting. Painted markings have 12-month installation workmanship cover.



HDPE panels

Cover against manufacturing defects. Moulded HDPE slides carry a separate two-year guarantee.



Polycarbonate roof sheets

Limited material cover for qualifying roofing products.



Ropes and nets

Cover against material or manufacturing defects.



Fixings and components

Cover against material or manufacturing defects.



Artificial grass

Material cover for our standard grass against UV degradation and rot under UK climatic conditions.



Installation workmanship

Faulty installation by Playscene or our subcontractors, including necessary labour, travel, materials and making good to put it right.

Subject to the applicable written guarantee terms and our Terms and Conditions. Maintenance requirements, exclusions and replacement arrangements vary by product. Repairs and overlays have separate terms. Contact Playscene promptly with any concerns. Your statutory rights are unaffected.