

This section addresses some specific issues sometimes encountered during and after the assembly. Most are re-emphasis of items covered in detail elsewhere in this manual.

Question: *Now that my playset product is assembled and installed, will I have to do anything to it?*

Answer: Yes. You must provide routine inspections and regular maintenance. These procedures are covered in the "required periodic maintenance" section.

Question: *How often should my assembled playset product be inspected?*

Answer: An initial inspection should take place one week after installation and twice a month thereafter for the remaining life of your playset product.

Question: *When should the necessary maintenance be performed?*

Answer: Generally speaking, at the beginning of each season or as often as may be deemed necessary from an inspection. Major maintenance (primarily a thorough inspection and re-staining) should be performed at twelve-month intervals from the date of installation.

Question: *How do I know when my playset product needs refinishing?*

Answer: If water is absorbed into the wood, it's time to refinish your product. If, however, water beads and rolls off the wood, surfaces are protected.

Question: *Why does it seem that my playset product is developing cracks?*

Answer: The correct terminology for what appears to be cracks is "wood checks". A check is the radial separation of wood fibers running with the grain of wood caused by varying temperatures and moisture conditions. These checks will develop on the surface and end grains of the wood as an unavoidable aspect of the natural weathering process of all wood exposed to the elements. Checks occur after the wood has been wet, and outside surfaces dry faster than inside surfaces. Checks mainly affect the aesthetics of your play products and not its strength or durability. An exterior water repellent stain slows down the checking process because it reduces the amount of water that penetrates the wood.

Question: *Why is there so much movement in my play product, especially the top supports? It looks as if the wood will break?*

Answer: Because the structure is wooden rather than concrete or steel, movement is not only natural, but required. We have a saying... "if the branch doesn't bend, it will break." your play product has been designed to accommodate as many children as there are play positions. We recommend a maximum of 150 lbs. Per child for play activities designed for individual use, and 120 lbs for multiple use activities. Please remember that your play product has been engineered for children 2 to 10 years old.

Question: *Why is my play product rocking?*

Answer: Rocking is caused by uneven ground under the base pieces. After a short period of time, your play product should settle

into place and the ground stakes will provide proper stability. However, if rocks or roots surface under the base support pieces, these protrusions must be removed or the play product relocated to another area in order to eliminate rocking.

Question: *Why is my play product leaning (racking)?*

Answer: Leaning occurs in play products installed on uneven ground. Realignment will be necessary and is covered in the "required periodic maintenance" section of this manual

Question: *What can I do about squeaking swing connector hangers?*

Answer: To eliminate the squeak, spray the nylon bushings with wd-40 or other household lubricant. Some families like the squeaking as it allows them to hear where the children are playing.

Question: *Why is the wood splintering under the bolts when I tighten the hardware?*

Answer: Wood will splinter when compressed. The compression caused by over-tightening fractures wood fibers and is an indication that you are cranking down to hard on the hardware. If splintering has occurred, we recommend that you purchase larger diameter flat washers to install under the head of the bolts.

Question: *Why does my play product have mold growing on it? What can I do to remove it and keep it clean of mold and mildew?*

Answer: Because the structure is wooden rather than concrete or steel, in areas of high humidity mold and/or mildew may occur. A solution of 1 part bleach, 2 parts water applied with a sponge should clean the problem areas. Once the solution is dry, a water sealant should be applied to the entire swingset (never apply any product to the rungs (dowels) that may cause difficulty in maintaining a firm grip). Boiled linseed oil can be applied to the rungs (dowels) to maintain, but still assure a firm grip.

Question: *Can I purchase additional play components for my playset?*

Answer: Yes. Within the last few pages of this manual you will find a accessory order form that can be mailed in or called in to our sales department.

Question: *What if my ground stakes won't go in the ground?*

Answer: If your ground is too hard, you can purchase metal anchors from your local hardware store.

Question: *What if my ground stakes won't stay in the ground?*

Answer: This is probably caused by your ground being too soft. The ground stakes can be concreted or cemented into the ground. Do not concrete or cement the playset itself, only the ground stakes.

Question: *Who can I hire to assemble my playset?*

Answer: We do not suggest assemblers. Please refer to your yellow pages or ask for a recommendation from where you purchased your playset.