



## PRODUCT WARRANTY

Dynamo Playgrounds warrants its products to be free from defect in materials or workmanship for a period of (1) one year during normal use, provided that product has been installed in accordance with Dynamo's published specifications. The following additional limited† warranties cover the Product(s) against defects caused by deterioration affecting the structural integrity of the equipment. All warranty periods are from date of final invoice, regardless of actual completion of delivery or installation.

Lifetime‡ warranty on the following with the exclusion of cosmetic defects;

- Aluminum and steel posts
- Moulded aluminum parts

10 Year warranty on the following with the exclusion of cosmetic defects;

- Tubular aluminum and steel components
- Aluminum and stainless-steel connectors
- Glued laminated timber components
- Nylon bearings and ring junction pieces on rotating climbers
- Glass Fibre Reinforced Concrete (GFRC)

5 Year warranty on the following with the exclusion of cosmetic defects;

- PVC-coated steel decks
- Cable breakage
- Rubber seats or Rubber mats included in net designs

2 Year warranty on the following with the exclusion of cosmetic defects;

- Aluminum components of Biggo Swing™ Seat
- Rubber granule products/coatings

1 Year warranty on the following with the exclusion of cosmetic defects;

- Rubber bumper for Biggo Swing™ Seat

The warranties stated herein are valid only if the structures are handled and erected in conformity with the installation instructions & procedures and any relevant material handling advice furnished by Dynamo using approved parts, have been inspected & maintained in accordance with reasonable maintenance practices & Dynamo instructions and have been subjected to normal use for the purpose for which the goods were designed. Dynamo is not responsible for the maintenance of its' products.

These warranties cover either replacement or repair, and Dynamo reserves the right, when replacing products or parts, to make approved substitutions in design or specifications at their sole discretion. To make a claim under the terms of the Warranty, the Buyer must submit a written statement of claim promptly following the discovery of the defect(s) and within the specified warranty period, along with a copy of the original invoice, full maintenance records, and adequate supporting photographs/images to: [service@dynamoplaygrounds.com](mailto:service@dynamoplaygrounds.com).



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### Exclusions:

Product(s) installed near water, have direct contact with chlorinated water or saltwater (Waterparks) or product(s) installed with occasional contact with such water through salt spray or sea or ocean mist are not covered under warranty for any defects caused by corrosion.

Cosmetic items (such as: checking, sap channels, scratches, dents, marring, surface/paint/rope fading and/or discolouring and/or weathering), normal wear and tear, or damage due to warping and/ or significant humidity changes within materials.

Product subjected to improper care, negligence, accident, natural disasters or vandalism.

Product that has been modified, altered or repaired by persons other than Dynamo or its designees in any respect, which in the judgement of Dynamo affects the condition or operation of the structure.

Third Party supplied products or services, such as: installation, slides, or non-branded Dynamo products. Warranties as provided by Third Party supplier will apply to such products or services.

Biggo swing chain, swing hangers or swing bushings.

Transportation costs, any cost associated with dismantling the existing structure for part replacement or on-site installation costs are not covered by these warranties, except where specific arrangements have been made with written consent from Dynamo.

*†Limited warranty – Where replacement warranty claims are made for products that have seen significant service use, an accrued service benefit will be charged against any full or sectional product replacement. The following formula will be used to calculate the applicable accrued service charge:  $\text{current MRSP} \times .625\% \times \text{number of months in service from date of delivery to date warranty claim is awarded}$ .*

*‡Dynamo deems 20 years as the normal lifetime for its playground equipment.*

*§ Various components, materials or structures may be sourced through Dynamo's supply chain. While Dynamo's warranty makes every effort to cover all reasonable eventualities, some warranty cases may require reversion to the originating supplier warranty, at Dynamo's sole discretion.*