

GENERAL TERMS AND CONDITIONS OF SALE (GT&C's) Release date 10/10/2022

1. OBJECTS

These terms and conditions of sale (hereinafter "GT&C's") govern the sale and supply of all goods and/or services (goods and services herein severally and jointly as "Products") and the assembly and installation of the Products ("Services") by KOMPAN LTD (hereinafter "Seller") to the customer ("Customer") and shall apply to any relationship between the Seller and the Customer.

These GT&C's replace and supersede any prior communications, agreements and understandings between the parties whether oral or in writing concerning the sale and supply of the Products or the Services. Any purchase order issued by the Customer to the Seller shall be subject to the present GT&C's and the Customer accepts the applicability of these GT&C's to future supplies of Products or Services.

A legally binding contract ("Contract") shall not come into force between the Seller and the Customer until the period of FIVE (5) BUSINESS DAYS provided for in clause 2.3 has expired and the Seller has not received a notice of withdrawal/rejection from the Customer. If, within FIVE (5) BUSINESS DAYS as of the date of the Order Confirmation the Seller does not receive a rejection of the Order Confirmation, the Customer shall be deemed to have unconditionally accepted the Order Confirmation and these GT&C's. In case of conflict between the provisions contained in the Order Confirmation and those from the present GT&C's, the Order Confirmation shall prevail.

2. REQUEST FOR SERVICES

Notwithstanding any express indication to the contrary, the Customer is obliged to send the Seller a request for the Services and/or Products (hereinafter, "Order") by ordinary post, fax and/or email.

For the purpose of these GT&C's, the Order must, at least, contain the following information:

- personal information and address of the Customer;
 - products requested (type and number);
 - installation services requested;
 - indication of the date and place for the provision of the Services.
- Once the Order has been received, the Seller shall have seven (7) working days – starting from the date of receipt of the same – to issue an Order Confirmation accepting, refusing and/or submitting amendments to the Order, and including the relevant Prices—as defined hereinafter—for the Services and/or Products and the total amount to be paid by the Customer ("Order Confirmation"). The Customer will have the right to withdraw any Order within FIVE (5) BUSINESS DAYS after receiving the Order Confirmation if, e.g. he does not accept the Price indicated by the Seller.

3. RATES - PAYMENTS

The prices of the Services and/or Products are those resulting from the Order Confirmation and will correspond to the current prices offered by the Seller ("Prices").

The Order Confirmation will indicate, apart from the Prices, other charges as transport costs, shipping and minimum insurance coverage, to the destination agreed in the same Order Confirmation. Unless expressly stated otherwise in writing, Prices in the Order Confirmation are net of all charges relating to taxes, any increases in these charges, which may come into force after the date of the Order Confirmation shall be borne by the Customer.

Unless expressly stated otherwise in writing, invoices will be issued:

- Public Sector Customers: Invoiced for 100% of the KOMPAN equipment value and its freight upon dispatch from the factory for standard and variant products. Bespoke products created by KOMPAN Design Studio are invoiced 100% at the point of order and require pre-payment prior to release into production. The remaining value of the project will be invoiced upon project completion, payable within 30 days from invoice date.
- Private Sector Customers: For all new Customers, a request for credit terms can be made when placing the order. If successful, the Customer will be invoiced 50% of the KOMPAN equipment value for standard and variant products at the point of order and requires pre-payment prior to release into production. The remaining 50% of equipment value and 100% of freight is invoiced upon dispatch from the factory, payable within 30 days from invoice date. Bespoke products created by KOMPAN Design Studio are invoiced 100% at the point of order and require pre-payment prior to release into production. The remaining order value will be invoiced upon project completion, payable within 30 days. If credit terms cannot be offered, then the Customer will be invoiced for 100% of the KOMPAN equipment value at the point of order, having 5 days to make payment to secure order being placed with the factory. The remaining order value will be invoiced upon project completion, payable within 30 days from invoice date.
- House Builders/Developers: Invoiced for 100% of the KOMPAN equipment value at the point of order, having five (5) days to make payment to secure order being placed with the factory. The remaining order value will be invoiced upon project completion, payable within 30 days from invoice date.
- The Seller is entitled to ask for 100% of the product Price when the Order is accepted (by credit card, money transfer or similar) and the payment of the rest upon completion (hand over) of services. In the exceptional case that the Customer does not meet financial criteria set by the Seller, the order will not be released to manufacturing until the pre-payment has been received, so the pre-payment invoice shall be made within five (5) days starting from the date of the invoice in order to achieve timely delivery.

For Services to be carried out over a period exceeding four weeks, the Seller reserves the right to invoice the Customer on a weekly basis. An initial invoice will be issued upon dispatch of the Products as described in clause 3.3, followed at weekly intervals by invoices for completed stages of the Services. In the event that any weekly invoice is not paid in accordance with clause 3.3, the Seller shall be entitled at its discretion to suspend the Services until payment of all outstanding sums is received or to terminate the Contract in accordance with clause 12.1(i).

In the event of the non-payment by the Customer in accordance with this clause 4 the Customer shall pay the Seller interest at the legal interest rate with effect from the time of due payment, and a penalty equal to 10% of the total bill as compensation for damages, without prejudice to any further damages and any other rights arising from the non-payment.

4. RISK AND RETENTION OF TITLE

Unless otherwise and specifically agreed in writing, all risks relating to the Products are transferred to the Customer when the same are delivered to the carrier or freight forwarder. Notwithstanding delivery and the passing of risk in the Products, or any other provision of these GT&C's, the property in the Products shall not pass to the Customer until the Seller has received in cash or cleared funds payment in full of the price of the Products.

5. DELIVERY

Unless otherwise expressly agreed, times for delivery are estimates only and not binding and any delay in delivery does not entitle the Customer to cancel the Contract or any order nor to damages and/or compensation. Customer may only vary any delivery time set out in the Order Confirmation by giving not less than 30 days' notice in writing.

Unless expressly stated otherwise in the Order Confirmation, the Seller shall organize the delivery of Products CIP (as defined by Incoterms 2010) to their destination. If the carrier is unable to discharge the Products carried, the transport will still be charged. Any damage to Products caused during or after unloading by the staff of the Customer will be the exclusive responsibility of Customer.

The carrier shall deliver at a point readily accessible by truck, standard delivery via 18 tonne vehicle, tail lift delivery is available and to be advised at point of ordering. The Seller reserves the right to charge extra for any special delivery requirements Customer shall be responsible for providing offloading facilities, final moving, location and storage of the Products after delivery. The Customer shall ensure that unloading by the carrier is not delayed. In the event of unloading being delayed, the Seller reserves the right to make a fair charge, therefore. Any damages or missing Products to be noted on the delivery paperwork at time of delivery;

If the Customer is not available or prepared to accept delivery the Seller may take away the Products and redeliver at a later date, charging the Customer for any additional expense thereby incurred (including temporary storage and demurrage) or leave the Products on any part of the premises which is accessible without responsibility for loss or damage to them whether as a result of their being unsecured or otherwise;

6. INSTALLATION AND ASSEMBLY SERVICE

In relation to the individual needs expressly indicated by the Customer in the Services Order, the Seller shall install and assemble the Products, the paving, the civil works and any spare parts. In particular, the Customer shall promptly notify the Seller of any existing installations such as water, gas, communications, electricity, or of any other similar communications or installations which may be affected and/or may suffer damages as a consequence of the installation works to be carried out in the place where the Products are to be installed. Should the Customer fail to provide such information prior to the commencement of the Services, the Seller shall not be held liable under any circumstance for any potential or actual damages caused to such installations.

- The Seller shall be responsible for ensuring:
 - the correct execution of the necessary work for the installation of the Products;
 - the correct assembly of the Products; and
 - compliance of the Services with the laws in force.

7. COMPLETION OF THE SERVICES

Upon completion of the Services, the Customer shall sign the Practical Completion Certificate provided by the Seller and if the Customer is not available to take delivery, then the Seller will send the Practical Completion certificate to the Customer. Should the Customer claim that the Services have not been performed in accordance with the Order Confirmation, the same shall send the Seller, within five (5) working days from receipt of the Practical Completion Certificate, a notice ("Notice"), specifying in detail, the faults found in the Services. If the Customer objectively demonstrates the claimed faults, the Seller shall remedy the same at its own expense; if, instead, the Seller demonstrates that the Services are in compliance with the Order Confirmation, the Customer shall be obliged to pay the Seller the costs and expenses of the activities carried out to demonstrate the compliance of the Services. If the Customer does return a signed Practical Completion Certificate or provide a Notice within five (5) working days from receipt of the Practical Completion Certificate, the Services will be deemed completed to the Customer's satisfaction in all respects.

8. LIABILITY

In no event shall Seller be liable to Customer or any other person for any special, incidental, indirect, consequential or punitive damages obligation, nor for any loss, costs or expenses, including, without limitation, damages consisting of loss start-up, sales or profits, work stoppage, loss of production, impairment of other assets or otherwise, even if arising out of or in connection with a breach of warranty, breach of contract, false or erroneous statement, or other fault. Notwithstanding any statement to the contrary contained in these GT&C's, the Seller's liability for any claim for damages arising out of or in connection with the Products and their use or the Services shall in no case exceed the amount paid by Customer for the Products or Services which are the subject of claim.

The Customer hereby indemnifies and shall keep indemnified the Seller against all loss, liability, damages, costs, claims and expenses arising out of any of the matters set out in clause 8.1.

Notwithstanding the case in which the Seller and the Customer sign an agreement for the installation of the Products, the Customer undertakes to indemnify and hold harmless the Seller from any third party and/or claim relating to the fault and/or non-conformity of the Products being installed in the playground and/or any other location.

9. CLAIMS – SUBSTITUTIONS – RETURNS

Any complaints about defects or non-conformity of the Products must be communicated by registered mail to the Seller within 8 (eight) days after delivery of the same. After that period, the Customer will lose any right to make a claim.

Return of any Products must be authorized in writing by the Seller prior to shipping and all costs and expenses will be borne by the Customer.

The communication of defects and anomalies must be accompanied by supporting documentation. The Seller shall not be liable for defective Products, when the value of the defect reported by the Customer does not exceed 5% of the value of the Products in respect of any Order Confirmation. In any event the Customer shall take all reasonable action to mitigate any damage suffered and shall not be entitled to withhold or delay payment.

If the Seller acknowledges any Products to be defective the Seller is only required, at its discretion, to replace the Products or to refund the price or to reduce the price, if the Customer has not yet paid in the price, or to terminate the contract.

The guarantee referred to in clause 10 shall not in any way apply to damage arising out of fair wear and tear, or from failures caused by incompetence or negligence of the Customer, misuse or by Force Majeure.

In the scope of supply of the Products, if necessary, the Seller reserves the right to provide models other than those requested by the Customer, if these are not available, subject to compliance of the alternative models with the properties listed in the Order Confirmation.

10. GUARANTEES

The Seller warrants the Products will be free from defects in design, material and workmanship in accordance with the terms set out in the general warranty attached to the Order Confirmation after Delivery.

The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 are, to the fullest extent permitted by law, excluded from the contract.

The provisions of clauses 10.1 and 10.2 shall not apply to components which are not manufactured by the Seller, in respect of which, the Seller shall, to the extent it is able, pass on any warranty given to it by the manufacturer of the component in question.

The Customer shall indemnify and hold harmless the Seller against all damages, losses, costs, expenses, claims, demands and liabilities arising out of or related to the Products and their use by the

Customer and/or use or application by the same of any information disclosed or provided by or on behalf of Seller.

11. TERMINATION

A party shall be entitled to terminate this agreement with immediate effect by giving written notice to the other party if:

- the other party fails to pay any undisputed amount due under this agreement on the due date for payment and remains in default not less than 14 days after being notified in writing to make such payment; or
- the other party commits a material breach of its obligations under this agreement and (if such breach is remediable) fails to remedy that breach within a period of 30 days after receipt of notice in writing requiring it to do so; or
- the other party becomes insolvent, or an order is made or a resolution is passed for the winding up of the other party (other than voluntarily for the purpose of solvent amalgamation or reconstruction), or an administrator or administrative receiver is appointed in respect of the whole or any part of the other party's assets or business, or the other party makes any composition with its creditors, or the other party takes or suffers any similar or analogous action in consequence of debt.

Termination of this agreement shall not prejudice any of the parties' rights and remedies which have accrued as at termination and all payments which have not yet become due shall become immediately due and payable.

12. INTELLECTUAL AND INDUSTRIAL PROPERTY

Any authorization by one of the parties to use the brands, names, logotypes and/or any other distinctive signs of the other party does not imply any right whatsoever to transfer the property of the same to the party utilizing them.

13. ADMINISTRATIVE PERMISSIONS

The Customer is solely and exclusively responsible for obtaining and maintaining the building authorizations and any other authorizations required for carrying out the supply of the Products or Services and their utilization. Where the Seller is providing Services if agreed, a copy of said authorizations and related and essential attachments, must be forwarded to the Seller before commencement of the Services.

14. FORCE MAJEURE

A party shall not be deemed to be in breach of the Contract, or otherwise be liable to the other, by reason of any delay in performance, or non-performance, of any of its obligations hereunder to the extent that such delay or non-performance is due to Force Majeure and the time for performance of that obligation shall be extended accordingly. In case the Force Majeure situation continues for more than three months each party shall be free to withdraw from the Contract without liability.

For the purposes of these General Terms of Conditions Force Majeure means extraordinary events or circumstances which cannot be foreseen nor prevented, including but not limited to acts such as natural calamities, earthquake, war, revolution, riot, civil insurrection, expropriation, nationalization, nuclear explosion, radioactive or chemical contamination or ionizing radiation, hyperinflation, labour disputes of whatever nature, general shortage or lack of raw materials causing either curtailment or production stop, increase in raw materials cost where any increase in raw material costs increase the total unit price for a product by [5] percent (five%) or more, authorities not respecting legal deadlines or not acting in a reasonably foreseeable manner, civil associations, and/or NGOs groups, legal entities or individuals filing objections within administrative procedures and other circumstances beyond the parties' reasonable control.

15. DATA PROTECTION

Seller and Customer each act as independent data controllers in relation to the personal data collected and processed in connection with any sale and execution of the parties' obligations under these GT&C's.

Each party must in connection with execution of their obligations under these GT&C's act in compliance with applicable data protection legislations and regulations.

Information regarding Seller's processing of personal data can be found in KOMPAN's privacy policy on www.kompan.com.

16. GENERAL

Any notice or other communication required to be given to a party under or in connection with this Contract shall be in writing and shall be delivered to the other party personally or sent by prepaid first-class post, recorded delivery or by commercial courier, at its registered office (if a company) or (in any other case) its principal place of business, or sent by fax to the other party's main fax number. Any notice or other communication shall be deemed to have been duly received if delivered personally, when left at such address, if sent by prepaid first-class post or recorded delivery, at 9.00 am on the second Business Day (for the purposes of this clause 15 being any day other than Saturday, Sunday or ant public holiday in England and Wales) after posting, or if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed, or if sent by fax, on the next Business Day after transmission.

If a court or any other competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.

A person who is not a party to the Contract shall not have any rights under or in connection with it.

Except as set out in these Conditions, any variation, including the introduction of any additional terms and conditions, to the Contract shall only be binding when agreed in writing and signed by the Supplier.

A waiver of any right under the Contract is only effective if it is in writing and shall not be deemed to be a waiver of any subsequent breach or default. No failure or delay by a party in exercising any right or remedy under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy. A person who is not party to the Contract shall not have any rights under or in connection with it.

The Contract, and all disputes or claims arising out of or in connection with it or their subject matter or formation (including non-contractual disputes or claims), shall be governed by and construed in accordance with the law of England and Wales.

The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to determine any dispute or claim that arises out of or in connection with the Contract or its subject matter or formation (including non-contractual disputes or claims)

WARRANTIES & GUARANTEES

Equipment

We have enhanced our warranties over and above what is stated in the product data sheets to the following:



LIFETIME* warranty

- Hot-dip galvanised structural parts
 - Steel poles
 - Cross beams
 - Floor frames
 - Top brackets
- Stainless steel hardware
- EcoCore and other high-density polyethylene (HDPE) panels



15 years warranty

- Robinia wood parts
- High pressure laminate (HPL) parts
- Aluminium parts



10 years warranty

- Painted top layer of galvanised or aluminium metal posts & parts
- Pre-galvanised metal parts with painted top layer
- Solid plastic parts
- Transparent PC panels e.g., Giants
- Wood-plastic composite (WPC)
- Siberian larch, pine and other wood types
- Stainless steel slides
- Hollow plastic parts
- Rope & net constructions
- Corocord "S" clamps



5 years warranty

- Resin-coated plywood parts
- Springs and ball bearing assemblies
- Graphic print on transparent PC panels e.g. Giants
- Concrete elements
- Galaxy connection balls



2 years warranty

- Movable plastic & metal parts
- Rubber membranes
- Screens and electronic parts
- Sunshades and sail solutions

* KOMPAN's LIFETIME warranty is in effect for the lifetime of the product until the product is uninstalled and/or taken out of use.

1. Warranty coverage

This warranty applies to KOMPAN's products and spare parts for the time periods described for each product type above and with the limitations described in this warranty. The warranty period applies from the date of purchase by the first customer. This warranty covers only defects in materials. KOMPAN's liability under this warranty is limited to repair or replacement of defective products, without charge, at KOMPAN's discretion. Defective electronic components will be delivered and changed by a KOMPAN ICON Professional installer free of charge.

2. Proper installation and maintenance

The warranty only applies if KOMPAN's products have been installed according to the instructions provided by KOMPAN and maintained correctly according to the KOMPAN Maintenance Manual. The warranty for the ICON electrical components is dependent on those products being installed by an ICON trained and approved installer.

3. Warranty exclusions

This warranty does not cover any damage caused by accident, improper care, negligence, normal wear and tear, surface corrosion on metal parts, discoloured surfaces and other cosmetic issues or failures due to misuse or vandalism. Natural changes in wood over time are considered cosmetic issues and are not covered.

4. Near water installation

Products installed in direct contact with chlorinated water or saltwater (Waterparks), or products installed within 200 metres from the shore are not covered by the KOMPAN warranty for any defects caused by corrosion.

Special designed products (handled via department for customised products and upgraded to corrosion class C4) installed within 200 metres from the shore will be covered by a 5-year warranty against defects caused by corrosion.

5. Third party supplied products & services.

KOMPAN provides non-KOMPAN branded products and installation services performed by certified third party suppliers. This general KOMPAN warranty does not apply to such non-KOMPAN branded products and installation services, which may carry their own warranties. KOMPAN will pass on information on such warranties where possible.

In addition, KOMPAN's general terms & delivery conditions apply and supplement this warranty.

Installation

Following a review of the scope of works, client specification requirements and location we will identify our preferred sub-contractors for the project. We ensure that our sub-contractor can support the social value objectives of the client, such as local employment or local purchasing of materials, and is also from our approved installed list.

All KOMPAN installations have a **12-month defect liability** period from the date of handover. Any snagging issues that have been identified and agreed at completion will be addressed by your Contract Manager within 10 working days, by bringing our sub-contractors back to site to until all parties are satisfied with the quality of the workmanship that is required to meet the specification.



SUSTAINABILITY

When the world's leading playground provider goes the extra mile for the environment, it matters! That's why we constantly continue to optimise our materials and production processes to take sustainability to even higher levels.

All KOMPAN factories comply with ISO 14001 which is the principal management system standard that specifies the requirements for the formulation and maintenance of an Environmental Management System that helps to control our environmental aspects reduce impacts and ensure legal compliance.

✦ KOMPAN has several green certificates:

- ISO9001 Quality Management
- ISO14001 Environmental Management

✦ OHSAS18001 Health and Safety Management

✦ Member of the "Green Company"

✦ A new green concept – EcoCore™ material

- Core produced from 100% recycled material
- Recyclable after use
- Supported by our lifetime warranty



✦ We request the same environmental policy from our suppliers of raw materials & services

KOMPAN uses recycled materials in more than 70% of our products and 95% can be recycled at the end of their lifecycle.

At KOMPAN, sustainability isn't just an added benefit; it's built into all products, right from the very beginning. We design our playgrounds to last a lifetime, ensuring minimal environmental impact and providing maximum value to the community.

Panels HDPE: Eco-Core

100% recyclable after use

Moulded Items

(Roto moulded/Blow moulded/Injection moulded)
100% recyclable after use (PA, PP, PC, PE, TPE)

Aluminium (Lead Free)

100% recyclable after use

Cardboard Packaging

80% recycled content
100% recyclable after use

Stainless Steel, Galvanised and Powder Coated

Recycled steel in min. 50% (industrial standard – post consumer)
100% recyclable after use

Maintenance Manual

KOMPAN outdoor products

Congratulations on choosing a KOMPAN play structure!

You have chosen a high-quality product that will withstand many years of use with proper maintenance. KOMPAN carefully designs and manufactures its play structures with safety features in compliance with all current standards.

In order to protect children's safety, KOMPAN recommends all play structures and the surrounding resilient surfaces to be inspected and maintained to ensure the play area remains safe and trouble-free.

Responsibility of maintaining the structure and its surroundings to ensure the play structure remains safe belongs to the owner.

Please visit the KOMPAN website <https://www.kompan.co.uk/warranty-global-menu> to see our general product warranty and if you have any questions or need assistance, please feel free to contact your Sales Representative or back office:

KOMPAN Ltd

21 Roebuck Way
Knowlhill
Milton Keynes
Buckinghamshire
MK5 8HL

Phone: 01908 202002
Fax: 01908 201007
E-mail: kompan.uk@kompan.com
Website: www.kompan.com

Warning

Failure to follow these inspection and maintenance instructions could result in unsafe conditions on and around the play structure and possibly lead to serious physical injury during use. KOMPAN A/S are not responsible for any injuries or damages that are the result of a failure to follow these instructions.

Following our maintenance instructions are also necessary for the products to be covered by the KOMPAN General warranty.

Inspections and maintenance of play structures should be scheduled on a regular basis. If your play structure is used heavily, or is located where the climate is severe, it may require more frequent attention than the recommendation of this manual.

On the following pages of this document you'll find our general maintenance instruction specifying how to inspect and if necessary, maintain your product.

Occasionally, parts may need to be replaced due to breakage or wear. Parts should be replaced immediately to avoid dangerous conditions and repairs should be completed in accordance with this maintenance manual and the installation instructions.

Information about replacement parts and copies of installation instructions can be obtained through our KOMPAN Master website (see next page) or KOMPAN's Aftersales Customer Service Team. Kerry Bowers is our Senior Aftersales Coordinator who along with the team can support you with identification of spare parts, warranty queries and quotations for our maintenance and repair services.

Opening hours: Monday – Friday 8:30am – 5pm
Phone: 01908 207429
E-mail: sparepartsuk@kompan.com

If any repairs cannot be performed immediately, action must be taken to restrict access to that portion of the play structure or the whole structure if necessary.

Disposal and Recycling:

All KOMPAN products are as far as possible designed to be disassembled and recycled after a long life on the playground.

Recycling must be done according to local procedures and recommendations:

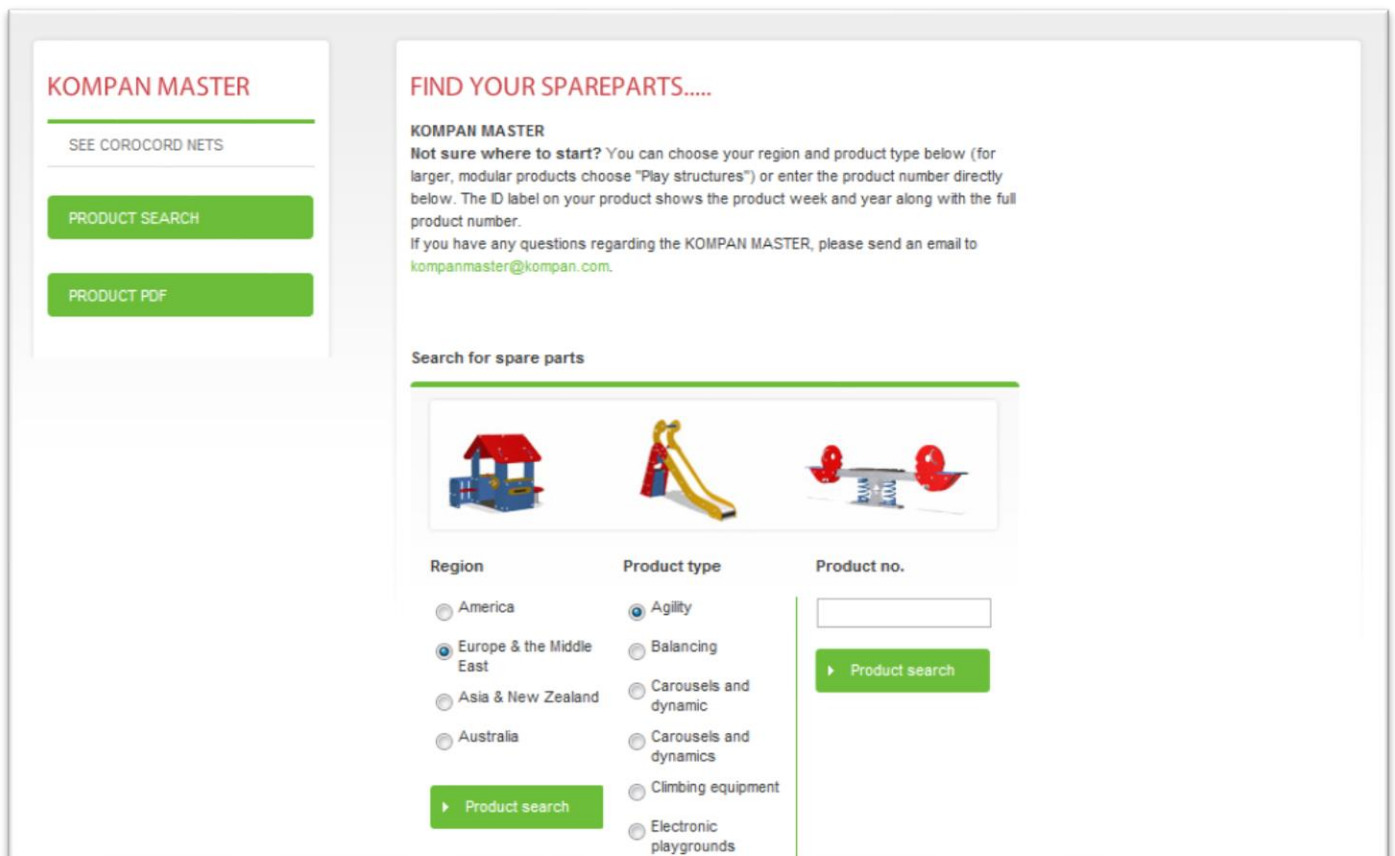
- ✘ Metal components can be recycled directly.
- ✘ Plastic components are in general marked with type of material and can be recycled accordingly.
- ✘ Wood must be disposed according to local regulations.
- ✘ Electrical parts must be disposed for recycling.

KOMPAN Master

On KOMPAN Master you can find a lot of relevant information. Most important is the installation instructions. These were provided with the product, but we know they often disappear or are damaged during installation. Installation instructions are also the key to identifying spare parts.

Below are the steps to access the instructions:

1. Open the webpage: <http://www.kompanmaster.com/KompanMaster/login>.
2. If you have not logged in before, please click on “Apply here” to obtain a Username and Password. The Username and Password will be emailed to you.
3. Using your assigned Username and Password, log in.
4. Scroll towards the bottom of your screen and in the product number box, enter the number of your product, and click on “Product search”
5. Once the correct product is found, enter the purchase date and foundation type for your product and click the arrow, and then click on the “Find Spare Parts” button.
6. Now you can open the instructions directly or download a full package of every instruction you would have received with the product.



The screenshot shows the KOMPAN MASTER website interface. On the left, there is a sidebar with the title "KOMPAN MASTER" and a link "SEE COROCORD NETS". Below this are two green buttons: "PRODUCT SEARCH" and "PRODUCT PDF".

The main content area is titled "FIND YOUR SPAREPARTS.....". It contains the following text:

KOMPAN MASTER

Not sure where to start? You can choose your region and product type below (for larger, modular products choose "Play structures") or enter the product number directly below. The ID label on your product shows the product week and year along with the full product number.

If you have any questions regarding the KOMPAN MASTER, please send an email to kompanmaster@kompan.com.

Below the text is a section titled "Search for spare parts" with three images of playground equipment: a red and blue play structure, a yellow slide, and a red and blue seesaw.

Underneath the images are three columns of filters:

- Region:** Radio buttons for America, Europe & the Middle East (selected), Asia & New Zealand, and Australia. A green "Product search" button is at the bottom.
- Product type:** Radio buttons for Agility (selected), Balancing, Carousels and dynamic, Carousels and dynamics, Climbing equipment, and Electronic playgrounds.
- Product no.:** A text input field and a green "Product search" button.

Identification of product

All KOMPAN products come with two identification Do-Nut labels to be placed inside two Do-Nut caps according to specification.

The following information appears from the ID-labels:

No. 1 – Product ID

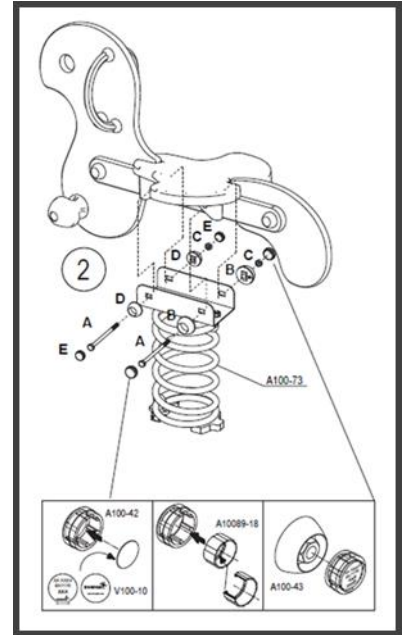
Production week and year
Product ID

No. 2 – Supplier ID

KOMPAN address (subsidiary or importer) in
the country concerned.

It is of vital importance that the information from the ID-labels is given when making a complaint or ordering spare parts.

In case the ID label is not in place and you do not have the ID information from your invoice or other documents provided with the product - we recommend you take a couple of photos and ask your local KOMPAN office for assistance.



Inspections

Daily/weekly inspections can be performed visually to identify developing problems. Monthly/seasonal inspections should be recorded in a maintenance log. Annually a comprehensive report should be written and entered into a file with all other documentation regarding the play structure.

We recommend the owner/operator establishes a file for the play structure or entire playground. This file should contain at least the following.

- ✂ Maintenance instructions.
- ✂ Installation instructions.
- ✂ Sales and warranty documentation.
- ✂ Maintenance logs.
- ✂ Comprehensive annual inspection reports.

Templates for maintenance inspections can be downloaded from www.kompanmaster.com

Spare Parts

It is important for warranty and safety conditions to use only original KOMPAN spare parts. Part numbers can be identified on the installation instructions – which can be found on KOMPAN Master (see page 3).

Robinia

Robinia, like any other species of wood, is a natural and organic material

Robinia will potentially have numerous knots, cracks on the surface and other patinas. The appearance of Robinia wood changes according to the weather conditions and humidity. These are not necessarily imperfections; they are completely natural and give our playground equipment the benefit of an ecological and adventurous design.

The tension in Robinia causes openings in the ends as well as along the sides of the posts

These do not affect the strength of the structure and do not carry any additional risk of rot or fungus. This is just a natural reaction that might happen with Robinia and is normally not a safety or a quality issue.



During routine inspections and maintenance, severe deformation must be addressed if it appears on vital areas of the play structure. For example, if an opening appears near a play element that has forced movement (slides, fireman's pole, etc.) issue of openings and checking is addressed in accordance with current safety standards in the specific market. If a deformation in the wood does not conflict with the current safety standards, it is considered a beneficial characteristic provided by the organic wood Robinia!

Fastener Maintenance

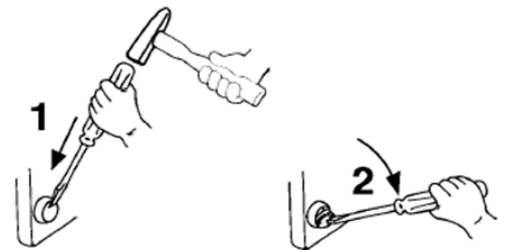
Over time, some bolts may become loose through heavy use. Loose components on play structures can cause dangerous pinch, crush, or shear points as well as excessive wear. It is therefore important that all nuts, bolts, and screws be checked periodically.

Do-Nut/Bolt Inspection and Maintenance

Do-Nuts are used on various KOMPAN products to cover bolt heads and potentially sharp bolt threads.

To check bolts covered by Do-Nuts, try to rotate them. If the Do-Nut rotates, then the bolt it covers should be tightened (See image 1).

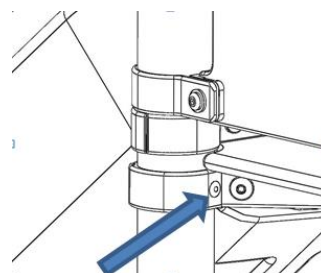
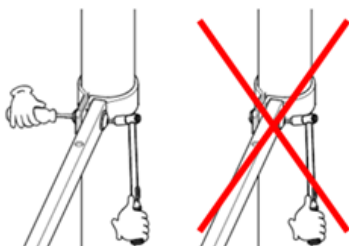
To access the bolt, the Do-Nut cap needs to be removed. Remove the cap by gently tapping a screwdriver through the cap and pry the cap loose (See image 2).



⚠ WARNING! - Always use safety glasses when removing Do-Nut cap

Be aware to use a tool on both screw and nut when tightening screws on your product:

Remember to check the drive rivet is intact. If rivet is loose or missing – install a new rivet.



IMPORTANT! Inspection should always be done according to this instruction in combination with the installation instructions for the product. Remember that there might be a specific instruction for the product line as well.

Work Sheet 1

GENERAL

Area	Inspection	Maintenance	1	2	3	4
Cleanliness		Remove soil, leaves and debris on or around equipment.	X	X	X	
Broken or missing parts	Check for broken, loose or missing parts.	Replace or tighten if necessary.	X	X	X	
Covers	Check for missing covers	Replace if necessary		X	X	
Added parts	Check for items tied or added to products (ropes, clothing etc.)	Remove	X	X	X	
Connections	Check all bolt connections are tight. Check rivets are not loose or broken.	Tighten connections or replace with new hardware if necessary. Use installation instructions for products with specified torque. You may have to remove bolt covers – if damaged replace with new.		X	X	
	Check for gaps around slides, fireman's poles, roofs or bannister bars where clothing may get caught	Re-tighten loose or dislocated items. If this is not enough a non-entanglement devise may be able to solve the issue. This can be supplied from your local KOMPAN representative.		X	X	
Moving parts	Check rotating or moving parts for function and wear.	Replace if necessary.		X	X	
	Check protective covers are undamaged and in place.	Replace if necessary.		X	X	
	Examples of moving parts:					
	Suspension elements	Replace parts if worn more than 50%, if they show cracks or other sign of deterioration.		X	X	
	Bearings Rotating items and swing suspensions.	Replace parts if movement is partly or fully prevented or unsmooth.		X	X	
	Springs and rubber elements:	Tighten connections if necessary. Replace or repair in case of corrosion.		X	X	
	Rotating rings e.g. Supernova	Replace parts if movement is partly or fully prevented or unsmooth.		X	X	
	Re-install or replace if rubber gasket is loose or missing.		X	X		

- 1 Visual Routine Inspection, Daily to Weekly
- 2 Operational Inspection, Every 1 to 3 months
- 3 Main Inspection, Annual or half year
- 4 Additional to main inspection, 5 year

Work Sheet 2

GENERAL

Area	Inspection	Maintenance	1	2	3	4
Ropes	Inspect rope parts for wear.	Steel wire may be visible but when steel wire starts to fray the rope must be replaced.		X	X	
Chains	Check chains for damage or wear.	When worn more than 50% they must be replaced.		X	X	
Cables for Cableways	Check cables for wear damage or corrosion.	If cable starts to fray or show signs of damage it must be replaced.		X	X	
	Check tension	Adjust according to installation instruction if necessary.			X	
Plastic and rubber	Check plastic and rubber parts for wear, damage or cracks	Replace if necessary.		X	X	
Plywood panels	Check plywood panels for excessive wear and deterioration	Replace or repair if necessary.		X	X	
HPL Panels	Check for excessive wear and sharp edges due to vandalism or other damages	Replace if necessary.		X	X	
Metal parts in general	Check for sharp edges. Check welds for fractures or separations	Repair or replace if necessary.		X	X	
Painted steel	Check for scratches, wear and initial corrosion.	Repair paint by removing all corrosion and add a proper coating or replace parts if necessary.		X	X	
Galvanized	Check for scratches, wear and initial corrosion. Small scratches will repair themselves – larger damages may result in corrosion if not repaired.	Repair galvanizing by removing all corrosion and add a zinc spray or replace parts if necessary.			X	
Aluminum	Check for damage or wear.	Replace if necessary.		X	X	
Electronics (ICON)	Inspection must be carried out by ICON professional according to ICON Maintenance Instruction.	Maintenance must be carried out by ICON professional according to ICON Maintenance Instruction.		X	X	

- ① Visual Routine Inspection, Daily to Weekly
- ② Operational Inspection, Every 1 to 3 months
- ③ Main Inspection, Annual or half year
- ④ Additional to main inspection, 5 year

Work Sheet 3

FOUNDATIONS

Area	Inspection	Maintenance	1	2	3	4
Foundations	Check all foundations are stable and sharp edges and concrete is covered by surfacing.	Stabilize foundation and reinstate surfacing.		X	X	

PRODUCTS RELYING ON ONE POST ONLY

Area	Inspection	Maintenance	1	2	3	4
Remove surfacing to inspect the conditions of the post where concreted in.						
Galvanized posts.	Check if zinc layer is complete and there are no visual indications of corrosion to steel – rust. Minor scratches Major corrosion weakening the post	In case of minor scratches repair by use of spray zinc. In case of corrosion weakening the post – replace the post.				X
Robinia Posts	Check by use of pointed tool like an awl or small screwdriver if the wood is deteriorating.	Replace post when more than 20% of the cross section is deteriorated				X
If installed with wet pour rubber surfacing the rubber can be removed and re-instated by: <ul style="list-style-type: none"> • Cut away the rubber around the post and glue the pieces back in after inspection. • Remove the rubber and re-instate with new material by use of the wet pour repair kit. Note that only trained wet pour installers are supposed to do this.						

- ① Visual Routine Inspection, Daily to Weekly
- ② Operational Inspection, Every 1 to 3 months
- ③ Main Inspection, Annual or half year
- ④ Additional to main inspection, 5 year

Work Sheet 4

ROBINIA PRODUCTS

Robinia products are made from natural whole cut wood which must be expected to crack. The design of the products takes cracks, imperfections and variable dimension within a specified range into consideration. Structural integrity will remain acceptable despite of even large cracks or imperfections.

For inspection and maintenance of Robinia products please perform the below tasks in addition to the general tasks:

Area	Inspection	Maintenance	1	2	3	4
Checking and Cracking	Check if cracks have occurred.					
	Large cracks preventing bolts or other connections to be tightened.	Take photos and seek guidance by your local distributor.		X	X	
	Cracks creating a non-compliance with safety standards. E.g. Cracks near slides and other areas with forced movement.			X	X	
	Minor cracks not affecting structural integrity or safety.	Sand down edges to prevent splinters and sharp edges. If visual appearance is diminished cracks can be repaired by use of our repair kit. Ask your local distributor for advice.		X	X	
Rot	Check by use of pointed tool like an awl or small screwdriver if the wood is deteriorating.					
	Structural parts If more than 30% of the cross section is deteriorated	Post is to be replaced. Contact your local distributor for advice.		X	X	
	Nonstructural parts and ends If more than 30% of the cross section is deteriorated over a length of 100mm or more.	Post can be replaced under warranty if requested.		X	X	
Knots	Loose knots	Repair loose knots by use of repair kit. Unrepaired knots may lead to rot which might not be covered if caused by a knot.		X	X	
Cleaning		Remove dirt, algae or mold by use of power washer.			X	
Paint	Paint on Robinia is visual only	We recommend touch up paint to maintain the appearance			X	

- ① Visual Routine Inspection, Daily to Weekly
- ② Operational Inspection, Every 1 to 3 months
- ③ Main Inspection, Annual or half year
- ④ Additional to main inspection, 5 year

Work Sheet 5

SURFACING

Area	Inspection	Maintenance	1	2	3	4
Loose fill surfacing	Check loose fill according to basic level marks on products.	Reinstate if necessary. Special attention must be paid to heavily used areas like under swings and in the run-out area for slides.	X	X	X	
	Check for unintended items in the loose fill surfacing or sand and gravel on rubber surfacing.	Remove if necessary	X	X	X	
	Check depth of loose fill according to: Table 4 of EN1176-1:2017 Table 3 of EN16630:2015.	Reinstate if necessary		X	X	
Wet pour	For more details see page 9					
	Cleaning	Remove sand, gravel, debris and other unwanted items	X	X	X	
	Check for standing water	Clean for improvement of porosity and drainage	X	X	X	
	Check for algae, moss weeds or fungus	Remove by brush or power washer		X	X	
	Check joints between colors and shapes and surface around posts etc.	Repair if necessary. See instruction for repair work of wet pour			X	
	Check for damages and wear.				X	
Rubber tiles	Check rubber tiles are even and do not present tripping hazards	Re-instate if necessary			X	
	Check maintenance instruction from supplier for further instructions				X	
Grass mats	If grass mats are regarded impact surfacing the holes must be kept free from sand or soil.	Re-instate if necessary.		X	X	
Other impact materials	Check maintenance instruction from supplier for further instructions					

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- ② Operational Inspection, Every 1 to 3 months
- ③ Main Inspection, Annual or half year
- ④ Additional to main inspection, 5 year

Work Sheet 6

SIGNAGE

Area	Inspection	Maintenance	1	2	3
General:	Check product marking, for information about product ID, manufacturer or distributor ID, reference to safety standard if required.	Replace if missing.			X
Fitness equipment:	Check the site has a sign informing about: <ul style="list-style-type: none"> • How to use equipment • Age or height limitations • Assurance about medical safety • Emergency phone number • Contact info for maintenance • Address of facility 	Replace if missing.			X

- ① Visual Routine Inspection, Daily to Weekly
- ② Operational Inspection, Every 1 to 3 months
- ③ Main Inspection, Annual or half year