

Creative Playthings®

Owner's Manual

FOR RESIDENTIAL PLAY SETS



Register your play product online at: www.creativeplaythings.com

Required Reading Before Assembly

**Important Safety Information,
Maintenance Requirements and Warranty Data**

Dear Creative Playthings Customer,

Thank you for purchasing a Creative Playthings backyard play set.

Great care has been given to the design, material selection, and quality controlled manufacturing of your purchase. We are confident that it will give your growing children many years of imaginative and invigorating play activity.

Unfortunately, we cannot always assemble or install the play product. We cannot supervise children's play, or provide necessary regular maintenance. However, we can share our knowledge and experience with you through this owner's manual and the assembly instructions. For additional information contact our Customer Service Department. They are available to assist you at (800) 598-4997, Monday-Friday, 9:30 a.m. - 5:00 p.m., EST.

We know that with active use of a Creative Playthings play product, your children will develop muscular coordination and confidence while sharpening social skills. For your children's sake and your own, we encourage you to take time to become familiar with the required maintenance procedures and to perform these on a regular basis.

We have learned that a properly maintained Creative Playthings play product will not only serve your family better, but will also retain a large percentage of its original purchase value. Even though the original warranty is not transferable, a well cared for play product can be sold through a local classified advertisement.

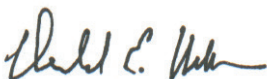
Maintain the equipment!

The entire Creative Playthings family of employees continually strives to improve our product in both design and utility. Some of the most constructive ideas come to us from customers. We encourage and welcome your comments.

For safety's sake, please remember always to supervise and instruct the children.

Most of all, treasure the experience with your children. We all know too well, how the pre-teen years pass too quickly!

Sincerely,

A handwritten signature in dark ink, appearing to read "Donald E. Hoffman". The signature is fluid and cursive, with a large initial "D" and "H".

*Donald E. Hoffman
Founder and Chief Executive Officer*

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For Your Records

Where Purchased _____

Purchase Date _____ Installation Date _____

Model Name & Number _____

Creative Playthings Customer Number _____

Please read this Manual completely before beginning the assembly process.

This Owner's Manual has been prepared to help you and your family achieve full benefit from your Creative Playthings backyard play set. It contains important information concerning safety, assembly preparation, installation procedure, required maintenance, replacement parts, and should the situation occur, the procedure for filing a warranty claim.

Please validate your warranty online at www.creativeplythings.com within 30 days of installation. This information is used exclusively for internal purposes and to verify that you are the original owner.

The warranty on a Creative Plaything's play product is valid for the original purchaser and is not transferable. Creative Playthings does not assume any responsibility for modification, or accessories added, to this product other than those manufactured and sold by Creative Playthings, Ltd.

Creative Playthings Residential products have been designed for single family home/residential use only and are not intended for use in a public setting. Placement in a public setting such as a day-care, preschool, nursery school, recreational park or other similar commercial application constitutes a misuse of these products. Any commercial (non residential) use voids all written or implied warranties. For play systems appropriate for public settings, contact our commercial division at 1-800-444-0901 or commercial@creativeplaythings.com

For warranty claim purposes, you must retain your sales receipt or other means of Proof-of-Purchase. You should keep this Owner's Manual and the Assembly Instructions. Please attach the sales receipt to the inside cover of this Owner's Manual for future reference.

Hints for Assembling Your Play Product

Prior to assembling your play product, take thorough inventory of all components using the parts list printed in the Assembly Instructions (usually found in the plastic hardware bag). Finding extra hardware is not cause for alarm. In case parts are lost during assembly, extra hardware is often included.

Warping: Occasionally, some wooden components may twist or warp in the carton after packaging. This is not necessarily a cause for alarm. In most instances, these parts straighten out when assembled. Seasonal checking (or cracking of the grain) on wooden parts is also quite natural. Water and heat are the two most frequent causes of expansion and contraction of wood fibers. The pressure-treatment process prevents wood rot and insect decay but does not reduce the normal wear and tear wood undergoes as a result of exposure to water and varying temperature conditions.

Stain/Sealer Finish: An exterior water repellant stain/sealer has been applied to all wood parts at the factory. It is highly recommended that a clear sealer be applied to all wood parts at twelve-month intervals from the date of installation. A stain/sealer application should be performed once the factory original stain has faded considerably. Page 8 of this manual, details the maintenance materials available from Creative Playthings.

The wood used by Creative Playthings has been seasoned prior to manufacturing and can accept refinish as needed.

If at any point in the installation process you have questions or require additional help, please call your retailer or our Customer Service Department at (800) 598-4997, Monday-Friday, 9:30 a.m. - 5:00 p.m., EST. or visit the customer service pages at www.creativeplaythings.com.

Selecting A Proper Location

To help prevent injuries, it is critical that the play set be installed in a suitable location. Selecting the correct location for your play product is important for your children's safety and for the play product's longevity. **Please read and follow the directions below for selecting the proper location for your child's play set.**

Slopes: Install your play set on level ground. Installation on sloping ground will cause your set to lean or "rack" and, in time, this leaning will put stress on all the joints. This stress will cause the set to become loose and unstable. Once this occurs, it becomes difficult to correct, and Creative Playthings will not assume responsibility for any failure from improper installation. Level the ground properly before installation.

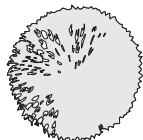
Safe Play Area

- The Safe Play Area refers to a zone extending 6 feet beyond the play set on all sides, including the slide and the space above the play set. Because children may deliberately jump from a moving swing accessory, the Safe Play Area must be extended to 14 feet in front of and behind any 7 foot tall swing accessory and 18 feet in front of and behind 9 foot swing accessories.
- The ground surface must be level. Installing your Play set on sloping ground can cause it to lean or “rack”. This leaning puts additional stress on all connections and joints and in time will cause those connections to loosen and fail.
- The Safe Play Area must be free of all structures, landscaping, trees and branches, rocks, wires, and other obstacles to safe play. Children can be seriously injured running or swinging into such obstacles.
- Remove all tripping hazards from the Safe Play Area. Tripping hazards include; roots, stumps, rocks, landscaping, sprinkler heads, railroad ties, plumbing and electrical connections.
- Do not install your Play set over concrete, gravel, asphalt, packed earth, or any other hard surface. The following is a list of recommended ground covers from the Consumer Product Safety Commission.

RECOMMENDED GROUND COVER
<u>Suggested Material</u>
Double Shredded Bark Mulch
Uniform Wood Chips
Fine Gravel
Fine Sand
Rubber Mulch

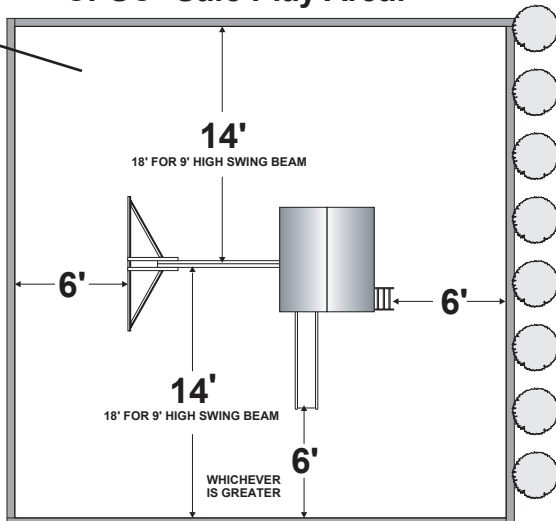
**A FALL ON TO A HARD SURFACE COULD
RESULT IN SERIOUS INJURY.**

Safe Play Area using recommended ground cover.



*CPSC = Consumer Product Safety Commission

CPSC* Safe Play Area:



Special Safety Notes

- Only the Playtime Swing Sets™ version of the Classic Top Ladder is available with swings hanging below monkey bars. Children should NOT use the monkey bars on the top ladder when swing accessories are attached. Swing accessories must be removed before using the monkey bars.
- Never fasten anything not approved by Creative Playthings to your Play set. Accessories or items not approved by Creative Playthings include; Dog runs, clotheslines, electrical devices, bird feeders, hoses, etc.
- Children should NOT walk too closely in front of, behind, or between moving swings, trapezes, gliders or other swing accessories.

Assembly and Installation Suggestions

1. **Metal Plates:** The structural integrity of the play set is dependent upon the proper installation of the metal plates, as noted and diagrammed in the Assembly Instructions.

2. **Ny-Glide Swing Hanger:** Our Playtime Swing Sets™ products contain Ny-Glide Swing Hangers (metal hangers screwed into the top support rail to connect the frame to the swing accessory). **The Ny-Glide Swing Hanger must be screwed into the wood until it is tight against the stop washer. The triangular bend of the hanger must be firmly positioned against the supplied washer. Each hanger must be properly aligned so that the nylon bushing moves freely with the swing. An improperly installed or misaligned swing hanger will break or pull out and cause injury!** This installation procedure is extremely important and is well detailed in the Assembly Instructions. Creative Playthings cannot assume any responsibility for the incorrect installation of Ny-Glide Swing Hangers. For the Heavy Duty Ny-Glide Swing Hangers supplied with our Premium Pine™ and Classic Pine play sets, follow the included installation instructions provided with the hangers.

3. **Ground Stakes:** Wooden stakes are provided and are to be installed as outlined in the assembly manual. Embedding in concrete is neither recommended nor required.

4. **Climbing Ropes:** It is important to keep any climbing ropes taut. There should not be enough slack in the rope to allow the formation of a loop.

5. **CAUTION!** *This play product will not be ready for a child's play until assembly procedures are complete; all hardware is tightened, all ground stakes are installed, and you, a responsible adult, are satisfied the unit is secure and safe. At this time, review the "Safety and General Information - Cautions for Use" section of the Assembly Instructions with each child, using the play product.*

Required Maintenance

All outdoor wooden products, including Creative Playthings play products, require routine inspection and regular maintenance. Inspect your play set one week after installation and twice a month thereafter for the remaining life of your play product. Maintenance should be performed at any time it is deemed necessary. As a general rule, major maintenance (wood refinishing) should be performed at twelve-month intervals from the date of installation. Inspect and perform maintenance based on the following checklist.

1. **Wood Parts:** Inspect for splintering and structural defects. If necessary, lightly sand and refinish with a clear sealant or an exterior water repellent stain.

2. **Inspect hardware for tightness.** Be certain that hardware is firmly against,

but not crushing the wood. The chief reason for inspecting hardware regularly is so it does not become loose and fall off. Lock washers supplied with the hardware on your play set product help maintain the correct tension without overly compressing the wood. Over-tightening hardware crushes wood fibers and splits wood components. Over-tightening could result in the bolt threads extending beyond the wood and presenting a safety hazard. If splintering occurs from over tightening, washers can be purchased at your local hardware store and installed under the bolt head. Be sure to reuse or replace lock washers. If over-tightening has caused the bolt threads to protrude beyond the wood surface, replace the bolt with a shorter one that will not protrude. **Hardware used on all Creative Playthings play sets is specially coated for corrosion resistance. If non-Creative Playthings hardware is used, it MUST be galvanized or stainless steel.**

3. Screw-in Ny-Glide Swing Hangers: (Playtime Swing Sets™) Check to insure correct installation. Make sure that the bend of the Ny-Glide Swing Hanger is positioned tightly against the stop washer and the top ladder or swing beam. The axis of the Ny-Glide Bushing must be perpendicular to the swing motion. If squeaking occurs, the nylon bushings can be sprayed with WD-40 or another household lubricant. (Explicit instruction regarding installation of Ny-Glide Swing Hangers are outlined in the Assembly Instructions)

4. Realignment: Leaning (racking) occurs in play products installed on uneven ground. In addition to being unsightly, leaning causes bolt holes to expand. Consequently, it becomes increasingly difficult to tighten the hardware. If racking occurs, re-level the area and loosen the hardware. Reposition the parts so that the climbing tower uprights are perpendicular to the ground and at right angles to the level platform. Retighten the hardware.

5. Ground Stakes: If appropriate to your particular play product, check to be sure that the stakes are secured. If necessary, reposition or replace the ground stake.

6. Ropes and Rocks: Examine all ropes to make sure that they are secure and taut. Check all climbing rocks for cracks and assure that the fasteners are secure. Replace any worn parts.

7. Roped Accessories: Check seats, chains, and bars for integrity, and check all ropes for fraying, separating strands and wear. An accessory should be replaced if signs of aging or deterioration are observed.

8. Tents/Sandbox Covers: If appropriate to your particular play product, clean with a non-abrasive household cleaner and apply a vinyl upholstery spray.

9. Preparation for End-of-Season: Although the play set will be used throughout the year, we recommend that you remove all fabric tents when the outside temperature drops below 32° F and store it indoors for the winter. Any snow accumulation should be removed from the slides.

10. Surface Rust: To remove surface rust use WD-40 and a wire brush. A commercial rust-resistant paint may be used to protect from surface rust.

Maintenance Materials and Replacement Parts

Any wood product that is exposed to the elements requires maintenance. To help you maintain your Creative Playthings product, maintenance materials and replacement parts may be ordered through your local Creative Playthings retailer. To locate the nearest Creative Playthings retailer call:

Customer Service Department

(800) 598-4997

or see our web site

www.creativeplaythings.com

Keep your set looking its best and protect your investment with an annual application of our time-tested water repellent clear sealer or stain/sealer. Available in gallon sizes.

Commonly Asked Questions

This section of the Owner's Manual has been prepared to emphasize many of the issues that have been already covered in this manual.

Question: Is the warranty transferable?

Answer: The warranty is valid only to the original owner.

Question: *Now that my play set 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 Maintenance" section of this manual on pages 6 & 7.

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

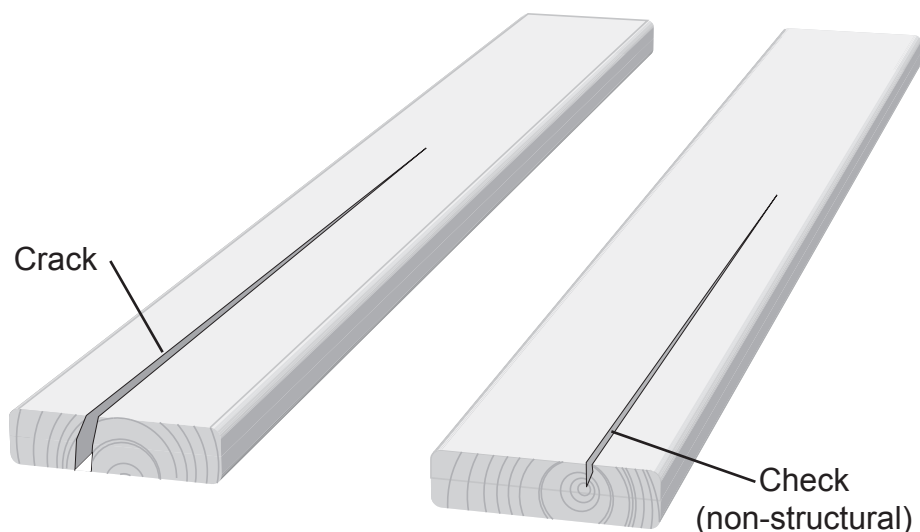
Answer: An initial inspection should take place one week after installation and twice a month thereafter for the remaining life of your play set product.

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

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

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

Answer: As wood is a natural material, no two pieces are exactly alike. Each piece has its own characteristics and personality and reacts differently to climatic changes. When any wood product is exposed to the elements, it develops "**wood checks**". A **check** is the radial separation of the wood fibers running with the grain of the wood. These are caused by varying tempera-



ture and moisture conditions. **A check is not a crack – it does not affect the strength or durability of the part and is not covered under warranty.** If you have ever noticed large beams in a barn or old building, you will see similar checks. Yet, many of these structures are still strong after dozens or even hundreds of years! You can slow (but not stop) the checking process by maintaining the water repellent finish on your set.

A crack in a part goes through both surfaces of the wood and is usually caused by some outside force, such as excessive loads, being struck by machinery, etc.

If you find wood that is cracked, contact our customer service department.

Question: *What are the weight recommendations for swing accessories?*

Answer: Your play set product has been designed to accommodate as many children as there are play positions. ASTM provides testing procedures for swing accessories up to the weights listed below. Our swing accessories easily meet those tests. A maximum of 120 lbs. is recommended on single occupancy swing accessories such as the Sling Swing and Ring Trapeze. A maximum of 175 lbs. is recommended on multiple use swing accessories such as the Back-to-Back Glider. Please remember that your play set product has been engineered for children.

Question: *Why does my play set product move or rock?*

Answer: Because the structure is wooden rather than concrete or steel, movement is not only natural, but required. There is a saying..."If the branch doesn't bend, it will break." 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 set product leaning (racking)?*

Answer: Leaning occurs in play set products installed on uneven ground. Realignment will be necessary and is covered in the "Required Maintenance" section of this manual on pages 6 & 7.

Question: *What can I do about squeaky Ny-Glide Swing Hangers?*

Answer: To eliminate the squeak, spray the nylon or bronze bushings with WD-40 or other household lubricant. Some families like the squeak as it allows them to hear their children play.

Question: *Why does the wood splinter under the bolts when I tighten the hardware?*

Answer: Wood will splinter when compressed. The compression caused by over-tightening fractures wood fibers. The splintering is an indication that you are overtightening the hardware. If splintering occurs, it is recommend that you purchase larger diameter flat washers to install under the head of the bolts.

Question: How do I clean my set? Is it covered under the warranty?

Answer: Clean your swing set, slides, and swings just like you'd clean any other piece of outdoor furniture. To clean mold and mildew, use a bleach and water mixture. This treatment is not covered under the warranty.

Question: Should I power wash my set?

Answer: For cleaning, you may hose the set down, but we recommend against pressure washing the wood components. The exception: before applying a stain sealer it will help to power wash and then let the set dry completely. This will help the stain penetrate the wood.

Question: I am starting to see rust on the hardware and chain. I thought the hardware is rust proof.

Answer: The hardware and chains are "rust resistant" not "rust proof". It will from time to time get surface rust.

Question: Is maintenance service covered under warranty?

Answer: Maintenance service is not covered under warranty. Maintenance service packages are available through participating retail stores.

Question: My play set is splintering. Is this normal and is it covered under the warranty?

Answer: Splintering may occur and is normal with a natural wood product. A light sanding of the wood will correct this. Splintering is not covered under warranty.

Creative Playthings Limited Warranty

Subject to normal use, Creative Playthings warrants to the original purchaser all wooden components, in the respective categories, against insect damage and wood rot from the date of original installation.

The lumber in Creative Playthings Premium Pine™ sets is covered by a Lifetime warranty; lumber in Classic Pine Deluxe Swing Sets™ is covered by a 15-year warranty; lumber in Classic Pine Swing Sets™ is covered by a 10-year warranty; lumber in Playtime Swing Sets™ is covered by a 10-year warranty. All plastic and fabric parts, including rope ladders, trapeze bars, chains and hardware are warranted for 1 year from the date of installation. Labor and installation is warranted for 30 days from the date of installation.

Within a 30-day period Creative Playthings will repair or replace, at our option, defective merchandise free of charge, provided that the defective part is a manufacturer's defect and not a seasonal check. Creative Playthings requires photographs of the part in question. The respective servicing center must be contacted for authorization for all warranty related service. All returns must be accompanied by a dated proof of purchase.

After the 30-day period contact customer service at: 1-800-598-4997 or by email at customerservice@creativeplaythings.com. Creative Playthings will repair or replace, at our option, defective merchandise for a service charge, provided that the defective part is a manufacturer's defect and not a seasonal check. Creative Playthings requires photographs of the part in question.

It is the customer's responsibility to perform regular inspections and maintenance to ensure that the product is not prematurely aging. These inspections should include an evaluation of the stained finish, all ropes, chains, hardware and wooden components. A complete listing of replacement parts is available through your Creative Playthings dealer.

This Limited Warranty does not cover the labor or cost of labor for replacement of the defective item after 30 days; the cost of freight after the initial 30-day period; any incidental or consequential damages, cosmetic defects that do not affect the structural integrity of the unit; items damaged due to vandalism, acts of God, improper usage, improper installation or other abnormal conditions.

Seasonal checks and surface cracks are natural characteristics of all outdoor wooden play equipment, and are not considered defects nor covered under this warranty.

Creative Playthings cannot assume any responsibility for modification to, or accessories added to these products, other than those sold by Creative Playthings, Ltd.

This warranty covers residential installations and is not designed for commercial applications. This warranty gives you specific legal rights which vary from state to state. This warranty excludes all consequential damages. Some states do not allow the limitation or exclusion of consequential damages, so the above limitation may not apply to you.

Special Note: We reserve the right to make changes in material and design without notice.

Warranty Claim Information

If you believe that you have correctly assembled, installed and maintained your play set, and have a warranty claim, contact your original place of purchase for resolution. Your retailer will need a brief letter describing the difficulty you are experiencing with your play set, a copy of your proof-of-purchase (sales receipt, canceled check, or charge card statement), photographs of each specific area of concern, and an overall view of your play set product. Your retailer will work with our customer service department to resolve your particular situation.

If you need parts covered under warranty, you will be responsible for shipping and handling charges only.

All plastic and fabric parts, including rope ladders, trapeze bars, chains and hardware are warranted for 1 year from the date of installation. Labor and installation is warranted for 30 days from the date of installation.

All wooden parts carry a specific extended warranty. Therefore, after the first 30 days, you will be charged for shipping and handling only.

Creative Playthings' Limited Warranty does not cover labor or the cost of labor for removal or reinstallation of the defective item.

If you cannot produce a proof of purchase, or if you are not the original purchaser, Creative Playthings will gladly sell you replacement parts.

33 Loring Drive Framingham, MA 01702

You can register your play product online at:
www.creativeplaythings.com

