

warranty



1**BUGLO WARRANTY**

Page 3

2**BUGLO WARRANTY TERMS AND CONDITIONS**

Page 5

3**MAINTENANCE INSTRUCTION ACCORDING TO PN EN 1176-1:2017-12 NORM**

Page 6

4**PLAYGROUND INSPECTION IN ACCORDANCE WITH PN EN 1176-7:2009 NORM**

Page 10

5**PLAYGROUND INSPECTION CHECKLIST**

Page 11





new


LIFETIME

The warranty covers the durability of components made of HDPE (high-density polyethylene), as well as the structural integrity of components made of black steel that has been powder galvanised and powder coated, stainless steel, and components made of hot-dip galvanised steel.

15
YEARS

Includes defects in elements made of Robinia, identified during use, arising from manufacturing causes.

10
YEARS

Includes defects in components made of HPL as well as glued laminated timber (pine and spruce), identified during use and arising from manufacturing causes.

5
YEARS

Includes defects in components manufactured from aluminium, laminate, by means of rotomoulding technology, from polyamide, and polypropylene ropes with a steel core - identified during use and arising from manufacturing causes. It also covers the corrosion resistance of steel components that have been powder galvanised and powder coated.

2
YEARS

Includes defects in rubber components, movable parts, electronic elements, those made of EPDM, plywood, and exotic IROKO wood, as well as other items not mentioned above, identified during use and arising from manufacturing causes.

Warranty Scope

The warranty applies exclusively to products manufactured by Buglo Play Sp. z o.o. and is valid from the date of purchase by the customer in the form in which it is presented at the time of purchase. It covers solely material defects, manufacturing faults, and structural integrity damages arising from design, material, or production defects. The limitations specified in these warranty terms and conditions shall apply.

Correct Installation and Maintenance

The warranty applies exclusively in the event that the products have been installed in accordance with the instructions provided by Buglo Play Sp. z o.o. and have been maintained in accordance with the Inspection and Maintenance Manuals.

Disclaimer of Warranties

All materials undergo a natural process of ageing and wear during use. Over time, their aesthetic properties may alter. Changes in colour intensity, cracks and discoloration of the wood, abrasion, or damage to the paint coating resulting from normal use of the playground are deemed acceptable.

The warranty does not cover damage caused by neglect arising from improper maintenance and inspection of the playground, nor from failure to adhere to the provisions of the Inspection and Maintenance Manuals.

Furthermore, damage resulting from vandalism, accidents, modification, repair, or assembly not in accordance with the instructions provided by Buglo Play Sp. z o.o. is excluded from the warranty. Any defects, scratches, or dents arising from incorrect assembly or storage shall render the affected components ineligible for warranty coverage.

Installations in the Vicinity of Water

All equipment installed in direct or indirect contact with saline or chlorinated water is excluded from warranty coverage with respect to corrosion. This limitation also applies to products installed within the coastal zone, exposed to the effects of sea spray (water mist). Equipment installed in the nearshore area, at a distance of at least 500 metres from the shoreline, is subject to a reduced warranty period—amounting to 50% of the standard coverage duration—but not longer than 10 years.

Submitting a warranty claim

In the event of a defect in a product will appear and the purchaser's intention to report it to Buglo Play Sp. z o.o. under the warranty, they are required to do so without delay and to take the reported product out of operation.

The defect report must include:

- the invoice number or order number,
- the device number together with a brief description of the defect,
- photographic documentation and additionally a video if the report concerns moving components, e.g. bearings.

If the claim is accepted, the parties will agree on the method and timeframe for resolving the issue, taking into account production capacity, technological constraints, and weather conditions.



Buglo Play Sp. z o.o., located at BoWiD 4 Street, Koszalin, hereinafter referred to as Buglo, makes every effort in the selection of components and production technologies to ensure the durability and reliability of its products. Buglo products are manufactured in accordance with applicable standards, ensuring complete safety.

Terms of Warranty Use:

1. The warranty applies to equipment purchased from Buglo for which an invoice has been issued.
2. The warranty provided by the Buglo covers only manufacturing defects resulting from production-related causes. Manufacturing defects are considered such faults that impair the functionality of the ordered goods.
3. The colours of the equipment may slightly differ from those shown in catalogue sheets, which does not entitle the Customer to make a warranty claim.
4. A condition for the recognition of warranty rights is that the installation of the warranted products is carried out by Buglo. Installation by the Purchaser or a person appointed by the Purchaser is permitted, provided the installation is performed in accordance with the manufacturer's instructions.

Purchaser's Obligations

1. The Purchaser is obliged to use Buglo products in accordance with their intended purpose and to keep them clean.
2. In the event of a defect, the Purchaser must immediately inform Buglo and cease using the product.
3. For a warranty claim to be considered complete, the following must be provided: the invoice or order number, the device number, a brief description of the damage, and photographic/or video documentation.
4. The Purchaser is required to cooperate with Buglo in all matters relating to warranty claims. This includes, in particular, allowing access to the product for inspection or repair of the reported defect.
5. If the complaint is accepted, the parties shall agree on the method and timing of the resolution, taking into account production, technical capabilities and weather conditions.
6. In the case of product sales through our Distributors, Buglo shall not be liable for any additional costs related to dismantling, installation, or other service activities associated with replacing the claimed part, unless otherwise agreed by the parties. Each warranty claim will be considered individually, taking into account the circumstances of the notification and the nature of the defect.

Post-Warranty Service

Buglo Play Sp. z o.o. provides paid service after the warranty period expires.

**USAGE AND MAINTENANCE:**

All maintenance activities not described in this manual for components under warranty should be consulted with the equipment manufacturer.

ANTI-CORROSION COATINGS:

To maintain the aesthetic properties and durability of coated surfaces over long periods, it is essential to clean painted parts regularly.

Damaged paint coatings on steel structures should be cleaned of dust, grease, and any corrosion spots. Powder coatings may be cleaned using mild liquid detergents diluted in warm water. All surfaces should be cleaned with soft cloths, sponges, or natural bristle brushes. Next, apply an anti-corrosion primer suitable for steel substrates. Once dry, apply two coats of spray paint.

Maintenance should be carried out at least once a year, or more often in aggressive environments (moisture, salt).

STAINLESS STEEL:

To retain its natural corrosion resistance, stainless steel requires regular maintenance and cleaning.

Cleaning should remove dirt and deposits which, if left too long, may initiate corrosion or dull the surface. In highly polluted or aggressive environments (coastal areas, areas with high humidity and temperature, or areas requiring frequent use of disinfectants—especially chlorine-based), cleaning should be more frequent. The cleaning frequency should be determined experimentally, based on use and dirt levels. Maintenance and cleaning intervals should be chosen to minimise the risk of rust.

Clean using a cotton cloth and mild detergents diluted in water, e.g., washing-up liquid. After cleaning, rinse with clean water and dry thoroughly. **Attention!** Do not use cleaning products that contain chlorine, salt, acids, or bleach. Even trace amounts may permanently damage the protective chromium oxide layer.

WOOD:

All elements made from wood or wood-based materials undergo natural ageing due to external factors (e.g., sun, wind), which may affect their appearance. This may result in colour change or loss of intensity, stains, new cracks or enlargement of existing ones, or warping. Wood should be treated at least once a year.

 **Do you have any questions?** Write to us: serwis@buglo.pl

Do you want to report a maintenance check, service request, or a playground complaint?
Fill out the form: www.buglo.pl/en/support

CONIFEROUS WOOD:

Requires periodic treatment no less than once a year. However, the interval between treatments may vary depending on external conditions. The condition of the surfaces should be checked at least twice a year, and decisions on maintenance made based on the coating's state.

The recommended preservative is **TEKNOS NORDICA EKO 3330 12 TM 1806**.

EXOTIC WOOD - IROKO:

Requires re-treatment of the protective coating against external factors at least once a year. However, the period between treatments depends on environmental exposure.

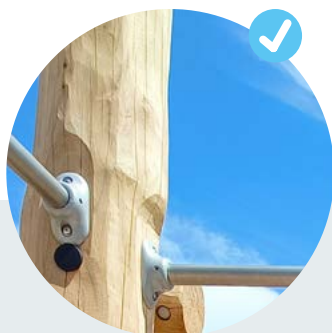
The condition of iroko surfaces should be checked at least twice a year. Depending on the condition:

- **If the natural wood colour is preserved** – dry the element and recoat with **OWATROL DEKS OLJE D.1 oil**.
- **If greying is visible** – refurbish using **OWATROL NET-TROL** as per the product instructions, then recoat with **OWATROL DEKS OLJE D.1 oil**.



ROBINIA WOOD:

Robinia changes its appearance depending on weather and humidity. It is not recommended to treat acacia wood due to its natural preservatives.



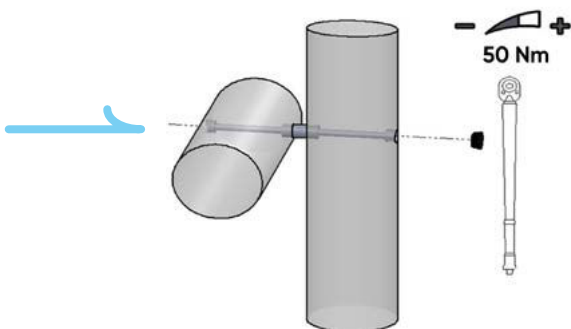
Robinia wood is a natural material and may crack. Radial cracks, which appear like wedge-shaped gaps in the cross-section or surface, are not a threat to structural stability.

Cracks should be monitored, and sharp edges sanded if necessary.

Crack which pose a risk are those extending through the full thickness of the wood and splitting it. These should be assessed carefully—if they pose are hazardous, contact technical support or the manufacturer. The condition of the cracks should be monitored, and edges sanded if necessary.



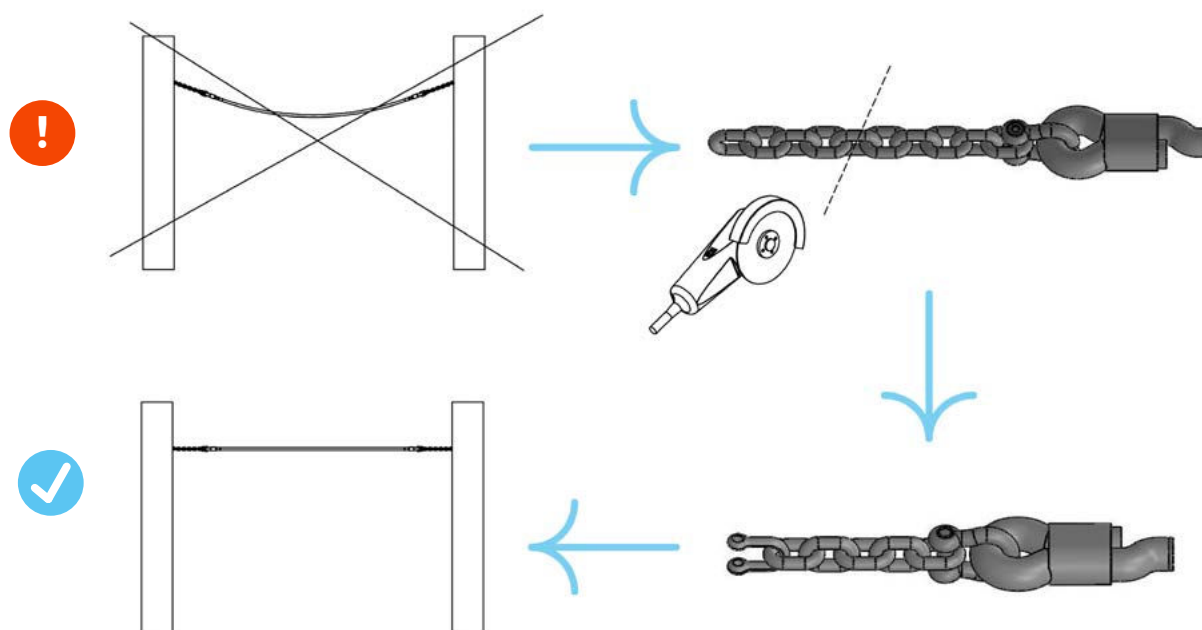
Connections between structural elements of robinia wood should be inspected **at least four times a year**. Tighten them as needed according to the provided scheme.



 **Do you have any questions?** Write to us: serwis@buglo.pl

Do you want to report a maintenance check, service request, or a playground complaint?
Fill out the form: www.buglo.pl/en/support

The tensioning of nets or rope components fixed to wooden posts is performed by trimming the chains at the rope ends.

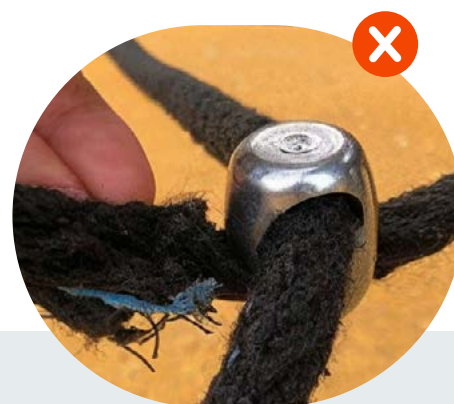


ROPES:

Please note that **abrasion of the rope's outer layers is not a manufacturing defect.**

It results from normal product use. Ropes are designed to withstand standard loads and conditions. However, wear may occur over time, influenced by external factors such as temperature and surface type on which the product is installed.

Regular maintenance, cleaning, and proper tensioning of ropes significantly affect their appearance and durability. We confirm that such abrasions does **not** impact the overall strength and safety of the rope. As long as the **metal core remains intact**, the rope retains its properties.





Inspections of equipment should be carried out periodically. The playground administrator should keep records of all inspections using inspection checklists.

ROUTINE INSPECTION

Recommended at least once a week or more frequently if the equipment is heavily used or particularly prone to vandalism.

Scope of inspection:

- Completeness of components.
- Presence of cracks, sharp edges, or other damage.
- Cleanliness around the equipment and levelling of the impact-absorbing surface.
- General safety condition of the playground.

FUNCTIONAL INSPECTION Recommended every three months. Includes all elements of the routine inspection plus a functionality check.

Scope of inspection:

- Visual check of non-dismantlable components – completeness of caps and covers.
- Checking post stability.
- Levelling or topping up the impact-absorbing surface if it is more than 10 cm below the designated level.
- Tightening bolts.
- Checking tension of zip wire ropes and rope structures such as nets and pyramids.
- Inspecting paint coating condition and stainless steel components.
- Checking and maintaining wooden elements.

ANNUAL INSPECTION (Functional and main-mandatory once a year)

Scope of inspection:

- Checking structural stability.
- Visual inspection of non-dismantlable components – completeness of caps and covers.
- Checking post stability.
- Levelling or topping up the impact-absorbing surface if it is more than 10 cm below the designated level.
- Tightening bolts.
- Checking tension of zip wire ropes and rope structures such as nets and pyramids.
- Inspecting paint coating condition and stainless steel – including cleaning of stainless steel.
- Checking and maintaining wooden elements.
- Checking condition of the foundation.
- Checking and levelling loose-fill safety surface.
- Verifying legibility of the rules/information board.

 **Do you have any questions?** Write to us: serwis@buglo.pl

Do you want to report a maintenance check, service request, or a playground complaint?

Fill out the form: www.buglo.pl/en/support

PLAYGROUND ADMINISTRATOR:

EQUIPMENT NUMBER, MANUFACTURER:

ROUTINE INSPECTION

No.	Scope	Yes	No
1.	General safety condition of the playground		
2.	Completeness of the set - any components missing?		
3.	Cracks, sharp edges or other damage		
4.	Cleanliness		

FUNCTIONAL INSPECTION

No.	Scope	Yes	No
1.	Routine inspection items - have remarks been addressed?		
2.	Completeness of caps and covers - any components missing?		
3.	Post stability		
4.	Safety surface condition - level? Appropriate height?		
5.	Rope and net tension		
6.	Condition of paint coating and stainless steel		
7.	Condition and maintenance of wood		

ANNUAL INSPECTION

No.	Scope	Yes	No
1.	Functional inspection items - have remarks been addressed?		
2.	Structural stability		
3.	Damage to anti-corrosion coatings		
4.	Damage to painted surfaces		
5.	Safety surface condition - level? Appropriate height?		
6.	Wood maintenance		
7.	Legibility of the rules/information board		

REMARKS

Date and signature of person performing inspection:

SCOPE OF REPAIRS

Equipment Number	Part	Scope of Repair

Date and signature of person performing inspection:

 **Do you have any questions?** Write to us: serwis@buglo.pl

Do you want to report a maintenance check, service request, or a playground complaint?
Fill out the form: www.buglo.pl/en/support