

The Kidzspace Guarantee

We build playgrounds to last — and we back them. Here's exactly what's covered, for how long, and the simple upkeep that keeps your playground safe, compliant and looking its best for years.

01 Built for generations

Kidzspace commercial playgrounds are built for Australia's toughest environments and backed by the following manufacturer's warranties, subject to normal commercial use, correct installation, and routine inspection and maintenance.

25 YEARS	15 YEARS	10 YEARS	5 YEARS	2 YEARS
Hot-Dip Galvanised Steel Hot-dip galvanised structural steel framework and posts	Powder-Coated Steel, HDPE, HPL & Timber - Pre-galvanised powder-coated structural steel framework and posts - HDPE panels - HPL panels - Robinia timber	Stainless Steel - Stainless steel components - Platforms	Plastic, Rubber, Rope & Springs - Plastic components - Rubber components - Rope and net systems - Springs - Graphic panels	Moving Parts - Bearings - Moving parts - Mechanical assemblies

02 How we compare

We named our guarantee because we're confident in it. Here's how our 25/15/10/5/2-year terms stack up against the typical range quoted across the commercial playground industry.

Cover	The Kidzspace Guarantee	Typical industry range
Hot-dip galvanised structural steel	25 years	Typically 10–20 years, varies by supplier
Powder-coated steel, HDPE, HPL & timber	15 years	Typically 5–15 years
Stainless steel components & platforms	10 years	Typically 5–10 years
Plastic, rubber, rope, springs & graphics	5 years	Typically 2–5 years
Bearings, moving parts & mechanical assemblies	2 years	Typically 1–2 years

Typical industry range is indicative, based on published terms across the commercial playground sector — always check what a supplier's warranty actually covers, not just the headline years.

03 Warranty terms

Warranty coverage

This warranty covers defects in materials, production errors, and structural integrity failures caused by defects in design, materials or manufacturing, for the periods set out above, from the date of installation. Kidzspace's liability under this warranty is limited to the repair or replacement of defective products, without charge, at our discretion.

Proper installation and maintenance

This warranty only applies where equipment has been installed to Kidzspace instructions and maintained correctly per the Kidzspace guidelines, including routine inspection. Warranty claims should be accompanied by documentation showing correct installation and maintenance. Timber exposed to the weather may crack, distort or weather over time, and is excluded where structural integrity isn't affected.

Warranty exclusions

This warranty does not cover cosmetic defects (scratches, dents, paint fade); damage from fire, water, vermin or insects, vandalism, surface corrosion, incorrect installation, misuse, extreme weather or lack of maintenance; or theft or events beyond our control.

Third-party supplied products & services

Some projects include products or installation services supplied by certified third-party suppliers — for example specialist softfall surfacing systems. This warranty applies to products designed and manufactured by Kidzspace; third-party supplied products and services may carry their own manufacturer's warranty, details of which we'll pass on where available.

Making a claim

Kidzspace covers transport of defective products back to us and the return of repaired or replaced products. Labour for on-site removal and re-installation isn't covered — talk to us and we'll guide you through it.

04 Caring for your playground

A little routine care goes a long way

It protects your warranty, keeps the playground compliant, and makes it last. Every Kidzspace playground comes with a full maintenance guide — cleaning, routine upkeep, repairs, and a complete inspection timetable covering daily, weekly, monthly, annual and 3-yearly checks. The basics are simple:

- ✓ Visual checks for damage, wear, loose fixings and vandalism — weekly, or daily on busy sites
- ✓ Keep surfaces clean and clear, and top up loose-fill softfall to maintain depth
- ✓ Rinse coastal sites of salt build-up to slow corrosion
- ✓ Log inspections and fix issues promptly — and keep the records

Inspections

Keep up routine visual checks (weekly, ideally daily on busy sites) plus an annual main inspection by a qualified inspector, as required under AS 4685. Your handover documentation is the place to record it all.

05 Frequently asked

? What could void the warranty?

Incorrect installation, misuse, vandalism, or a lack of the routine maintenance and inspections set out in the Kidzspace guidelines. Look after it as recommended and you're covered.

? What's the difference between hot-dip galvanised and powder-coated steel?

Hot-dip galvanising fully immerses the steel in molten zinc for the deepest, most complete corrosion protection available — which is why it carries our longest warranty. Powder-coated steel is pre-galvanised then finished with a durable polyester powder coat for colour, still highly corrosion-resistant but rated slightly shorter.

? Who should carry out the annual inspection?

A qualified, independent playground inspector, as expected under AS 4685. We can point you in the right direction if you need one.

Questions about warranties & care?

We're happy to help — no obligation, just honest advice.

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kidzspace.com.au/resources/warranties