

Warranty

Play and Park Products

- **25 Years Warranty** - Against failure due to material or production defects on structural steel components and stainless steel components (e.g. slides).
- **20 Years Warranty** - Against failure due to material or production defects on HPL components and HDPE panels.
- **15 Years Warranty** - Against failure due to severe rot on structural engineered softwood posts or engineered hardwood, and against failure due to production defects on structural steel for highly dynamic play components (e.g. Mobilus, Titan).
- **10 Years Warranty** - Against failure due to material or manufacturing defects on non-structural engineered softwood, and on all galvanized and other non-painted steel and metal parts; against failure due to severe rot on Robinia.
- **5 Years Warranty** - Against failure due to material or production defects on springs, painted metal parts (constituting significant corrosion), plastic and net constructions.
- **2 Years Warranty** - Against failure due to material or production defects for movable parts, including rubber parts (e.g. swing seats, rubber tiles), plywood and for all other products in general.



Warranty



This limited warranty applies to HAGS manufactured products only. All additional approved products supplied by HAGS, manufactured by our third party partners, are separate and are supported with alternate warranty certificates unique to the product.

This Limited Warranty Does Not Apply:

- For normal wear and tear occurring with intended use, such as cosmetic issues from surface corrosion, scratches, dents, marring, fading, discoloration, etc.
- If products are subjected to abuse, misuse, unintended use, neglect, excessive strain or vandalism.
- If the product is exposed to unforeseeable environmental conditions such as extraordinary weather and natural disaster.
- If the product is being used or installed together with products not approved by HAGS Aneby AB.
- If the purchaser has not performed and documented inspection and maintenance as directed in published HAGS Inspection and Maintenance Guides (free copies are available on our web site or by request). All required maintenance must be carried out promptly and regularly over the life of the product.
- If the product is assembled and/or installed in a manner contrary to HAGS instructions.
- For corrosion damage when the product is directly exposed to salt water. When installed within 200m from the coast line, warranty period is halved on damage caused by corrosion.
- If the purchaser fails to report warranty claims in a timely manner, or otherwise fails to comply with the claims reporting procedure.
- For minor timber related issues like cracks (that do not diminish structural integrity or safety), resin or knot penetration. Whilst every care is taken to select the best materials, timber is a natural material that is expected to seasonally expand and contract over time.
- If the purchaser does not observe and comply with product notices and instructions issued from time to time by HAGS and/or its authorised dealers related to product issues and safety.

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Warranty Terms and Claims Procedure

Purchaser must send warranty claims to HAGS using claim@hags.com or in writing to HAGS Aneby AB, Grännavägen 7, SE 578 33 Aneby, or to a HAGS authorised dealer, within three (3) months of when a product defect is discovered or should have been discovered. Purchaser must present the valid original invoice or the original warranty certificate along with the notice of the claim. In addition, the customer must, upon request, present HAGS with a copy of documents indicating how inspection and maintenance procedures have been conducted. Upon request, defective or non-conforming parts must be returned to HAGS.

If any products prove defective or non-conforming under normal use and within the prescribed warranty periods, HAGS will within a reasonable time and in its sole discretion, repair or replace such defective or non-conforming products by providing repaired or replacement products and parts free of charge to the site. HAGS' limited warranties do not cover the cost of labour to remove defective or non-conforming parts or to install repaired or replacement parts.

If specific colours or designs/products have been discontinued, HAGS will offer a choice of available alternative colours or corresponding alternative designs/products to replace the warranted parts and products.

All warranty periods begin on the date of HAGS' invoice. Repaired and/or replacement parts are warranted only for the balance of the original limited warranty. All warranties extend only to the original Purchaser of the products from HAGS or its authorized reseller and are not transferrable.

These limited warranties apply only to HAGS products that are erected and installed in conformance with HAGS installation instructions, and that are maintained and inspected in conformance with HAGS maintenance and operational instructions.

Any disputes, claims or controversies arising out of or relating to this limited warranty shall be settled and determined by binding arbitration conducted at a location decided by HAGS.

