



Frequently Asked Questions

What kind of wood are the play systems made of?

Big Backyard uses premium Cedar (*Cunninghamia Lanceolata*) lumber. The wood is sanded and has eased edges (rounded) to prevent splintering.

What is the warranty on your product?

Our play systems come with a warranty that covers defects in workmanship and material for one year from date of purchase. Also, there is a ten year warranty on wood parts against rot and insect damage, and a one-year warranty on non-pressure-treated wood parts against rot and insect damage.

Does the unit need to be treated, coated, etc.?

Maintaining the wood on your play system is much like maintaining your car's appearance by applying wax. A yearly application of clear weather protectant (such as Thompson's Water Seal) will help to maintain the structure, and protect against the elements. We suggest that a weather protectant not be applied immediately, but to wait a couple of months to allow the wood to age. The play centre does not need to be treated for purposes of the warranty.

For what ages are your play systems intended?

Our play systems are designed for use by children from ages 3 to 10 years. Different units are more suitable for certain age groups (i.e. larger units for older kids, etc.)

What are the weight limits for your play systems?

Each play position is rated for one child per position at a maximum of 110 lbs (49 kgs) per child. Any number of children can use the deck of the fort at one time.

Can I buy products directly from you?

We do not make any direct sales as we are strictly a manufacturing company.

Are catalogues available, and can one be sent to me?

Since we do not make any direct sales, we do not have catalogues, but brochures are available from our retailers.

Is installation available?

No, there is no installation available. The instructions should be sufficiently clear, and customers can always call us with questions or difficulties. Although we do not endorse any person or company, and have no control over the results, we do occasionally become aware of a person or company who will do installations in certain areas, and we will happily pass contact information along.

Can I install the unit myself?

Yes, everything is pre-cut and pre-drilled. You require only basic skills to install our play systems.

How long does it take to install the unit?

We recommend you have an adult helper assist in the installation. Depending on your skills, the unit will take anywhere from four to nine hours to install. We suggest that the customer set aside a full day for the installation of a play set. For larger units more time may be required.

What tools are required for installation?

You will require a hammer for tapping in T-nuts and bolts, a tape measure for parts identification, a #2 and #3 Phillips or Robertson screwdriver, a ratchet, and a power drill with a 1/8" drill bit 3" in length for drilling pilot holes for dowels. You should also have safety glasses. In some cases, a shovel and level are required. An adult helper is suggested.

Does the unit need levelling?

The unit **MUST** be installed level. This may require levelling some of the ground underneath the play system.

Does the unit require concrete?

Some units require digging. For those units, you must **NOT** use concrete. Those units that do not require digging are made to sit completely above ground, and only require ground stakes. The ground stakes are provided with the unit.

Can play systems be modified?

Our play systems are designed for safety. Any modifications could potentially diminish the level of safety. For this reason, we can **NOT** condone any modifications. As well, modifications will void the warranty we carry on our play systems.

Questions regarding swaying, movement, etc.?

Our play systems are designed with safety in mind. Some movement while children are swinging on the set is normal and necessary. Swaying of up to 5" at the connection point of the swings and fort is normal. However, rocking or having the set actually lift off the ground is not. If the set is lifting off the ground, the unit is either staked incorrectly or the ground is not level.

What kind of ground cover do you recommend for the play area?

Protective surface under and around all play system equipment can reduce the risk of serious injuries. The following materials are recommended:

- **Double shredded bark mulch - 9"**
- **Wood chips -12"**
- **Fine sand - 12"**
- **Fine gravel - 12"**

Are components available?

Components such as belt swings, acrobatic swings, handgrips and other components are available at most dealer locations.

What are your slides made of?

Our slides are made of injection-moulded polyethylene.

Are forts available separately?

Some of our play systems are modular and expandable, meaning that forts can be purchased and swings added later or any combination. We also have play systems available that come complete with swings and slides. Please check with the retailer.

Is pressure-treating dangerous?

There is no fear of children being harmed by the pressure treated wood used in our play systems. Our units meet and exceed both Canadian and American standards. These standards are very stringent, and wood that is harmful to children would not be permitted to sell. The chemicals used in the pressure-treating process are varied, but the chemical that raises concern among consumers is the use of CCA (chromated copper arsenate). The arsenic in CCA is a natural form. It is a naturally occurring metal that is found in soils, plants and living organisms, including humans and animals. The levels of arsenic in the wood are not at a level that could harm a person. Tests conducted by the US Consumer Product Safety Commission (UPSC) show that an animal as small as a rat would have to eat an entire length of 2 x 4 x 10 treated wood in one sitting to reach harmful levels. Despite this, however, the use of CCA has been stopped in Canada since January of 2004. We now use ACQ (alkaline copper quaternary) and CA (copper azole) for treating our wood.