HAGS LIMITED WARRANTY

PLAY PRODUCTS

LIFETIME*

- Against failure due to material or production defects on structural steel components and stainless-steel components.
- Against failure due to material or production defects on HDPE panels.

20 YEARS

- Against failure due to material or production defects on HPL panels.

15 YEARS

- Against failure due to severe rot on structural engineered softwood posts (where the structural integrity of the component is compromised).
- Against failure due to severe rot on structural engineered hardwood (where the structural integrity of the component is compromised).
- Against failure due to production defects on structural steel for highly dynamic play components (e.g., Mobilus, Titan).

10 YEARS

- Against failure due to material or manufacturing defects on non-structural engineered softwood.
- Against failure due to material or manufacturing defects on Galvanized metal Parts.
- Against failure due to material or manufacturing defects on non-painted steel and metal parts.
- Against failure due to severe rot on Robinia wood (where the structural integrity of the component is compromised).
- Against failure due to material or production defects on plastic parts.
- Against structural failure due to material or production defects on static rope.

5 YEARS

- Against failure due to material or production defects on springs.
- Against failure due to material or production defects on painted metal parts (constituting significant corrosion).

2 YEARS

- Against failure due to material or production defects for movable parts (e.g., swinging chains/ropes, games components etc).
- Against failure due to material or production defects for rubber parts (e.g., swing seats, rubber tiles).
- Against failure due to material or production defects for plywood, painted softwood parts (with significant coating degradation).
- Against failure due to material or production defects for all other products in general.
- Against electronic failure due to manufacturing defects on speakers, sound chips and circuit boards.

+46 380 473 00
hags@hags.com
www.hags.com

HAGS®
Inspiring all generations

EMEA - V2 - 01/2023
Please refer to issue V1 - 12/2016 for warranty claims on purchases before January 2023

HAGS LIMITED WARRANTY

PLAY PRODUCTS

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, abrasion (including wear on ropes leading to exposed wires or split fibres) 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.
- Products installed in coastal areas, within 200 meters of the shore, will only be covered by the warranty for half the period of the standard product warranty in relation to defects caused by corrosion. HAGS lifetime warranty if applicable is limited to a 10-year warranty in relation to such products.
- Products installed in direct contact with chlorinated water or saltwater (Waterparks), or products installed with occasional contact with such water or installed so close to the shore that they are subjected to salt spray are not covered by the HAGS warranty for any defects caused by corrosion.
- HAGS provides non-HAGS branded products and installation services performed by certified third party suppliers. This general HAGS warranty does not apply to such non-HAGS branded products and installation services, which may carry their own warranties. HAGS will pass on information about such warranties where possible.
- 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. Painted softwood will also be subject to these naturally occurring minor issues.
- If the purchaser fails to report warranty claims in a timely manner, or otherwise fails to comply with the claims reporting procedure.
- If the purchaser does not observe and comply with product notices and instructions issued from time to time by HAGS and/or its authorized dealers related to product issues and safety.

*HAGS LIFETIME warranty is in effect for the lifetime of the product until the product is uninstalled and/or taken out of use. In addition, HAGS general terms & conditions apply and supplement this warranty.

+46 380 473 00
hags@hags.com
www.hags.com

HAGS®
Inspiring all generations

EMEA - V2 - 01/2023
Please refer to issue V1 - 12/2016 for warranty claims on purchases before January 2023

HAGS LIMITED WARRANTY

PLAY PRODUCTS

Warranty terms and claims procedure

Purchaser must send warranty claims to HAGS using claim@hags.com or in writing to HAGS Aneby AB, Gränavägen 7, SE 578 33 Aneby, or to a HAGS authorized 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 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 above-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 nonconforming 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 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. Evidence of which should be supplied as part of the claim.

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.

+46 380 473 00
hags@hags.com
www.hags.com

HAGS®
Inspiring all generations

EMEA - V2 - 01/2023
Please refer to issue V1 - 12/2016 for warranty claims on purchases before January 2023