# Owner's Manual And Assembly Instructions



## The Madison Model: 1-AP006

Dear Customer:

Thank you for purchasing an Adventure Playsets Playcenter. We hope it will bring you and your children many years of safe and enjoyable backyard fun. Adventure Playsets equipment is recommended for use by **children 3 to 10 years of age**. Adventure Playsets structures are **not intended for public use**. Adventure Playsets does not warranty any of its residential structures subjected to commercial use.

Please follow all recommendations below. Failure to do so may result in the warranty being void and/or safety violations that could result in serious injury. The following information has been provided to help you in your installation, continued satisfaction, and safe operation of your Adventure Playsets purchase.

Always keep the safety of your children in mind as your play structure is being built and as your children play on the set. **Children must not use the Playcenter until completely assembled and properly installed and anchored to prevent serious injury**. Before your children play on the set please review the Operation Instructions with them to help ensure their safety.

#### <u>PLEASE RETAIN THESE INSTRUCTIONS FOR FUTURE REFERENCE.</u> <u>KEEP THEM IN A SAFE PLACE WHERE YOU CAN REFER TO THEM AS</u> <u>NEEDED.</u>

#### General Information:

<b>Manufacturer</b>	Adventure Playsets	Dealer:
	14201 Interstate 27	
	Amarillo, TX 79119	
	Ph. #: 1-800-856-4445	
	Fax: 806-622-1515	
	E-mail – <u>custservice@adve</u>	entureplaysets.com

#### Unit Type:

Unit Names: The MadisonRevisUnit Model Numbers: 1-AP006Instruction Manual Information

Revision Date: 01/07/04

Maximum Fall Height: 7'-6"

The instructions and owner's manual for your new Playcenter should be read in its entirety before assembly, to minimize problems and safety issues. We recommend reading the owner's manual thoroughly after you have identified all of the parts for your Playcenter as discussed in the Helpful Installations Hints section below.

### Positioning Your Play center

- 1. The Playcenter is designed to be installed on a level surface. Try to place in a flat area of your yard to minimize ground preparation.
- 2. Place the equipment not less than 6 ft from any structure or obstruction such as a fence, garage, house, overhanging branches, laundry lines, or electrical wires.
- 3. It is a good idea to place your Playcenter in an area that is convenient for adults to watch children at play.
- 4. The area that you choose should be policed for glass, rocks or anything jagged or sharp that could endanger your children's safety. The surface underneath your play system can cause or prevent injuries. We have additional suggestions in the Suggested Playground Surfacing Section.
- 5. Do not build your playset on top of surfacing material.

### **Anchoring Instructions**

Anchoring instructions are included in the installation instructions along with 6 wooden anchoring stakes for normal installations. Adventure Playsets has for sale an optional accessory, Anchor It kit, which should be used if the Playcenter is to be used in sandy soil. The kit includes 4 powder coated anchors, fully illustrated plans, and all the hardware required for installation. For information on how to purchase this kit call 1-800-856-4445.

#### Tools Required for Installation:

- 1. 3/8" Drill
- 2. 5/16" and 3/8" Drill bits
- 3. 7/16" Box Wrench or 3/8"-drive socket
- 4. Two <sup>1</sup>/<sub>2</sub>" Box Wrenches or 3/8"-drive sockets
- 5. 3/8"-drive ratchet or 3/8"-drive socket adapter for drill if sockets are used
- 6. #2 and #3 Phillips bit for drill (preferred) or #2 and #3 Phillips screwdriver
- 7. Flat screwdriver
- 8. Tape measure
- 9. Level
- 10. Hammer
- 11. Allen Wrench (included with hardware)
- 12. An Adult w/ an Adult Helper

### Helpful Installation Hints

- 1. Identify all of the parts for your Playcenter. Empty each box and lay out boards so you can see each part. Your instruction book will have detailed drawings that will make it easy for you to recognize individual parts. Keep all hardware and metal parts separate from wooden pieces.
- 2. After everything is laid out, check carefully to ensure all parts are present. Make sure there are no broken boards.

- 3. Find an area to sort your hardware. It is best to open the hardware on a solid surface so that you do not lose any pieces in the grass. This will save time and familiarize you with all the different pieces in the hardware bag.
- 4. Important note: Wood has some natural defects such as knots, surface cracks, etc... We reject parts that are structurally defective. We use a high quality lumber in our structures; however, you should inspect each part for splinters or rough spots and sand them smooth to prevent injury.
- 5. After steps 1 thru 4 have been completed, read all the way through the instructions completely. Reading instructions after you have studied the parts will help you understand more clearly the installation process, and help to eliminate unnecessary mistakes.
- 6. Pay close attention to the diameter and length of each bolt and screw. There will be different sizes in the same bag, so they must be sorted correctly.
- 7. Swing hangers should be buried past the threads, so that the loop is against the swing beam. Adventure Playsets is not responsible for incorrect installations of swing hangers. Failure to properly install swing hangers may cause severe injury.
- 8. Never tighten hardware completely at first. It helps to have some adjustment for bolt alignment while you are attaching parts together. After everything is square, tighten each joint.
- 9. After the main unit is assembled it is critical that the floor is level and square. If the main frame is not level, the walls and floor will be out of square.
- 10. After you complete installation, make sure every bolt, screw, and nut is tight, and every board is secure. Wood will expand and contract with the seasons. Check all bolt connections and swing hangers every two weeks.

### **READ! VERY IMPORTANT!**

If you are missing parts or have questions regarding the installation of our quality product PLEASE call us directly at the factory (**1-800-856-4445**). Our trained staff will be happy

to assist you. **Customer service hours: Monday thru Friday 9am to 5pm Saturday 9am to 2pm Central Standard Time.** E-mail: <u>custservice@adventureplaysets.com</u>

### Suggested Playground Surfacing

- Playground equipment should never be placed on hard surfaces such as concrete or asphalt.
- □ Shredded bark mulch, wood chips, fine sand and fine gravel, are added as shock absorbing materials after assembly. If used properly these materials can absorb some of the impact of a child's fall.
- □ All surface material should extend a minimum of 6 feet in all directions around the play area.

#### The following chart explains the fall height in feet from which a life threatening head injury would not be expected

Critical Heights (in feet) of Tested Materials					
<u>Material</u>	Uncompressed depth			<b>Compressed depth</b>	
	6 in.	9 in.	12 in.	to 9 in	
Wood Chips	7	10	11	10	
Double-shredded bark mulch	6	10	11	7	
Engineered Wood Fibers	6	7	>12	6	
Fine Sand	5	5	9	5	
Coarse Sand	5	5	6	4	
Fine Gravel	6	7	10	6	
Medium Gravel	5	5	6	5	
Shredded Tires*	10-12	N/A	N/A	N/A	

\*This data is from tests conducted by independent testing laboratories on a 6-inch depth of uncompressed shredded tire samples produced by four manufacturers. The tests reported critical heights, which varied from 10 feet to greater than 12 feet. It is recommended that persons seeking to install shredded tires as a protective surface request test data from the supplier showing the critical height of the material when it was tested in accordance with ASTM F1292.

This information is intended to assist you in comparing the relative shock absorbing properties of various materials. Each material is only effective when it is properly maintained at the proper depths determined necessary for your equipment.

### **Operating Instructions:**

NOTE: Your children's safety is our #1 concern. Observing the following statements and warnings reduces the likelihood of serious or fatal injury. Please review these safety rules regularly with your children.

- 1. This Playcenter is designed for the use of 3 occupants who have a combined weight not exceeding 280 pounds.
- 2. On-site adult supervision is required.
- 3. Instruct children **not** to walk close to, in front of, behind, or between moving swings or other moving playground equipment.
- 4. Instruct children to sit in and **never** stand on swings
- 5. Instruct children **not** to twist the chains and ropes and not to loop them over the top support bar, since this may reduce the strength of the chain or rope.
- 6. Instruct children **not** to jump from swings or other playground equipment in motion.
- 7. Instruct children to **not push** empty seats. The seat may hit them and cause serious injury.
- 8. Instruct and teach children to sit in the center of the swings with their full weight on the seats.
- 9. Instruct children **not** to use the equipment in a manner other than intended.
- 10. Instruct children to always go down slides feet first. Never slide headfirst.

- 11. Instruct children to **look** before they slide to make sure no one is at the bottom.
- 12. Instruct children to **never** run up a slide, as this increases their chances of falling.
- 13. The parents should have the children **dress appropriately** with well-fitting shoes. Loose clothing such as scarves and ponchos should not be worn. Always take off, tie up or tuck in cords and drawstrings on children's clothing. These things can get caught on playground equipment and strangle a child.
- 14. Instruct children **not** to climb when the equipment is wet.
- 15. Instruct children to **never** jump from a fort deck. They should always use the ladder, ramp or slide.
- 16. Instruct children to **never** crawl or walk across the top of monkey bars.
- 17. Instruct children to **never** crawl on top of a fort roof.
- 18. Verify that any suspended climbing ropes, chain, or cable are secured at both ends and that they cannot be looped back on it.
- 19. Instruct children **not** to attach items to the playground equipment that are not specifically designed for use with the equipment, such as, but not limited to, jump ropes, clothesline, pet leashes, cables and chain as they may cause a strangulation hazard.

#### Maintenance Instructions:

- 1. Check all nuts and bolts twice monthly during the usage season and tighten as required. (But not so tight that you crack the wood) We recommend you check the swing beam and hardware every two weeks due to wood expansion and contraction. It is particularly important that this procedure be followed at the beginning of each season.
- 2. Remove plastic swing seats and take indoors or do not use when the temperature drops below 32 °F.
- 3. Oil all metallic moving parts monthly during the usage period.
- 4. Check all coverings for bolts and sharp edges twice monthly during usage season to be certain they are in place. Replace when necessary. It is especially important to do this at the beginning of each new season.
- 5. Check swing seats, ropes, cables and chains monthly during usage season for evidence of deterioration. Replacement should be made of any swing seat that has developed cracks in the plastic seats or has exposed metal in the edges of the swing seat. If there are already exposed metal inserts on the edge of the seat, immediately remove the seats and chains to prevent serious injury. Ropes, cables and chains should be removed and replaced if excessive wear is found. Contact Adventure Playsets for replacement parts.
- 6. For rusted areas on metallic members such as monkey bars, hand supports, brackets, etc., sand and repaint, using a non lead-based paint meeting the requirements of Title 16 CRF Part 1303.
- 7. Inspect wood parts monthly. The grain of the wood sometimes will lift in the dry season causing splinters to appear. Light sanding may be necessary to maintain a safe playing environment. If you are treating your Playcenter with stain regularly, it will help prevent severe checking/splitting and other weather damage.

- 8. We recommend treating the wood components once or twice a year depending on the type of weather you have and when sanding has been required to maintain a good surface. We treat our wood with a waterborne transparent stain.
- 9. Creating and maintaining the Playcenter on a level location is very important. As your children play, your Playcenter will slowly dig its way into the soil, and it is very important that it settles evenly. Make sure the play set is level and true once each year or at the beginning of each play season.

#### **Disposal Instructions:**

When the Playcenter use is no longer desired, it should be disassembled and disposed of in such a way that no unreasonable hazards will exist at the time the unit is discarded.

#### **APPENDIX** A

#### Information on Playground Surfacing Materials:

The following information is from the *United States Consumer Product Safety Commission's Information Sheet for playground surfacing material* Also see the following website for additional information: www.cpsc.gov/cpscpub/pubs/323.html.

#### X3. CONSUMER INFORMATION SHEET FOR PLAYGROUND SURFACING MATERIALS<sup>11</sup>

X3.1 The U.S. Consumer Product Safety Commission (CPSC) estimates that about 100,000 playground equipment-related injuries resulting from falls to the ground surface are treated annually in U.S. hospital emergency rooms. Injuries involving this hazard pattern tend to be among the most serious of all playground injuries, and have the potential to be fatal, particularly when the injury is to the head. The surface under and around playground equipment can be a major factor in determining the injury-causing potential of a fall. It is self evident that a fall onto a shock-absorbing surface is less likely to cause a serious injury than a fall onto a hard surface. Playground equipment should never be placed on hard surfaces such as concrete or asphalt and while grass may appear to be acceptable it may quickly turn to hard packed earth in areas of high traffic. Shredded bark mulch, wood chips, fine sand or find gravel are considered to be acceptable shock absorbing surfaces when installed and maintained at a sufficient depth under and around playground equipment.

X3.2 Table X3.1 lists the maximum height from which a child would not be expected to sustain a lifethreatening head injury in a fall onto four different loose-fill surfacing materials if they are installed and maintained at depths of 6, 9, and 12 in. However, it should be recognized that all injuries due to falls cannot be prevented no matter what surfacing material is used.

X3.3 It is recommended that a shock absorbing material should extend a minimum of 6 ft in all directions from the perimeter of stationary equipment such as climbers and slides. However, because children may deliberately jump from a moving swing, the shock absorbing material should extend in the front and rear of a swing a minimum distance of 2 times the height of the pivot point measured from a point directly beneath the pivot on the supporting structure.

X3.4 This information is intended to assist in comparing the relative shock-absorbing properties of various materials. No particular material is recommended over another. However, each material is only effective when properly maintained. Materials should be checked periodically and replenished to maintain correct dept as determined necessary for your equipment. The choice of a material depends on the type and height of the playground equipment, the availability of the material in your area, and its cost.

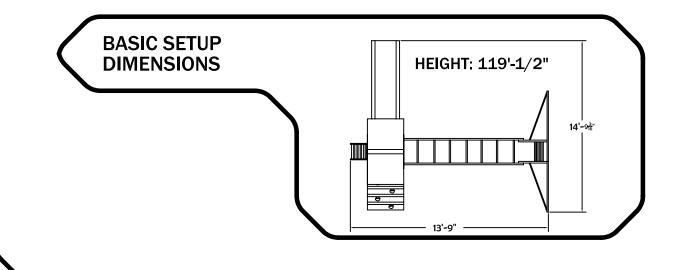
<sup>11</sup>This information has been extracted from the CPSC publications "Playground Surfacing — Technical Information Guide" and "Handbook for Public Playground Safety." Copies of these reports can be obtained by sending a postcard to: Office of Public Affairs, U.S. Consumer Product Safety Commission, Washington, D.C., 20207 or call the toll-free hotline: 1-800-638-2772.

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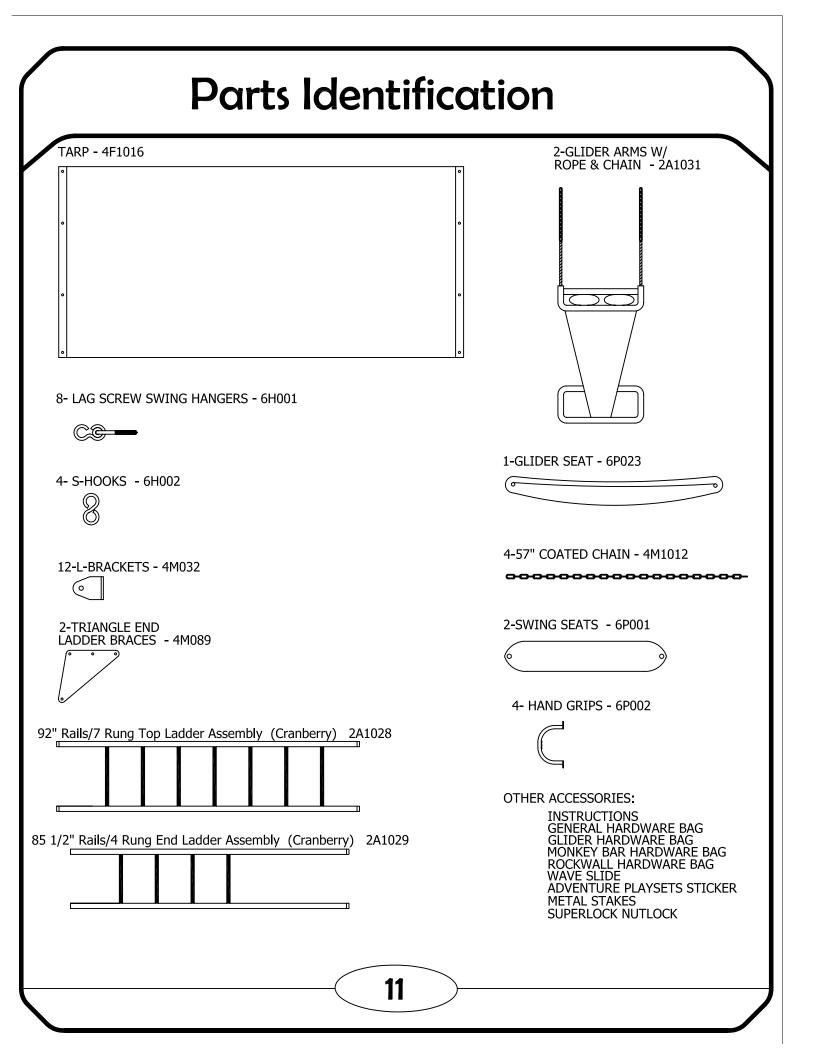
The standard is subject to revision at any time by the responsible technical committee and must be reviewed every five years and if not revised, either approved or withdrawn. Your comments are invited either for revision of this standard or for additional standards and should be addressed to ASTM Headquarters. Your comments will receive careful consideration at a meeting of the responsible technical committee, which you may attend. If you feel that your comments have not received a fair hearing your should make your views known to the ASTM Committee on Standards. 100 Barr Harbor Drive, West Conshohocken, PA 19428.

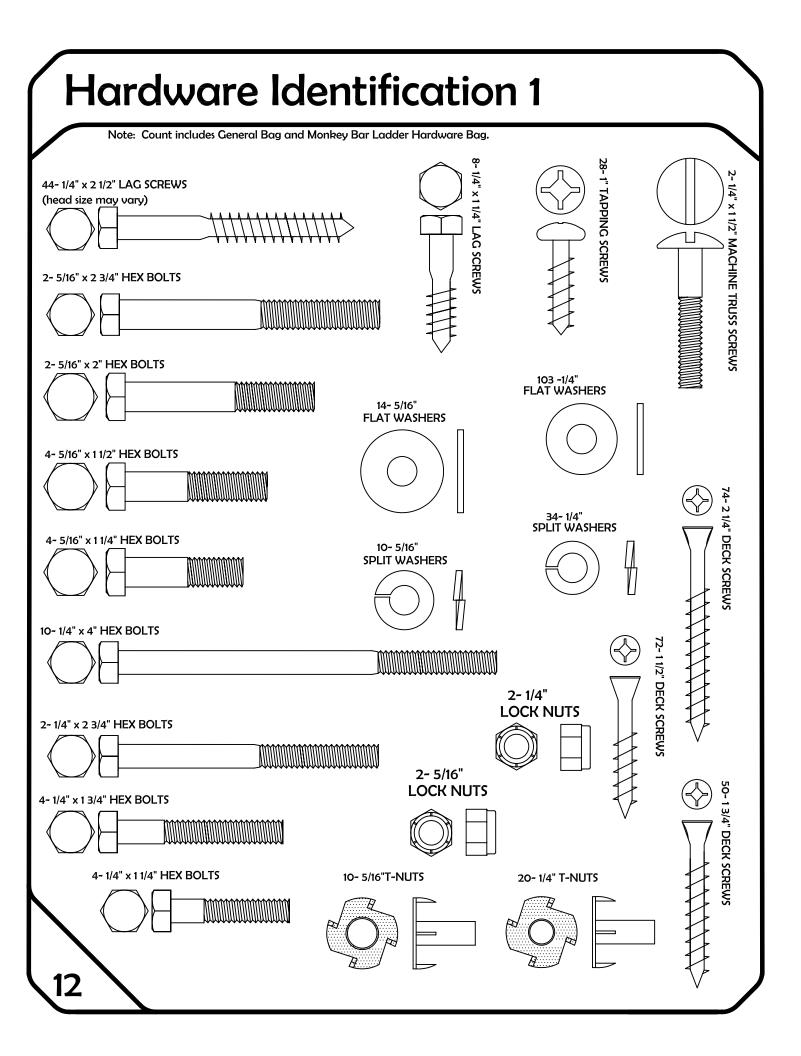
### Madison Assembly Instructions

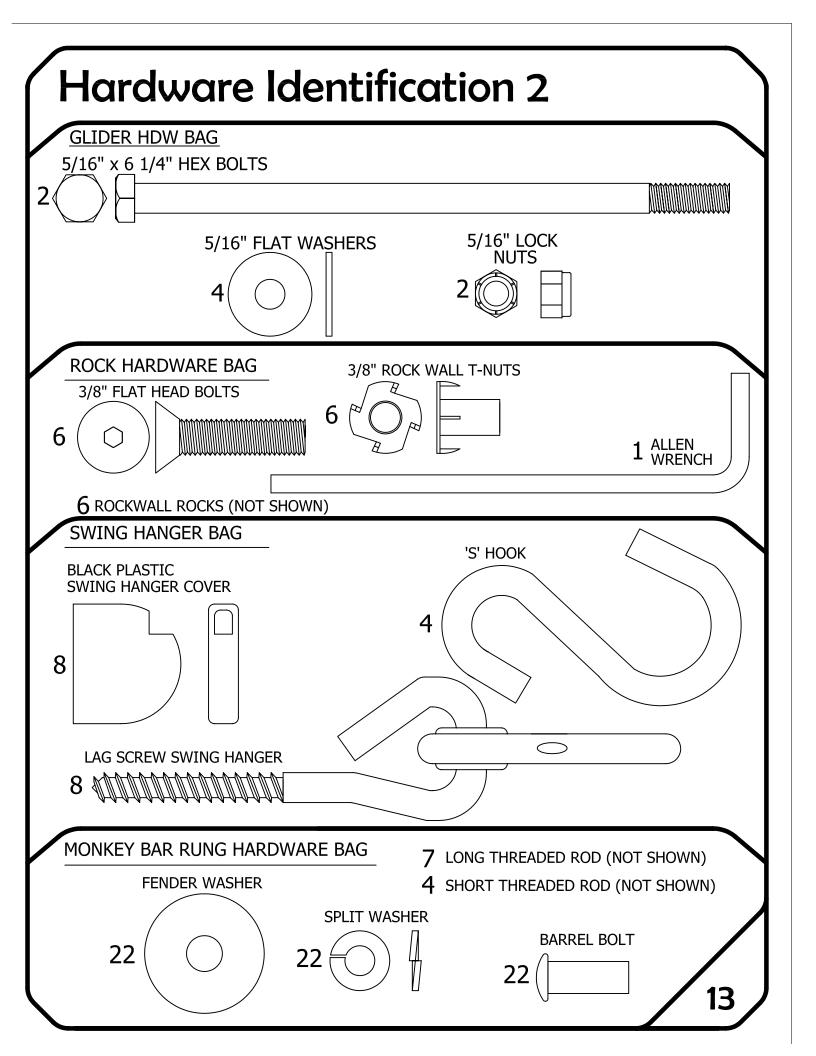




A cranberry 4x4x92" upright[2]	N 5/4x4x47 1/4" center floor board
• • • • • • • • • • • • • • • • • • •	4L1225
B cranberry 4x4x92" upright 3 holes[2]	5/4x4x47" tarp end cap[2]
C cranberry 5/4x4x93" monkey bar ground beam	P 5/4x4x45" tarp support
-1002	• 4L421
D 5/4x4x47 1/4" floor boards[6]	5/4x4x45" 2 hole floor support[2]           4L422
E 5/4x4x44" sandbox board/fort rail[8]	<b>R</b> 5/4x4x45" no hole floor support
F 5/4x6x44" monkey bar cross brace	4LM030 <b>S</b> 5/4x4x44" fort rail
L1315 • • • • •	4L1283 • •
G 5/4x6x37 5/8" floor board[2]	5/4x4x38 5/8" floor end cap[2]
	4L1229
H 5/4x6x36.25" rock wall slat[6]	U         5/4x4x30" tarp upright[2]           4L1316         •
5/4x4x71" end ladder angle brace[2]	5/4x4x24" wall slat[18]
.1196	4L1052 L
5/4x4x69 tarp cross brace[2]           L1311	4L1317 5/4x4x17 3/8" deck ladder support
K 5/4x4x50 3/4" right deck ladder rail	5/4x4x16" deck ladder rung[4]
312 // // // ·	
L 5/4x4x50 3/4" left deck ladder rail	4L1318 5/4x4x11 1/8" wall rail tab[6]
M 5/4x4x50" rockwall supports[2]	

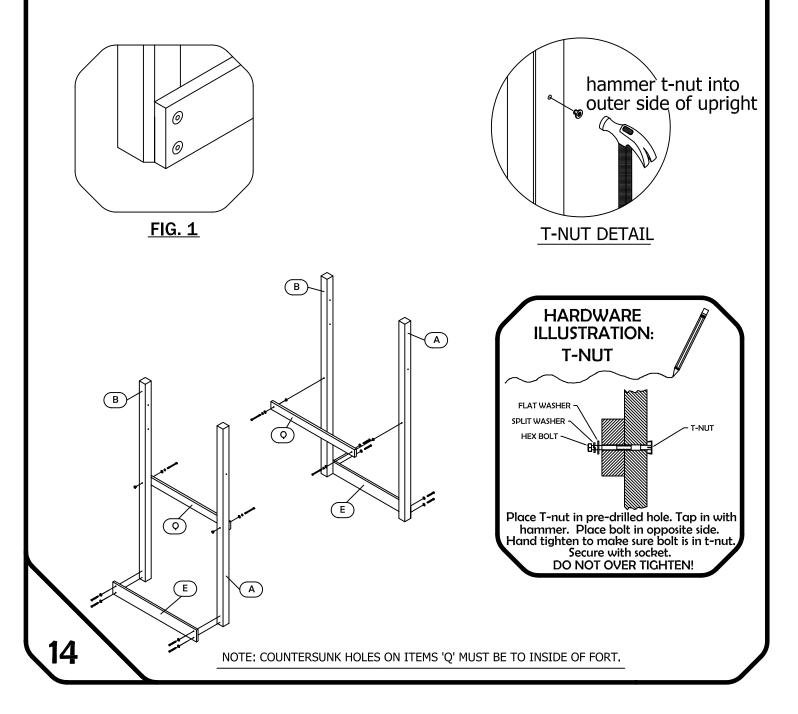






**!!NOTE: DO NOT OVER-TIGHTEN HEX BOLTS.!!** BOLT SHOULD NOT PROTRUDE MORE THAN 2 THREADS PAST T-NUT FACE

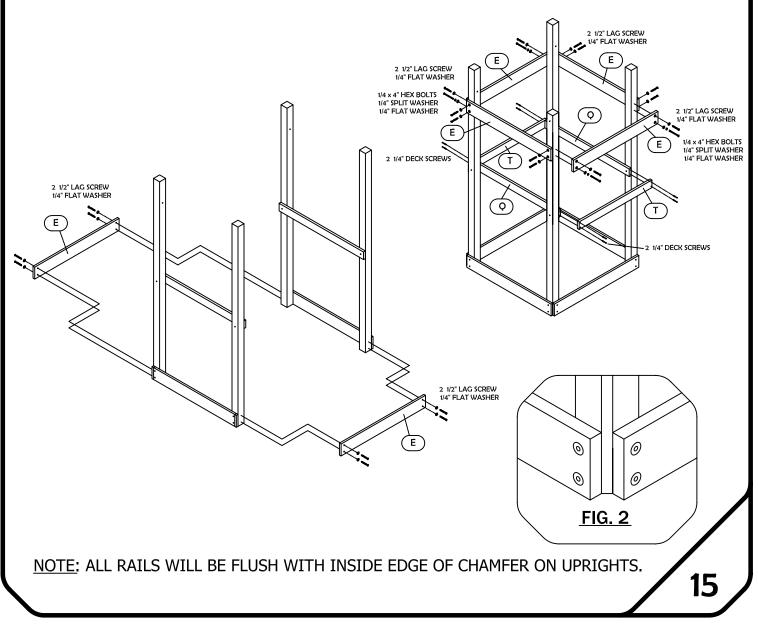
- NOTE: OPEN HARDWARE BAG ON A FLAT SURFACE OR IN A BOX TO AVOID MISPLACEMENT.
- <u>STEP 1:</u> GATHER ITEMS 'A'(2), 'B'(2), 'E'(2), AND 'Q'(2).
- STEP 2: ATTACH EACH FLOOR SUPPORT 'Q' TO AN UPRIGHT 'A' & 'B' W/ 4" HEX BOLTS AND T-NUTS AS SHOWN. HAMMER T-NUTS INTO THE OUTER SIDE OF UPRIGHTS. UPRIGHTS 'B' HAVE PRE-DRILLED HOLES FOR MONKEY BAR CROSS BRACE 'F' AND MUST BE ATTACHED PROPERLY.
- STEP 3: ATTACH FORT RAILS 'E' W/ LAG SCREWS & FLAT WASHERS AS SHOWN. KEEP FORT RAILS EVEN W/ INSIDE CHAMFER OF UPRIGHTS. (FIG. 1)

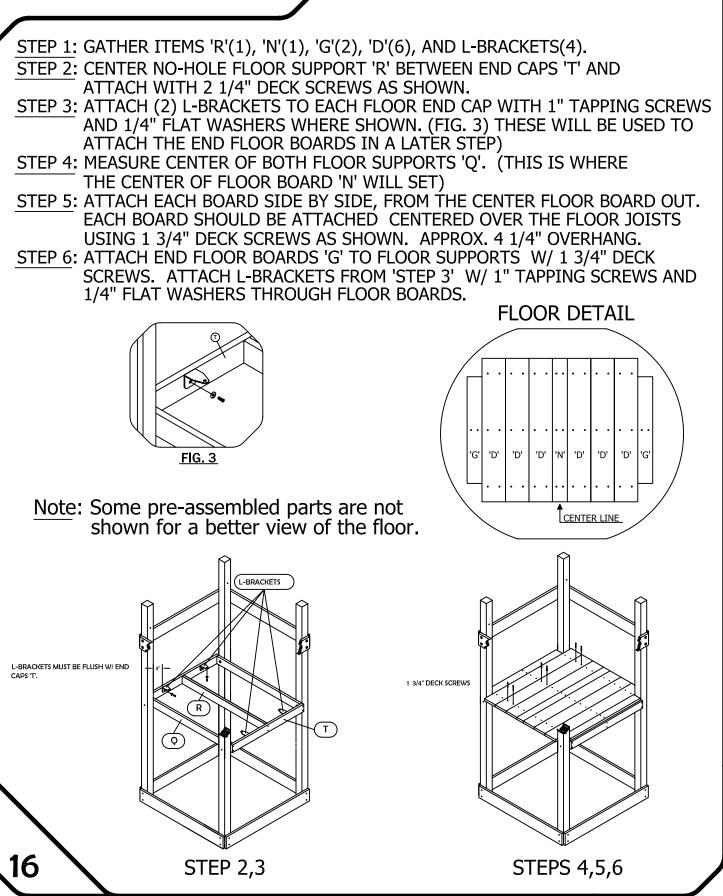


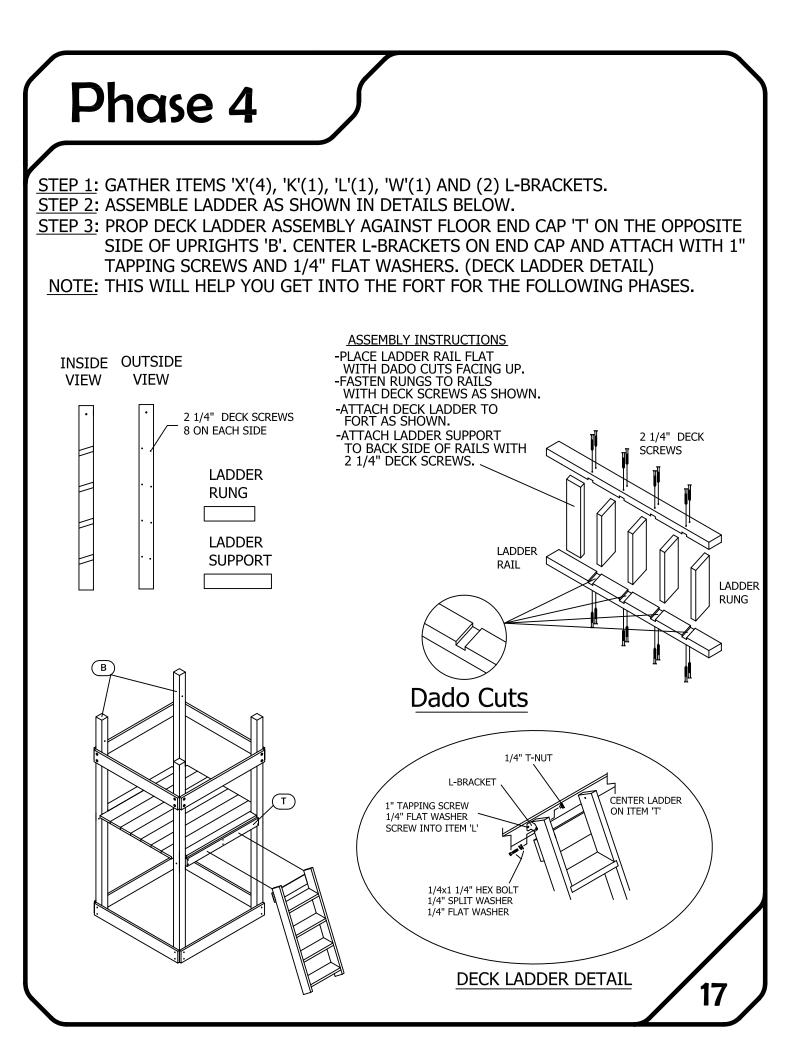
STEP 1: GATHER ITEMS 'E'(6) AND 'T'(2).

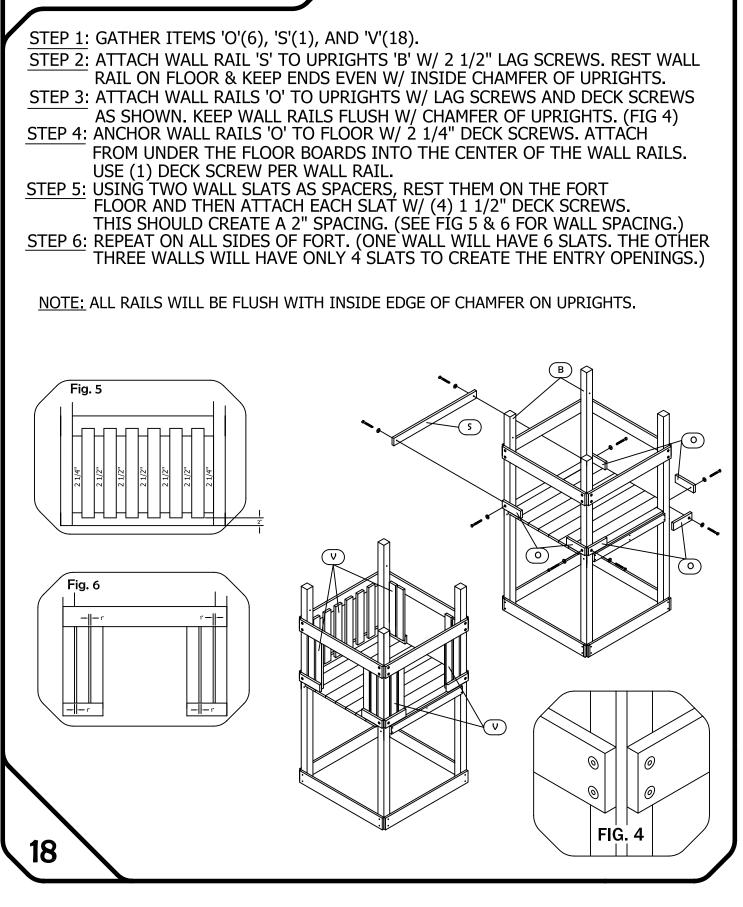
- STEP 2: ATTACH SANDBOX BOARDS 'E' TO UPRIGHTS W/ 2 1/2" LAG SCREWS AS SHOWN.
- STEP 3: ATTACH FORT RAILS 'E' TO UPRIGHTS W/ 4" HEX BOLTS AND T-NUTS THROUGH BOTTOM HOLES & 2 1/2" LAG SCREWS THROUGH TOP HOLES AS SHOWN. TWO OF FORT RAILS 'E' WILL TAKE ONLY LAG SCREWS. (REFER TO PRE-DRILLED HOLES FOR USE OF BOLTS AND T-NUTS.) STEP 4: ATTACH FLOOR END CAPS 'T' TO FLOOR SUPPORTS 'Q' W/ 2 1/4"
  - DECK SCREWS AS SHOWN.

NOTE: KEEP FRAME LEVEL AND SQUARE TO HELP W/ FURTHER INSTALLATION. NOTE: HEX BOLTS AND T-NUTS MUST BE USED IN PRE-DRILLED HOLES.

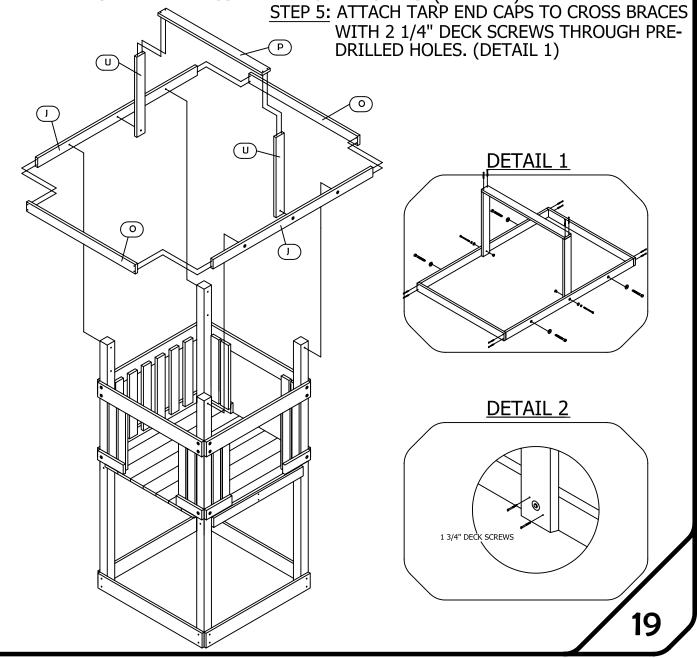




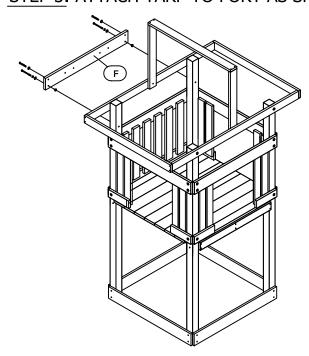


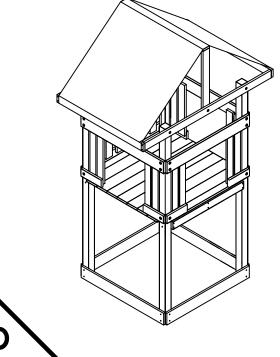


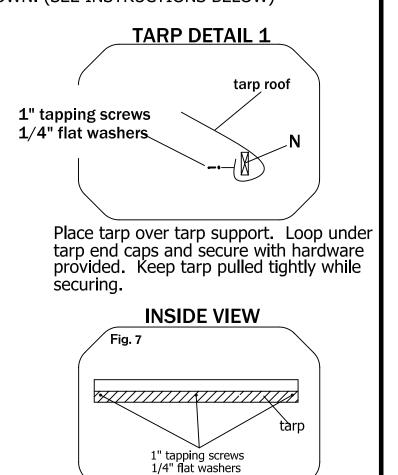
- STEP 1: GATHER ITEMS 'J'(2), 'O'(2), 'P'(1) AND 'U'(2).
- NOTE: A HELPER IS REQUIRED W/ ASSEMBLY.
- STEP 2: CROSS BRACES MUST BE ATTACHED WHERE SHOWN w/ 2 1/2" LAG SCREWS KEEPING COUNTERSUNK HOLES TO OUTSIDE OF FORT.
- STEP 3: ATTACH TARP UPRIGHTS TO SUPPORTS AS FOLLOWS: PLACE TARP SUPPORT ACROSS THE TOP OF UPRIGHTS. KEEP ENDS FLUSH & ATTACH W/ 2 1/4" DECK SCREWS USING PRE-DRILLED HOLES LOCATED ON TARP SUPPORT.
- STEP 4: ATTACH ASSEMBLY TO CROSS BRACES W/ 1 3/4" HEX BOLTS, FLAT & SPLIT WASHERS AND T-NUTS. (DETAIL 1) NOTE: UPRIGHTS MUST BE ANCHORED TO CROSS BRACES W/ 1 3/4" DECK SCREWS.
  - NOTE: UPRIGHTS MUST BE ANCHORED TÓ CROSS BRACES W/ 1 3/4" DECK SCREWS. THIS WILL KEEP ASSEMBLY FROM PIVOTING. (DETAIL 2).

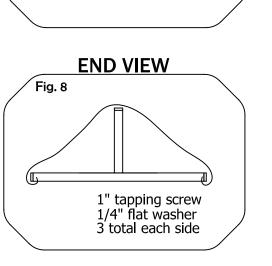


STEP 1: GATHER ITEMS 'F'(1) AND THE TARP PROVIDED. STEP 2: ATTACH MONKEY BAR CROSS BRACE ONTO UPRIGHTS 'B' THROUGH PRE-DRILLED HOLES USING 4" HEX BOLTS AND T-NUTS IN BOTTOM HOLES AND 2 1/2" LAG SCREWS IN TOP HOLES. KEEP ENDS FLUSH WITH INSIDE EDGE OF CHAMFER ON UPRIGHTS. STEP 3: ATTACH TARP TO FORT AS SHOWN. (SEE INSTRUCTIONS BELOW)







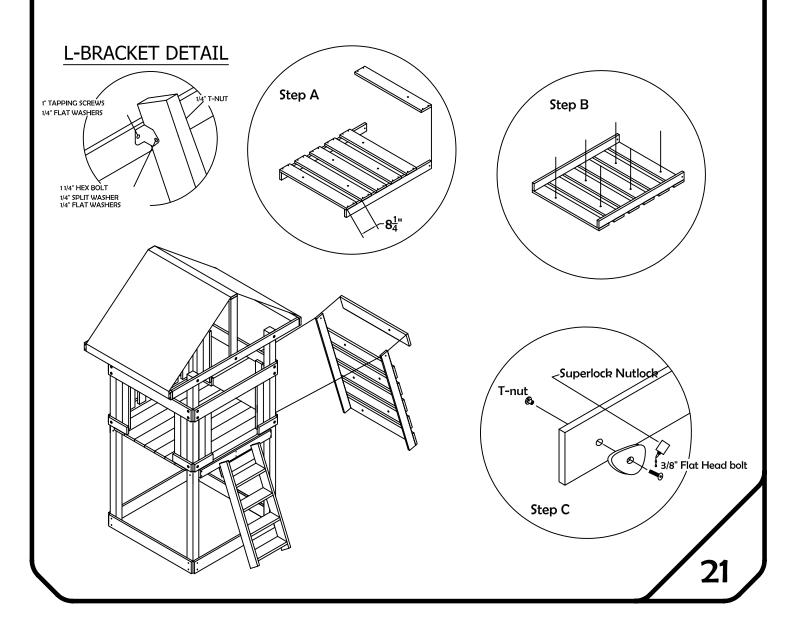


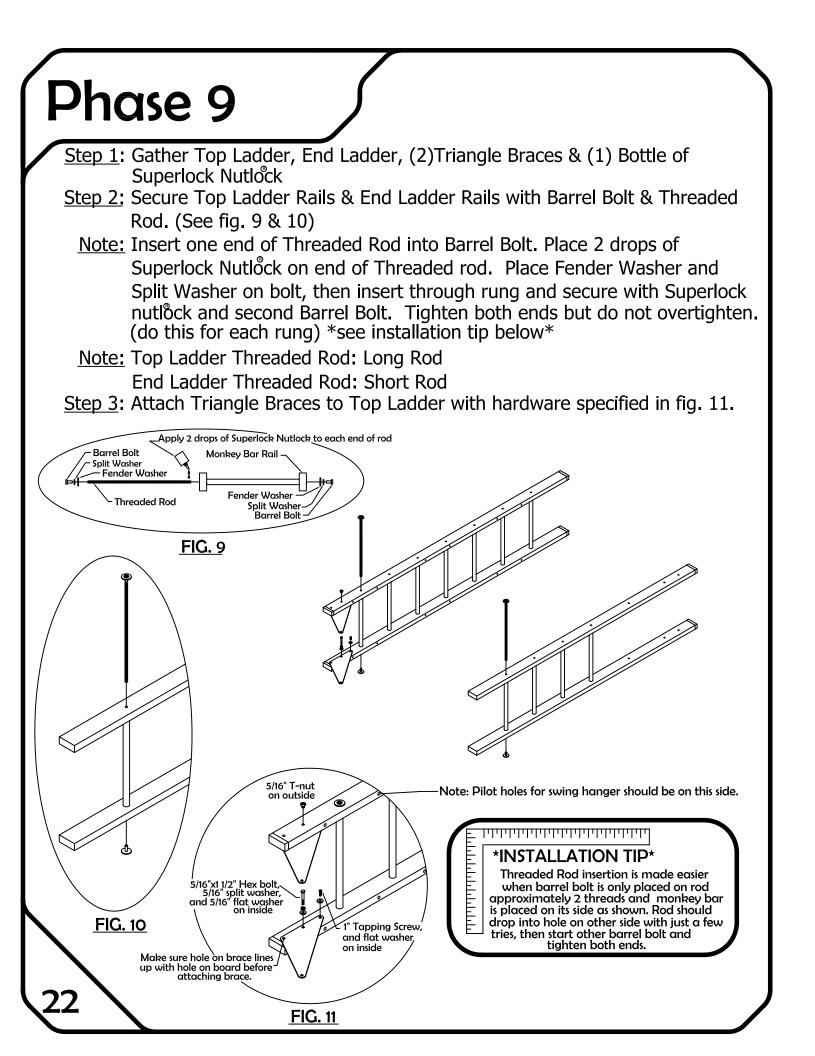
<u>STEP 1</u>: GATHER ITEMS 'H'(6), 'M'(2), ROCK HARDWARE BAG AND (2) L-BRACKETS. STEP 2: ASSEMBLE ROCKWALL AS SHOWN IN THE DETAILS.

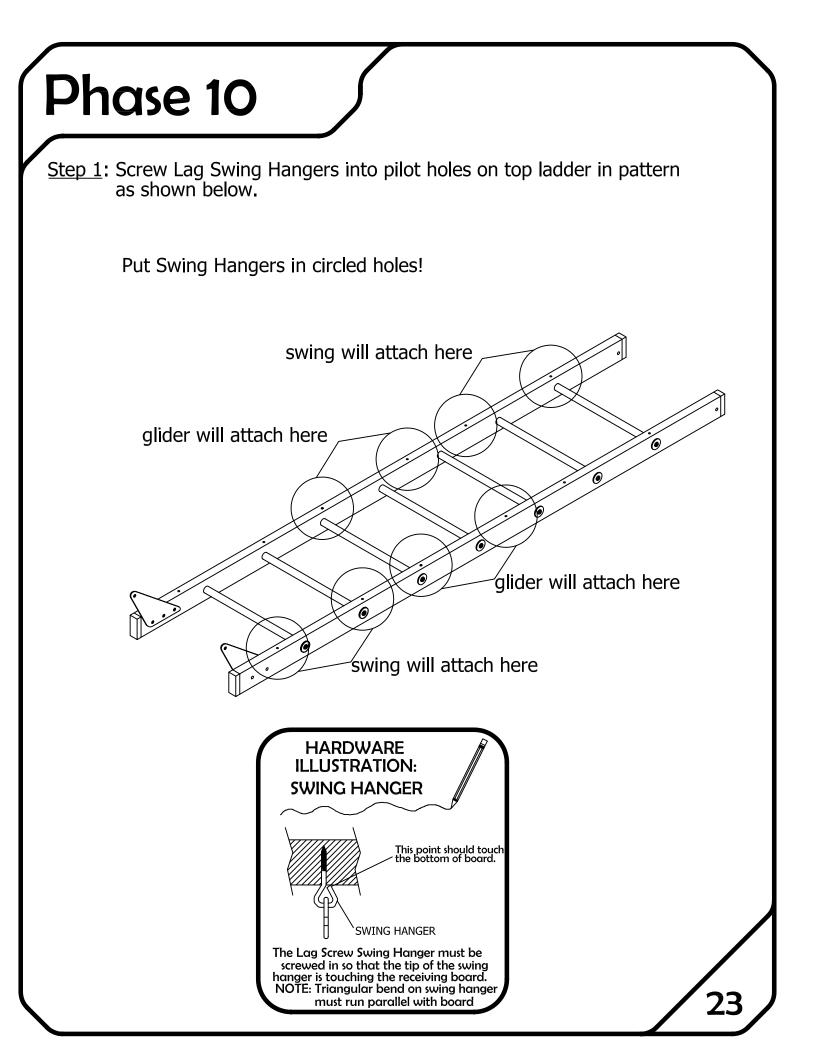
A: ATTACH ROCK WALL BOARDS TO ROCKWALL SUPPORTS AS SHOWN IN DETAIL 'STEP A'. USE FOUR DECK SCREWS PER BOARD. DO NOT ATTACH TOP ROCKWALL BOARD. THIS BOARD WILL BE ATTACHED AFTER SECURING THE ROCKWALL TO THE FORT.

B: HAMMER T-NUTS INTO BACK OF ROCKWALL BOARDS. ('STEP B' DETAIL) C: USING THE LIQUID NUTLOCK AND FLAT HEAD BOLTS PROVIDED, ATTACH CLIMBING ROCKS TO ROCKWALL BOARDS. ('STEP C' DETAIL)

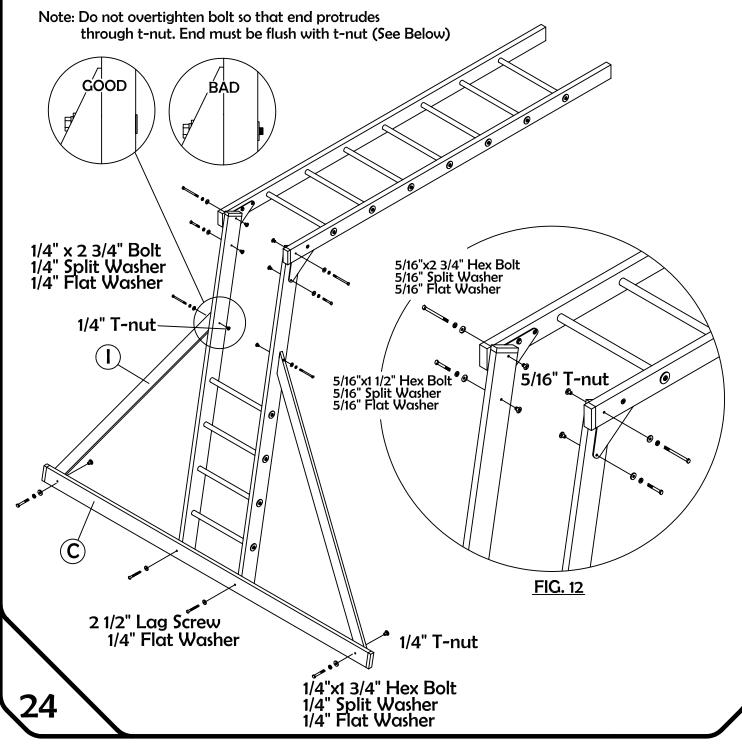
STEP 3: ATTACH ROCKWALL WITH L-BRACKETS AS SHOWN. ('L-BRACKET' DETAIL) L-BRACKET MUST BE ATTACHED TO <u>INSIDE</u> OF ROCKWALL SUPPORT. STEP 4: ATTACH TOP ROCKWALL BOARD TO ROCKWALL.



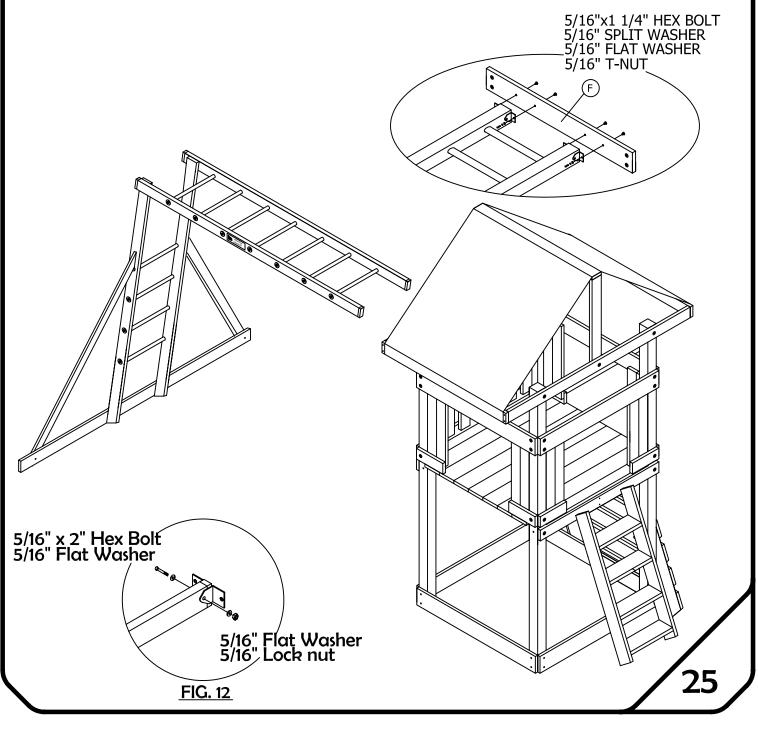




- Step 1: Gather Ladder assemblies, (2) Angle Braces 'I' and Ground Beam 'C'.
- <u>Step 2</u>: Attach End Ladder to Top Ladder with Triangle Braces through pre-drilled holes. See fig. 12 for hardware.
- Step 3: Attach Angle Braces 'I' to Ground Beam 'C' as shown.
- Step 4: Attach Angle Braces 'I' to end ladder as shown.
- Step 5: Attach Ground Beam 'C' to End Ladder with 2 1/2" Lag Screws.

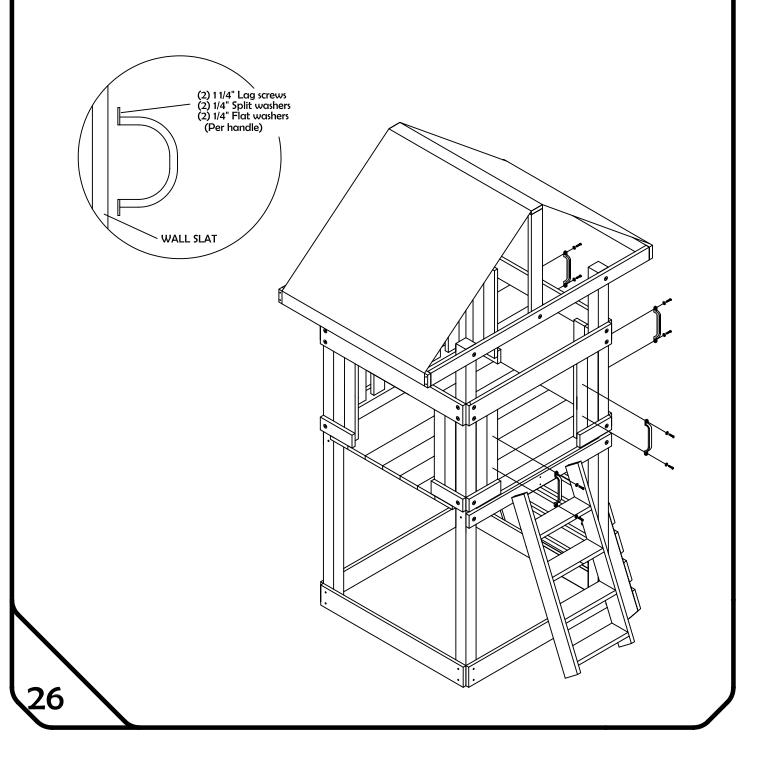


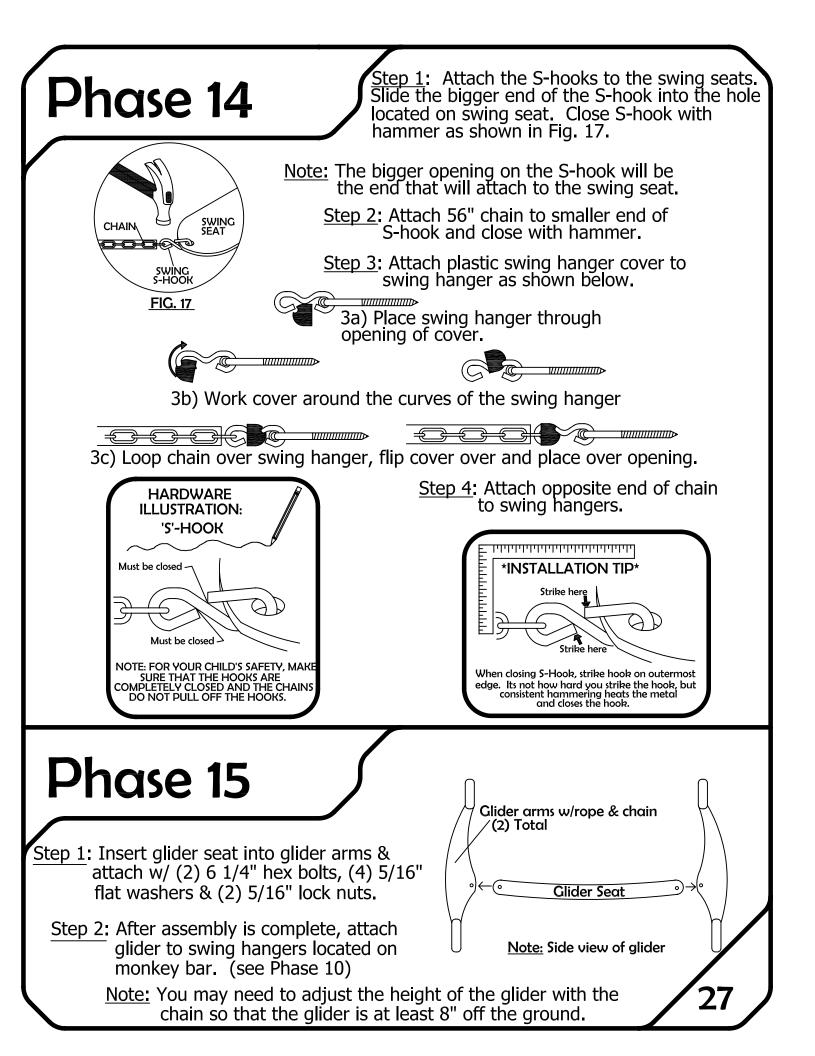
- STEP 1: ATTACH L-BRACKETS TO TOP LADDER WITH 5/16" HEX BOLTS AS SHOWN IN FIG. 12.
- STEP 2: POSITION TOP LADDER SO THAT L-BRACKET HOLES ALIGN w/ PRE-DRILLED HOLES ON MONKEY BAR CROSS BRACE 'F' AND ATTACH w/ 5/16"x1 1/4" HEX BOLTS, FLAT WASHER, SPLIT WASHER, & T-NUT.
- STEP 3: GLIDER AND SWINGS REQUIRE ASSEMBLY. REFER TO SWING SEAT ASSEMBLY & GLIDER DETAIL AT BACK OF INSTRUCTION BOOK BEFORE ATTACHING TO TOP LADDER.
- STEP 4: ATTACH ADVENTURE PLAYSETS STICKER TO MONKEY BAR TOP LADDER.

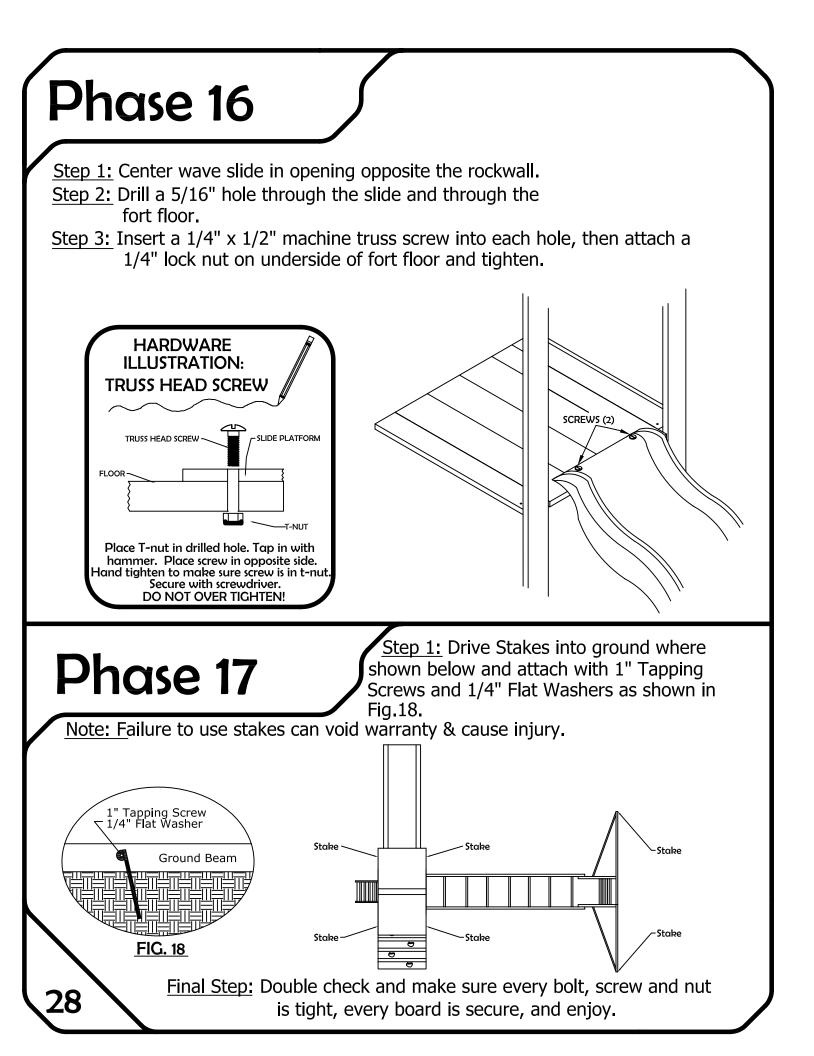




#### STEP 1: FOUR OF WALL SLATS 'V' WILL TAKE YELLOW HANDLES. CENTER HANDLES ON WALL SLATS ABOVE BOTH ROCKWALL & DECK LADDER. ATTACH USING HARDWARE SHOWN.







### **Customer Notes**


### **Limited Warranty**

Adventure Playsets Inc. insures to the original owner of our product, that the components of our set are free from defect in materials and will be warranted for one year from the date of purchase. In addition, all wooden components will be warranted against rot or insect damage for 12 Years to the original owner. All non-wood components will carry a one-year warranty only.

All defective parts that are discovered and reported in the first thirty days after purchase will be replaced at no charge to the registered customer. After thirty days of purchase shipping and handling charges for replacement warranty parts will be passed on to the consumer.

All returned goods will be accessed by our customer service department. We will not accept any goods without an authorization code. Our customer service department will give out all codes. Failure to supply authorization code with shipment will void all said warranty. Our customer service department can be reached at 1-800-856-4445.

### This Limited Warranty does not cover the following:

- The cost of labor required to re-install or disassemble the defective component.
- The cost of <u>air</u> freight
- The cost of freight after the initial 30 days from purchase.
- Cosmetic defects that do not affect the structural integrity of the play center.
- Any abnormal conditions such as vandalism, improper installation, misuse or abuse, or improper maintenance.
- Damage done by nature such as wind, lightning, severe weather, etc...
- Natural defects of wood such as warping checking or any other physical properties of wood that do not present a hazard.

Adventure Playsets products have been carefully designed to insure your child's safety. Any modifications to your playsystem could result in serious injury as well as void all warranties.

### Our playsets are designed for Residential use only, for children between the ages of 3 and 10, for a single-family dwelling. Commercial use such as nurseries, parks or schools, voids all warranties.

### Warranty claim procedure

If you are confident that your playsystem has been installed and maintained properly, and you have a warranty claim, proceed with the following steps:

- 1. We will need copy of your proof of purchase (Dealer sales receipt only.)
- 2. We require a brief written description of the warranty issue.
- 3. Photos of warranted parts and of the entire play system.

If any of the above steps are not completed, there may be delays in the completion of your claim, or possibly warranty cancellation.

Mail information to:

Adventure Playsets 14201 I-27 Amarillo, Texas 79119

or email at custservice@adventureplaysets.com

Our customer service department will review the claim and make contact with the customer by mail or by phone. The customer will only pay for shipping and handling to and from factory if warranty is approved.

1-800-856-4445

Service department hours Monday thru Friday 9am to 5pm Saturday 9am to 2pm Central standard time

### **Customer Registration Card**

Name:		
Address:		
City:	State:	Zip:
Home Phone		
Date of Purchase		
Vendor Name		
City:	State:	Zip:
Unit Model: The Madison: 1-AP006		
Please check the box below.		
How old are you?	44-56	Older than 56
What is your level of income? Less than \$10,000 \$10,001-\$25, More than \$75,000	,000 🗌 \$25,001-\$50,0	000 🗌 \$50,001-\$75,000
How would you rate the quality of ou Above Average Average	r product?	Poor
How would you rate the ease of assem Above Average Average	nbly of our product?	Poor
How would you rate our instructions?	🗌 Fair	Poor
Would you recommend our product to	o friends & family?	
How old are your children?	-8 9-10	)
Where did you hear about us?	Advertisement	Internet
Comments:		

### **Customer Registration Card**

Do not forget to send in your registration card to the factory. This card will validate your time of purchase for warranty items.

Fold here

Place stamp here

Adventure Playsets 14201 I-27 Amarillo Texas, 79119