



**Pro-Techs
Surfacing, LLC**

Pro-Techs Surfacing Warranty and Maintenance Packet

Welcome and congratulations on your purchase of a Pro-Techs Surfacing, LLC product. We appreciate your business and look forward to serving your needs for years to come. We take pride in our workmanship and customer service, and want to share some tips to help you get the most out of your investment.

Included in this packet:

- **Your warranty agreement and maintenance instructions.** Please review, sign, and return a copy of this agreement to activate your coverage.
- **General maintenance exhibit.** This provides guidance on routine care and identifies items to monitor during standard inspections.
- **High-frequency inspection form.** This outlines the key surfacing elements to check during routine playground inspections. We require inspections at a minimum frequency of every 30 days, and suggest more frequent checks for high-use facilities. As an alternative, we recommend services such as ParkZapp for your audit and inspection needs: <https://www.parkzapp.com>
- **Link to our warranty page.** Use this to initiate a review of any surfacing concerns: <https://pro-techssurfacing.com/warranty/>

We hope you thoroughly enjoy your new product. Please remember, however, that no surfacing product is completely maintenance-free. Keeping the area clear of debris and routinely inspecting for signs of granulation or other defects will help prevent minor issues from becoming more serious. As your surfacing partner, we're committed to promptly addressing any concerns—but we rely on **timely notice** in order to do so.

As always, if you have any questions, we're available for consultation. Again, thank you for your patronage!



**Pro-Techs
Surfacing, LLC**

Pro-Techs Surfacing Perma Play 2-Layer System

FIVE-YEAR LIMITED PERFORMANCE WARRANTY

Subject to the following terms and conditions upon registering this agreement, Pro-Techs Surfacing, LLC (Seller), warrants to the Buyer that the Pro-Techs Surfacing Perma Play 2-Layer System sold to the Buyer will be free from defects in workmanship for a period of one (1) year and in materials five (5) years from the time of completion of its pour-in-place job installation application, installed onto a prerequisite preparation standard established in writing prior to sale.

The Seller further warrants that the Perma Play product will not prematurely deteriorate to the point of bonded failure because of foot traffic for a period of five (5) years from installation completion date when properly inspected and maintained, where the product is used for its intended purpose as a Playground Safety Surface. Please see attached Poured in Place Rubber Maintenance Exhibit at <https://pro-techssurfacing.com/site/wp-content/uploads/Poured-In-Place-Rubber-Safety-Surfacing-Maintenance.pdf>

Defected or failed area(s) are defined as: Surface cracking, delamination, pitting, or loss of impact attenuation. The temporary ambering of Aromatic binder is not a workmanship issue, product defect or failure. Additional detail can be found on the Ambering Exhibit at <https://pro-techssurfacing.com/site/wp-content/uploads/Aromatic-Binder-Ambering.pdf> Loss of impact attenuation cushion integrity is defined as failure to comply with American Society for Testing of Materials (ASTM) F1292-17 Standard Specification for Impact Attenuation of Playground Surfacing Materials Within the Use Zone of Playground Equipment at 200 Gmax and 1,000 HIC. In water play areas, pool surrounds, and similar applications, pool chemicals may affect coloration of the Perma Play product over time. Should a discoloration of the Perma Play occur, this is not a product failure.

All requests for warranty claims must be submitted online through the Pro-Techs Surfacing website at <https://pro-techssurfacing.com/warranty/> Buyer must provide this written notice containing full details of such alleged failure/defect including pictures of the failed/defective area(s), and date when failure/defect was first detected within fourteen (14) days of the discovery of the failure/defect and no later than seven (7) days after the expiration of this warranty period. Seller shall not be responsible for any notices received from the Buyer after fourteen (14) days from date of Buyers first knowledge of the failure/defect or seven (7) days after the expiration of this warranty period.

NO ONE HAS THE AUTHORITY TO MAKE ORAL WARRANTIES AND ORAL WARRANTIES ARE NOT BINDING. EXCEPT FOR THE EXPRESSED WARRANTY STATED HEREIN, THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED; INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PROCESS. NO RESELLER, AGENT,

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OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION, EXTENSION, OR ADDITION TO THIS WARRANTY.

Seller shall determine the validity of all claims after written notice containing sufficient evidence has been received and reviewed. If necessary, a Seller site visit to determine the cause of the failure/defect and testing may need to be conducted. If it is determined that the alleged failure/defect is not valid, then any expenses associated with any recap or repair, along with any testing fees will be at the Buyers expense. Once Seller validates the claim, Seller's liability and buyer's remedies will be limited to the following: providing repair materials for the Perma Play product or recapping of the top coating, as determined by Seller in its sole discretion. The maximum value allowed by seller for replacement shall not exceed the original product purchase price.

Seller shall not be responsible for, and this warranty shall not apply to, any damage resulting from improper maintenance or use of unapproved cleaning materials, negligence, accidents, misuse, vandalism or abuse from sharp objects not permitted on the surface (including but not limited to pens, pencils, knives, athletic shoe spikes, high heels, broken glass, garden tools, or any such objects of likeness; machinery not intended for trafficking on the playground surface, improper substrate, minimal cure times or concrete/asphalt substrates not met as specified, base or sub-base design or construction, improper drainage, improper or incomplete grade work on rolled edges or maintenance thereof, or caused by flooding, fire, other natural disasters and acts of God. This warranty excludes Seller from responsibility or obligation to the Buyer stemming from shrinkage or seam separation of custom graphic design, ambering of Aromatic binder, or cracking related to excessive granulation when not promptly reported.

Any damages to the Perma Play surface during the curing period for any reason, including but not limited to premature, improper, or unsupervised use, or acts of vandalism, will be repaired or replaced at the Buyers expense. Minimum cure times for the Perma Play product are 48 to 72 hours as required before heavy foot traffic. In colder weather, below 60 degrees F (15 degrees C), cure times may be extended to allow the surface to fully cure and become tack free.

This limited warranty does NOT include the underlying material (e.g., existing surface, existing or new concrete, asphalt, sub-base or sub-grade), unless provided in the contract and installed by Seller. If included in the sales contract, Seller is responsible for proper compaction of only fill materials that they place/install, but not those materials placed/installed by others. This includes any underlying clay/soil/granular fill/gravel installed by other parties. If the underlying material installed by other third parties fails for any reason whatsoever; from settling, hydrostatic pressure, cracking, shifting, heaving, or improper drainage, this warranty is void. If the underlying material is concrete or asphalt, application of curing agents is not allowed due to the possibility of causing delamination of the Perma Play product. This warranty shall not apply to surface shrinkage or separation along adjacent vertical substrates. Additional detail can be found on the Drainage Exhibit found at <https://pro-techssurfacing.com/site/wp-content/uploads/Drainage-Issues.pdf>

Buyer agrees not to make alterations to the Perma Play product surface without prior written authorization from Pro-Techs Surfacing LLC. Any unauthorized alteration by the Buyer shall void all warranties and shall require that Buyer hold harmless, defend, and indemnify Seller from any claim, suit or cause of action, personal injury,

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(2L5yr 05/25)



death, or property damage arising out of or caused by such unauthorized alteration. For purposes of this agreement, alterations will include the use of unapproved products in combination with the Perma Play product including urethane binders or other surface systems applied to or on the top of the Perma Play product, steam or pressure washed applications of solvents, oils, or chemical disinfectants not previously agreed by Seller.

Seller's obligation will not extend beyond those expressly stated herein and will have no liability related to loss of use or profits, third party use, costs, expenses, damage, or liability whether direct, indirect or for incidental or consequential damages. Owner/operator (Buyer) of playground shall retain all liability related to all supervision and/or maintenance responsibilities recommended by the applicable ASTM, National Recreation and Park Association, and Consumer Product Safety Commission standards regarding Public Use of Playground Equipment, including the labeling and/or signage pertaining to the entanglement hazards of helmets, drawstrings and accessories around the neck, hot/hard play equipment/surfacing, and the recommendation for proper footwear when playing in area. Owner/operator shall make periodic inspections to maintain and repair the impact attenuating surfacing within the use zone and establish and maintain detailed written inspection, maintenance, and repair records for each public use playground equipment area. For guidance on documenting these inspections please see the Pro-Techs [PTS PLAYGROUND SURFACING HIGH FREQUENCY \(MAINTENANCE\) INSPECTION FORM](#) and for recommendations on the frequency of these inspections please refer to the [IPSI Guide to Frequency of Inspection Form](#). Consult with your PTS Representative with any questions.

This warranty only applies to Perma Play products for which payment in full has been received per the terms and conditions of the agreed contract. If payment in full has not been received or Buyer is in default of any of the terms and conditions of the contract, this warranty will be automatically voided.

Any disputes over a warranty claim shall initially be resolved by a joint investigation and discussion between the Buyer and Seller to reach a mutually agreeable resolution. In the event such resolution cannot be reached within 30 days from the date of initial conference, either party can submit in writing the specific issue to an arbitrator who is a member of the American Arbitration Association and located within the State of Ohio. Such arbitration to be conducted within the State of Ohio, Medina County, and such Arbitrator shall decide in accordance with the rules and regulations of the American Arbitration Association. The decision of said arbitration shall be binding and final for both parties.



**Pro-Techs
Surfacing, LLC**

The Seller MUST receive an authorized original hard copy of this warranty document to engage and activate the Limited Warranty. Written notice within 7 days of transfer by Buyer during warranty period specified required, and new Owner/Operator must also engage and activate this Limited Warranty.

THE PRODUCT WARRANTY IS COMPLETELY REPRESENTED HERE IN WRITING AS ALL PROMISES ARE DECLARED WITHIN THIS DOCUMENT. THE SELLER SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE PRODUCT, OR ANY TO THE SURROUNDING PREMISES ARISING UNDER ANY THEORY OF LAW WHATSOEVER.

Project: _____

Customer Name: _____

Location of installation: _____

Completion Date: _____

Warranty End Date: _____

Manufacturer: **Pro-Techs Surfacing, LLC 3840 Ridgewood Rd. Unit 4343, Copley, OH 44321**

Phone Number: **(330)-576-6058** Fax Number: **(440)-290-1541**

Buyer Name (Print): _____

Title: _____

Buyer Signature: _____

Date: _____

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Unitary Poured-In-Place Rubber Surfacing System

Maintenance Instructions

It is important that the Pro-Techs Perma Play unitary poured in place surface system purchased be properly maintained to ensure it performs as intended for its durability and longevity as well as the impact attenuation properties. The owner/operator should develop a written maintenance guide with the necessary training for staff to follow. This applies to both the playground equipment and protective surfacing systems. Per the National Recreation and Park Association (NRPA), Consumer Product Safety Commission (CPSC), and American Society for Testing of Materials (ASTM) playground guidelines, the owner/operator shall maintain and repair the impact attenuating surfacing making periodic inspections. As your surfacing partner, we recommend routine recorded inspections be done at least monthly to maintain the warranty coverage.

Items to consider when choosing the frequency of your inspections are:

- incidents of vandalism
- higher general use
- older or larger users
- age of surfacing
- environmental factors such as excessive sun/lack of shade
- high pH rain or salt content
- drainage issues

Below please find the steps to follow to properly maintain your Perma Play surfacing system and comply with your warranty responsibilities.

General Debris on EPDM Topcoat

As general maintenance, it is important to keep the area clean and free of particulates (sand, soil, leaves, tree sap, twigs, etc.) by using a Wet/Dry/Lawn vacuum or leaf blower with standard pressure hose. Particulate buildup in the wear course can adversely affect drainage and in the base layer can severely reduce or eliminate the impact attenuation properties of the surfacing system. This includes drainage water containing sediments (brown water) running through the surface.

No steam or power washing equipment should be used. If the surface is excessively dirty or needs spot cleaning, we recommend using non-solvent cleaners such as diluted Dawn dishwashing liquid or diluted Simple Green on the wet surface. Manual agitation with a medium bristle broom helps with sticky spots. Remember that stains and biological matter like bird droppings or moss/algae/mold should be removed when found to avoid it becoming more difficult to clean or spread, or possible adverse exposure to playground users. A 3% solution of hydrogen peroxide can be helpful in disinfecting and breaking up bird droppings and blood stains.



Please contact your Pro-Techs representative for guidance on other types of stains.

As part of the suggested minimum monthly regular maintenance and when doing larger areas, cleaning in the early hours will prevent any cleaning solution(s) from evaporating. Again, either vacuum the area, blow until a close inspection of the surface shows it is clear of particulate matter, or hose the surface down using standard pressure. Heavily used play areas or those including sand events or Engineered Wood Fiber will need more frequent cleaning. A one or two gallon standard garden pump sprayer can be used to apply the cleaning solution to the dampened surface.

Products and cleaning solutions to be avoided as they can break down the polyurethane bonds of the binders and void your warranty include, but are not limited to, those listed below. Some of these items are not environmentally friendly, can change the appearance of your surfacing, or leave the surfacing slippery causing fall hazards. Please contact your Pro-Techs representative with questions or review the Material Safety Data Sheets (MSDS) on any other products you are considering prior to using.

- | | | |
|------------------------|-------------------|--------------------|
| - Acetate | - Ammonia | - Benzene |
| - Carbon Tetrachloride | - Chlorine bleach | - Glycerin |
| - Hydraulic Oils | - Lighter Fluid | - Lubricating Oils |
| - Mineral Spirits | - Naphtha | - Turpentine |

Winter Conditions


Please check your weather forecast and monitor your Perma Play surface during colder weather. As with all playground surfacing materials, when moisture is trapped within the system during below freezing temperatures, the impact attenuation properties of the safety surfacing system are gone, and for this reason the play area should not be used. Plows and rigid or metal bladed snow shovels should not be used on your poured in place rubber surfacing. Power brooms can be used for general snow removal. Table salt (no rock salt) can be used to melt ice on the PIP surface.

Inspect surface and surrounding area for signs of granulation or other damage and report promptly per warranty. There are more support tools and inspection forms available from the NRPA, CPSC, and Pro-Techs Surfacing. There are also third party vendors that provide inspection forms, tracking or record keeping, and software.

Additional general maintenance information is available through the National Playground Safety Institute Playground Maintenance Service Program. Their course Maintaining Safe Play can be accessed through www.nrpa.org/certifications/CPSP/

Failing to read and follow these instructions could result in permanent damage to your surfacing system and loss of warranty coverage from Pro-Techs Surfacing, LLC.



 PLAYGROUND SURFACING HIGH FREQUENCY (MAINTENANCE) INSPECTION FORM						
Playground: _____		Date: _____				
Inspected by: _____		Time: _____				
				Corrective Action		
Inspection items	Requirement	Yes	No	If No, specific condition	Goal	Date done
Cleanliness	Area free from trash, biological debris, particulate matter?	<input type="checkbox"/>	<input type="checkbox"/>			
Sanitary	Turf/Poured-in-Place free from growth of mold, fungus, or other harmful plants?	<input type="checkbox"/>	<input type="checkbox"/>			
Drainage	Any standing water or signs of water retainage?	<input type="checkbox"/>	<input type="checkbox"/>			
Trip Hazards	Curb separation or surface buckling present?	<input type="checkbox"/>	<input type="checkbox"/>			
Adjacent Surfacing	Is loose fill even with grade of PIP or Turf?	<input type="checkbox"/>	<input type="checkbox"/>			
Deterioration	Signs of granulation in high wear areas underneath slides/steps or off surface in cracks?	<input type="checkbox"/>	<input type="checkbox"/>			
Repairs Needed	Any openings in surface needing a patch/repair?	<input type="checkbox"/>	<input type="checkbox"/>			
Vandalism	Are there burns, cuts, or other damage to report?	<input type="checkbox"/>	<input type="checkbox"/>			
Other	Additional items noted?	<input type="checkbox"/>	<input type="checkbox"/>			

For additional audit or high frequency inspection services, please contact Park Zapp at www.parkzapp.com

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