



## **Frequently Asked Questions**

### **Does your play equipment meet CSA Standards?**

Equipment supplied by our company, not only meets the Canadian Standard (CAN/CSA-Z614-03) of July 2003, but has also been certified to the standard by IPEMA - a third party certification service.

### **How can I check if a supplier's equipment meets CSA Standards?**

Go to the IPEMA website at [www.ipema.org](http://www.ipema.org) and select a manufacturer (hopefully one you are considering) from the list - If they are not listed, it means that they do not have any certified products. Being a member of IPEMA does not mean that a company has any certified products.

### **Why do some manufactures have 20 to 30 products listed and others have hundreds?**

Even though a manufacturer has hundreds of different components, only those items that have been tested and certified to the Canadian Standard can be listed.

### **My prospective supplier tells me that they will provide a letter stating that the proposed equipment meets the Canadian Standard - Is this sufficient?**

You should insist that the supplier provide a certificate from the IPEMA website, showing which of the products being offered for your project have been certified to the Canadian Standard - You should be sceptical of any supplier who does not have products which have been certified by IPEMA to the Canadian Standard.

### **You claim a "Lifetime Plus" Warranty on Posts, Hardware and Clamps - What is "Lifetime Plus"?**

Our "Lifetime Plus" Warranty, for practical and definitive purposes, means 101 years and applies to both Steel and Aluminum Posts as well as our Hardware and Clamps - No other company offers this length of warranty on their equipment.