



BOTTOM PLAYHOUSE



Owners & Instruction Manual

This instruction booklet is to be used exclusively for Eastern Jungle Gym customers only. It is not to be handed out to the general public. Any duplication of this booklet will be subject to copyright protection and federal laws.



IMPORTANT INFORMATION PLEASE READ...

It is important for you to go through your boxes and check all material, hardware and wood prior to assembly. Please familiarize yourself with the material. It is very helpful to read and review this instruction booklet. This will help ensure you assemble your Jungle Gym properly, safely and more efficiently.
A little time now can save you time when your assembling!

If you have any missing parts, damaged material, or have any questions installing your new Eastern Jungle Gym product.

Please call Eastern Jungle Gym directly.

Customer Service available 9-5pm EST Mon-Fri call 877-543-4969

or Email - Info@easternjunglegym.com

Do not contact or go to the retailer you purchased your new Eastern Jungle Gym from.



Play Safely Instructions

- 1) Do **NOT** let children play on your Eastern Jungle Gym product until it is fully and safely assembled.
- 2) Review all safety points with children prior to letting them play.
- 3) Adult supervision is recommended for children of all ages.
- 4) Warn children from playing, walking or running in front of or behind any moving objects.
- 5) Warn children from twisting on the swings this can weaken product and could result in damage.
- 6) Do **NOT** to attach any objects to the Swing Set such as clothes lines, jump ropes or any other rope as this may cause strangulation hazards.
- 7) Warn children from pushing empty swing equipment, twisting chain or ropes or jumping off any moving swing equipment or deck. DO NOT use any part of the swing set in a manner that it is not intended for.
- 8) Warn children from playing on swing set if it is wet this can cause parts of swing set to become slippery.
- 9) Warn children only one person on a swing at a time. (except Glider)
- 10) Warn children that anything other than sitting on swings is dangerous and can cause serious injury. Never stand or kneel on swings.
- 11) Warn children to not loop chains over any object this may cause the chain to weaken.
- 12) Children should not wear any loose clothing while playing such as scarfs and hats with strings or any other very baggy clothes. This can create hazzards.

Choosing a Location to Assemble your Eastern Jungle Gym

When selecting a your Eastern Jungle Gym location site keep in mind the child's safety. Here are some recommendations to help you create a safe play area.

- 1) The swing set should be located on fairly level ground. The stationary components such as ladders, rock walls and slides are recommended to be a minimum of 6 feet from any obstruction such as buildings, trees, rock wall, clotheslines, fences and overhead branches. Any swinging equipment is also recommended to be a minimum distance twice the height of the swing beam away from these obstructions or structures as well.
- 2) Do not locate Jungle Gym on asphalt, concrete, packed earth or other hard surfaces.

Now that you have located a safe area to build your Jungle Gym you are ready to begin.



Tools Required

#2 Square Head Screwdriver and bit
Medium Phillips Head Screwdriver and bit
7/16" Standard Socket
1/2" Standard Socket
9/16 Standard Deep Well Socket
Standard Socket Wrench / Electric Impact Gun
Electric Drill
9/16" Box Wrench
1/4" Pilot Drill Bit
7/8" Countersink Drill Bit
Tape Measure
Carpenters Level
Claw Hammer
Razor Knife
Step Ladder
Safety Glasses

Assembly Safety Guidelines

- 1) Keep all children away from assembly area. Power tools and other dangerous equipment will be needed. Many parts are heavy and could seriously injure a child.
- 2) You are ready to start your assembly process. You will need at least two adults to safely and easily assemble your Eastern Jungle Gym.
- 3) Wear safety glasses when drilling out wood to protect your eyes from flying wood chips.
- 4) Make sure all lag bolts and nuts are tightened and secured completely.
- 5) After thoroughly reading all your information, and have located your swing set site. Carefully unpack all your parts. NOTE: keep check list close by. Remember that a little time familiarizing your self with the parts and instructions before you begin will help you avoid mistakes and save time later.

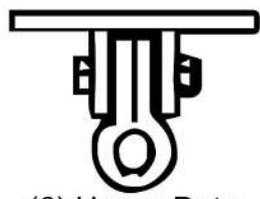
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Here are some maintenance tips that must be done to ensure safe play.

- 1) At the beginning of each play season look over swing set: check nut, bolts, screws and tighten as needed. Look over all components such as swing seats, slides, chains, ladders and wood components for deterioration or sharp edges and replace if necessary.
- 2) Oil all metal components such as swing hangers and tire swing hangers.
- 3) Spot sand any areas that are checking or splintering and check for broken parts and replace if necessary.
- 4) We recommend on a yearly basis coat your swing set with a sealant. You should look over set to make sure it does not need spot sand first. This will help preserve the natural beauty and characteristics of the wood. Be sure to use non toxic sealants.



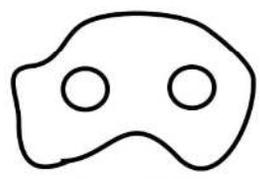
Accessories Identification



(6) Heavy Duty Swing Hangers



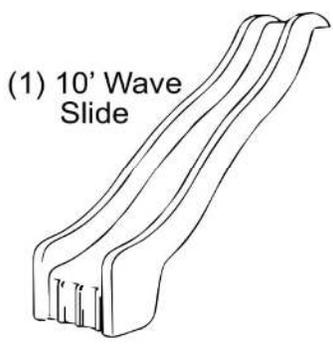
(3) 16' Sections Rope



Bag of 12 Rocks with Hardware



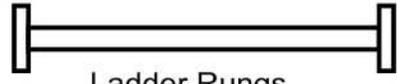
2 pair Safety Grab Handles



(1) 10' Wave Slide



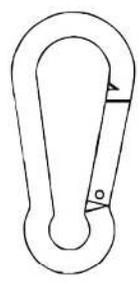
(1) Ring Trap Combo



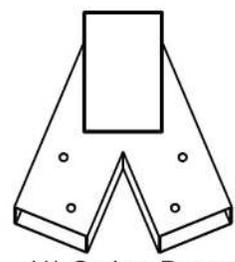
Ladder Rungs



(2) Green Sling Swings



(6) Spring Clips



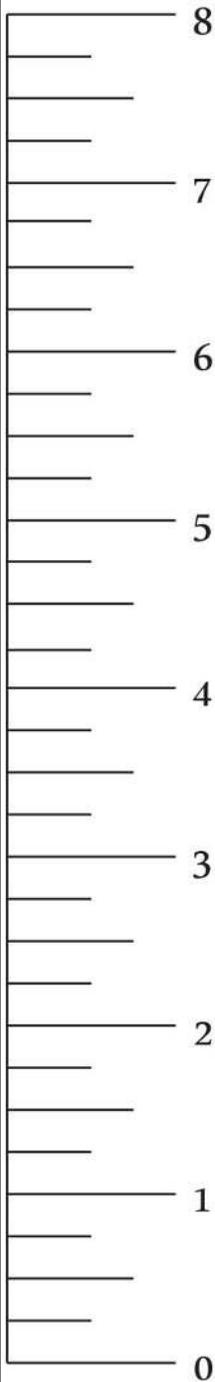
(1) Swing Beam Support Brace

Items not shown:

- 1 - Tent top
- 1 - Binoculars
- 1 - Captains Ships Wheel
- 1 - Roll of electrical tape



Hardware Identification



- B1 - 3/8" X 6 1/2" Hex Head Bolt
- B2 - 3/8" X 4 1/2" Hex Head Bolt
- B3 - 5/16" X 5" Lag Bolt
- B4 - 5/16" X 3" Lag Bolt
- B5 - 5/16" X 2" Lag Bolt
- B6 - 2" Bugle Head Screw
- B7 - 1 1/2" Bugle Head Screw
- N1 - 3/8 Lock Nut
- N2 - 3/8 Washer
- N3 - 5/16 Washer

B1

B2

B3

B4

B5

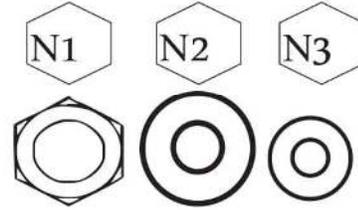
B6

B7

N1

N2

N3



Hardware for rock holds,
telescope, steering wheel
Captains Wheel and
Binoculars come in the packaging.



**SPECIAL NOTE
BEFORE BEGINNING YOUR
ASSEMBLY:**

All Recessed holes must be
piloted with 1/4" drill bit to help
minimize splintering.

All lag bolts must be accompanied with
a washer before driving in lag bolt.



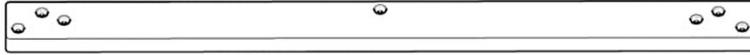
Now you are ready to begin assembling!

Wood and Kit Identification

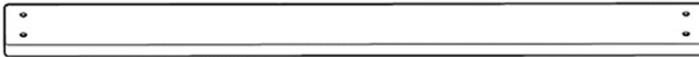
Bottom Playhouse



3 @ GROUND SUPPORT INSIDE PART # GSI2455



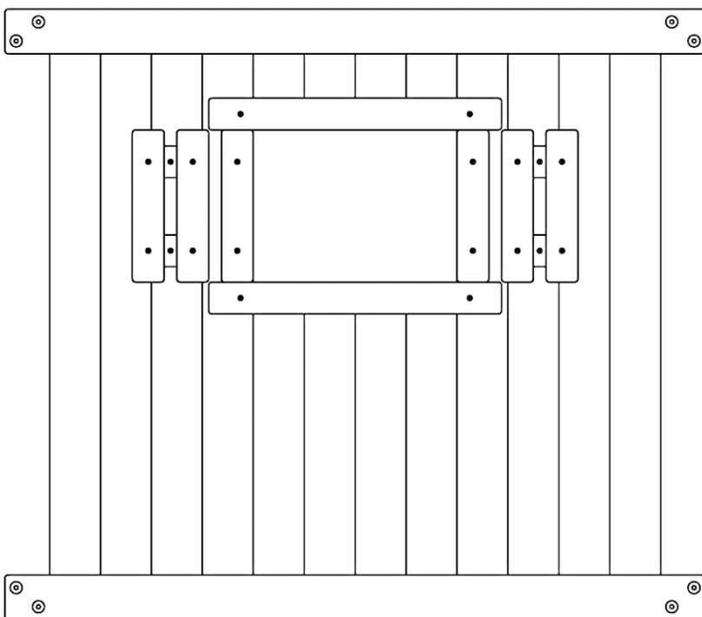
2 @ FLOOR JOIST PART # FJ2455



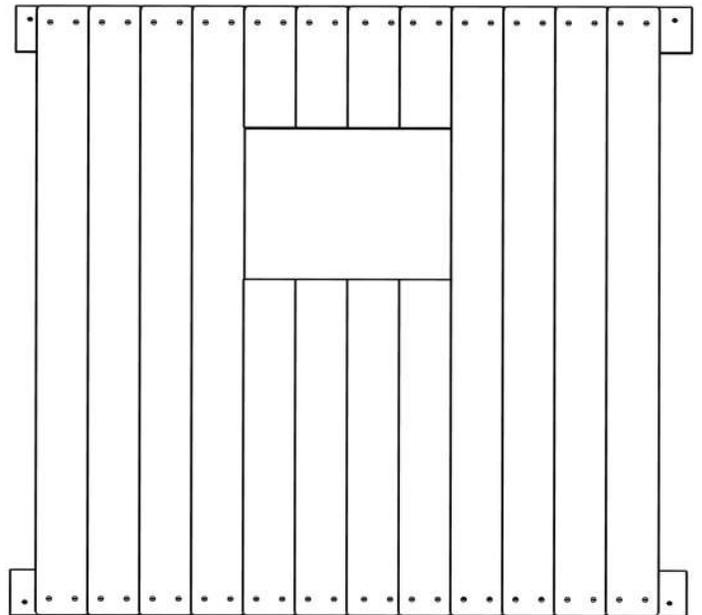
6 @ WALL BOARD PART # SWB48



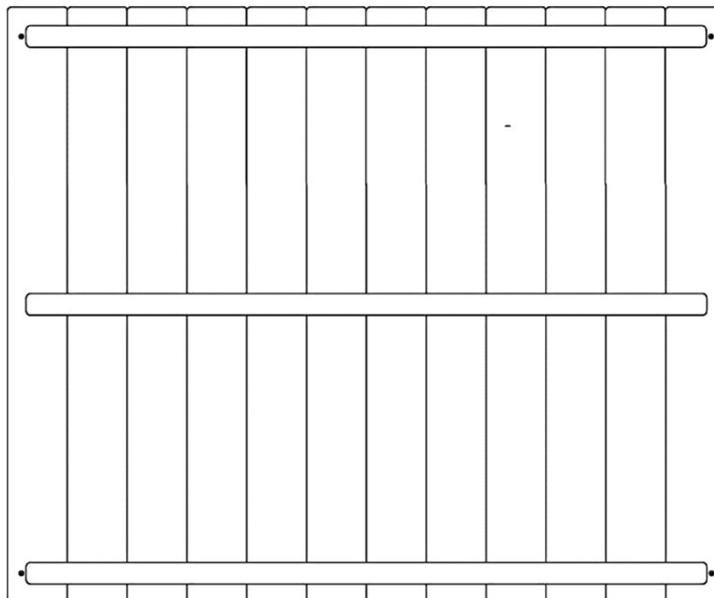
2 @ WALL RAIL
PART # R2415



1 @ TREEHOUSE WALL KIT PART # WK55



2 @ INNER TREEHOUSE WALL KIT PART #WK55

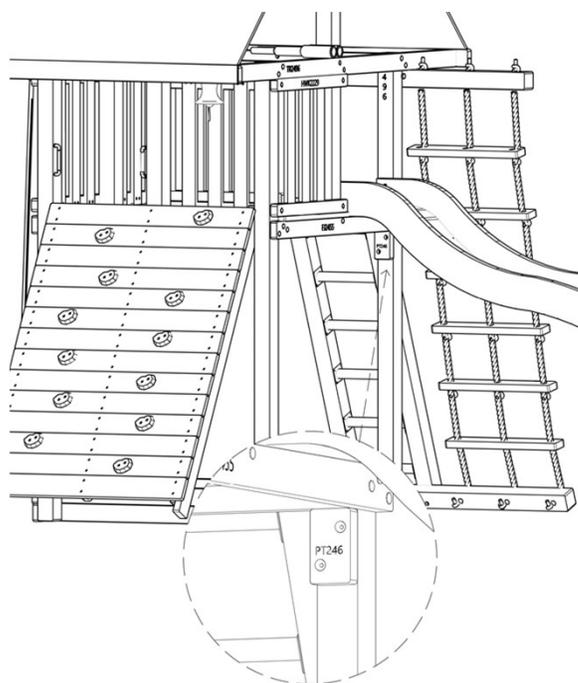


1 @ FLOOR KIT PART # FLK1248

Step #1-Teak Removal

Unbolt and remove all four PT246 from under floor base. Discard teaks they are no longer needed.

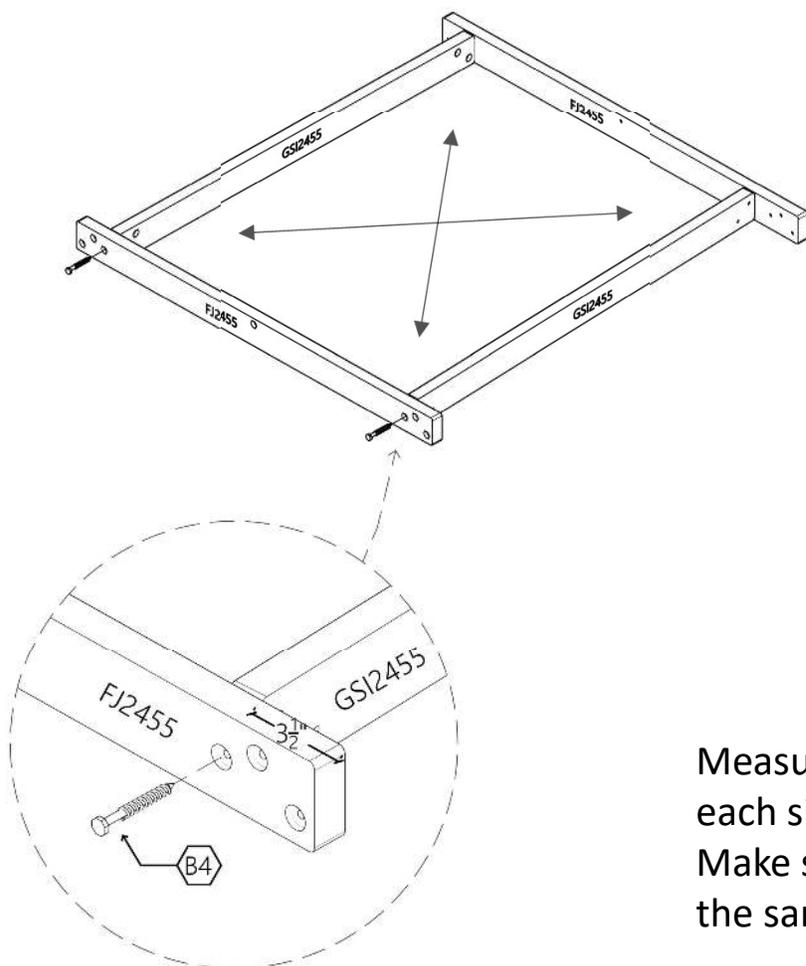
Bottom Playhouse



Step #2-Ground Support Base

Bottom Playhouse

Begin by laying out (2)- FJ2455 and (2)-GSI2455 as shown in drawing. Measure 3 1/2" from end of FJ2455. Using a B4 lag bolt, bolt the pieces together.



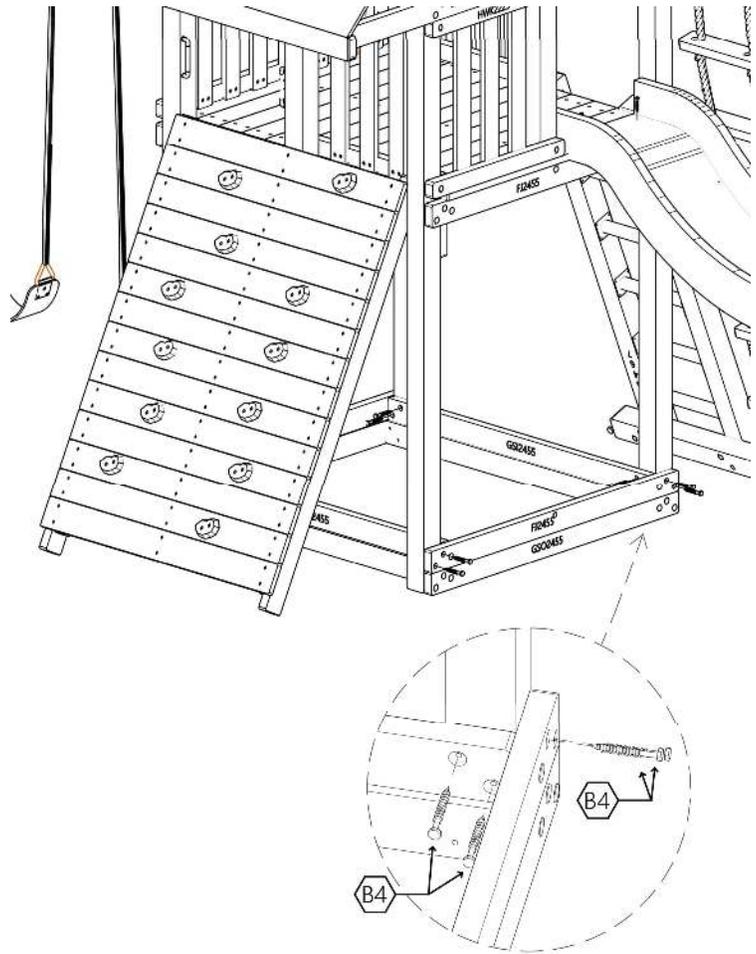
NOTE: The counter sink holes in GSI2455 should face the inside of box. The counter sink holes on FJ2455 should face outside of box.

Measure from corner to corner on each side of ground support base. Make sure your measurements are the same. This will square of base.

Step #3 Floor Base Install

Bottom Playhouse

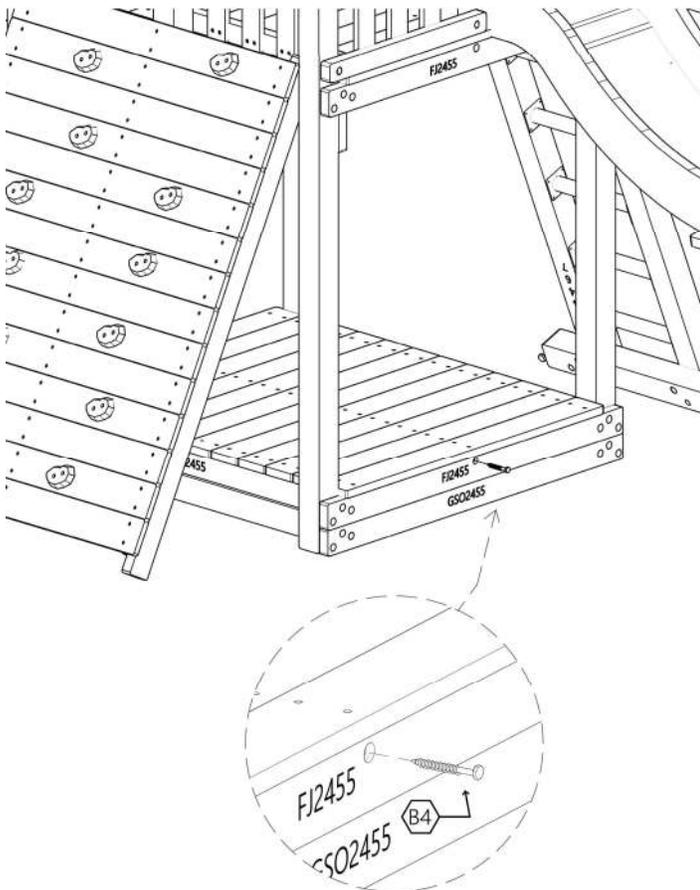
Rest floor base on top of ground base. Bolt into upright posts using B4 bolts. Make sure to bolt FJ2455 from the outside into the posts and GSI2455 from inside the base to the posts.



Step #4-Ground Support Base

Bottom Playhouse

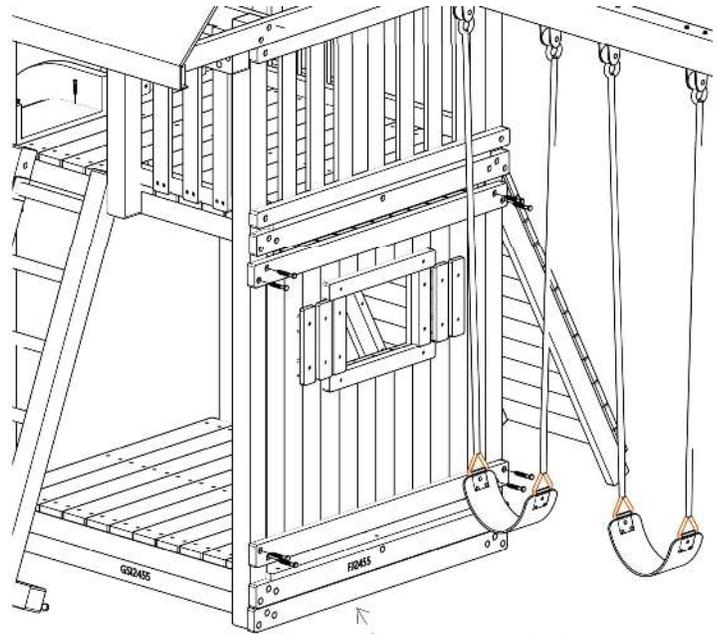
Place FLK1248 on top of installed floor base. Bolt into place using center holes on FJ2455. Install using B4 bolts.



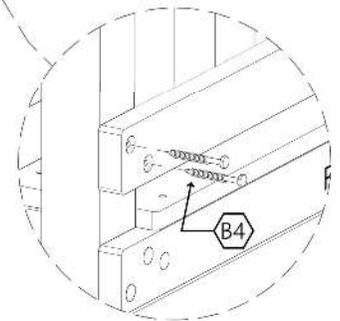
Step #5 Outer Wall Kit Install

Bottom Playhouse

Install WK55 flush with top of upper PFR2455. Bolt in place using B4 bolts.



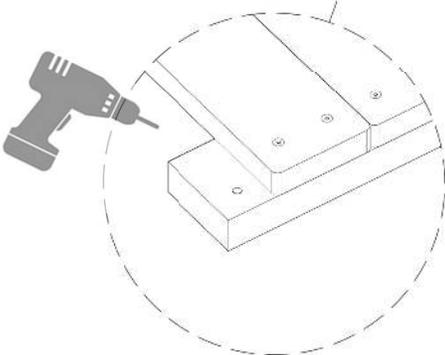
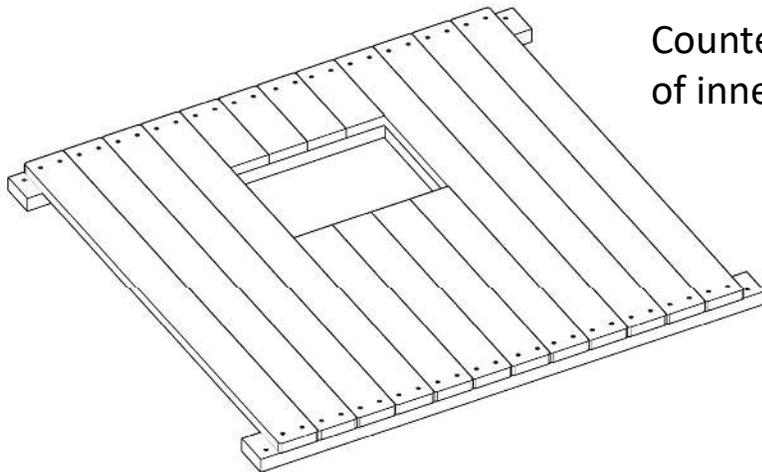
Note: If ground is unlevel there will be a gap between the bottom playhouse floor and the ground supports. This is normal as the ground supports flow with the grade of the property



Step #6-Inner Wall Countersink

Bottom Playhouse

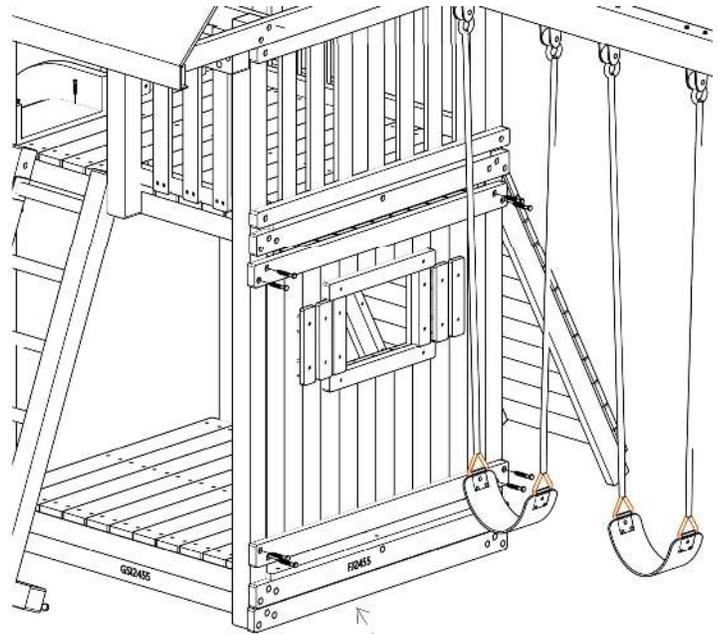
Counter sink holes on the backside of inner WK55 using 7/8" drill bit.



Step #5 Outer Wall Kit Install

Bottom Playhouse

Install WK55 flush with top of upper GSI2455. Bolt in place using B4 bolts.

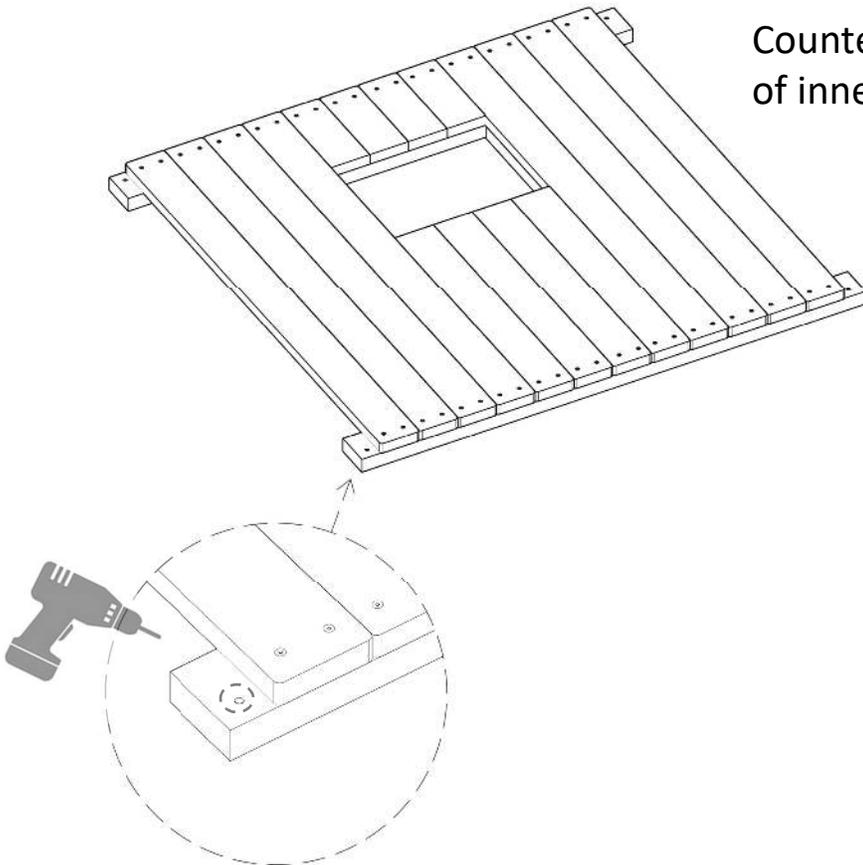


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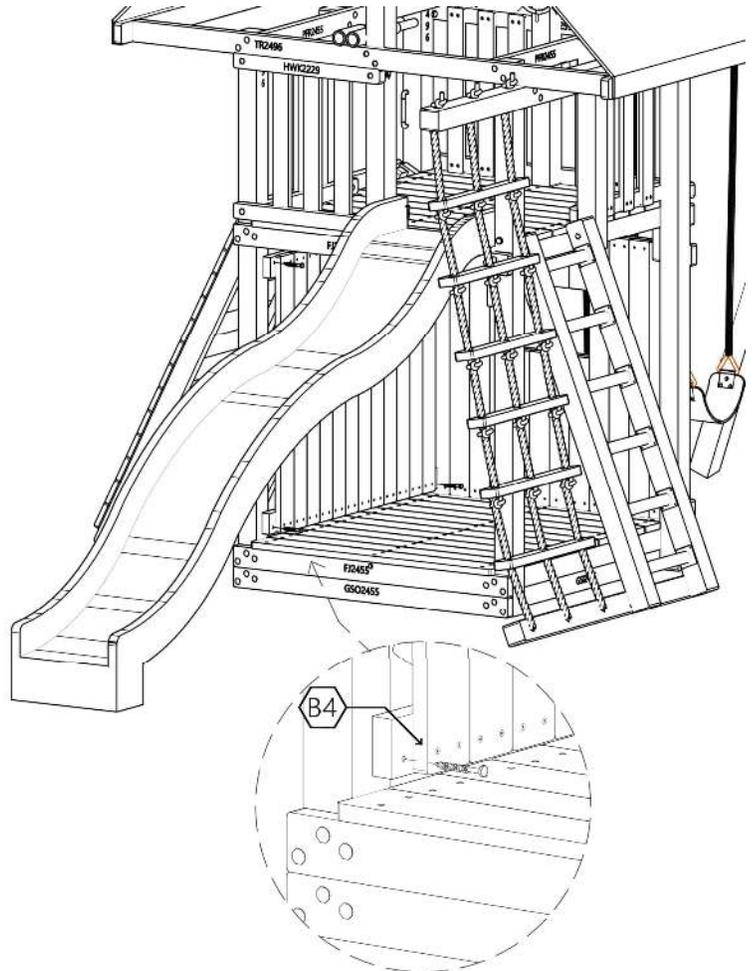
Counter sink holes on the backside of inner WK55 using 7/8" drill bit.



Step #7 Inner Wall Kit Install

Bottom Playhouse

Install Inner WK55 flush with top of upper PFR2455 on the inside of upright posts. Bolt in place using B4 bolts. Repeat on opposite side.



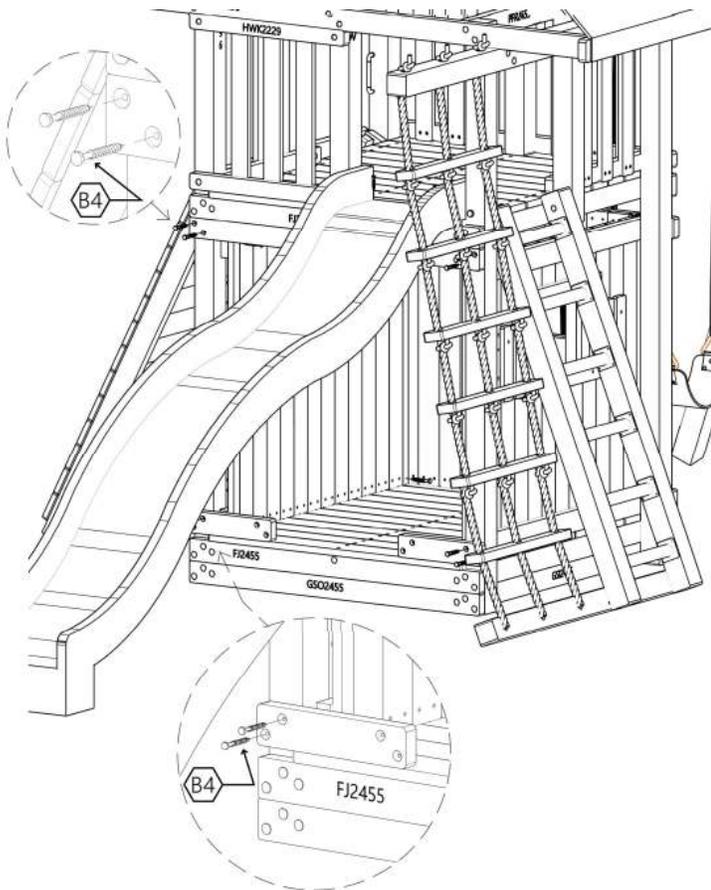
Note: If ground is unlevel there will be a gap between the bottom playhouse floor and the ground supports. This is normal as the ground supports flow with the grade of the property

Step #8-Inner Wall Countersink

Bottom Playhouse

Install GSI2455 flush with the bottom of FJ2455. Bolt to upright posts using B4 bolts.

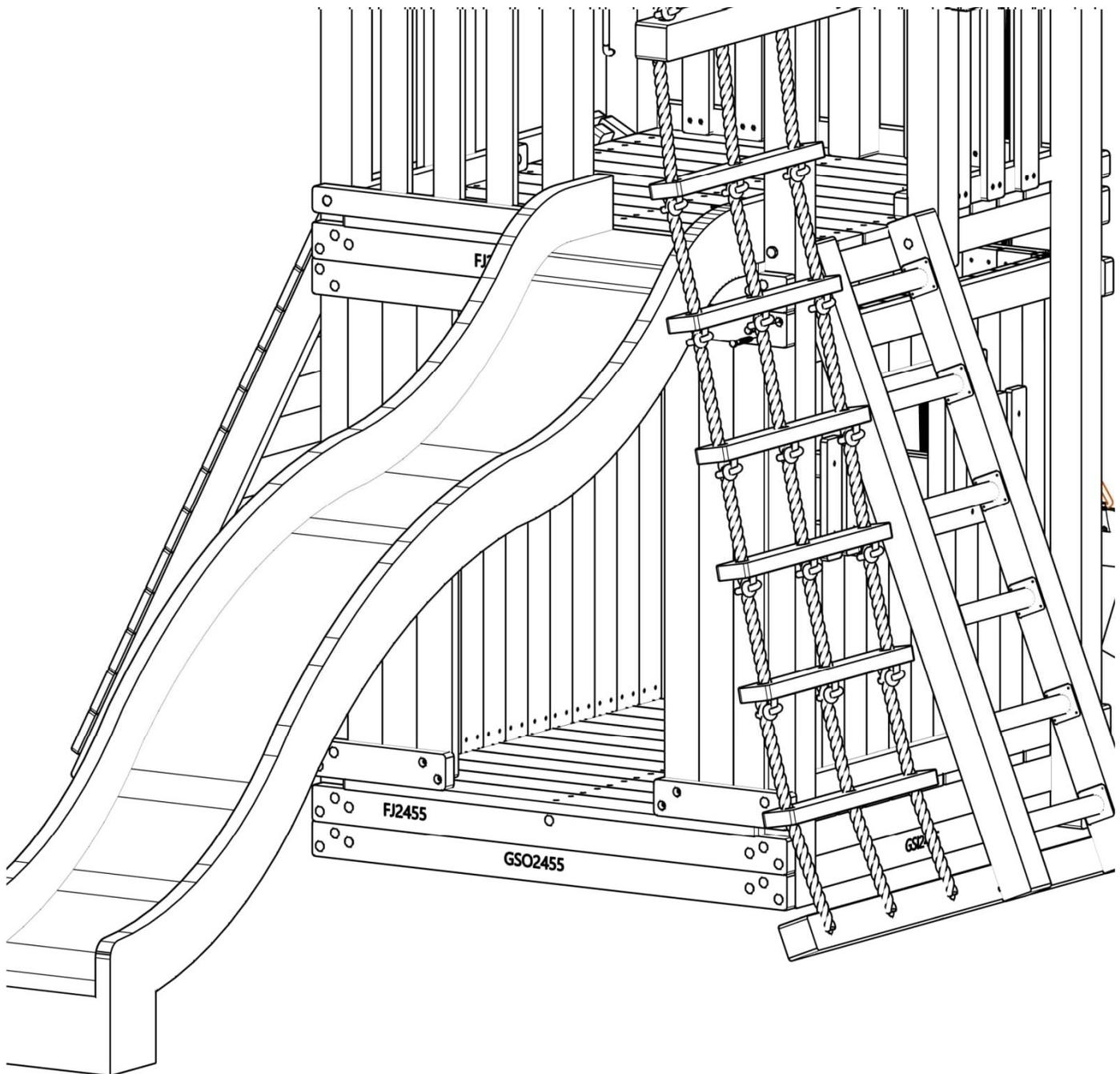
Install R2415 flush with the top of floor kit. Bolt to upright posts using B4 bolts. Repeat on opposite side.



Step #9 Entrance Wall Install

Bottom Playhouse

Install Inner WK55 flush with top of upper PFR2455 on the inside of upright posts. Bolt in place using B4 bolts. Repeat on opposite side.





10 year warranty

Eastern Jungle Gym® ("EJG") warrants all wooden components of its swing sets, under normal use and conditions, for a prorated period of 10 (TEN) years from the date of purchase. The warranty applies to the original purchaser at original address on sales receipt for the Classic, Dreamscape, Dream, Supreme (Oct 2015 and after), Supremescape, Ultimate, Extreme, Sky, Sky Tree House, Fantasy, Fantasy Tree House and Imagination swing sets. It warrants against structural failure from insect infestation or wood rot. It does not cover rot or decay that occurs as a result of installation of a swing set in an area with poor drainage.

Seasonal checks, minor cracking, knots, knot holes, peeling, warping, splintering, etc. are all considered natural characteristics and cosmetic imperfections of any wooden outdoor play equipment. They do not result in structural failure, and they are not covered under this warranty. Discoloration, mold growth and faded stain on the wooden components, as well as surface rust on hardware, are not considered defects and are not covered under the warranty.

Any components returned to EJG under this limited 10-year warranty must be sent freight prepaid and will be replaced or repaired at Eastern Jungle Gym's option. Returned components will be sent freight collect. Eastern Jungle Gym® reserves the right to examine photographs and/or physical evidence of merchandise claimed to be defective and to recover merchandise prior to any warranty claims. Any other cost associated with the work that must be performed on site is not covered. Any travel and labor or shipping and handling expenses will be the responsibility of the original purchaser. The warranty described thus far is the original purchaser's sole and exclusive remedy. It lasts for 10 years, or until the original customer sells or otherwise transfers the unit.

In addition to and separate from the above, all chains, rope, canopy tent tops, seats, hardware, metal braces, handles, rungs and all accessories will be free from defects in material and workmanship for a period of 1 (ONE) year from the date of purchase. Cracks in plastic components, as well as chips and imperfections in the powder-coated finishes, are not considered defects in workmanship or material if they do not affect the functionality of the component or the swing set, and as such will not be covered under this warranty. Any components returned to EJG under this limited one-year warranty will be replaced or repaired at Eastern Jungle Gym's option. Any cost associated with work that must be performed on-site is not covered, and neither are travel and labor or shipping and handling expenses. Those will be the responsibility of the original purchaser. The warranty described in this paragraph is the original purchaser's sole and exclusive remedy. It lasts for 1 year or until the original customer sells or otherwise transfers the unit.

Non-residential use of swing set or any swing set parts (including but not limited to chains, ropes, canopy tent tops, handles, etc.) is prohibited and will not be covered under any warranty, as Eastern Jungle Gym swing sets are designed for residential use ONLY. EJG reserves the right to examine photographs and/or physical evidence of merchandise claimed to be defective, and to recover merchandise prior to any warranty claims. Any merchandise returned for inspection must be sent freight prepaid, and will be returned freight collect, unless return authorization number is issued.

These warranties do not apply to any swing set or swing set part that has been subjected to abuse, vandalism, improper installation, negligence or acts of God. Warranties are void if any alterations or additions have been made to the swing set, or if it has been relocated by the customer or a third party.

These warranties are subject to the limitations stated herein. These warranties are expressly in lieu of all other warranties. They exclude all consequential damages. Some states do not allow the limitation or exclusion of consequential damages, so the above may not apply to you. Eastern Jungle Gym® does not authorize any individual or representative to express or imply any other warranty.

Notice: Failure to maintain your equipment properly may cause the warranties described herein not to apply in certain circumstances. It is the owner's responsibility to maintain the swing set, which includes but is not limited to hardware inspection and annual staining or sealing.



Warranty Claim Process

IMPORTANT:

The wooden components in your Eastern Jungle Gym will have imperfections. We would like to remind you that seasonal checking, surface cracks, knots, knot holes are natural characteristics of all wooden swing sets. These imperfections that are not resulting in structural failure are NOT covered under this warranty.

After You have completed building your Eastern Jungle Gym completely and correctly , you may have a warranty claim. Please take the following step to insure a fast claim.

- 1) Write a brief letter describing any issues. With your name address and contact number.
- 2) Attach a copy of your sales receipt or other means of proof of purchase.
- 3) Provide a photo of the part or parts for your warranty claim and a photo of the complete set.

NOTE: Failure to follow these step may result in a delay of your claim.

Mail all information to:

**Customer Service
Eastern Jungle Gym
30 Commerce Dr.
Carmel, NY 10512**

Or email - info@easternjunglegym.com

A Eastern Jungle Gym customer service rep will contact you by phone or email after reviewing the claim approximately 24 - 48 hours. If a part is covered under warranty, you the customer will be responsible for shipping and handling.

Customer Service available 9-5pm EST Mon-Fri call 877-543-4969





Commonly Asked Questions

Q: How do I know when hardware (screws, lags) are securely tightened?

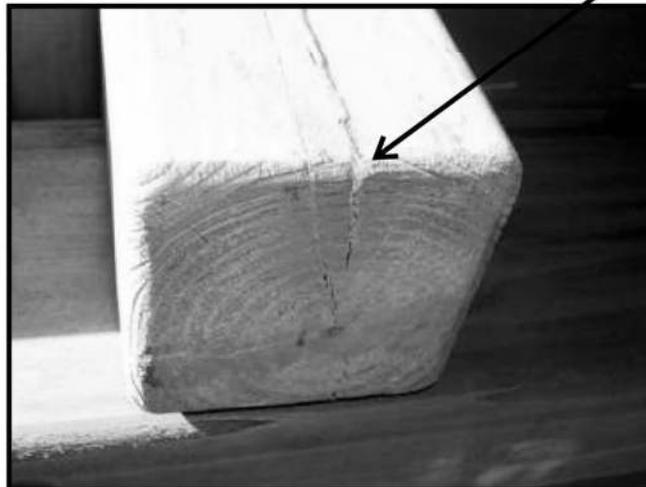
A: You know when hardware is tight when the head of bolt washer or screw head are firmly against the wood. If you hear or see splintering this is an indication that you are over tightening your hardware.

Q: What should I do if a piece of hardware lines up with a knot or if the lag bolt should split?

A: There is extra hardware provided with the swing set for this reason. Re-drill a new hole with a 1/8" drill bit in a new direction to miss obstruction.

Q: What if my swing set has cracks on the wood or seems to be developing cracks?

A: Seasonal checks, surface cracks and knot holes are natural characteristics of all wooden swing sets. A check is a separation of the wood fibers running with the grain. This is caused by varying temperatures and moisture conditions. By coating your swing set with a sealant or preservative, will help protect your swing set from this (not stopping it.)



Example of seasonal checking or Surface cracks.



Register Your Eastern Jungle Gym

Remove this page, fill it out and return it to

Eastern Jungle Gym
30 Commerce Dr.
Carmel, NY 10512

Name _____
Address _____
City _____
State _____
Zip Code _____
Phone Number _____

Where Purchased _____
City _____
State _____
Purchase Date _____

Product Satisfaction: ___ Excellent ___ Good ___ Fair ___ Poor
Instruction Satisfaction: ___ Excellent ___ Good ___ Fair ___ Poor
Comments: _____

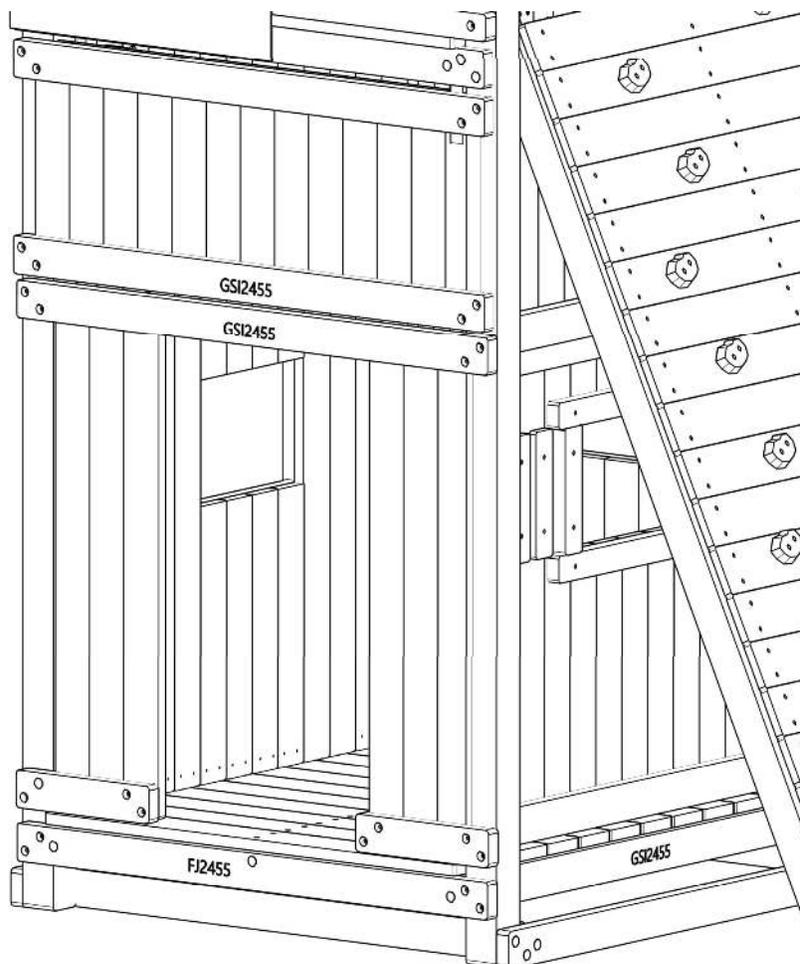
I have read the owners manual and understand my responsibility to maintain my swing set accordingly and to instruct my children of proper play and safety procedures. I also understand that all children that utilize my play system are to be supervised at all times.

Signature _____ Date _____

Order all your swing set accessories
at www.easternjunglegym.com



SKY BOTTOM PLAYHOUSE



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Now that you have located a safe area to build your Jungle Gym you are ready to begin.



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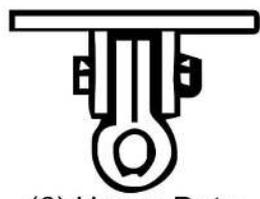
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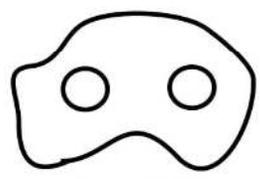
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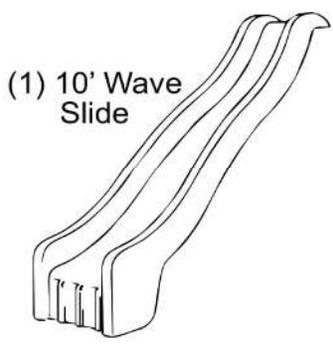
(3) 16' Sections Rope



Bag of 12 Rocks with Hardware



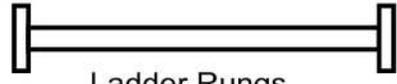
2 pair Safety Grab Handles



(1) 10' Wave Slide



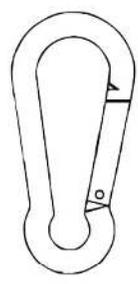
(1) Ring Trap Combo



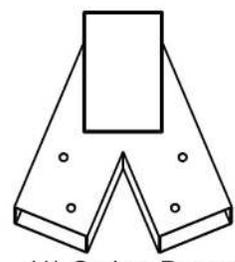
Ladder Rungs



(2) Green Sling Swings



(6) Spring Clips



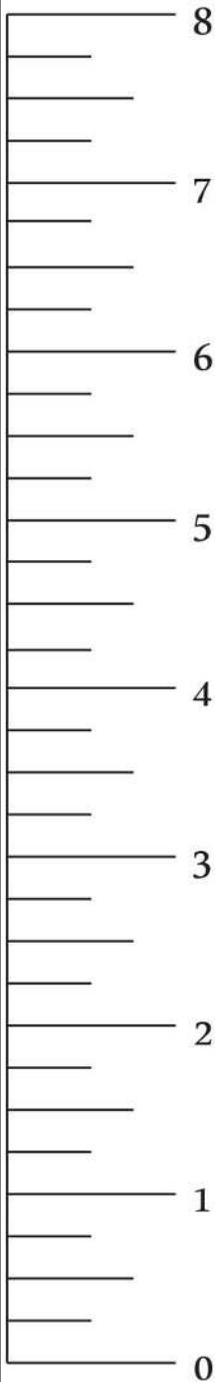
(1) Swing Beam Support Brace

Items not shown:

- 1 - Tent top
- 1 - Binoculars
- 1 - Captains Ships Wheel
- 1 - Roll of electrical tape



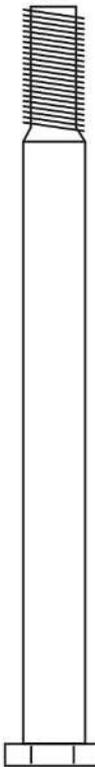
Hardware Identification



B1



B2



B3



B4



B5



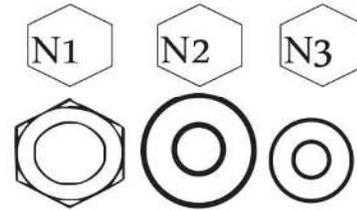
B6



B7



- B1 - 3/8" X 6 1/2" Hex Head Bolt
- B2 - 3/8" X 4 1/2" Hex Head Bolt
- B3 - 5/16" X 5" Lag Bolt
- B4 - 5/16" X 3" Lag Bolt
- B5 - 5/16" X 2" Lag Bolt
- B6 - 2" Bugle Head Screw
- B7 - 1 1/2" Bugle Head Screw
- N1 - 3/8 Lock Nut
- N2 - 3/8 Washer
- N3 - 5/16 Washer



Hardware for rock holds, telescope, steering wheel Captains Wheel and Binoculars come in the packaging.



**SPECIAL NOTE
BEFORE BEGINNING YOUR
ASSEMBLY:**

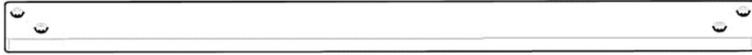
All Recessed holes must be piloted with 1/4" drill bit to help minimize splintering.

All lag bolts must be accompanied with a washer before driving in lag bolt.



Now you are ready to begin assembling!

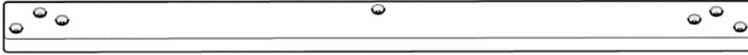
Wood and Kit Identification Sky Bottom Playhouse



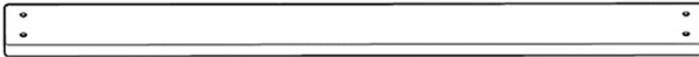
3 @ GROUND SUPPORT INSIDE PART # GSI2455



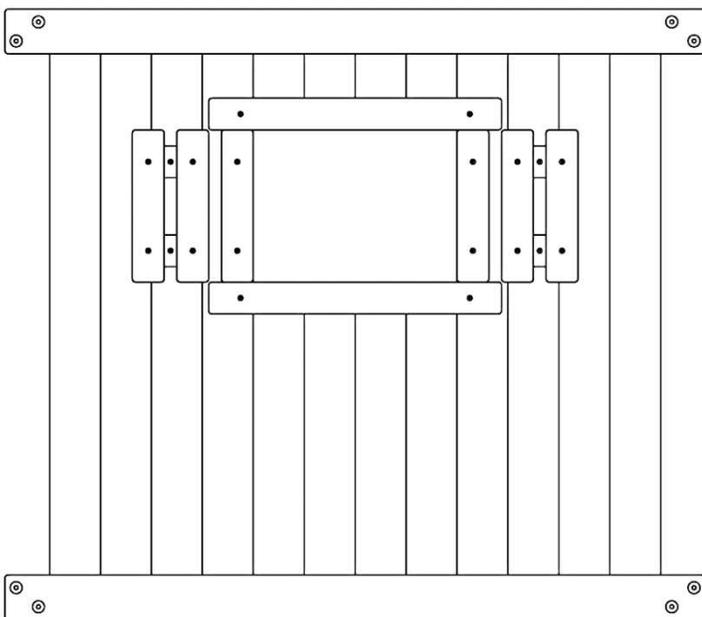
2 @ WALL RAIL
PART # R2415



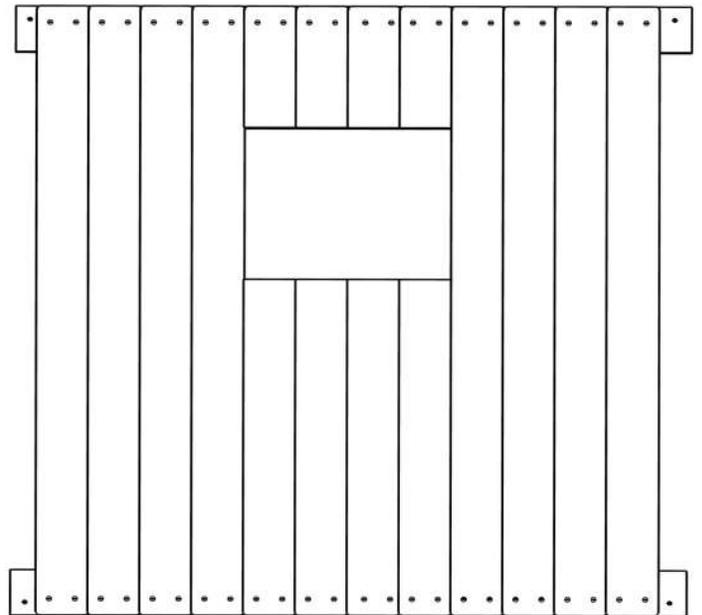
2 @ FLOOR JOIST PART # FJ2455



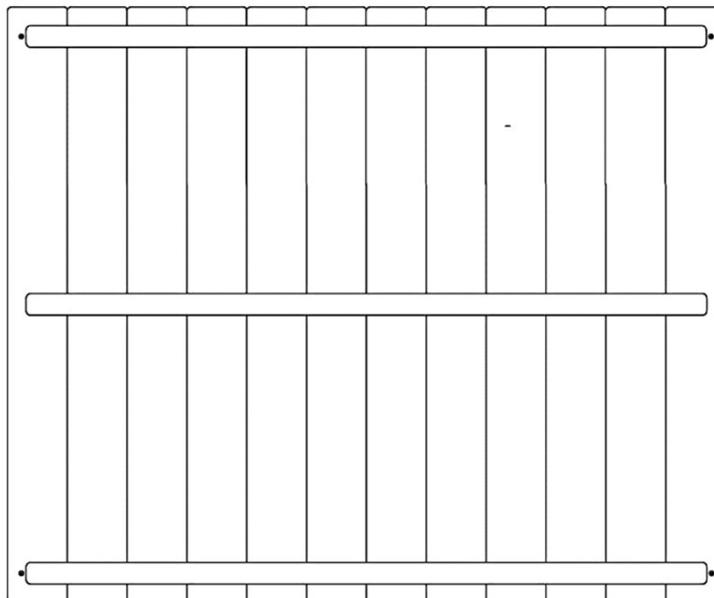
6 @ WALL BOARD PART # SWB48



1 @ TREEHOUSE WALL KIT PART # WK55



2 @ INNER TREEHOUSE WALL KIT PART #WK55

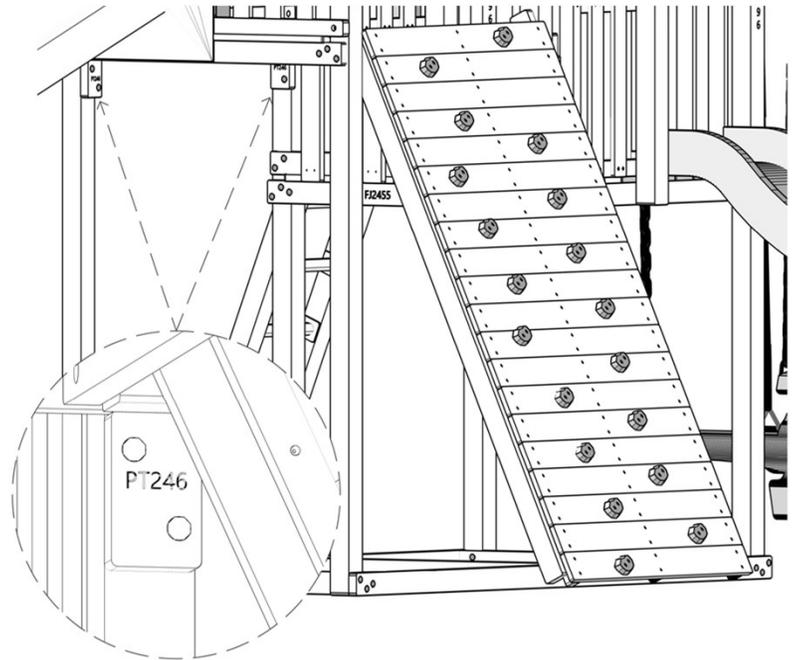


1 @ FLOOR KIT PART # FLK1248

Step #1-Teak Removal

Sky Bottom Playhouse

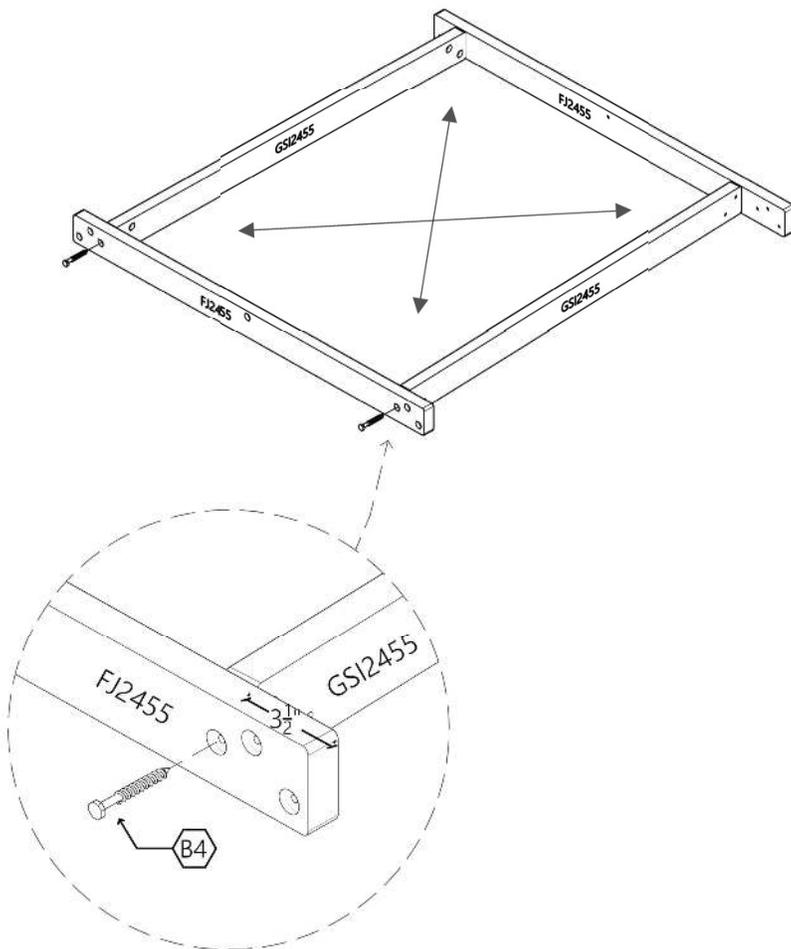
Unbolt and remove all four PT246 from under floor base. Discard teaks they are no longer needed.



Step #2-Ground Support Base

Sky Bottom Playhouse

Begin by laying out (2)- FJ2455 and (2)-GSI2455 as shown in drawing. Measure 3 ½" from end of FJ2455. Using a B4 lag bolt, bolt the pieces together.



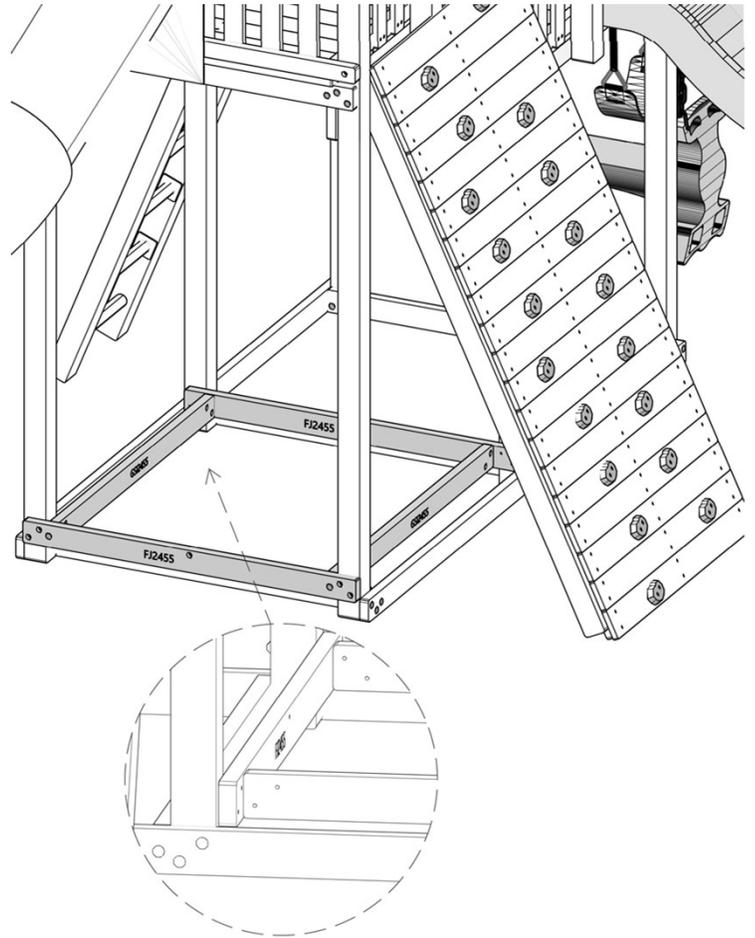
NOTE: The counter sink holes in GSI2455 should face the inside of box. The counter sink holes on FJ2455 should face outside of box.

Measure from corner to corner on each side of ground support base. Make sure your measurements are the same. This will square of base.

Step #3 Floor Base Install

Sky Bottom Playhouse

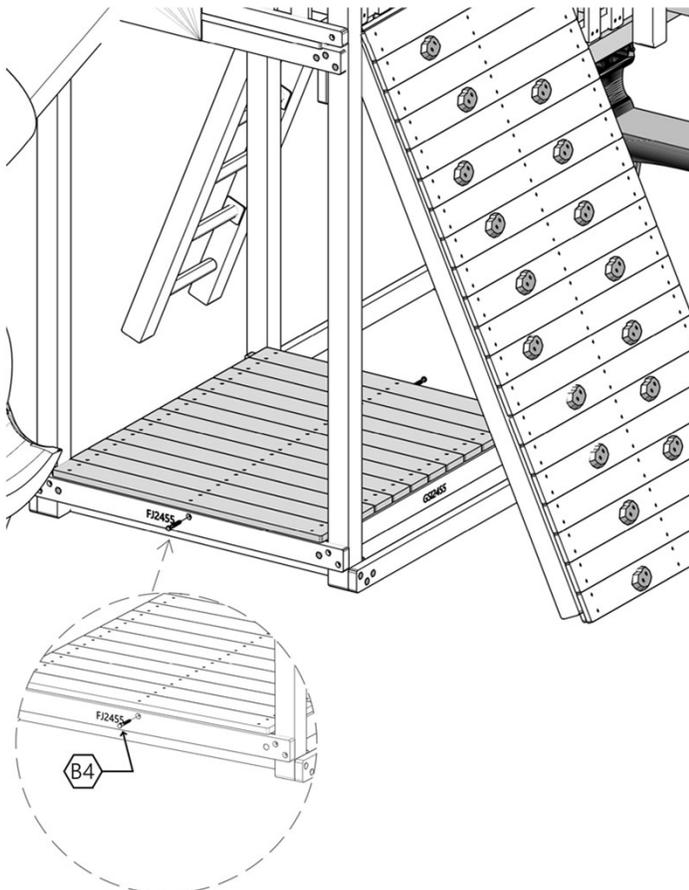
Rest floor base on top of ground base. **Do not** bolt at this time.



Step #4- Floor Kit Install

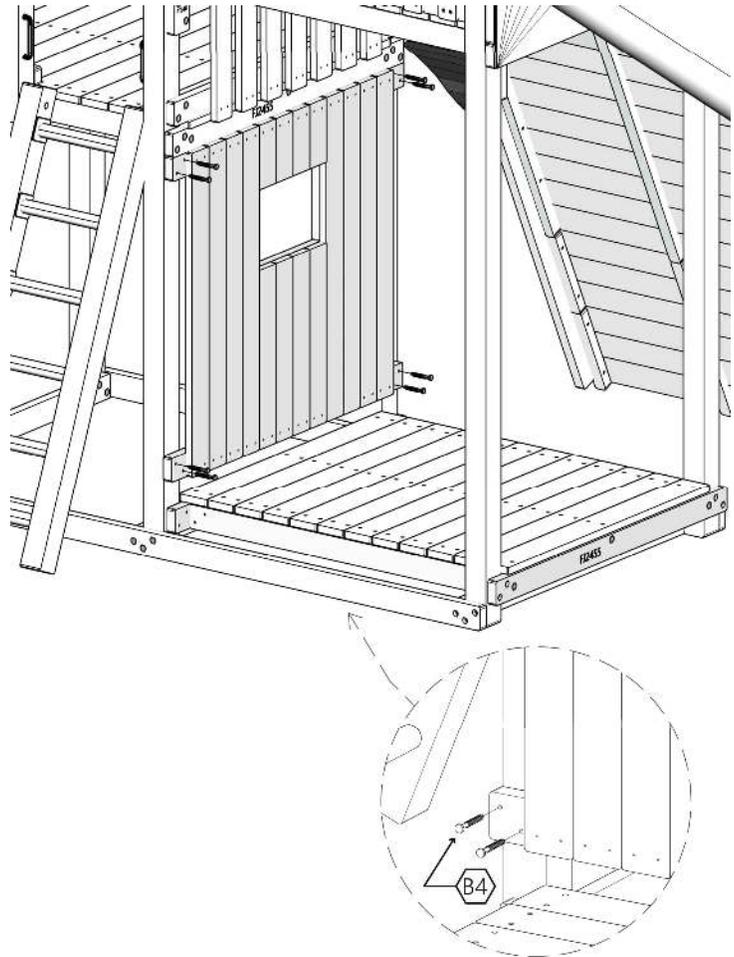
Sky Bottom Playhouse

Place FLK1248 on top of installed floor base. Bolt into place using center holes on FJ2455. Install using B4 bolts.



Step #5 Outer Wall Kit Install Sky Bottom Playhouse

Install WK55 flush with top of upper PFR2455. Bolt in place using B4 bolts.

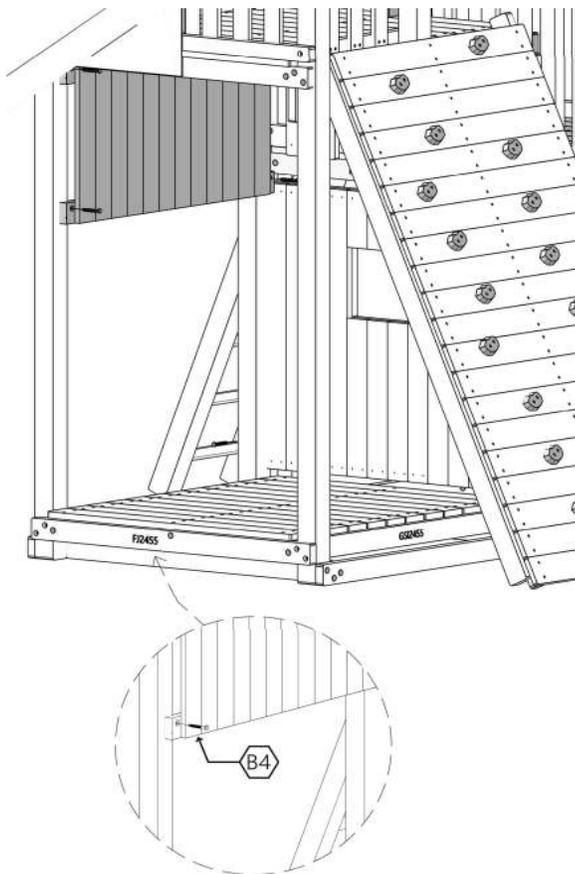


Note: If ground is unlevel there will be a gap between the bottom playhouse floor and the ground supports. This is normal as the ground supports flow with the grade of the property

Step #6-Upper Side Wall Sky Bottom Playhouse

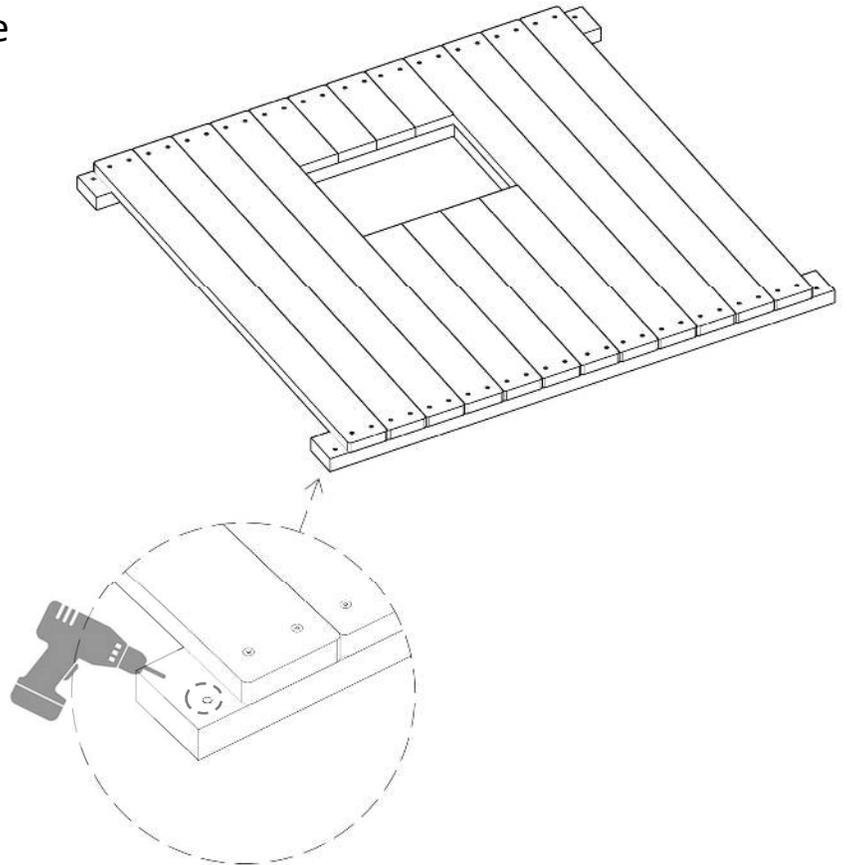
Sky Bottom Playhouse

Place upper side wall panel inside upper tower post. Raise until the top of the rail is flush with the bottom of the floor joist. Install using (4)-B4 bolts.



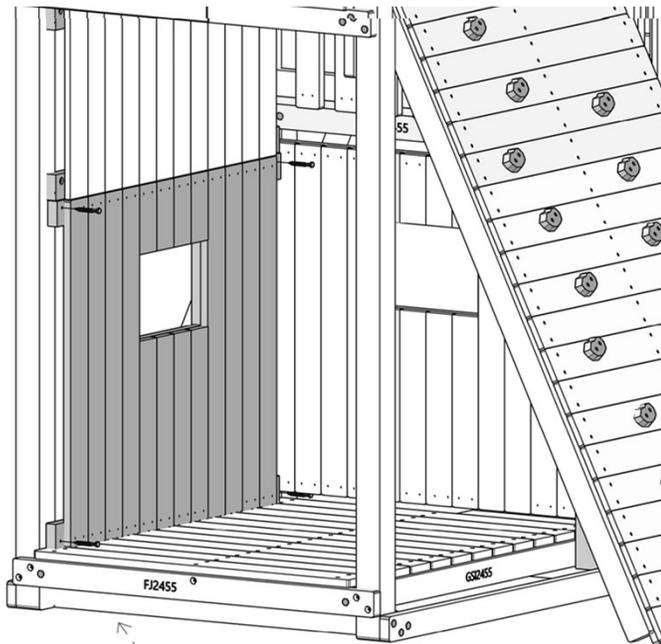
Step #7-Inner Wall Countersink Sky Bottom Playhouse

Counter sink holes on the backside of inner WK55 using 7/8" drill bit on both WK55's.



Step #8-Inner Wall Install

Sky Bottom Playhouse

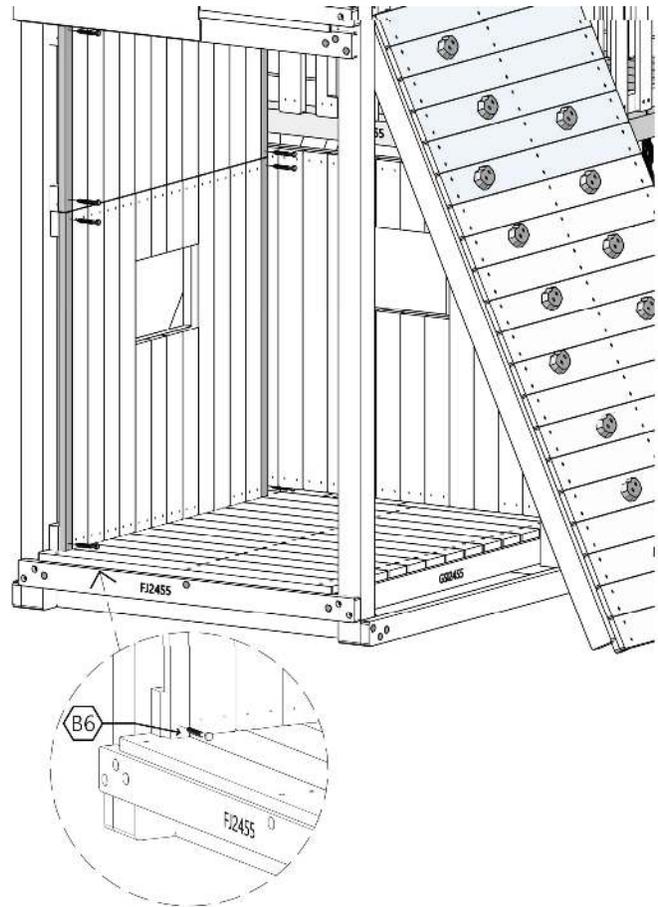


Install Inner WK55 flush with top of upper PFR2455 on the inside of upright posts. Bolt in place using B4 bolts..

Note: If ground is unlevel there will be a gap between the bottom playhouse floor and the ground supports. This is normal as the ground supports flow with the grade of the property

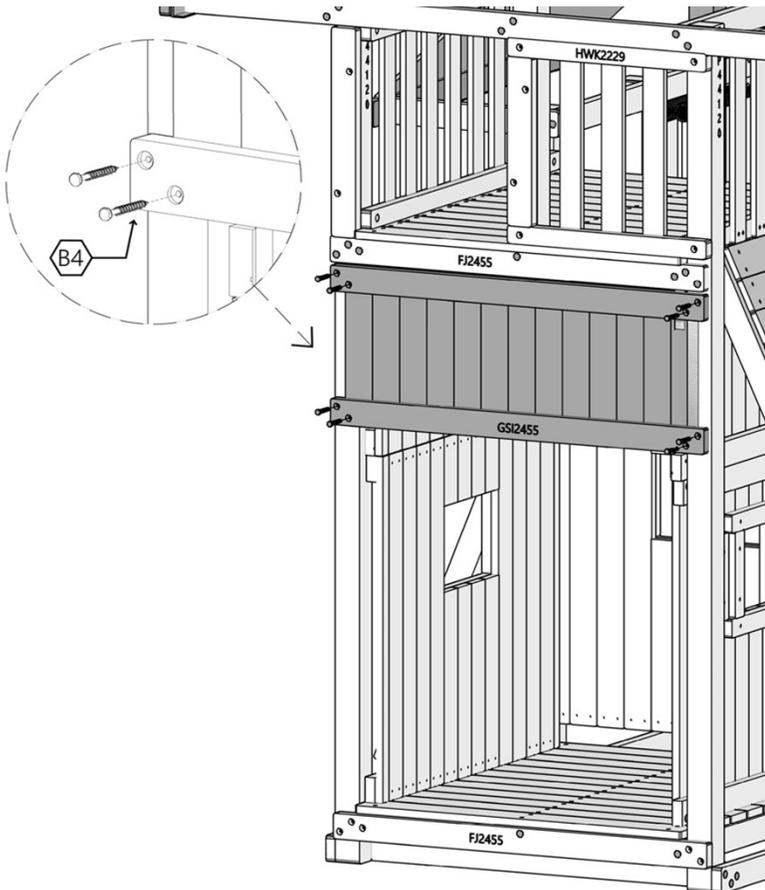
Step #9-Wall Filler

Install wall filler on both ends of inner WK55.
Secure in place using B6 bolts.



Repeat steps #6,#8, and #9

Step #10-Upper Front Wall Install Sky Bottom Playhouse



Place upper side wall panel on outside of upper tower post. Raise until the top of the rail is flush with the bottom of the floor joist. Install using (4)-B4 bolts.

Step #11- Floor Level

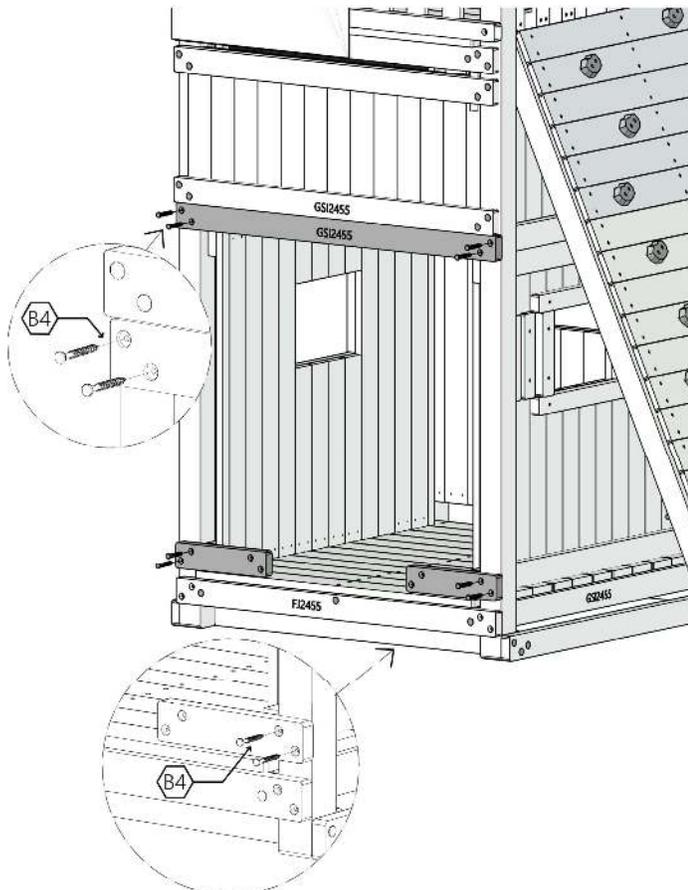
Sky Bottom Playhouse

Using two people raise floor base upward until the floor decking is flush with the bottom of the playhouse walls. Secure in place using B4 bolts.



Step #12-Entrance Wall Rails

Bottom Playhouse

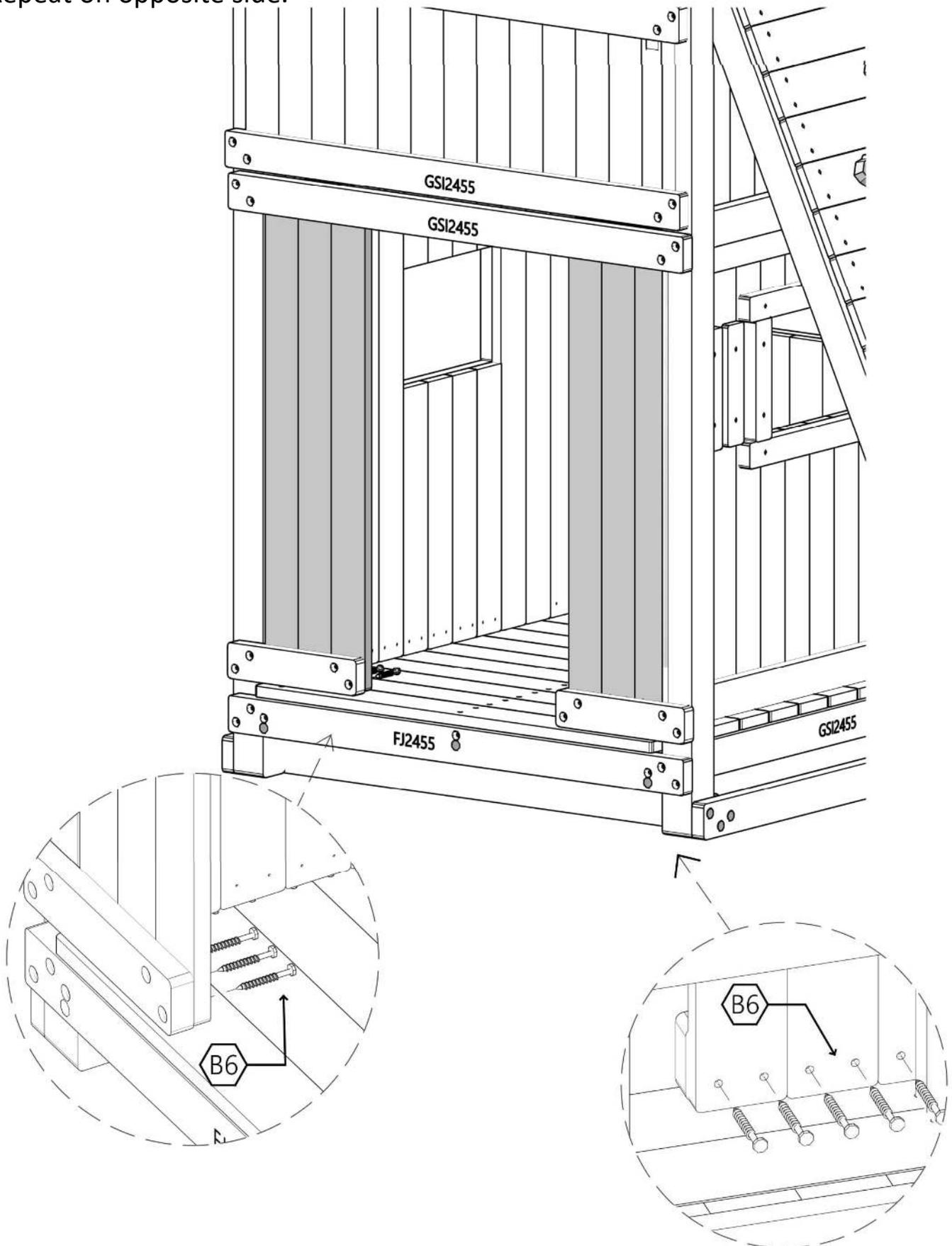


Install GSI2455 flush with the bottom of FJ2455. Bolt to upright posts using B4 bolts.

Install R2415 flush with the top of floor kit. Bolt to upright posts using B4 bolts. Repeat on opposite side.

Step #13- Entrance Wall Install Sky Bottom Playhouse

Install (3) SWB48 flush with top of GSI2455 screw in place using B6 screws.
Repeat on opposite side.





10 year warranty

Eastern Jungle Gym® ("EJG") warrants all wooden components of its swing sets, under normal use and conditions, for a prorated period of 10 (TEN) years from the date of purchase. The warranty applies to the original purchaser at original address on sales receipt for the Classic, Dreamscape, Dream, Supreme (Oct 2015 and after), Supremescape, Ultimate, Extreme, Sky, Sky Tree House, Fantasy, Fantasy Tree House and Imagination swing sets. It warrants against structural failure from insect infestation or wood rot. It does not cover rot or decay that occurs as a result of installation of a swing set in an area with poor drainage.

Seasonal checks, minor cracking, knots, knot holes, peeling, warping, splintering, etc. are all considered natural characteristics and cosmetic imperfections of any wooden outdoor play equipment. They do not result in structural failure, and they are not covered under this warranty. Discoloration, mold growth and faded stain on the wooden components, as well as surface rust on hardware, are not considered defects and are not covered under the warranty.

Any components returned to EJG under this limited 10-year warranty must be sent freight prepaid and will be replaced or repaired at Eastern Jungle Gym's option. Returned components will be sent freight collect. Eastern Jungle Gym® reserves the right to examine photographs and/or physical evidence of merchandise claimed to be defective and to recover merchandise prior to any warranty claims. Any other cost associated with the work that must be performed on site is not covered. Any travel and labor or shipping and handling expenses will be the responsibility of the original purchaser. The warranty described thus far is the original purchaser's sole and exclusive remedy. It lasts for 10 years, or until the original customer sells or otherwise transfers the unit.

In addition to and separate from the above, all chains, rope, canopy tent tops, seats, hardware, metal braces, handles, rungs and all accessories will be free from defects in material and workmanship for a period of 1 (ONE) year from the date of purchase. Cracks in plastic components, as well as chips and imperfections in the powder-coated finishes, are not considered defects in workmanship or material if they do not affect the functionality of the component or the swing set, and as such will not be covered under this warranty. Any components returned to EJG under this limited one-year warranty will be replaced or repaired at Eastern Jungle Gym's option. Any cost associated with work that must be performed on-site is not covered, and neither are travel and labor or shipping and handling expenses. Those will be the responsibility of the original purchaser. The warranty described in this paragraph is the original purchaser's sole and exclusive remedy. It lasts for 1 year or until the original customer sells or otherwise transfers the unit.

Non-residential use of swing set or any swing set parts (including but not limited to chains, ropes, canopy tent tops, handles, etc.) is prohibited and will not be covered under any warranty, as Eastern Jungle Gym swing sets are designed for residential use ONLY. EJG reserves the right to examine photographs and/or physical evidence of merchandise claimed to be defective, and to recover merchandise prior to any warranty claims. Any merchandise returned for inspection must be sent freight prepaid, and will be returned freight collect, unless return authorization number is issued.

These warranties do not apply to any swing set or swing set part that has been subjected to abuse, vandalism, improper installation, negligence or acts of God. Warranties are void if any alterations or additions have been made to the swing set, or if it has been relocated by the customer or a third party.

These warranties are subject to the limitations stated herein. These warranties are expressly in lieu of all other warranties. They exclude all consequential damages. Some states do not allow the limitation or exclusion of consequential damages, so the above may not apply to you. Eastern Jungle Gym® does not authorize any individual or representative to express or imply any other warranty.

Notice: Failure to maintain your equipment properly may cause the warranties described herein not to apply in certain circumstances. It is the owner's responsibility to maintain the swing set, which includes but is not limited to hardware inspection and annual staining or sealing.



Warranty Claim Process

IMPORTANT:

The wooden components in your Eastern Jungle Gym will have imperfections. We would like to remind you that seasonal checking, surface cracks, knots, knot holes are natural characteristics of all wooden swing sets. These imperfections that are not resulting in structural failure are NOT covered under this warranty.

After You have completed building your Eastern Jungle Gym completely and correctly , you may have a warranty claim. Please take the following step to insure a fast claim.

- 1) Write a brief letter describing any issues. With your name address and contact number.
- 2) Attach a copy of your sales receipt or other means of proof of purchase.
- 3) Provide a photo of the part or parts for your warranty claim and a photo of the complete set.

NOTE: Failure to follow these step may result in a delay of your claim.

Mail all information to:

**Customer Service
Eastern Jungle Gym
30 Commerce Dr.
Carmel, NY 10512**

Or email - info@easternjunglegym.com

A Eastern Jungle Gym customer service rep will contact you by phone or email after reviewing the claim approximately 24 - 48 hours. If a part is covered under warranty, you the customer will be responsible for shipping and handling.

Customer Service available 9-5pm EST Mon-Fri call 877-543-4969





Commonly Asked Questions

Q: How do I know when hardware (screws, lags) are securely tightened?

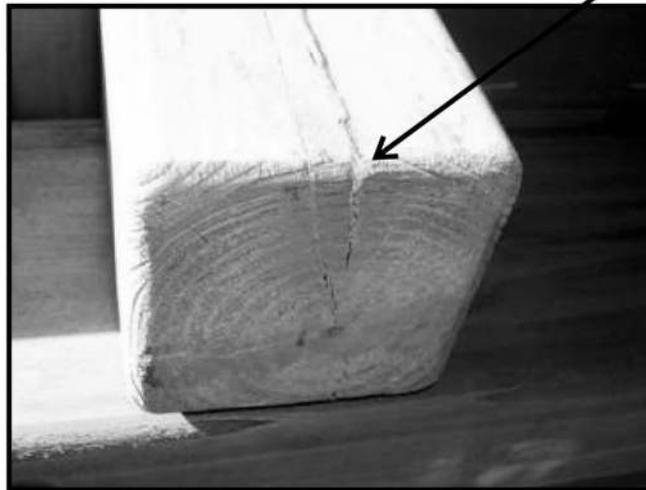
A: You know when hardware is tight when the head of bolt washer or screw head are firmly against the wood. If you hear or see splintering this is an indication that you are over tightening your hardware.

Q: What should I do if a piece of hardware lines up with a knot or if the lag bolt should split?

A: There is extra hardware provided with the swing set for this reason. Re-drill a new hole with a 1/8" drill bit in a new direction to miss obstruction.

Q: What if my swing set has cracks on the wood or seems to be developing cracks?

A: Seasonal checks, surface cracks and knot holes are natural characteristics of all wooden swing sets. A check is a separation of the wood fibers running with the grain. This is caused by varying temperatures and moisture conditions. By coating your swing set with a sealant or preservative, will help protect your swing set from this (not stopping it.)



Example of seasonal checking or Surface cracks.



Register Your Eastern Jungle Gym

Remove this page, fill it out and return it to

**Eastern Jungle Gym
30 Commerce Dr.
Carmel, NY 10512**

Name _____
Address _____
City _____
State _____
Zip Code _____
Phone Number _____

Where Purchased _____
City _____
State _____
Purchase Date _____

Product Satisfaction: ___ Excellent ___ Good ___ Fair ___ Poor
Instruction Satisfaction: ___ Excellent ___ Good ___ Fair ___ Poor

Comments: _____

I have read the owners manual and understand my responsibility to maintain my swing set accordingly and to instruct my children of proper play and safety procedures. I also understand that all children that utilize my play system are to be supervised at all times.

Signature _____ Date _____

**Order all your swing set accessories
at www.easternjunglegym.com**