

## **CUSTOMER CARE: MAINTENANCE OF YOUR TRAMPOLINE**

When installed by Backyard Adventures, your trampoline is leveled and tightened to suit your placement. Your trampoline is made using the highest quality materials and is finely-crafted to provide you and your family with many years of enjoyment and exercise. Proper maintenance and care will help you prolong the life of the trampoline and reduce the possibility of injury. All trampolines require maintenance at some point. Springs may need to be replaced, rail pieces may become bent, and stitching in the mat and frame pads may rot out. Loose hardware **MUST** be attended to. It is the responsibility of the homeowner to recognize these issues, and call for any customer care. Inspections of trampolines are suggested upon every use.

An item that poses one of the greatest hazards is worn out or rotten stitching around the trampoline mat (bed). Stitching may fail within 2-3 years or earlier due to excessive use or extreme weather.

In most cases, evidence of deterioration will make itself known in the form of:

- Broken stitching around the edges of mat
- Rotten or frayed fabric at the V-ring straps

**Caution:** If any deterioration is found, all bouncing must cease and the trampoline must be disassembled or otherwise protected against use until the conditions are remedied.

### **DAILY USE INSPECTIONS**

#### **Trampoline**

- Missing, improperly positioned, or insecurely attached frame padding
- Puncture, frays, tears, holes worn in the bed or frame padding
- Ruptured springs or sharp protrusions on the frame or suspension system.

#### **Safety Enclosure**

- Missing, improperly positioned, or insecurely attached enclosure support system
- Puncture, frays, tears, holes or deterioration in stitching or fabric of the barrier support system
- Bent or broken support system
- If safety enclosure opening **DOES NOT** look like an hourglass (overlapping ends of enclosure), this due to pulling on enclosure while entering and exiting from the trampoline. In this case the trampoline net should be re-strung. Call for details.

### **WEATHER PROTECTION**

- A “Weather Cover” is recommended to be used at all times. Trampoline mat and safety enclosure will start to deteriorate due to drastic weather changes or exposure to sun. Use extreme care in removing any ice and snow that may have accumulated on the mat before removing for storage. We suggest using a high pressure water hose and spraying upward from underneath the trampoline, starting at the mats lowest point, or hot water to melt ice. Left unattended in snow and ice, your trampoline mat will accumulate weight in the middle, causing damage to your springs. This type of damage is **NOT** covered by warranty.

**A FULL Care and Maintenance Inspection on your trampoline and safety enclosure should be done every 1-2 years**

From all of your friends at Backyard Adventures,  
We hope you enjoy your new Trampoline!