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## Ordering Assistance

In an effort to assist our customers in ordering Zeager playground surfaces for their projects, following is some guidance for calculating how much customers may want to order along with what to expect through the ordering and delivery process. Please see our installation instructions, maintenance instructions and warranty for further information on installing, maintaining and receiving customer support for your project. Because Zeager does not design the customer's playground area, does not perform the site work to prepare the play area, and does not measure the play area dimensions, it is the customer's responsibility to determine the quantity of materials needed for their project. A current copy of this document, along with installation, maintenance and warranty information, can also be obtained at [zeager.com/playgrounds](http://zeager.com/playgrounds) or by calling 800-346-8524.

### A. Calculating how much product you need based on average or typical conditions.

1. WoodCarpet
  - a. Loose or bulk materials will settle. Settling and compaction of Engineered Wood Fiber will typically equal at least 35% or at least 50% if it is mechanically compacted during installation.
  - b. Settling of 20% during shipping and compaction of 15% during installation, or at least within the first few weeks of use, is typical. This totals at least 35% settling and compaction from the time the truck is loaded until the product has been installed. This 35% is the percentage that Zeager uses for its online calculators. However, a variety of conditions can affect this. For example, the distance traveled will affect how much settling occurs during shipping, rain will hasten settling and compaction, installation using backhoes and skid loaders will increase compaction when driven on the engineered wood fiber and blower truck installation will result in immediate compaction due to the force at which it is blown.
  - c. If Engineered Wood Fiber is mechanically compacted using equipment such as vibratory compactors and rollers, then approximately 15% more material will be required for a total of 50% additional cubic yards needed.
  - d. Because of the shipping and installation variables, the consistent way to measure engineered wood fiber is while it is being loaded. Please take settling and compaction into consideration when calculating how much engineered wood fiber to order so that after settling and compaction has occurred, the depth of your surface is sufficient to meet your needs.
2. WoodCarpet Mats
  - a. Zeager offers two types of wear mats, pvc and foam. PVC mats are heavier and anchor kits are not necessary but are available for added security. PVC mats are available for slides, swings, tire swings, merry-go-rounds, along with a few other sizes.



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- b. Foam mats must be anchored either with the anchor kit or by gluing them to DuraDrain. Foam mats are available for slides and swings.
- c. When installing anchor kits, a drive rod is needed to install the duckbill anchors. Rods are simply a tool and are not left in the ground. They can be re-used and will last for several mat installations unless rocks or hard objects are hit while using them to drive the anchors into the ground.
- 3. DuraLiner
  - a. Divide the size of your play area by 1,500 sq. ft., which is the size of a roll of DuraLiner. Now multiply that by 1.2 to accommodate 10” overlap of seams and waste due to cutting around equipment posts. Then multiply by 2 if you want 2 layers, one layer between the subsoil and drainage gravel and a 2<sup>nd</sup> layer between the drainage gravel and engineered wood fiber. Round up to the next whole roll.
- 4. DuraDrain
  - a. Multiply the size of your play area (in sq.ft.) by 0.043 to determine the quantity of DuraDrain panels needed.
- 5. Bonded WoodCarpet - contact your Zeager representative for assistance.
- 6. RecGrass and RecMats
  - a. For calculating how much RecGrass synthetic grass or RecMat tiles you need, please provide a detailed drawing of the play area to your Zeager representative along with accurate measurements of the play area and the required fall height protection. A PDF or CAD drawing is preferred. Please note any borders (concrete curbs, fences, etc.), permanent land marks such as trees, buildings, parking lots in which the surface will come into contact.
  - b. RecGrass comes in rolls and is ordered in custom roll lengths to fit your needs. Each roll is 15 feet wide but contains 14feet 6inches of usable surface due to the trimming and seaming necessary during installation.
  - c. Both the RecGrass and RecMat systems utilize a foam base called RecBase to provide drainage and fall protection. RecBase comes in a variety of thickness and combinations. So knowing your required fall height protection is necessary so that the correct RecBase thickness and combination is used. Maximum fall heights are typically available from your playground equipment representative.

Product	Formula for Ordering
WoodCarpet	sq.ft. area x depth(ft) ÷ 27 x 1.35 or 1.50 = cu.yds.
DuraLiner	sq.ft. area ÷ 1500 x 1.2 x 1 layer or 2 layers = rolls (round up)
DuraDrain	sq.ft. area x 0.043 = panels
WoodCarpet Mats	specify quantity of slides, swings, tire swings, etc.
Bonded WoodCarpet	contact a Zeager representative
RecGrass	submit drawing, dimensions & fall height
RecMats	submit drawing, dimensions & fall height



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## B. Ordering

1. Zeager will process orders and communicate directly with the customer placing the order. Directions and delivery times are the only things Zeager will typically accept directly from the site contact or installer. Unless the customer directs us to do otherwise, all other changes and information must be given to Zeager by the customer placing the order.
2. All orders must be scheduled with Zeager, including orders picked up at the production facility.

## C. Delivery

1. Bulk product quantity is measured when it is loaded at the production facility. Settling will occur during shipping. Compaction will occur during and after installation. See A. 1.
2. Each truck will deliver to one location. Some trucks can unload at more than one location if this request is made at the time the order is placed with Zeager. Deliveries that are made to more than one location are subject to an extra drop charge for each additional drop location and possibly a higher freight rate for the additional distance traveled. The maximum is three drop-locations per truck. Zeager and the Zeager trucker are not responsible for the quantity of product unloaded at each drop location. The contact person at the site will be responsible.
3. It is the customer's responsibility to ensure that the delivery location is suitable (i.e. hard surface, accessible to Zeager's truck, etc.) for Zeager's trucks to unload. Zeager normally delivers products on tractor-trailer trucks (18 wheelers). Liabilities arising from deliveries off hard surfaces are the responsibility of the person requesting that the delivery be made off the hard surface (i.e. asphalt and concrete).
4. If during delivery, Zeager's trucker causes damage to property, a description of the damages must be written on the shipping ticket and signed by the customer. If the damage occurs while the driver is being directed by the site contact, then the site contact takes responsibility for the damages.

## D. Installation

1. Detailed installation instructions are available for each of our playground surfaces. You may obtain them at [zeager.com/playgrounds/products.asp](http://zeager.com/playgrounds/products.asp) or by contacting a Zeager representative.
2. Installation of Bonded WoodCarpet, RecGrass and RecMats must be performed by a Zeager certified installer. Contact your Zeager representative for one near you.

## E. Claims

1. Before the truck unloads and before signing the shipping ticket, quality should be checked by the person receiving the delivery. If quality is believed to not meet Zeager specifications, do not allow the truck to unload, contact Zeager immediately, and note problem on the shipping ticket. To support a quality claim, provide Zeager with pictures and samples within 10 days of receipt of product.
2. Quantity disputes should be noted on the shipping ticket if the customer believes they did not receive the full amount stated on the shipping ticket. Pictures and measurements taken before installation should be given to Zeager within 10 days of receipt of product.
3. Claims will be handled in accordance with Zeager's current Conditional Limited Warranty.