



Playgrounds

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November 7, 2009

We appreciate the opportunity offered by KTVK 3OYS to make a statement in response to complaints of Chris Hawkins from Kachina Country Day School. The very first communication we received was on October 8, 2009. At that point our Customer Service procedure implemented a series of requests for information and photos to help us ascertain the damage and to determine our appropriate response - which included the eleven emails sent to KTVK - and two phone calls.

Once we had determined there was an exceptional number of repairs needed, we made the decision that this site required us to go beyond our warranty. Play Mart's warranty, as with all other play equipment manufacturer's, includes only parts and not labor or shipping. However, in this case we let Kachina know that we would not only replace all the posts even though not all were damaged, and we would also cover the freight and arrange for a certified installer to remove the old parts and replace them all at our expense.

At Play Mart our stated mission is to "provide children the opportunity of experiencing a safe, environmentally friendly, and creative place in which to play and grow." It seems very apparent from the photos that the condition of the playground did not deteriorate overnight and Mr. Hawkins states in his letter that, "Last year the material began to split apart in certain areas." And yet we were not contacted as to the deteriorating condition until one month ago. As is stated in the CPSC Public Playground Safety Handbook, "Supervisors should understand the basics of playground safety such as: Checking for broken equipment and making sure children don't play on it." It concerns us that Mr. Hawkins states, "I have caution-taped off the entire playset to avoid injuries, but this is a playground! Kids are everywhere playing!" Further action should have been taken to prevent children from accessing the equipment.

In closing we want to state that our concern is for the safety of the children and that is why we have acted promptly and choose to go beyond our warranty and at our expense rehabilitate this play environment so it is a safe and friendly place for the children at Kachina Day School. As a final resolution to this report, we invite the KTVK to come and video the playset after the renovation is completed in the next few weeks.

Sincerely,
The Play Mart Team

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