

Guide for identifying replacement spare parts



Introduction

Our objective is to meet your spare parts needs as quickly and effectively as possible. In order to do this we need your help to ensure we provide you with the right pricing and ultimately the right parts.

To enable the quick and easy lodgement of spare parts requests, we have created an easy to use online form accessible from our website <https://aspace.webconciierge.com.au/spare-parts-enquiry/>

The information we need to be supplied via the online form includes:

- An overview photo of your equipment (eg. shown in the picture below). This enables us to identify the brand and range of equipment.
- A photo providing a clear view of each item in need of replacement. The photo needs to show the surrounding items so we can see what it is attached to.
- Measurements of the item including the gaps between the upright posts (if applicable)
- If part of a multi play unit, the upright post shape (round or square) and diameter



A clear view of the item needing replacement



Measurements of the item height & width

Commonly required items

To help you, we have provided details of a number of frequently requested items below including details of how to gather the measurements required.

Slides

To correctly identify replacement slides we require a photo of each required slide along with key measurements.



Photos required

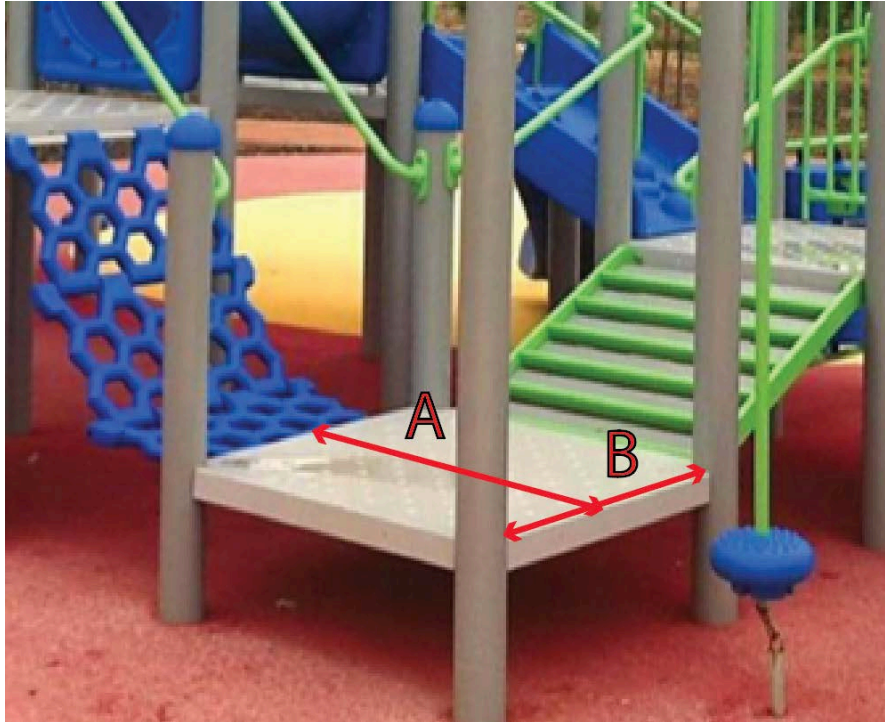
View	Description
Full view of playground unit	This enables us to identify the brand and model of equipment
View of the top of slide	Showing how it is attached and supporting items
Measurements of slide	It is helpful to show photos including tape measure with measurements

Measurements required

Reference	Description
A	Distance between the inside of the upright posts
B	Height to the base of underside of the slide
C	End of the slide to the edging or nearest item of equipment
D	Side of slide base to the edging or nearest item of equipment

Platforms (Decks)

We offer almost 100 styles of platforms. To identify the correct one, we need the right information including clear pictures and correct measurements



Photos required

View	Description
Full view of playground unit	This enables us to identify the brand and model of equipment
Clear photo of the deck/s showing all corners	Each playgrounds can contain a variety of different decks. We need a picture of each deck required
Measurements of deck	Measure the middle of each required deck and width between the inside of each upright post for each required deck. Photos showing the measurement from a tape measure are helpful

Measurements and other information required

Reference	Description
A and B	Distance between the inside of the upright posts
	Shape and diameter of upright posts
	The colour of deck
	Qty of decks needed

Pommels

We offer a variety of lengths of pommel posts and supporting chains. Photos alone can be misleading when judging heights and distances so actual measurements are important



Photos required

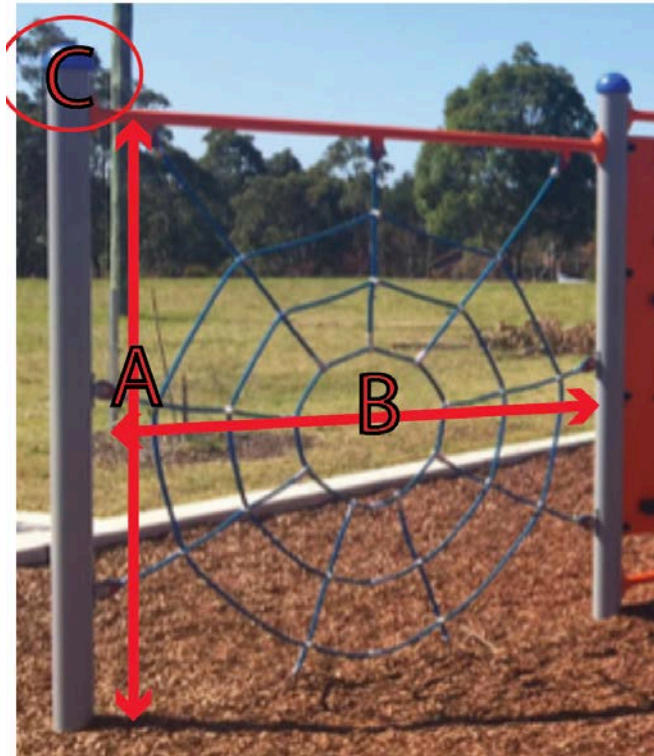
View	Description
Full view of playground unit	This enables us to identify the brand and model of equipment
Clear photo of the pommel	Pommels come in different styles. Clear photos assist in identification a correct match

Measurements and other information required

Reference	Description
A	Height of pommel and post/supporting chain from the ground to underside of the top of bar
B	The inside measurement between upright posts of the supporting beam
C	Measurement of pommel top bar if needing replacement
	Colour of pommels and supporting bar/s if required
	Quantity needed

Rope nets

To ensure we provide the correct replacement nets we require detailed measurements and a clear description



Photos required

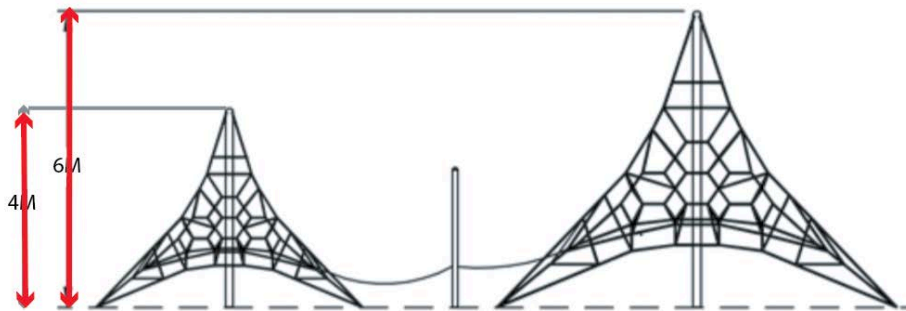
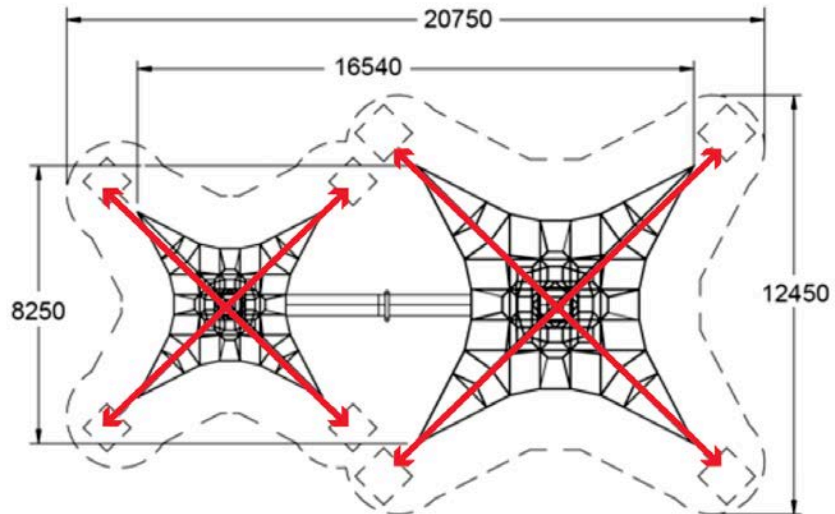
View	Description
Full view of playground unit	This enables us to identify the brand and model of equipment
Clear photo of the rope net module	This enables us to determine the style of the required net

Measurements and other information required

Reference	Description
A	Height of net
B	Width of net
C	Shape and diameter of upright posts
	Colour
	Quantity

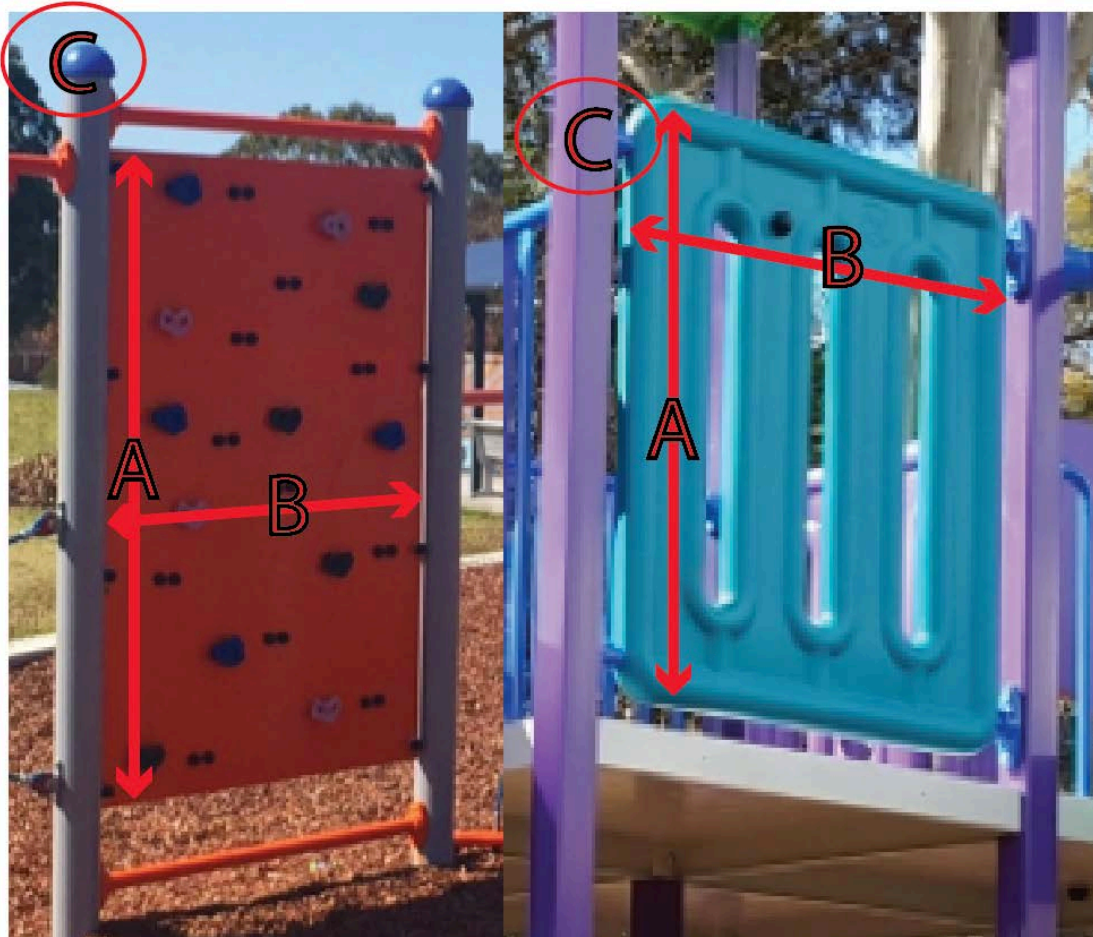
4m and 6m Pyramid Nets

Clear measurements from anchor point to anchor point and height of centre mast are the critical measurements



Rock walls and panels

These come in a variety of shapes, sizes and styles. Clear information helps us ensure we help you with the right parts.



Photos required

View	Description
Full view of playground unit	This enables us to identify the brand and model of equipment
Face of each rock wall/panel(s)	Each playground can contain a variety of panels and rock walls. We need a picture of each one required.

Measurements and other information required

Reference	Description
A	The height of panel
B	The width of panel
C	Shape and diameter of upright posts
	Colour/s
	Quantity

Identification Label

Your playground or outdoor gym equipment should have an ID label providing details of the brand and the year installed. This label will generally be affixed to a post on your equipment.

If you can locate this and provide details from this label it will streamline our ability to understand your needs.



Example ID Label