



Emerald Playsets – Your Installation Guide

Preparing for a Smooth Installation Experience

Playsets are meant to create fun, memorable moments for families. At Emerald Playsets, our goal is to make the installation process just as enjoyable as the finished playset itself.

Many installation challenges are not caused by the playset itself, but by site conditions, access, placement decisions, or unexpected circumstances. This checklist helps ensure our team and your family have the best possible installation experience.

By reviewing these items ahead of time, we can reduce surprises, arrive prepared, and help ensure installation day is smooth, efficient, and enjoyable for everyone involved.

Shared Responsibility for Installation Success

I understand that a smooth installation is a shared responsibility between Emerald Playsets and our customer. Emerald Playsets will arrive prepared to complete the installation, and the customer agrees to do their part, with the help of this Installation Guide, to provide a safe and accessible installation site on installation day.

Installation Site Readiness

Placement & Access

- ☐ I have identified the desired installation location for the playset.
- ☐ I understand the playset will be installed based upon the approved location discussed with the installation team.
- ☐ The installation area is clear, accessible, and ready for installation.
- ☐ Gates, pathways, and access points are open and provide adequate room for equipment and materials.
- ☐ Any concerns regarding slope, drainage, landscaping, fences, trees, or obstacles have been discussed before installation begins.
- ☐ Any underground items (sprinkler systems, invisible fences, septic systems, buried utilities, etc.) have been disclosed.

Pets & Clean Installation Area

- ☐ All pets will be secured before and during installation.
 - ☐ I understand this requirement applies regardless of whether a pet is considered friendly. This protects both my pets and the Emerald Playsets installation team.
 - ☐ The installation area has been cleared of pet waste before the crew arrives.
 - ☐ I understand this helps provide a clean and safe workspace and prevents waste from being tracked onto the new playset, tools, equipment, or vehicles.
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Existing Playsets & Additional Work

- ☐ Any existing playsets, structures, or obstacles requiring removal have been disclosed before installation.
- ☐ I understand that removal, relocation, or modification of existing structures not included in the original agreement may require additional charges and may not be possible on installation day.

Final Placement Approval

Before installation begins (Day Of) :

- ☐ I have shown the Emerald Playsets installation team where I would like the playset installed.
- ☐ I understand changes to placement after installation begins may require additional labor charges or return service charges.
- ☐ I understand the installation team will use professional judgment regarding safety, leveling, and installation procedures.

Customer Availability & Final Walkthrough

Customers are encouraged to remain available until installation is complete so they may participate in the final walkthrough and address any questions or concerns before the crew leaves.

If the customer or authorized representative chooses to leave before installation is complete, Emerald Playsets will complete the installation based upon the approved location and instructions provided.

Requests to relocate, reposition, re-level, modify, or alter the installation that are not related to workmanship or warranty may require a return trip and applicable service charges.

Site Conditions & Installation Delays

Emerald Playsets must maintain a safe and reasonable work environment.

If installation cannot proceed due to unsafe or unprepared site conditions, including but not limited to:

- Loose pets / Excessive animal waste
- Blocked access / Existing Playsets, structures
- Undisclosed obstacles
- Unsafe working conditions

Emerald Playsets may need to delay, pause, or reschedule installation.

Additional labor, cleanup, travel, or return-trip charges may apply when additional work is required due to conditions that were not disclosed or addressed before installation.

Customer Acknowledgment

By signing below, I acknowledge:

- ☐ I have reviewed the installation requirements above.
- ☐ I understand my role in preparing the installation area.
- ☐ I understand the importance of approving placement before installation begins.
- ☐ I have had the opportunity to ask questions before installation starts.

Customer Name: _____

Signature: _____

Date: _____

Emerald Playsets Representative: _____

