

**When you experience cracks and splits in one of our roundwood timber play frames, it is not a 'defective' product, nor is its inherent strength or structural integrity impaired, it is simply exhibiting its normal state and characteristics. Each piece of timber is unique, bearing its own knots, cracks and variations in colour. These characteristics should be fully expected to be present at the time of delivery and continue to develop during the products lifecycle.**

Timber is a natural organic substance and, as it is organic, it is greatly influenced by its surroundings. It moves, swells, and shrinks according to seasonal changes in relative humidity of the air.

TP Roundwood frames are constructed from timbers that come from younger smaller trees and are complete tree poles, stripped of any bark and other rough materials but subject to no further processing.

When a full round timber dries, the exterior surface (sapwood) shrinks faster than the inner (heartwood) heart of the timber. Consequently, stresses occur in different directions during drying. This means that the full round timber tends to develop a V-shaped check towards the centre.

Sometimes these cracks can open alarmingly in length and width, but this is entirely normal and once the inner core has dried the crack will close (not disappear). Likewise, as the moisture in the air increases so will the free water absorbed by capillary action in the wood and once again the cracks will close.

Both laboratory and field tests prove that the natural cracking and splitting does not materially affect the strength of the timber. Our frames are also designed and dimensioned to ensure these natural characteristics do not have an impact upon the structural integrity.

Our roundwood timber is pressure treated with an environmentally friendly preservative. This is a process that penetrates to the core of the wood, helps withstand the elements and wards off termites, microorganisms and fungal decay. After the treatment process it is normal for a green flecking to become visible on the surface of the wood.

Performance guarantees do not rely on a periodic application of preservative, although you may wish to do so for aesthetic reasons and to further extend the life of the product.

Because of the natural characteristics of such timber products, it is vital that parents check their play frame regularly to identify any splintering or lifting of the surface layers of the wood or any exposure of rough wood due to changes in cracks and splits. Affected areas must be rubbed down using coarse sandpaper to restore a smooth, safe surface.

There is no requirement to replace timber parts because they exhibit cracks and splits. However, should your frame display a significant crack in very close proximity to a fixing point then please email a photograph of the parts to [directsales@tptoys.com](mailto:directsales@tptoys.com) and our Quality Team will review the information and provide advice on a resolution.

Product Label:

# Your New TP Roundwood Play Frame

Each piece of timber used in this play frame is unique bearing its own knots, cracks and variations in colour. These features do not make it a 'defective' product, nor is its inherent strength or structural integrity impaired, it is simply exhibiting its normal state and characteristics.

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For more information about TP roundwood please visit [tptoys.com](http://tptoys.com)