Installation Information

FOR YOUR BACKYARD DISCOVERY PRODUCT



Dear Valued Backyard Discovery Member,

We are thrilled that you have chosen Backyard Discovery for your new item and assembly. We want to ensure a smooth process for you and your family. If you have any questions, please do not hesitate to reach out to our customer support team at 800-856-4445.

WHAT TO EXPECT WITH PROFESSIONAL ASSEMBLY OF YOUR NEW BACKYARD PRODUCT!



Assembly Scheduling:

The assembly team will contact you to begin your scheduling process. If you need to reschedule your appointment, please contact your assembly technician with as much notice as possible. Before assembly day, review and complete any necessary approvals or permits required by your local Homeowners Association (HOA) or municipality. Many communities have regulations regarding outdoor structures, and obtaining the proper permissions in advance is the responsibility of the customer.

Site Preparation:

Playsets

To ensure the safety and stability of your playset, please arrange for the ground where the playset will be installed is solid and level. A level surface is crucial for the proper functioning and safety of your playset. Again, leveling is your responsibility.

Select an area that is free from obstacles. There must be an obstacle free safety zone that is at least 6 feet around and above the playset. This safety requirement ensures that there is adequate space for safe play and prevents any potential hazards.

Playsets Cont.

If you chose to put down protective surfacing, you should only add the protective surfacing after your playset is fully installed and anchored.

A playset includes anchoring materials in the box. It is important to use these provided anchors to secure your playset. Proper anchoring enhances safety and stability. We will anchor your playset. However, you are responsible for marking and ensuring that no underground items are damaged. This includes utilities, sprinklers, and lighting.

Gazebos/Pergolas

Ensure the assembly site is level and free of obstructions before the assembly team arrives. Depending on the surface, anchoring may not be possible or may require additional materials. Please discuss anchoring options with the assembly technician in advance as this service is an additional fee. The customer is responsible for ensuring that the assembly site does not have any underground utilities or obstacles that could be damaged during anchoring.

Assembly Day

To ensure a safe and efficient assembly process, please make sure that pets and children are not present during the assembly. An adult at least 18 years of age must be present at the residence throughout the assembly. This individual must have the authority to approve the product's placement, acceptable assembly, and provide a signature of inspection upon assembly completion. Our assembly technician will place any packaging materials and debris in the location on your property that you specify. These materials will not be taken away by the technician.

If you have any questions, please do not hesitate to reach out to our customer support team. We look forward to making your product assembly a success and providing hours of enjoyment for your family. Thank you for choosing us.

Sincerely,

The Backyard Discovery Assembly Team

bydassembly@backyarddiscovery.com
800-856-4445