



# Tidy little Cleaning Guide





support@tkm9group.com

# Cleaning and maintaining Solid surfaces

## How to clean:

**Dust with:** Microfibre cloths. They'll remove dust and make for smoother cleaning. Don't forget ventilation holes! (use compressed air for stubborn dust).

**For light marks:** Antibacterial disinfectant wipes. Remove any streaks with a microfibre cloth.

**For stubborn marks:** You can use a household cleaner like Dettol Multipurpose Spray or surface cleaner (no window cleaners), or warm soapy water. Spray onto a cleaning cloth and give it a good wipe down. Remove any streaks with a microfibre cloth.

**For tougher marks:** If you can't get rid of a mark with any of the above, try Gumption (purchased at most supermarkets). Apply with a damp cloth, work into the surface, then buff clean with a dry cloth.

**Cracks on the fascia:** If you notice any cracks or marks on any solid surface product, please get in touch with the Service and Support team at: [support@tkm9group.com](mailto:support@tkm9group.com)

## Why we use solid surface

Play9 products aren't just smart, they're beautiful. The design team have crafted play products to meet the needs of our littlest critics, and the adult ones too. They're robust and strong, easily cleaned and will look good for years - unlike other cheaper materials that wear over time.

Solid surface is not indestructible, but it is repairable in some circumstances, so if your cleaning crew has had a mishap with a ride on floor sweep or a customer has decided to joust with a shopping trolley, we can help. Give us a call to discuss options.

Solid surface looks like this





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SERVICE AND SUPPORT **CLEANING**

## Cleaning and maintaining Wooden Products

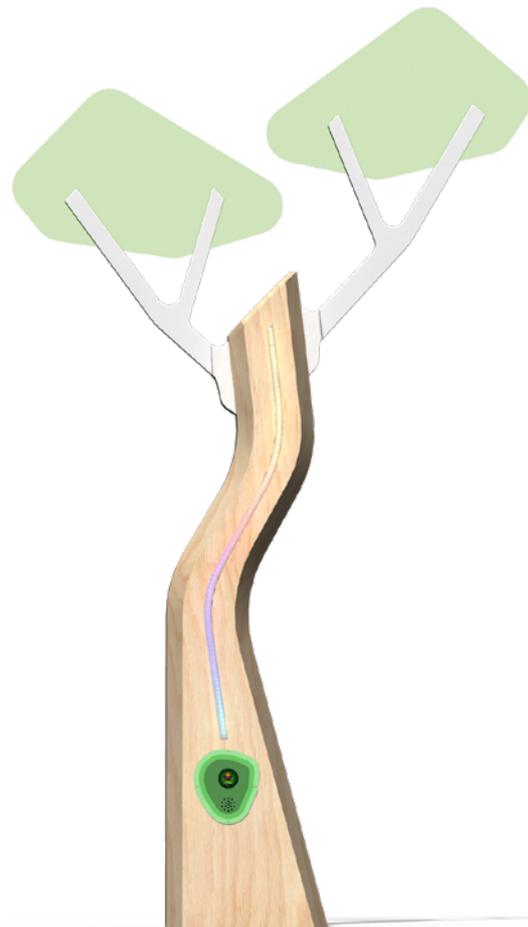
### How to clean:

**Dust with:** Microfibre cloths. They'll remove dust and make for smoother cleaning.

**For light marks:** Antibacterial disinfectant wipes.

### Keeping wooden products dry

Our wooden products are made to withstand plenty of kicks and knocks, but they don't like water. If play products are situated beneath leaky roofs, or if floors are cleaned with too much water, wood can expand, split or even grow mould. If you love your play product as is, ensure it's kept dry.





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SERVICE AND SUPPORT **CLEANING**

# Cleaning and maintaining Wet pour

## How to clean:

**Dust with:** Pretty obvious, but your trusty vacuum. Don't sweep with a ride-on machine over wet pour. You will damage the rubber and you may accidentally hit solid surfaces or damage wooden products.

**For light marks:** A dry mop is recommended. Avoid splashing water over the rubber - it's not a water park! Water can seep into the substrate and affect the bonding agents in the rubber. If spillage occurs, please follow your organisations protocol and procedures.





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SERVICE AND SUPPORT **CLEANING**

# Cleaning and maintaining Mesh and Acrylic

## How to clean steel mesh

Steel mesh is pretty hardy, but our mesh detailing will still need to be cleaned regularly.

**Dust with:** Compressed Air. It'll make your job much easier. Dusters are a slower alternative.

**For light marks:** Antibacterial disinfectant wipes. Do not use scourers or chemicals as this can damage paint work. Soap and water is a suitable alternative.

## How to clean acrylic or polycarbonate surfaces

If you see acrylic in our spaces, the general rule is: if it's up high, it may be fragile, if it's down low, it's thicker and can be wiped a little more pressure. You should always take care to never wipe too hard, with chemicals or with cloths that can scratch or mark.

**Dust with:** Microfibre cloths. They'll remove dust and make for smoother cleaning.

**For light marks:** Antibacterial disinfectant wipes followed by a light wipe with a microfibre cloth.

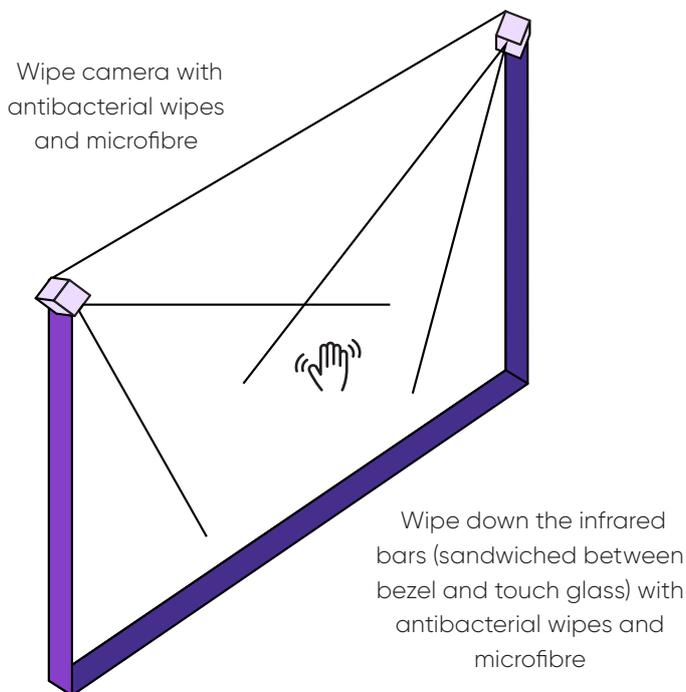




# Cleaning and maintaining touch in Touchscreens

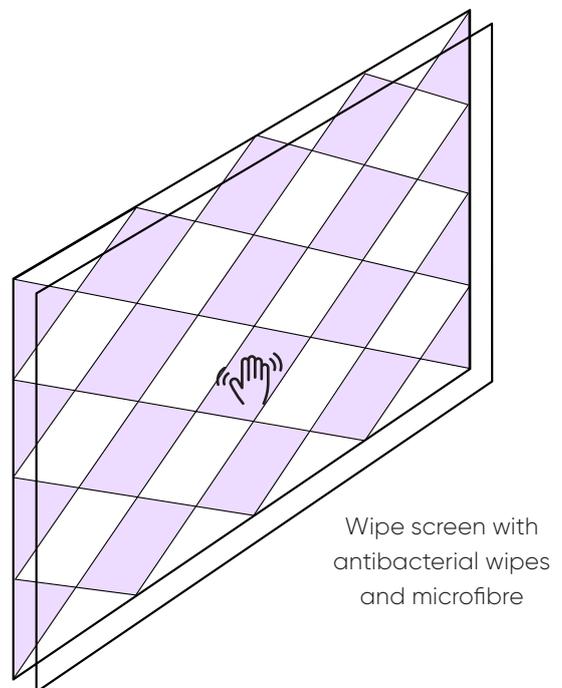
## Optical Imaging Touch

For touch to work, cameras and infrared bars must remain clear of debris and grime.



## Projected Capacitive Touch

For touch to work, the screen needs to be clean.



## Cleaning screens

Give your screens some love and clean twice a week to keep them looking - and working - as they should. Be gentle! Pushing too hard on the screen could affect gameplay. You can use:

**Wipe with:** Antibacterial disinfectant wipes or dataflash screen cleaning wet wipes.

**Dry with:** Microfibre cloths. Your new best friend for removing moisture.

**Remove dust with:** Compressed Air (found at any hardware store). It can be used in the inner bezel/gap between the screens and the corian frame. Doing this once a week will clean out any debris/dust from the gap (and prevent touch capability issues).



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SERVICE AND SUPPORT MAINTENANCE

# Keeping up with Maintenance

## Servicing your play space

Like a car, your play product needs regular professional maintenance. Our standard maintenance is done quarterly as part of an SA (Service Agreement). Our team will co-ordinate the timing of this with you.

If you'd like us to come more frequently, just let us know.

## Ensuring your warranties

Remember – your quarterly maintenance guarantees your warranties and certifications, most importantly, enables a safe play space. Products that are not maintained will run poorly, and will wear quicker over time.

For any maintenance enquiries, the after-market team can be contacted at [support@tkm9group.com](mailto:support@tkm9group.com)



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SERVICE AND SUPPORT [HELPDESK](#)

Need help?

# Talk to Service and Support

Sometimes things go wrong. Don't panic. We're here to help.

If you've noticed a product fault, damage or have queries regarding the best way to clean a product, our after-market team have got your back. Here's what you do...

First things first: we need some details.

If you're like us and want to resolve issues quickly, the fastest way is to provide us a shorthand run down of what's occurring.

1. What's your location
2. What product has the fault
3. What's the issue (and what have you tried)
4. Send through photos (Selfies are fine! but anything to help our remote team would be better)
5. Email this to [support@tkm9group.com](mailto:support@tkm9group.com)

What happens next:

We've heard you loud and clear. A support ticket is raised with a unique ID. You're in the system, but unlike the matrix, we have real people on hand who will sort it out.

If it's an [easy fix](#), we'll solve it remotely - problem solved.

If it's a [hard fix](#), we'll send our the tech heads to sort it out. Sometimes you need a specialised touch.



**PLAY9**<sup>TM</sup>  
STUDIOS

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