



# UK Land Inflatable Operation Manual for: Owners/controllers

Those who have overall control of the equipment and who are responsible for its inspection & maintenance.

## Operators

Those persons aged 18 and over appointed by the controller/operator to be in charge of the day to day operation of the equipment, when intended for public use.

## Attendants

Those persons aged over 16 working under the directions of the owner/operator to assist in the operation of the equipment.

**[www.airqueeonline.co.uk](http://www.airqueeonline.co.uk)**

Product Information	
Name	
Type	
Product Code	
Serial Number	
Tag Number	
Weight	
Additional Operating Instructions	
Name	
Document No.	

## About Us

Airquee Online Bouncy Castle Sales offers our brand new e-range, a range of child safe inflatables. The e-range has been specially designed to meet the commercial requirements of hirers, from those just starting out to established hirers looking to expand their fleet. The e-range is available in a standard range of colours, styles and sizes with a selection of the most popular artwork themes, plus a plain un-themed version for any occasion. Using our online website, customers can view, evaluate, choose and buy inflatables and accessories with just a few clicks of the mouse.

All the e-range inflatables are designed in the UK and manufactured by Airquee Online staff in our own factory in Romania.

We have worked with the leading suppliers and industry advisors to bring you the best available online prices for our bouncy castles and inflatables. Airquee Online Bouncy Castle Sales is a sister company to Airquee Ltd. That means you can have absolute confidence when buying our products. We promise:

- No gimmicks.
- No frills.
- No clever words.
- No catches.
- No special offers.
- No confusing FREE this and FREE that.
- Just good honest Bouncy Castles.

We are members of AIMODS, IPMA and MUTA (the organisation overseeing the PIPA Scheme for land based inflatables). We are also members of the Institute for the Management of Sport and Physical Activity (IMSPA) for pool inflatables. All of these bodies are in place to help develop, enforce and maintain the highest safety standards in the design, manufacture and operation of inflatables in the industries we serve.

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Airquee is recognised by all major industry standards.



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### IMPORTANT

We advise all owners/controllers of inflatables to obtain and study BS EN14960:2013 – Inflatable Play Equipment – Safety Requirements and Test Methods. In addition we strongly recommend that you carry out your own risk assessments relating to the setup and operation of any item of equipment.

## 1. Introduction

This manual contains Airquee Online official manufacturer's instructions for owners/controllers of land based inflatable equipment. Airquee Online products are produced to BS EN 14960:2013 where applicable.

This manual gives general recommendations for operating inflatables listed to BS EN 14960:2013 and with the assistance of The Inflatable Play Enterprise (TIPE). There may be additional operating instructions or recommendations for some inflatable games etc. these will be detailed on the front cover of this manual and will be enclosed with the product and/or emailed. If not received then please contact us immediately. You should also familiarise yourself with all relevant Regulations and Codes of Practice under the laws of the country where the inflatable is used.

As the owner/controller it is your responsibility to carry out your own **risk assessments** and to give instruction to all operators, attendants and users in the proper safe use of the inflatable. It is strongly recommended that you read this manual before attempting to set up, dismantle or operate the equipment to which it relates, even if you have used similar equipment before.

Any misuse or failure to adhere to the instructions and recommendations contained in this manual and any additional instructions will render void the warranty.

This manual is provided for information purposes only. Nothing in this manual is to be construed in any way as varying the terms of sale of the goods to which it applies. All the information included in this manual is subject to change without notice. Reasonable care has been taken when preparing the contents of this manual. However, Airquee accepts no responsibility for any error or omission or misuse.

## 2. Conformity and standards

For the purposes of this instructional manual, it is assumed that some time in the previous 12 months the inflatable and its accessories have been tested and passed in compliance with the European Standard BS EN 14960:2013 Inflatable Play Equipment – Safety Requirements and Test Methods. This can be accomplished by submitting the equipment to a registered Pertexa Inflatable Play Accreditation (PIPA) scheme inspector (who has been examined and registered as competent by the Register of Play Inspectors International (RPII)). Airquee Online has PIPA registered inspectors who can carry out this test. We strongly recommend that the item undergoes a health and safety test every 12 months, Airquee has inspectors who can carry out this inspection.

## 3. Product description

Bouncy castles are one of today's most popular children's entertainments. Their portability and low cost have ensured their favour with operators, as well as children and their parents. There are now many types of inflatable play equipment including bouncers, mazes, games, obstacle courses and swimming pool inflatables, for use by children, teenagers and adults.

Bouncy castles are the generic term used in the UK for inflatable play equipment. Inflatables were introduced in the UK in the late '60's from America. They were originally developed for disabled children as it offered a way for kids to play physically without hurting themselves. Early models sold in the UK were castle shaped and even today this style is still being produced. However all Airquee Online inflatables have the following common traits:

- They are made of PVC coated reinforced flexible polyester or nylon fabric.
- When packed away the volume of space they take up is a fraction of their inflated size.
- An average bouncy castle can be set up in a matter of minutes and usually packed away within 15 minutes.

#### **4. Quality of manufacture and design**

Airquee Online has invested heavily in the latest Computer Assisted Design and Manufacturing equipment (CAD/CAM). This has enabled Airquee Online to lead the field by developing the newest designs, to capture the imagination of children and adults alike.

One of the benefits of this high level of computerisation is the accuracy of fabric cutting. This in turn enables us to produce the most consistent quality of product in the leisure inflatable industry. Airquee Online operates its own European state of the art manufacturing facility to maintain its quality at the highest levels.

Airquee Online inflatables are all made in our own factory from the highest quality fire retardant reinforced PVC coated fabric, manufactured to our specifications. Constructed from polyester or nylon weave thickly coated on both sides with PVC, it is an extremely robust material made with a cape or gloss finish. It is non-toxic, certified fire retardant to BS5438 and BS5867 and has a nominal weight of 630 grams/sq. meter. The material is machine stitched together with a minimum of two lines of stitching using a rot resistant nylon thread. Exposed seams such as those on a bed or a bouncer are reinforced with additional PVC or webbing strips.

#### **5. Continuous flow principle**

As the structure is held together by stitched seams, air will always escape from the hundreds of perforations produced during stitching. These perforations will inevitably increase in size during the working life of the inflatable. Air must be continuously supplied under pressure to keep the inflatable properly inflated. This is the "continuous flow" principle.

Inflatables are usually supplied with one or more electrically powered fans, depending on the size of the inflatable, but can be ordered with a petrol (or propane gas) powered fan as an option, if permitted on site.

#### **6. Sealed principle**

A sealed inflatable is held together by welded seams and the air will not escape once inflated. The inflatable is fitted with an inflation/deflation valve; the fan used to inflate can also be used to deflate.

#### **7. Safe handling**

Before attempting to unload, move, site, inflate or use Airquee Online inflatable equipment you should read the contents of this manual and any additional operating instructions (see the front cover for details) thoroughly. Free advice is also available by telephone from the company's after sales support team on +44 (0)1179 414 918. They will do their best to answer any technical or health and safety related questions you may have.

It is vital to have enough helpers to carry out loading, unloading, setting up/assembly and dismantling to prevent individuals hurting themselves. You have a legal duty to assess and eliminate or reduce the risk of injury to employees which can result from manual handling operations. This applies to all operations involving transporting, loading, unloading, setting up, dismantling, packing or moving inflatables. For further information please see the HSE Code of Practice entitled: HSE Guidance on Regulations L23 (Manual Handling Operations 1992).

Inflatables can be very heavy, especially if allowed to become wet and they require some care in their handling to avoid injuries. The first requirement for safe handling is that the inflatable is folded and rolled properly after use. A good, hard roll, flat at both ends, is much more easily handled than a poorly rolled and floppy inflatable. It can be handled and moved on a 2-wheeled sack barrow and easily bowled over onto a truck or trailer.

Do not try to lift a complete inflatable. Lift only one end at a time. When the rolled inflatable is lying down, take up a squat position, lean a shoulder into the end and push with the legs. Your leg muscles are the strongest you have and will lift the inflatable onto its end. It can then be easily moved using the sack barrow. When loading the inflatable onto a truck or trailer, stand it up on its end close to the truck or trailer, lean the top onto the edge of the platform and then lift the bottom end and bowl it over.



## 8. Hazards relating to electrical equipment

The use of portable electrical equipment involves the potential risk of electric shock, burns or fire. A major cause of accidents is failure to maintain equipment. The risk can be managed effectively if sensible and appropriate rules for use and maintenance are applied.

The electric fan supplied for the inflatable should only be used with the electricity supply specified for that fan. Connecting the fan to a non-specified electricity supply is very dangerous and will render the warranty void. Each fan is fitted with a motor which operates at the nominal mains electricity voltage in the country in which it was supplied for. In the UK and Europe it is 220-240 volts 50hz A/C.

Airquee Online can supply fans to other electrical supply specifications where necessary.

Using electrical equipment in wet or damp conditions can be dangerous. If an electrically powered fan is to be used outdoors a RCD (Residual Current Device) adapter or plug should be used. By redirecting electrical current through the main's earth it helps to prevent electric shock to the person if there is an electrical fault. RCD's are available from Airquee Online or your local/chosen electrical store. The inflatable usually plugs into the indoor mains sockets and the plug from the fan cable is plugged into the RCD. Alternatively a plug containing a RCD device can be fitted permanently to the fan cable. Before each use you should check that the RCD device is actually working, using the test button provided. All electrical connections should be protected against water ingress.

If an extension lead is to be used, ensure that it is capable of carrying 13amps. Cables should not be in a position where people can trip over them and if used outdoors they must be IP rated accordingly. The fan should be PAT tested before or after every use. Hand held fans should only be used by the operator and should be kept away from the public.

### **IMPORTANT:**

**Your fan is classed as a portable appliance unless it is in a permanent fixed position. It is therefore necessary to PAT test your fan after every use. Extension leads should also be checked and tested.**

## 9. Setting up outdoors on grass/earth or a hard standing

### 9.1 Siting of the inflatable

The site must be level or have a slope of not more than 5 degrees in any direction.

The inflatable must be sited well away from possible hazards such as overhead power lines or other obstacles with hazardous projections (e.g. fences and/or trees). Ensure your stakes are the industry standard 38cm long, so there should be no chance of driving them into any underground services. You should check that there are no obvious signs of excavation for cable runs, pipes etc. Check with your client for the location of any underground services before driving the stakes in. If the inflatable is to be sited on hard standing then follow the instructions in 13.1 relating to anchoring on a hard standing.

The site must be cleared of debris and sharp objects either on or embedded in the surface. If the hard standing is abrasive you must use a groundsheet under the inflatable to avoid damage to the base.

## 9.2 Positioning of perimeter fence

If, for crowd-control purposes, a perimeter fence is used, it must be at least 1.8m from walled sides and at least 3.5m from open sides. The gateway must be 1.0m wide, (Fig 1).

Key:

1. At least 1.8m
2. Walled side
3. At least 3.5m
4. Open side
5. 1m Gateway

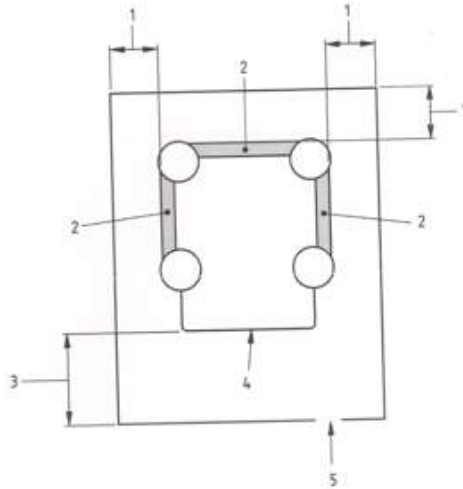


Fig. 1

## 9.3 Clear area around an inflatable

A clear area must be maintained around the inflatable. The extent of this clear area is established by dividing the height of the highest platform by 2. However, the clear area must be at least 1.8m, (Fig 2).

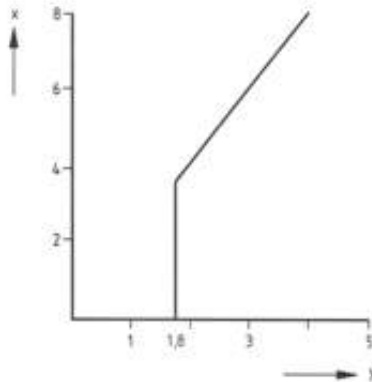


Fig. 2

Key

- x = height of highest platform  
y = extent of clear area

An exception to this rule is when an inflatable with inflated walls is sited directly against a solid wall or walls, for example the walls of a building. In such a case, the solid wall(s) must be 2m higher than the highest platform height. Use of this exception must not result in the creation of additional hazard.

## 10. Check wind speed

The industry recommends a maximum wind speed of Force 5 on the Beaufort scale of 28 - 38 kph (19-24 mph). Force 5 is a fresh breeze when small trees in leaf begin to sway, whereas Force 6 is a strong breeze when large branches are in motion, whistling can be heard in telephone lines and umbrellas can only be handled with difficulty. Weather forecasts can be obtained from the Meteorological Office and small handheld anemometers are now available through a number of trade suppliers and manufacturers. (See Annex B of BS EN 14960 for the Beaufort Scale). A cost effective version of these are available through The Inflatable Play Enterprise (TIPE) [www.tipe.co.uk](http://www.tipe.co.uk).

## 11. Cold hazard

The fabric of the inflatable can be easily damaged if the inflatable is unrolled or inflated whilst in a very cold or frozen state. This may occur if the inflatable is exposed to low or freezing temperatures whilst in storage or transit. The coated fabric loses its flexible character at 3 degrees c or below. In that very cold state the fabric may crack during movement or inflation. Any resulting damage is not covered by the Airquee Online warranty. If the inflatable is found to be too cold for use it must be allowed to warm up gradually until the fabric regains it's normal flexible character.

## 12. Assembly & erection procedures

Airquee Online inflatables are designed to be erected and dismantled quickly and safely, following the recommendations in this manual. The inflatable itself will be supplied rolled up with the filler and outlet pipe (if applicable) on the outside. The inflatable will be wrapped for transport.

### 12.1 Positioning

Your inflatable will have been rolled so that the filler pipes are at the beginning i.e the first part which begins to unroll. The inflatable should be positioned so that when it is unrolled the filler pipe will be in roughly the right position in relation to where the fans will be situated (Fig 3).



### 12.2 Unrolling & unfolding

It is advisable to make a note of the width of the roll before starting the process of unrolling and unfolding the inflatable; this information will be useful when you come to pack away (section 22). Once you are happy with the position of the inflatable untie the rope securing the bundle and start to unroll. When it is completely unrolled, then you can unfold until it is fully laid out (Fig 4).

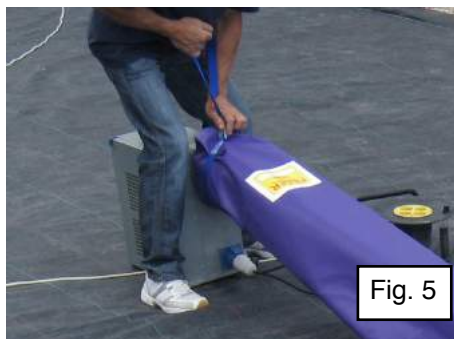




## 12.3 Fan connection

The fan should be attached to the most convenient filler pipe. There is a strap with a cam buckle on the end of all filler outlet pipes. The cam buckle is opened by pushing down the lever on the buckle, and the other end of the strap can be passed through from the underside of the buckle. The strap must not be twisted and protrude at least 5cm through the buckle.

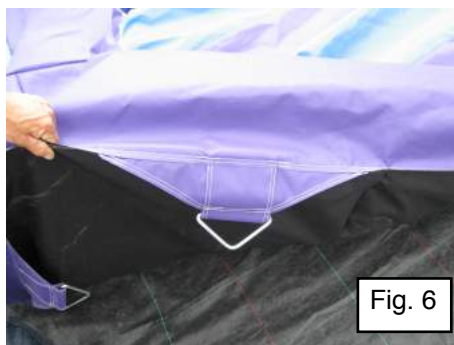
The filler tube with the strap, and buckle encircling, it is put over the plastic cone on the fan. The tube should completely cover the cone and the strap, the cam buckle should be as near to the narrow part of the fan cone as possible. With the filler pipe straight, the strap should be pulled through the cam buckle until the strap is tight (Fig 5). All zips should be closed, all additional filler pipes tied off and pushed back inside the inflatable, and the cover flap, if fitted, replaced.



## 13. Anchoring and use of anchor points

### 13.1 Anchor points

Your inflatable will be fitted with low level anchor points (Fig 6). High level anchor points may be fitted depending on the type and height of inflatable.



### 13.2 Driving anchor stakes into the ground

The stakes need to be positioned so that the ropes or webbings go upwards from the stake towards the inflatable at between 30 and 45 degrees (Fig 7). Moving the stake closer to the inflatable makes the angle bigger, moving it away makes the angle smaller.

If ropes are attached to high level anchors then they should curve gently up to the inflatable so as to allow reasonable movement of the inflatable when in use. The stakes should protrude no more than 25mm above the ground. If the inflatable requires anchorage in the impact area, make sure the stakes are as close in to the base of the inflatable as possible. They should preferably be covered with soft matting of at least 25mm thickness but not more than 125mm, extending at least 1.2m from the open side. Safety mats used indoors should be fire resistant. Whenever it is necessary to have anchorage points near to an entrance/exit, they should be connected in such a way as to minimise the danger of tripping, abrasion or other injuries.

Key:

1. Direction of force
2. Inclined away
3. Ground level

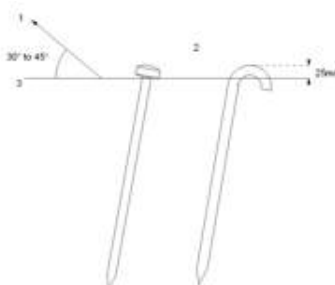


Fig. 7

### 13.3 Temporary anchoring and inflation

The windward side of the inflatable will need to be temporarily anchored while it is inflated for the first time; drive anchor-stakes into the ground on the windward side and loosely tie on the windward side ropes. Provided your stakes are the industry standard 16mmØ x 38cm long, there should be no chance of driving them into any underground services. However, you should check that there are no obvious signs of excavation for cable runs, pipes etc. Check with your contact/client for the location regarding any underground services before driving the stakes in. If ropes form part of the anchorage system, attach them to the anchor-points.

On hard standing, you will be unable to anchor with stakes driven into the ground. Each anchor point must be attached to something which will withstand a force of 165kg. This can be weights or sandbags or even vehicles provided they are immobilised and under your control, or fittings already in the ground. Airquee Online can supply a range of purpose made weights. If you are near the edge of hard standing, you can sometimes anchor the rear and one side of the inflatable with stakes into the ground beyond the hard standing, leaving only one side to be anchored in the ways suggested above.

Make sure onlookers keep away. Switch on the fan and allow the inflatable to fully inflate. Watch the temporary anchorages you have connected in case they are positioned wrongly and pull tight. If they do pull tight, quickly switch off the fan and re-position either the inflatable or the stake, or loosen the rope. When the inflatable is fully inflated, you can push or pull it into its correct position using the anchors.

#### CAUTION:

**It is highly dangerous to stand or sit on the inflatable during inflation, as it can move suddenly and without warning. Until fully inflated and securely anchored, everyone must stand clear from the inflatable.**

### 14. Final adjustment checks and permanent anchoring

When the inflatable is fully inflated, even a large inflatable can be pulled round by its anchorage points (with help) to adjust to its final position (Fig 8). The ropes to the pegs or other means of anchorage should be loosened off before the inflatable is pulled round, and then re-adjusted or re-tied accordingly. Make sure that you have enough help to pull the inflatable round without risk of hurting or straining yourself. The inflatable can be moved while still inflated, however the fan should be moved with the inflatable, or it should be switched off while the inflatable is being moved. If using a petrol fan stop the engine.



Fig. 8

When the inflatable is in its final position the anchorage points must be pegged or tied down and then re-checked (if using a steel mallet, eye protection must be worn). You must use every anchorage point on the inflatable their number and positioning has been calculated for each individual inflatable. Drive an anchor-stake into the ground for each remaining anchorage point and securely connect any high level anchor ropes. The temporary anchorages may need to be repositioned.

On a hard standing you may need to reposition any weights and follow the anchoring procedure for hard standings as described in 13.3 paragraph two.

The fan needs to be moved as far away from the inflatable as the blow tube will allow (min 1.2m from a walled side & 2.5m from an open side) and then moved forward 50mm (so as to leave a little slack between fan and inflatable) so that the fan is not pulled when people are bouncing. The inlet pipe must be re-checked to make sure that the inlet pipe is **STRAIGHT AND NOT TWISTED**. The fan and its controls should not be accessible to the public, all cables should be routed safely as to avoid contact with the public.

The fan/s can now be turned on, make sure onlookers keep away. Check all around while it is inflating in case the inflatable becomes snagged.

**CAUTION:**

**It is highly dangerous to stand or sit on the inflatable during inflation, as it can move suddenly and without warning. Until fully inflated and securely anchored, everyone must stand clear from the inflatable.**

Finally, erect perimeter fences in line with section 9.2 & 9.3. No one should be allowed to use the inflatable before the Routine Inspection (see section 18) has been carried out and the operator is satisfied that it is safe for public use.

## **15. Check the working pressure**

You can check the pressure is sufficient inside the inflatable by standing on the lowest part of the inflated base (usually the step) with your feet together, making sure that your feet do not touch the ground through the inflatable. You must stand at least 50cm from the edge. If you are heavier than the intended user and your feet do not touch the ground, then the pressure is sufficient. If you are lighter than the intended user, get a heavier person's help. If you are using a petrol fan, regulate the speed of the engine so that the pressure inside the inflatable is not too great. An electric fan does not need regulating.

## **16. Use of landing/crash mats**

On all surfaces you will need landing/crash mats with sufficient impact attenuating properties for the maximum allowed fall-off height of inflatables (60cm), and a width of 2m should be provided to cover the impact area (see 17.4). Airquee Online can supply you with safety floor mats. Only fire resistant safety floor mats should be used indoors. See section 17.4 "Where is the impact area?" to determine the impact area.

**IMPORTANT:**

**Particular attention should be given to high sided inflatables such slides, obstacle courses and air buildings. All high level anchor points must be utilised and connected to adequate anchorage as described in paragraph 13.3. Extreme care should be taken during erection and deflation especially in windy conditions. Remember we do not recommend operating an inflatable if the wind speed exceeds Force 5 on the Beaufort scale. If you are in any doubt then please call us on 01179 414918.**

## 17. Setting up indoors

### 17.1 Is the proposed space suitable?

You must check that there is enough floor-space for the inflatable to stand with its filler tube fully extended and there is plenty of space (3.5m) where the users get on and off. The ceiling height must be sufficient to allow the inflatable to inflate fully without touching it. If there is doubt about the height, stand by the fan when inflating so that you are ready to switch off quickly if any part of the inflatable is too tall.

### 17.2 Does the inflatable need to be anchored?

Much depends upon the size and weight of the inflatable and the size of user. The inflatable will not blow away when indoors, but it could move across the floor and/or it could overturn. An inflatable with a small base and high side-walls is particularly at risk of overturning if there are tall users (and they make a concerted effort to run from side to side throwing themselves against the walls). This type of action on small inflatables will cause the inflatable to move sideways, pulling the fan out of position and threatening to pull the filler-tube off of the fan. This propensity can be combated by the use of weights tied to the anchor-points, or by attaching the anchor-points to gym bars or any other secure fittings. Sideways movement can be counteracted by placing rubber mats under the inflatable. Likewise, a rubber mat must also be placed under the fan to keep it still.

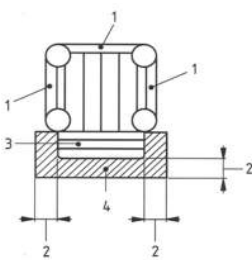
### 17.3 Use of landing/crash mats

You will need landing/crash mats with sufficient impact attenuating properties for the maximum allowed fall-off height of inflatables (60cm). The width should be 1.2m to cover the impact area (see 17.4). Airquee Online are able to supply you with safety floor mats. Only fire resistant safety floor mats should be used indoors. See section 17.4 below to determine the impact area.

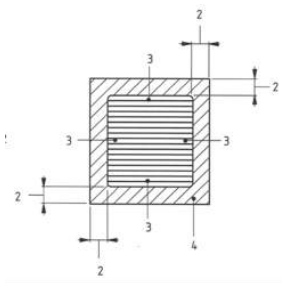
### 17.4 Where is the impact area?

The impact area is the area of ground immediately next to any open side of the inflatable and it extends to 1.2m away. For instance, on a standard castle with 3 walled sides and one open side with a full width step, it is the area shaped like a U, all around the step. Here are a few common examples:

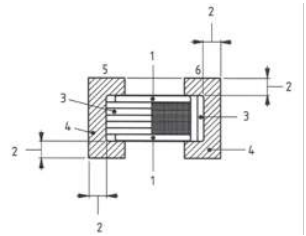
Castle Type



Flat-Bed



Up and Over Slide



#### Key

- 1. Walled side
- 4. Impact area

- 2. At least 1.2 metres
- 5. Exit

- 3. Open side
- 6. Entrance

## **17.5 Protecting the base**

If the hard standing is abrasive you must use a groundsheet under the inflatable to avoid damaging the base.

## **17.6 Keep the fan still and in position**

A fan running on hard standing tends to move around because of the vibrations. Stand the fan on a rubber mat to prevent this.

## **17.7 Fire precautions**

Airquee Online inflatables are made from non flammable and smoke retardant fabric. In both indoor and outdoor environments there have been no reported cases of an Airquee Online inflatable catching fire. Nevertheless, owners/controllers are advised to observe fire precautions, especially in indoor environments.

Any indoor area where the inflatable is to be sited must comply fully with any regulatory requirements including fire regulations. A copy of the fire safety instructions should be obtained by the operator, who should pass on details to attendants and users as necessary.

It is the responsibility of the operator to check that these requirements are met. If in doubt, seek advice from the official fire officer for the area. The requirements will usually cover the maximum number of persons allowed in the area at any one time, the available fire exits and escape routes, assembly areas, signage, fire alarms, emergency lighting and sprinkler systems (if applicable) and firefighting equipment such as portable extinguishers.

## **17.8 Alarms**

As soon as the alarm sounds, get all users off the inflatable in an orderly manner, switch off all fans and lead everyone to a safe assembly area. Check that all users are present. Notify the proper authorities if this has not already been done.

## **17.9 Means of escape – Exits – Assembly areas**

The owner/operator is responsible for ensuring that there is an adequate means of escape from the site/building and proper signage for the safety of all employees and users.

An orderly evacuation to a place of safety is the most important factor in preventing casualties in the event of a fire. Under no circumstances should the attendant waste valuable time and putting lives of others at risk, as well as their own, by attempting to fight the fire, or save the inflatable or any personal possessions.

The attendants must ensure that no part of the inflatable or its ancillary equipment obstructs any escape routes in case of fire. The inflatable should be sited so that its exit(s) correspond(s) with the shortest route to the buildings own exits.

## **17.10 Emergency lighting**

All buildings intended for public use are normally required to have emergency lighting as well as fire exits. These emergency lighting systems can fail and should not be relied on as the sole lighting system in the event of a fire. If the mains electrical power supply is interrupted and the buildings emergency lighting (if any) fails or is insufficient, the use of a torch will help to guide users off the inflatable and towards the nearest emergency exit in a calm and orderly manner.

## **17.11 Indoor Use – Additional guidance**

Inflatables are designed with outdoor use in mind apart from some specific inflatables e.g. squash court bouncers and some adult games. Airquee Online recognises that inflatables may also be used indoors, at the discretion of the operator, and all height restrictions should be adhered to.

The inflatable will usually remain stable indoors under its own weight, but when in use it should be anchored using sufficient weight to stop movement. Sandbags are an excellent way to achieve this. In all cases the operator should consider whether a ground sheet or other protective underlay should be placed under the inflatable to protect the building's floor finishes (as well as the inflatable itself) against scuffing or other damage.

**Roofed inflatables indoors:** - To prevent entrapment of users and avoid panic there must be a flap or device in the fan or air inlet to the inflatable which will act as a non-return valve to prevent sudden deflation (and roof collapse onto users), if the fan stops. The operator must check that this device is fitted and tested. If not, the inflatable should not be used indoors without modification. If the roof of the inflatable is fitted with an eyelet (for this purpose), it should be attached by a rope to an appropriate element of the building itself, e.g. a beam or soffit directly above the inflatable and any slack taken up once the inflatable is fully inflated.

**The adult dimension:** - Users should be aware of the potential danger which can arise when inflatable equipment is used in ways for which it was never designed. Inflatable play equipment for adults is designed with adults in mind. It should not be confused with other inflatable equipment, especially bouncy castles, which are not suitable for use by adults. Strangely enough, adults can be at greater risk of serious injury on inflatables which can carry little or no risk to children (if properly supervised). Airquee Online strongly recommends that no adults or teenagers are allowed to use the inflatable play equipment intended for children e.g. bouncy castles. If you offer this type of children's play equipment for hire you may be held legally liable if you allow someone to hire your inflatable equipment where you ought to have known that it was an event where adults are likely to use it.

Airquee offers a separate range of inflatable play equipment and games for adults so they can have fun and challenge their skills without putting themselves at unnecessary risk. It is worth considering taking steps to limit your legal liability by posting warning notices with suitable disclaimers and getting adult users to sign legal release forms before allowing them onto the inflatable. Different countries may have different laws regarding your legal liability. You should seek independent professional legal advice on this topic.

## **18. Packing the equipment away**

### **18.1 Preparing the inflatable for packing away**

Before deflating the castle all users and onlookers must be out of the way. If you have been operating behind a perimeter fence, taking the fence down should be your last job. Now is the best time to clean/remove marks the fabric has sustained. If the castle is wet, dry it off if possible. If drying is not possible, blow the castle up to dry at the first opportunity so that mildew doesn't start to form. When blowing the castle up to dry, not for use, leave a zip or deflation tube half open so that there is a good movement of air to speed up the drying process. Provided it is a dry day, or if you are indoors, this will dry the inside of the inflatable too.

Leave the anchorages connected until the castle is flat but when you remove them do not leave stakes in the ground because a) you will lose them and b) you will trip over them. Take the stakes out and put them somewhere safe before starting to fold and roll the castle.

While the castle is deflating, you can be putting the fan away, rolling up cables, taking up mats and carpet etc. If you have been using a petrol fan, make sure the petrol tap is turned off and the exhaust has cooled down before storing it. If you have noticed any defects in the equipment during the day, make a note of them and give the note to the controller/operator.

Leave for at least 10 minutes to deflate, longer if is a very large inflatable. Ensure that as much air as possible has escaped before starting to roll and pack the inflatable.

## 18.2 Folding & Rolling the Inflatable

The best shape for the packed inflatable is normally a “Swiss roll” shape with the diameter between a half and a third of the length.

### 18.3 Folding the Inflatable

The most efficient way of packing up is by folding the inflatable in half and walking from the end opposite the air inlet towards the air inlet. Once the majority of the air is expelled and the inflatable is flat on the ground, arrange the walls so they are all folded into the middle and only the base is in contact with the ground (Fig 9).



In section 12.2 you were advised to make a mental note of the width of your inflatable before unrolling commenced, this is to help you to determine the approximate width of your first fold. Once you have made your first fold check to make sure that all subsequent folds will be of equal width. Depending on the size of your inflatable, your folds could be between 80cm & 150cm wide. All folds should be parallel.

With your first fold completed, shuffle from the furthest end towards the zips or filler pipes. This helps compact the material and expel any remaining air (Fig 10), further folds can now be made (Fig 11). Repeat the process of removing air by shuffling for each fold.



### 18.4 Rolling the Inflatable

Start rolling the inflatable as tightly as possible towards the filler pipe using one person to compress as you go (Fig 12 - 15). If the inflatable is large then have two or more people roll it, while a third compresses. If at any point the inflatable becomes loose or floppy, unroll it and do it again. When the inflatable is rolled correctly secure it by tying a rope around the roll.





Fig. 12



Fig. 13



Fig. 14



Fig. 15

When packed the inflatable can be rolled or tumbled into the van or storage. With big inflatables particularly, never try to lift them up completely. Roll them or tumble them carefully (if down a slope, ensure no person or animal or property is in its path), or use a sack truck or sack barrow or trolley. If you are loading the inflatable into a van then stand it up on its end at the back of the van and lift the end which is on the ground so that the other end acts as a fulcrum and the inflatable can be toppled into the vehicle. Never take personal risks in the course of moving or lifting the inflatable.

Ensure enough fit helpers are available. Airqueue Online accepts no responsibility for any injury to persons who take unnecessary risks, especially with their backs.

## 19. Routine inspection

When everything is set up, before the users are allowed on, the equipment needs to be inspected. Primarily look for any damage which might have happened last time the equipment was used. This is a final check of everything as you should have been mentally checking everything as you set the equipment up. Here are the main items you should now check again:

- Is the site ok? No overhead wires/trees etc? Plenty of clear space?
- All of the anchorages are in place and secure?
- Landing/crash mats, if needed, are in position?
- No significant rips or holes in the fabric and seams?
- Internal pressure ok?
- Correct fan?
- Firmly connected to the blow-tube?
- Blow-tube at its furthest extent? The blow tube is not twisted or bent causing an air blockage?
- No exposed electrical parts or wires?
- No damage to switches, plugs, sockets?
- Cables routed out of harm's way?
- Mesh guards intact?
- Petrol cap on? Petrol can in its bund store and hidden from view?



## 20. Operating

### **IMPORTANT**

**An inflatable shall not be used without supervision. When it is unattended, it should be deflated and the power supply disabled.**

#### **20.1 Useful things to carry with you**

- Whistle
- Cash-bag
- Cleaning fluid
- Scissors
- Pliers
- Hammer
- Paper
- Timer
- Cleaning cloths
- Wide, strong sticky-tape
- First aid box
- Screwdriver
- Pen

#### **20.2 Personnel**

The controller/operator shall determine the number and suitability of supervisory personnel (min of one) required to operate the inflatable safely. This should be done by considering matters such as the maximum number of users marked on the inflatable, the age of the users, the environment in which the inflatable is being used. Supervisory personnel consists of one operator and as many attendants as determined by the controller/operator. Operators and attendants need to be easily identifiable. This is usually achieved by wearing a uniform or part of a uniform which both users and onlookers can recognise. Perhaps a tabard or even a T- shirt with "I'm in charge" emblazoned across it. The operator needs to be able to exercise some authority over the users. For example, a whistle, hung around the operator's neck, immediately confers authority.

#### **20.3 Training**

The controller should ensure that all operators receive effective training in the working of the device including:

- The method of operating the device.
- Safe methods of assembling/dismantling where applicable.
- How to carry out a daily check.

The controller should ensure that all operators and attendants receive effective training in the operation of the device including:

- Safe entry/exit for users.
- Safe anchoring of the inflatable.
- Crowd control measures and barriers.
- Action to be taken in the event of a power failure.
- Procedures for reporting accidents, defects or breakdowns.

All controllers should have in place a company training manual that includes all of the above, specific company regulations and all relevant requirements of Health and Safety.

The Register of Play Inspectors International (RPiI) offer a training award for Supervisors and Attendants of Inflatable Play Equipment and is highly recommended as a good basis for any training. The NAIH have embraced the award as part of their criteria for membership.

## 20.4 System of work

Before the event commences the controller/operator must have decided on a system allowing the use of the inflatable in a safe and controlled manner. The system needs to be adaptable so that it can work smoothly on all occasions. For example it may be a very busy site with queues of prospective users waiting to go on. It could be an event where the users have to pay for each session or it might be that use of the equipment is free. It is important not to cause discontent amongst both users and onlookers. This can happen if little Johnny only gets 4 minutes bouncing for his pound when little Tracey got 5 minutes for her's. So, a timer is another essential piece of equipment. It needs to be a timer which everyone can see and hear. The system also needs to be able to cope with the users' belongings: The 3.5m in front of the entrance/exit has to be kept clear of the personal items which you do not want on or near the equipment.

If the inflatable includes a ball pond (also sometimes called a ball pool) the attendant should be aware of the following:

Ball Ponds - Children who are unwell or feeling sick or needing to go to the toilet should not be allowed to use the ball pond. Children who are submerged under the balls have been known to panic. They will not suffocate, but are at risk because other users might jump or land on top of them while they are submerged and out of sight. Balls should be evenly distributed so that the depth of the ball pond is constant. Stray balls should be returned to the ball pond. Damaged balls should be removed at once.

Hygiene is of paramount importance where ball ponds are concerned.

## 20.5 Example system of work

We are operating a 6m x 6m bouncy castle at a well-attended county show. It is a beautiful day and there are crowds so we erected the perimeter fence before erecting the castle. It is an event at which we are charging the users £1 for a 5 minute session. There is one operator and one attendant. The operator has a whistle and a kitchen timer with a bell. The attendant has a cash bag. They are dressed alike so that they are identifiable. There is a piece of rope or webbing attached to one side of the 1m wide gateway which can be used to close it. On the ground inside the fence there is a piece of carpet, canvas, PVC or the like. Attached to one side of the gateway there is a perpendicular pole on which is marked the maximum height of user, and we know (from the manual or the user information written on the castle) the maximum height and number of users on the equipment at once. The castle is up, properly anchored, and we have done our routine inspection. The fan is full of petrol and we have placed our spare can in its bund store and hidden it, so let's start.

This system of work can be adapted to suit other conditions and different items of equipment. For instance, if it is an obstacle course we are operating where the users start at one end and finish at the other, we may need an entrance at one end of our compound and an exit at the other plus another attendant to make sure that those who have finished go out. When operating a large slide, the entrance and exit might be opposite each other at one end of our compound with an attendant on each, and the operator might be on the platform at the top of the slide. A system of wristbands is often used when the charge is, say, £1 for 3 slides.

## 20.6 Attendant's duties

Standing so as to block the gate, the attendant surveys the queue to see if there are users of approximately the same height, up to the maximum user height allowed for the inflatable. Siblings are usually ok to go on together, even if they are of differing heights. The attendant looks each user over before taking their money and tells them to take off their shoes, perhaps a necklace, glasses (where practicable) or bag, take out gum, remove hard, sharp or dangerous objects and food/drinks from their person and leave outside the fence. Then they pay and are instructed to come through the gate and stand still or sit still on the carpet. When this has been done 10 times, the attendant closes the gate and the operator takes charge of the next group of users. The attendant then turns to the queue again, mentally sorting out who is going on in the next session. It is important not to make a particular person or group of persons wait too long out of turn. If there a number of larger children who have waited for the previous group of smaller users, it is good policy to take only those on the next session. The attendant is seen to be fair as well as safety-minded. The 5-minute session being now well under way, the attendant opens the gate, gets the next group onto the carpet and closes the gate. Now the attendant can keep the waiting group under control so that the operator can concentrate on the group which is bouncing.

## 20.7 Operator's duties

The operator does not need to worry about numbers, heights, payment etc. as the attendant is taking care of all of that preparation work. He/she needs to address the 10 users waiting on the carpet, tell them what they can and cannot do whilst on the castle, that they must stop playing and stand still when they hear the whistle and that they must be careful of the other users so that no-one gets hurt. If this little talk is given in a kindly but authoritative manner, users up to about 12 or 13 years take it to heart. So, they've had their little instructional talk. Now to get them on safely. There is space across the front of a 6m castle for 3 users to mount simultaneously. The operator instructs them to line up in threes, stands at the front of the castle and then tells the first three to mount, using and accentuating the word "carefully". Some users may need help getting on. Then the next 3 and so on. This all takes about half a minute. The timer should now be set. The onlookers, especially, like to see the timer set when all the users are on and not before.

The operator now constantly watches the activity on the castle, blowing the whistle at any sign of misbehaviour or excessive boisterousness. If a particular user is spoiling the play of the others by being inconsiderate, the operator should blow the whistle, tell the offender to get off and instruct the attendant to refund their money. After what seems like an hour, the timer bell goes off. The users and onlookers all hear it and are expecting the whistle to blow. The operator turns to the group waiting on the carpet and tells them to sit (or stand) still while the first group is getting off. Only then does the operator turn to the castle, blow the whistle, shout "stand still" and, pointing at the nearest, instruct them to get off "carefully". The attendant opens the gate, shepherds the group out and closes it again.

The controller/operator shall keep available documentation relating to the safety of the equipment. These shall include:

- Operation manual
- Certificate of inspection and testing
- Records of inspection
- Records of maintenance
- Records of alteration
- Accident reports

## 20.8 Take a break

After a couple of hours, it is policy to close the castle for 5 minutes to :

- Take a breather
- Top up the petrol in the fan
- Check that the anchorages are still secure
- Empty money out of the cash-bag which is growing heavy
- Check that everything else is still good – anchorages, fence, etc. etc..

## 20.9 Check-list for operators and attendants

- Exercise constant supervision
- Admit users in a controlled and safe manner
- Restrict the maximum height of user
- Restrict the maximum number of users
- Separate users into groups of approximately the same height, this is avoid the more boisterous users coming into contact with the smaller users.
- Get users to remove shoes, necklaces, gum, bags, purses and anything hard or sharp
- Ask spectacle wearers if they can manage without - if not, warn the other users
- Keep the surrounding area clear
- Stop users from playing too roughly
- Stop users from trying to somersault
- Stop users from climbing or hanging on containing walls
- Close down the operation when re-fuelling

## 20.10 Emergencies

In the event of a power failure which causes the fan to stop, the operator will notice that the inflatable gets soft. At this point, the operator blows the whistle and shouts "stand still". The attendant closes the gate. When the users are still and attentive, the operator steps onto the castle and assists each user in turn to get off. The attendant stands by the front of the castle, hands off the users onto the ground and gets them to sit or stand still in a group. If the castle has a superstructure it will slowly descend. The operator supports it so that the users can pass underneath safely. Having evacuated all of the users, the operator goes to investigate the problem while the attendant looks after both groups of users. If there is no immediately apparent solution to the problem, each user is refunded and sent out of the compound. If there is a quick solution such as a re-fill of petrol or reconnecting a plug, the operator deals with it, the castle inflates again and the session can resume.

In the event of a storm or squall blowing up where the wind feels too strong, stop the session there and then and refund payments. Get the castle deflated as quickly as possible. Resume when the bad weather has passed. Use of the castle in light rain or drizzle is possible if the castle is fitted with a rain-cover which keeps the bouncing surface dry. However, if the bouncing surface gets wet, stop the session as slipping and sliding users can injure themselves and others.

In the event of an injury to a user on the castle, the operator blows the whistle and shouts "stand still". The attendant closes the gate and takes charge of the waiting users. The operator gets onto the castle and investigates the injury. It is usually a minor injury such as a bruise and the user just needs a little sympathy and reassurance after which the session can continue. It could be that the injured user wants to get off and recuperate in which case he/she can join the next suitable session free of charge.

If the injury is more serious, the operator stays with the injured user while the attendant evacuates the other users "quietly and carefully", finds the injured user's relative/parent/friend in the crowd and sends someone off to get the St. John's Ambulance or similar. After the injured user has been treated / removed, the operator makes written notes of the time of the accident, what happened, the size and number of users on the castle at the time, the type of injury and any other relevant information. This may be needed if the injury is serious enough to warrant the controller/operator reporting the accident to the authorities (see RIDDOR booklet).

## 20.11 Cleaning & hygiene

It is vital that children's play equipment should be cleaned thoroughly at regular intervals and that the highest standards of hygiene are maintained.

You should clean the PVC surface as necessary with a non-corrosive antibacterial cleaning solution, we recommend using Airquee's own range of cleaning and protection products, our "Aqua Vinyl Range", (full details can be found on our website or by contacting one of our sales staff). As a temporary measure, a suitable non-abrasive household cleaner can be used.

An anti-static silicone polish can also be applied when the PVC surface is clean. This should be applied to sides to maintain a slippery surface, but not to places where firm footing is desirable, e.g. platforms, climbers, entrances and exits. Vacuuming will remove dust and litter from the recesses, seams and corners of the inflatable.

Care should be taken when cleaning applied artwork as the paint may be damaged if rubbed hard or if chemically aggressive cleaning agents are used on painted areas. You should take into account the requirements of the Control of Substances Hazardous to Health Regulations 1994 ("COSHH") when selecting cleaning agents, for risks to users and employees.

## 21. Maintenance, service and inspection procedures

### 21.1 Daily inspection schedule

Checks should always be carried out before the first use every day following the advice given by the manufacturer in the operations manual and in section 7.1.1 of BS EN 14960. These should include checking the following:

- The site remains suitable, with crowd control measures in place if appropriate.
- Anchorages are intact, protected where necessary and ropes not worn or chafed.
- Anchor system secures the inflatable device to the ground.
- There are no significant rips or holes in the fabric or seams.
- The correct blower specified for the device is being used and the air pressure is sufficient to give a reliable firm footing.
- There are no exposed electrical contacts, there is no wear on electrical cables and plugs, and no damage to sockets and switches.
- If an internal combustion engine is used, ensure the fuel cap is placed firmly on the fuel tank and any reserve fuel tank is suitable and remains in a safe position.
- Bolts and screws of the blower are properly secured and that robust guards are secured over the air inlet and outlet.
- The blower connection tube is in good condition and is firmly fixed to the blower.
- The blower is positioned correctly, adequately protected or guarded and is not causing a tripping hazard.

### 21.2 Annual inspection

An annual safety inspection is a UK requirement under the Provision and Use of Work Equipment Regulations 1998 (PUWER). Airquee Online can carry this out at its factory or by one of its mobile inspectors. A certificate will be issued confirming the result of the safety inspection and test. If repair or replacement should be deemed necessary you will be advised accordingly.

If you wish to use your own inspector, Airquee Online strongly recommends that you use the services of a Register of Play Inspectors International (RPiI) or the PIPA scheme for your annual test in order to meet your responsibilities.

## 22. Running repairs

Small tears of up to 10cm long can be repaired using the repair kit included with your inflatable, please check with us before undertaking any major repairs, as this may affect your warranty.

### 22.1 What your kits contains:

- PVC Patches (in a range of colours)
- Tube of contact adhesive
- Needle(s) - Do not use these on sealed pool inflatables

### 22.2 How to use the glue & patches

#### **WARNING**

**The glue provided contains Cyclohexanone and Xyleme. Avoid breathing in vapors and frequent or prolonged contact with skin.**

1. Ensure your product is completely clean and dry and where possible away from damp areas.
2. Cut out a patch at least 20mm larger than the hole or tear ensuring that you round off all the corners.
3. Place the patch over the hole or tear and mark around the patch.
4. Apply a thin layer of glue to the patch and the area marked on the inflatable and wait a few minutes. If possible apply heat to the area (i.e. a hairdryer) prior to applying patch.
5. Apply the patch, ensure it is positioned correctly and all air bubbles are removed. **THIS BOND IS NOT ADJUSTABLE.**
6. Apply weight if possible and leave for at least 24 hours but preferably 48 hours until completely dry before use.



### **22.3 How to use the needle & thread**

1. Cut out a patch at least 20mm larger than the hole or tear ensuring that you round off all the corners.
2. Thread the needle using the thread provided.
3. Using the loop sewing method (darning), stitch around the edge of the patch. Each stitch should be between 3mm to 5mm apart.

### **23. Warranty – What it covers**

Airquee Online has the option to repair the inflatable, replace it with a new inflatable free of charge, or refund the price paid for it. The owner/controller must return it to Airquee Online for inspection and the choice of repair, replacement or refund is entirely at Airquee Online's discretion. Wear and tear or damage resulting from neglect, abuse or failure to comply with Airquee Online's instructions is excluded. Modifications or unapproved repairs will void the warranty. For the full details of the warranty refer to the Airquee Online Standard Conditions of Sale and Warranty, a copy of which is available on request.

Fans are sold with the third party manufacturers own warranty and not covered by the Airquee Online warranty.

### **24. Disposal**

Airquee Online recommends that inflatables should be replaced after the third season in any event, even though they may still be useable. The economic life depends on the degree and frequency of actual usage and Airquee Online does not warrant that the inflatable will last up to 3 years, although inflatables can and sometimes do last longer.

In no circumstances should the inflatable be disposed by burning as the PVC coated fabric will give off toxic smoke and gases during combustion. In many areas of the UK such smoke will contravene the Clean Air Acts and burning the inflatable will be an offence. The local authority should be contacted for advice regarding the best means of disposal in your area.

# Log Book

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## 1. Product Identification

1.1 Type of Product	
1.2 Location of Product	
1.3 Contact Person	
1.4 Serial Number	
1.5 Year of Manufacture	

## 2. Technical Details

2.1 Measurements	Length
	Width
	Height
2.2 No. of Anchor Points	
2.3 Material Type & Weight	

## 3. Manufacturer Details

Name: Airquee Limited

Address: Unit 2B Barton Hill Trading Estate  
Bristol, BS5 9RD. UK

Phone Number: +44 (0)1179 414 918



#### 4. Owner / Manager Details

Details of owner should be completed at the point of sale and details kept by the supplier. All training manuals and inspection certificates should be transferred to the new owner with the inflatable. This will be a valuable asset when applying for insurance or in case of an investigation.

##### First Owner

Name of Owner	
Address	
Post Code	
Phone Number	
Transfer Date	

Name of Owner	
Address	
Post Code	
Phone Number	
Transfer Date	

##### Second Owner

Name of Owner	
Address	
Post Code	
Phone Number	
Transfer Date	

##### Third Owner



## 5. Inspection Record

### Initial Inspection

Inspection Date	
Name of Inspection Service	
Address	
Post Code	
Phone Number	
Inspector Name	
Inspection Report Number	
Remarks/recommendations (Including maximum user height and maximum numbers)	

Inspection Date	
Name of Inspection Service	
Address	
Post Code	
Phone Number	
Inspector Name	
Inspection Report Number	
Remarks/recommendations (Including maximum user height and maximum numbers)	

### First Re-Inspection



## 5. Inspection Record

### Second Re-Inspection

Inspection Date	
Name of Inspection Service	
Address	
Post Code	
Phone Number	
Inspector Name	
Inspection Report Number	
Remarks/recommendations (Including maximum user height and maximum numbers)	

Inspection Date	
Name of Inspection Service	
Address	
Post Code	
Phone Number	
Inspector Name	
Inspection Report Number	
Remarks/recommendations (Including maximum user height and maximum numbers)	

### Third Re-Inspection

Fourth Re-Inspection

Inspection Date	
Name of Inspection Service	
Address	
Post Code	
Phone Number	
Inspector Name	
Inspection Report Number	
Remarks/recommendations (Including maximum user height and maximum numbers)	

Inspection Date	
Name of Inspection Service	
Address	
Post Code	
Phone Number	
Inspector Name	
Inspection Report Number	
Remarks/recommendations (Including maximum user height and maximum numbers)	

Fifth Re-Inspection

Additional inspections should be added on a separate sheet



## 6. Accident Reporting and Log

Deal with any casualties first but report the event after the incident. Reportable accidents which cause injury, including acts of violence and dangerous occurrences, should be notified to the enforcing authority by the 'responsible person' (who is likely to be either the controller or the operator).

Further information is given in the HSE publication A guide to the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995. (You can download a copy <http://www.hse.gov.uk/pubns/priced/l73.pdf>)

Minor accidents should be recorded here and written statements from any staff members or witnesses obtained. You should also notify your insurance company.

Serious accidents that result in death, injury requiring hospital treatment, etc, will need to be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). For a full list of reportable injuries go to [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor).

Date	
Reported By	
Reported To	
Description of Accident	

Date	
Reported By	
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Description of Accident	

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Reported To	
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Reported By	
Reported To	
Description of Accident	

# Repairs

Airquee Online can carry out inspections on all bouncy castles, bouncers, pool inflatables, aqua runs, sealed inflatables and air tight inflatables.

Whether you have the smallest of 10x10 bouncy castles for garden hire and rentals or the largest of temporary shelters and it's a knock out inflatables, Airquee Online can provide a low cost repair either on-site or at our factory.

At Airquee Online we have a team of highly skilled people who can repair any type of inflatable. Customer service is very important to all of us at Airquee Online. We have two registered inspectors based in Bristol.

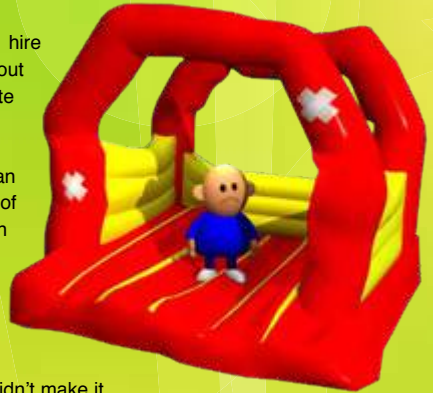
We also carry inflatables in stock for temporary rental for leisure centres or immediate sale and delivery.

Don't forget that we will repair and inspect any inflatable, even if we didn't make it. Below is a brief outline of how the repair process works.

All our repair work is done in our factory in Bristol. We will collect your unit and get it to our repair centre overnight. An expert will inflate the inflatable and quote for the repairs that are necessary. After the quote is approved we will carry out the work and send your unit back. We will let you know how long the repair will take and when you can expect to receive your inflatable back. All our repairs are covered by a 3 month warranty.

If you have multiple inflatables or it's just difficult for you to send the inflatable to us, we can arrange to visit your site for health and safety/PIPA inspection and minor repairs. Major works however would have to come back to our factory to make use of our specialist equipment.

Every inflatable we sell comes complete with a repair kit for minor repairs. This kit includes PVC patches, glue, needle and thread. We sell these kits individually; please call us if you would like to order one. We can dispatch the kit for next day delivery if required.



# Inspections

Airquee Online recommends that all inflatables are inspected annually.

Land based inflatables should have an annual inspection and Airquee Online recommends inspections are carried out to the EN14960 standard using RPII inspectors. PIPA certified units are becoming more and more requested and Airquee Online can provide all inspection documentation. Airquee Online has two registered RPII play inspectors and we can perform PIPA inspections on your units at competitive prices. For quotations please call our team today.

Airquee Online has a team of RPII PIPA Testers and we can test your units either at our Bristol factory or at your site using our mobile tester and repairs engineer.

Inspection is a HSE backed scheme which ensures that your bouncy castle conforms to the latest version of the EN 14960 Inflatable/Play Equipment Standard.





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