



ASCEND

CLIMBING PANEL

COLLECTION: LEDGERS

INSTALLATION, OPERATION,
& MAINTENANCE MANUAL



WARNING – Improper assembly or use of this product and the activity of climbing and bouldering have risks that can lead to injury, paralysis, and even death. Read these instructions and warnings before assembly, installation, and use!

SAFETY INFORMATION

READ BEFORE INSTALLATION AND USE



FAILURE BY THE USER TO HEED ANY AND ALL INSTRUCTIONS, WARNINGS AND CAUTIONS FOR THE CORRECT INSTALLATION, OPERATION, CARE, AND MAINTENANCE OF CLIMBING PRODUCTS MAY RESULT IN SERIOUS INJURY OR DEATH.

The grOH! Shop's climbing and gross motor play products are designed and specified for recreational climbing as a self-installable climbing product. Use of equipment for any purposes other than that intended by the manufacturer is not recommended. The Climbing Panel must never be installed onto any surface other than those specified within this manual.

Owners and users of any climbing/gross motor products purchased from The grOH! Shop are responsible for the safety and supervision of any person using the product and for ensuring proper installation and operation procedures are followed at all times. Proper installation requires careful planning and fastener placement on the Climbing Panel and associated components, including the supporting wall's structural elements. Owners and users are highly encouraged to have an experienced, licensed, and insured general contractor install all gross motor features, including climbing panels.

It is the responsibility of the installer to verify existing walls meet the minimum structural requirements listed in this document and are of sound construction without any defects. The grOH! Shop is not responsible for verifying the structure for climbing panel attachment.

Installation of our products is the responsibility of the customer, who assumes any liability for damage to property or injury. While every attempt is made to embody the highest degree of protection in all equipment, we cannot, however, guarantee freedom from injury. The user assumes all risk of injury due to use. All merchandise is sold on this condition, which no representative of the company can waive or change. Equipment should be inspected periodically by user for damage and wear and tested for stability.

The Climbing Panel is designed to be used for bouldering, a style of free-climbing without a belay, and in conjunction with adequate engineered fall attenuation surfaces. No component of the Climbing Panel is appropriate for use as part of an anchor or belay system.

Should roped-climbing be desired, an engineered rope belay mount and/ or auto belay mount is strictly required. Owners and users are responsible for the proper installation and use of these belay systems at all times.

Please note: Brick is NOT an acceptable mounting surface for any mounting method outlined in this manual.

SAFETY INFORMATION

READ BEFORE INSTALLATION AND USE



WARNING- CLIMBING IS A DANGEROUS ACTIVITY

Climbing is inherently dangerous and may result in serious injury or death of a participant. The Ascend Climbing Panel Collection is designed and specified for recreational climbing as an indoor-only self-installable climbing wall product which can be mounted on any appropriate support structure that meets its loading specifications including Concrete Masonry Unit (CMU), Concrete, Metal Studs, and Wood Studs. Brick is NOT an acceptable attachment structure.

Users of the Ascend Climbing Panel Collection are solely responsible for learning, implementing, and conveying to participants proper climbing techniques, including falling and good judgment. This includes knowing and observing the product's capabilities and limitations and ensuring the climbing area is free and clear from all obstructions including, but not limited to: furniture, protrusions, structures, or other objects, climbers, or observers. Users must be aware of all necessary precautions and dangers and must educate all participants in the proper use of the Ascend Climbing Panel as well as all third-party equipment such as modular handholds and fall attenuation padding.

The Ascend Climbing Panel Collection is designed to be used for bouldering, a style of free-climbing without a belay, and in conjunction with adequate engineered fall attenuation surfaces.

No component of the Ascend Climbing Panel Collection is appropriate for use as part of an anchor or belay system. All anchors, belay systems and associated components must be suitable for use within a climbing system and must meet all applicable laws, regulations and standards. Owners and users are responsible for the proper installation and use of these belay systems at all times.

It is the responsibility of the installer to verify existing walls meet the minimum structural requirements listed in this document and are of sound construction without any defects. The groOH! Shop is not responsible for verifying the structure for climbing panel attachment. Seeking the advice of a qualified professional prior to installation and use is strongly recommended.

SYMBOLS EXPLAINED



ENSURE THAT YOU READ AND UNDERSTAND ALL SAFETY PROCEDURES

The following safety symbols are used throughout this manual to highlight potential dangers. One or more precautions may be associated with practices and procedures described within this manual. Failure to adhere to any precautions highlighted can result in death, serious injury, or equipment damage.



DANGER

Indicates a hazardous situation exists that, if not avoided, will result in serious injury or death.



WARNING

Indicates a potentially hazardous situation that, if not avoided, could result in serious injury or death.



CAUTION

Indicates a potentially hazardous situation that, if not avoided, may result in injury or equipment damage.

Please read the following statement and contact The grOH! Shop, in writing, if the intent of this document is unclear or questions arise.

YOU SHOULD NOT OPERATE THE PRODUCTS IN THIS MANUAL IF YOU DO NOT FULLY UNDERSTAND HOW TO OPERATE THEM SAFELY!

This Manual contains information on the proper assembly, maintenance, and use of the Climbing Panel and includes all product warranty information. Ensure that this manual is readily available to users at all times.

WARRANTY INFO

and Satisfaction Guarantee



The grOH! Shop warrants the Ascend Climbing Panel to be free from manufacturing defects in materials and workmanship for one (1) year. This Warranty extends only to the original purchaser and does not cover damages resulting from misuse, abuse to the product, exposure to the elements, damage in transit, or any other damage beyond the control of the grOH! Shop.

This warranty is voided if other parts are substituted for grOH!-provided parts or if any modifications or services have been performed on the product by anyone other than the grOH! Shop. The grOH! Shop will, at its sole discretion, repair or replace any Ascend Climbing Panels covered by this warranty.

Should your product arrive damaged, you must document the damage on the shipping company's Bill of Lading (BOL) and note for yourself. Photograph damage and send photos to shop@grohplayrooms.com. The grOH! Shop will work with you to replace the damaged panel.

We guarantee the climbing panels we make. If you are not satisfied with one of our products at the time you receive it, or if one of our products does not perform to your satisfaction, please email shop@grohplayrooms.com and inform us of your problem. The grOH! Shop will work with you to provide a repair, replacement, or refund.



PRODUCT INFO



DESCRIPTION & SPECIFICATION

The Ascend Climbing Panel is designed for the recreational climbing industry as an indoors-only, self-installable climbing wall product that can be mounted on any appropriate support structure. The Ascend Climbing Panel Collection allows maximum placement versatility and configuration on a wide range of wall structures. Other features include 2 handhold attachment points per square foot, a sleek planar profile, robust and impact resistant material for durability, and a textured, anti-rotation surface to prevent handholds from spinning.

PRODUCT SPECIFICATIONS

DIMENSIONS	42" x 42"
NET WEIGHT	24lbs
SQUARE FOOTAGE	12.25ft ²
T-NUTS	25
T-NUT THREAD SIZE	3/8"-16
MAX LOAD CAPACITY	270 LBS

PRE-FABRICATED MOUNTING OPTIONS

FLAT FRAME	1.5" DEEP	8.8 LBS	0 T-NUTS
BOX FRAME	8.5" DEEP	25.2 LBS	7 T-NUTS
WEDGE FRAME	8.5" DEEP	26 LBS	20 T-NUTS

OPERATING INSTRUCTIONS



Users of the Ascend Climbing Panel Collection are solely responsible for the safety and supervision of any person installing or using the product. This includes learning, practicing, and conveying to participants proper climbing techniques including falling. Ensure the climbing area is free and clear from all obstructions including but not limited to: furniture, protrusions, structures or other objects, and other climbers. Users must inform participants of all necessary precautions and dangers and must educate all participants in the proper use of the Ascend Climbing Panel Collection as well as all third-party equipment such as modular handholds and fall attenuation padding.

Owners and users are to adhere to the following operating requirements:

- Climbers cannot exceed 270 lbs.
- Adult supervision is required by all users under 6 yrs.
- Proper fall technique is required.
- One (1) user at a time.
- Do not walk close to or behind a climber.
- Do not jump or swing from the panels.
- Do not attach any item to the panel (including volumes) other than bolt-on modular handholds or approved The grOH! Shop equipment.
- Do not use the equipment in a manner other than intended.



NEVER USE THE ASCEND PANEL AS AN ANCHOR

Do not use any part of the Ascend Climbing Panel as an anchor component, including the T-Nuts. The components are not rated to be used as a personal anchor, belay anchor, lead bolt, etc.



ALWAYS USE APPROPRIATE FALL ATTENUATION SURFACE DURING USE

OPERATING INSTRUCTIONS

CONTINUED



The Ascend Climbing Panel and mounting option are required to be mounted with specific fasteners depending on the type of wall structure to which it is attached. Strictly adhere to the following procedures when installing the Ascend Climbing Panel Collection:

- When attaching to stud walls (metal or wood), fasten the ledgers or mounting frame to studs with the specified structural screw at all points where the ledger or frame crosses a stud. Refer to the fastener schedule on page 12 of this document for proper attachment details.
- When attaching to CMU or concrete walls, refer to the fastener schedule on page 12 of this document for proper attachment details.
- All fasteners used to attach ledgers or Flat Frames must be set flush to or slightly recessed below the front face of the ledger or frame to ensure the Ascend Climbing Panel rests flush against ledger or frame.
- It is recommended that two people perform the installation – one person to hold the ledger/frame or panel while the other fastens it.
- Never use any component of the Ascend Climbing Panel as an anchor or belay point.
- Never attach Ascend Climbing Panels to anything other than a vertical support structure, unless approved otherwise by a third party analyst. The grOH! Shop is not responsible for approving non-vertical support structures.



PROPER ATTACHMENT REQUIRED

Always refer to the fastener schedules in this document for proper attachment for your wall type. Brick is NOT an acceptable structure to attach to.



NEVER USE THE ASCEND PANEL AS AN ANCHOR

Do not use any part of the Ascend Climbing Panel Collection as an anchor component, including the T-Nuts. The components are not rated to be used as a personal anchor, belay anchor, lead bolt, etc.

MAINTENANCE INSTRUCTIONS

CARING FOR YOUR CLIMBING WALL

The Ascend Climbing Panel and mounting frames must be inspected and maintained every 30 days for proper attachment, secure panel attachment, and handhold bolt torque. This monthly inspection must be completed with the Ascend Climbing Panel and ledger secured in place to the structure. Owners or users with installations that receive heavy use may need to perform inspections more frequently.

Every 30 days:

- Clean any dust, dirt, or contamination off of the Ascend Climbing Panel and fasteners with a clean damp cloth.
- Visually inspect for separation between the ledger and the wall.
- Visually inspect for separation between the Ascend Climbing Panel and the mounting ledger.
- Visually inspect for splintering, de-lamination, or deterioration to the edge of the Ascend Climbing Panel.
- Tighten all modular handhold SHCS (bolts) to 12-13 ft lbs torque.



DO NOT USE SOLVENTS OR ABRASIVES
Clean with a cloth only. Do not use any cleaners, solvents, or abrasives on any part of the Ascend Climbing Panel Collection or associated equipment.

PREPARATION FOR INSTALLATION

SELECTING A SUPPORT STRUCTURE

The mounting option for your Ascend Climbing Panel must attach to a vertical structure such as a metal or wood stud, concrete, or CMU wall. When selecting a location to install the Ascend Climbing Panel, always ensure:

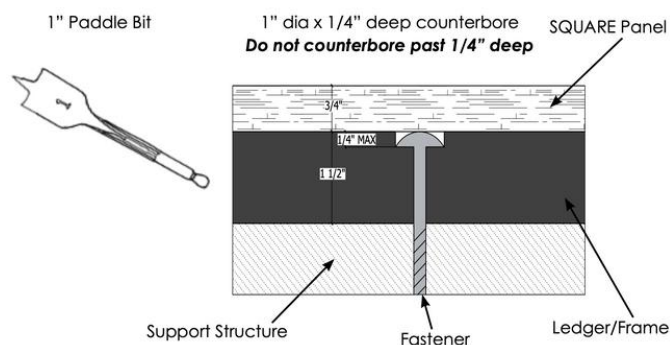
- You have the specified fasteners for your particular supporting structure.
- The support structure is of sound construction and without any defects. The groOH! Shop is not responsible for verifying the structure.
- The climbing area is free and clear from all obstructions including, but not limited to: furniture, protrusions, structures or other objects.

SELECTING FASTENERS

OWNER MUST PURCHASE SPECIFIED STRUCTURAL SCREWS FOR THE CORRESPONDING WALL TYPE AND FOLLOW ALL INSTRUCTIONS PROVIDED BY THE MANUFACTURER. SEE CHARTS FOR THE FASTENER SPECIFIED FOR YOUR WALL TYPE.

BRICK IS NOT AN ACCEPTABLE ATTACHMENT STRUCTURE

IF FLAT HEAD FASTENERS ARE NOT AVAILABLE, COUNTERBORING OF THE LEDGER OR FRAME MAY BE REQUIRED TO ENSURE FLUSH FIT:



WALL TYPE & FASTENERS SCHEDULE



WALL TYPE: SOLID CONCRETE AND CMU (FULL GROUTED)

SPECIFIED FASTENER

1/4" Tapcon Hex Head
with 1-1/2" MIN embedment into wall

FASTENER QUANTITY PER PANEL

4 MINIMUM, DIRECT TO WALL

STRUCTURAL REQUIREMENT NOTES

$f'_c = 2,000$ psi min
Min CMU edge distance = 4"
Min Concrete edge distance = 3"
Recommended MIN CMU wall thickness = 8"
Recommended MIN Concrete wall thickness = 6"
Anchors shall NOT be installed in CMU mortar joints NOR cracked concrete

WALL TYPE: CMU (HOLLOW/UNGROUTED)

SPECIFIED FASTENER

1/4" Hilti Kwik-Con II Hex Head
with 1" MIN embedment into CMU face shell

FASTENER QUANTITY PER PANEL

4 MINIMUM, DIRECT TO WALL

STRUCTURAL REQUIREMENT NOTES

Lightweight, medium-weight or normal-weight ASTM C90 CMU Type
Min CMU edge distance = 4"
Recommended MIN CMU wall thickness = 8"
Anchors shall NOT be installed in CMU mortar joints

WALL TYPE & FASTENERS SCHEDULE



WALL TYPE: WOOD STUDS

SPECIFIED FASTENER

#14 (0.242" dia.) x 4" wood screw at each stud

FASTENER QUANTITY PER PANEL

4 MINIMUM, DIRECT TO WALL

STRUCTURAL REQUIREMENT NOTES

Screw bending yield strength = 70,000 psi (min)
Min screw head diameter = 0.50 in
Fasteners must be installed centered on narrow (1-1/2") face of stud
Recommended MAX 2x6 framed wall height = 10ft
Recommended MAX 2x4 framed wall height = 8ft

WALL TYPE: METAL STUDS

SPECIFIED FASTENER

#12-14 (0.216" dia.) Self Drilling Self Tapping (SDST) screw at each stud

FASTENER QUANTITY PER PANEL

4 MINIMUM, DIRECT TO WALL

STRUCTURAL REQUIREMENT NOTES

Screw bending yield strength = 92,000 psi (min)
Min screw head diameter = 0.398 in
Min thickness of steel stud = 18 gage (0.048")
Min width of steel stud flange = 1-5/8"
Fasteners must be installed centered on width of light gage steel stud
Recommended 8" deep stud framed @16", MAX wall height = 18ft
Recommended 6" deep stud framed @16", MAX wall height = 14ft
Recommended 4" deep stud framed @16", MAX wall height = 12ft

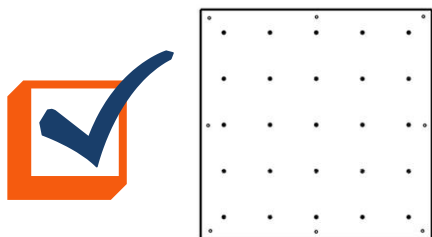
TOOLS & MATERIALS



TOOLS AND MATERIALS NEEDED FOR INSTALLATION (PROVIDED BY OWNER)

- | | |
|---|---|
| ☐ Pencil | ☐ Bit for Structural Screws |
| ☐ Stud Finder | ☐ Star-Drive Bit |
| ☐ Tape Measure | ☐ Step Ladder |
| ☐ Drill / Impact Driver | ☐ Level |
| ☐ 5/16" Allen Key | ☐ 2x4 Ledgers |
| ☐ Rapid Clamp (Optional) | ☐ 2x6 Ledgers (if applicable) |
| ☐ 1" Paddle Bit (if Flat Head fasteners are not available) | ☐ Flat Outlet Cover (if applicable) |
| ☐ Specified Structural Fasteners | ☐ Electrical Wire Caps (if applicable) |

ASCEND PANEL AND MOUNTING HARDWARE (PROVIDED BY GROH!)



Ascend Climbing Panel x1



Panel Connector Screw x8
(TO ATTACH PANEL TO FRAME)

WARNING

ELECTRICAL OUTLETS

IF YOUR PANELS WILL BE IN FRONT OF AN ELECTRICAL OUTLET

Before installing your frames and your panels, you need to remove any electrical outlets that will be behind your wall.

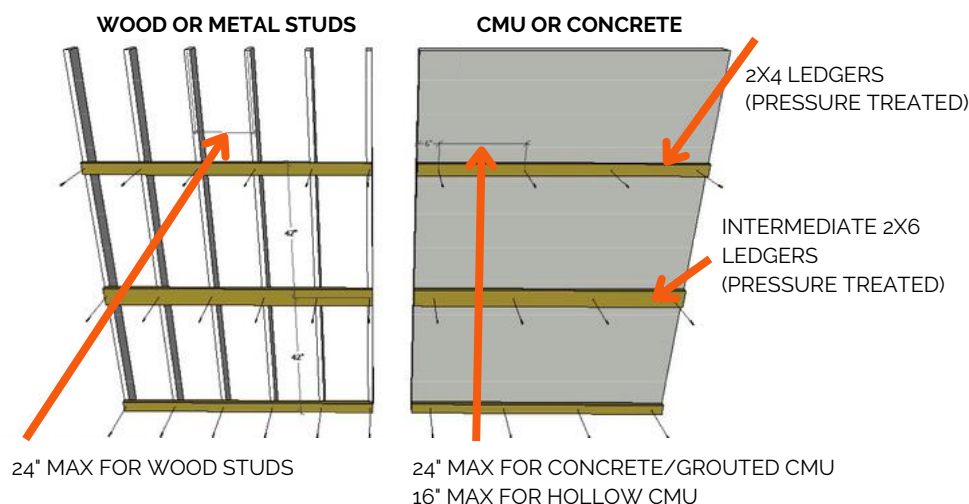
IT IS A FIRE HAZARD TO LEAVE LIVE ELECTRICAL WIRES BEHIND YOUR CLIMBING PANELS.

Cap your wires and add a flat outlet cover.



HOW TO: INSTALL

INSTRUCTIONS FOR INSTALLING W/ LEDGERS



CENTER OF STUD REQUIRED

ALL LEDGERS AND FRAMES ARE REQUIRED TO ATTACH TO TWO STUDS MINIMUM WITH TWO SPECIFIED STRUCTURAL SCREWS INTO THE CENTER OF EACH STUD.

INSTRUCTIONS FOR ATTACHING LEDGERS

STEP 1. FIND AND MARK WALL STUDS (FOR WOOD OR METAL STUDS)

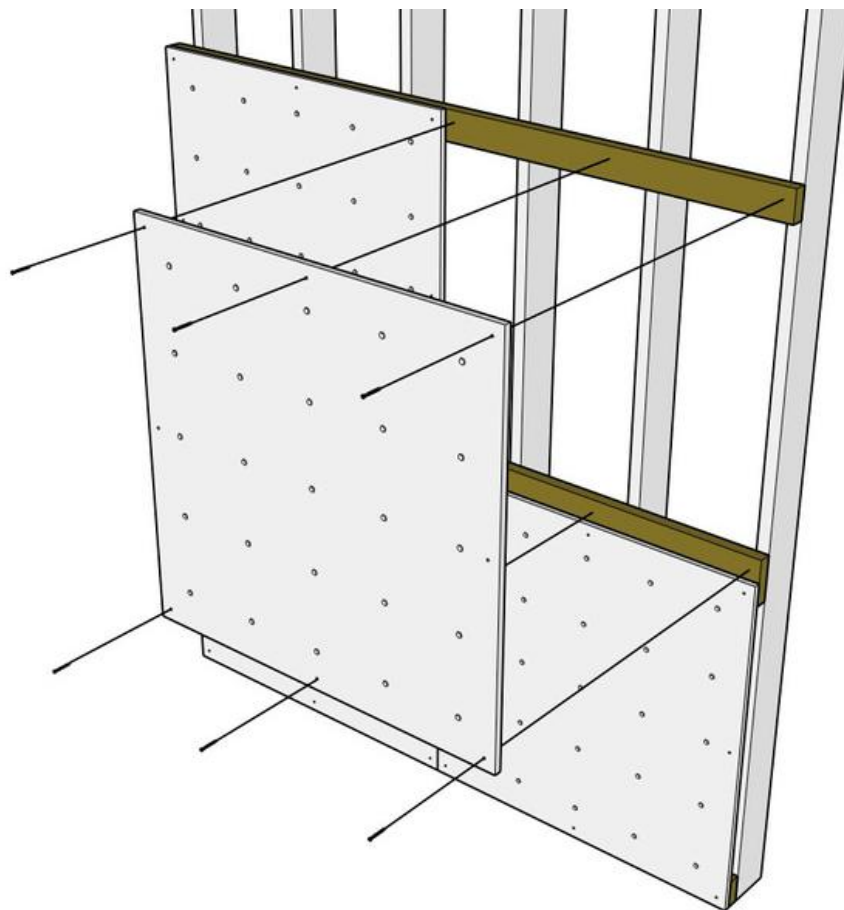
- Determine the area on your wall in which you want to mount your Climbing Panels.
- Using a stud finder, locate and mark all studs in the designated climbing area. Ensure to mark the center of each stud.

STEP 2. MOUNT THE LEDGERS

- Determine the starting height of the designated climbing area, and determine the number of panels.
- Cut your ledgers to the desired width of your climbing area. It is recommended to use 2x4 lumber for the top and bottom ledgers, and 2x6 for any intermediate ledger. Two panels can share the same 2x6 ledger.
- Starting with your bottom 2x4 ledger at the designated starting height of the climbing area, attach the ledger to your wall screwing into the center of each stud it crosses. Use specified fasteners. Use a level to ensure the ledger is level.
- Panels are 42"x42". If your climbing area is two or more panels high, measure up 42" from the bottom of your starting 2x4 ledger and attach your 2x6 ledger centered on the 42" measurement (see diagram above). Screw the second ledger to your wall using the same specified method.
- Repeat as necessary for the height of your wall. When the top height of your climbing area is reached, use a 2x4 as the final top ledger, spacing it so that the top of the final ledger is 42" above the center of the last 2x6 ledger (or 42" from bottom of 2x4 ledger if area is only one panel high).
- When attaching to CMU or Concrete walls, refer to the fastener schedule on page 12 for specified fasteners and required spacing depending on your wall type. It is recommended to use pressure treated lumber for ledgers when attaching to Concrete or CMU.

HOW TO: INSTALL

ATTACHING PANELS TO LEDGERS



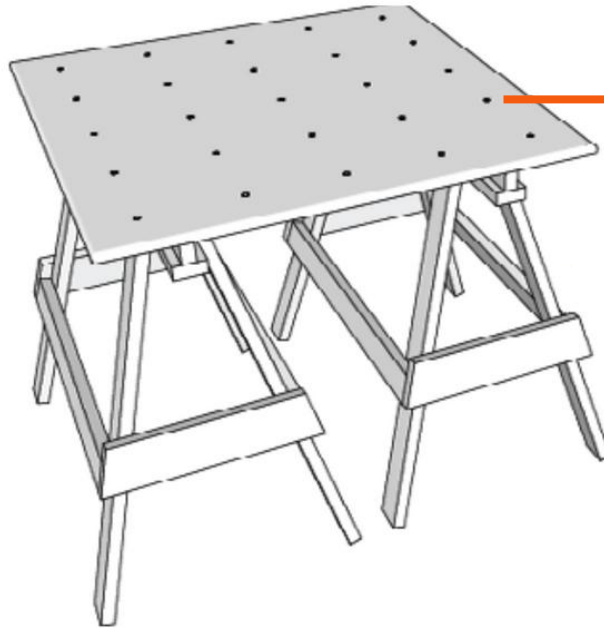
INSTRUCTIONS FOR ATTACHING ASCEND PANEL TO LEDGERS

- Starting at the bottom or your climbing area, bring a Panel to the ledgers.
- Using the panel connector screws provided by grOH!, screw in the Panel to the ledgers at the top and bottom.
- Ensure the Panel is level and flush with the bottom of the starting ledger.
- Screw the Panel into the ledger using the 1/4" pilot holes on the perimeter of the Panel.
- Note: with the ledger attachment method, you will only use 6 of the pilot holes present on the Panel - 3 on top and 3 on bottom. The middle pilot holes on the left and right sides of the Panel can be omitted.
- Ensure the Panel Connector Screws are fully tightened so that the pan head of the screw is flush with the surface.
- Repeat as necessary for every Panel, ensuring to butt the Panel's edge to edge so there are no gaps.

HOW TO: CUT PANELS



CUTTING YOUR PANELS TO SIZE



DO NOT CUT WITHIN
1/2" OF THE T-NUT

TIPS FOR CUTTING THE ASCEND PANEL

- *At its most basic*, the panel is painted plywood. Panels can be cut with a Circular Saw, Jigsaw, or Table Saw.
- DO NOT CUT within 1/2" of the T-Nuts.
- As you map your cuts, plan accordingly so the T-nuts line up when installed.
- Finish the edges however you choose!

TIPS FOR INSTALLING CUT PANELS TO LEDGERS

- Install with the factory edges next to each other to avoid gaps.
- Use the cut edge against the baseboards, ceiling, crown molding, etc. Caulk and paint for a seamless look.



NOTE FOR GENERAL CONTRACTORS
The texture on the panels is there to aid in climbing, **DO NOT sand off the texture!**

HANDHOLDS

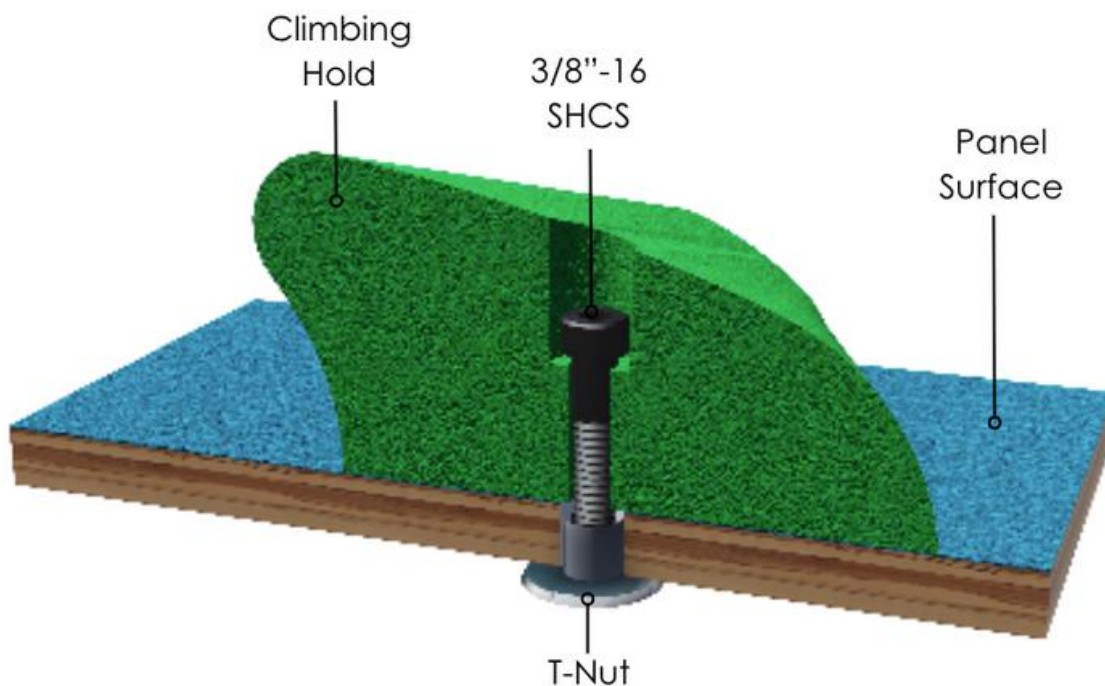
ATTACHING MODULAR HANDHOLDS

DIY INSTALLATION

The Ascend Climbing Panel is designed for modular handhold attachment. Each panel includes 2 modular handhold attachment points per square foot, a sleek planar profile to promote use of the attached handhold, and a robust and impact resistant material for durability.

Modular Handhold Basics

- Made of durable, lightweight polyurethane
- Comfortably-grippable texture on the surface
- Sometimes referred to as climbing handles, climbing holds, climbing grips
- Fastened into T-Nut with 3/8"-16 Standard Socket Head Cap Screw (SHCS)
- Requires 5/16" allen wrench (included)
- Tighten SHCS securely as to prevent handhold from spinning



NOTE: SOME MODERN CLIMBING HOLDS ARE LARGE AND CAN PROTRUDE FAR OFF THE WALL. MAX PROJECTION OF THE CLIMBING WALL, INCLUDING HANDHOLDS, SHALL NOT EXCEED 19" OFF THE FACE OF ATTACHMENT WALL.

FAQ



FREQUENTLY ASKED QUESTIONS

DIY INSTALLATION

DO I NEED A CONTRACTOR TO INSTALL THESE?

The groOH! Shop recommends only DIY-friendly products anyone can successfully install. We recommend that an experienced, licensed, and insured contractor install your gross motor features. Whomever installs this product should explicitly follow directions laid out in this document.

WHAT TOOLS DO I NEED TO INSTALL? WHAT DOES MY WALL NEED TO BE MADE OF? DO I NEED TO BUY SCREWS?

A drill, level, and stud finder are required for install. Panels can be installed on CMU, Concrete, or studs. You may need to buy screws depending on the type of panel you've purchased--see your install instructions for details. PANELS ARE NOT APPROVED FOR OUTDOOR USE. You CANNOT install to brick or rock veneer.

CAN I CUT THE PANELS?

The ONLY panel that can be cut is a Climbing Slab that will be mounted using ledgers. Note that the slabs have a routered, finished and painted edge, and you will be sacrificing that edge when you make a cut. You CANNOT cut an Ascend Panel that will be mounted with a standard frame, box frame, or wedge frame.

PANELS

WHAT IS THE TEXTURE ON THE PANELS?

The texture is grippy and slightly rough. We use a sand mix in the paint to create a climbing surface suitable to create friction for climbing shoes.

HOW MANY T-NUTS ARE THERE PER PANEL?

T-nuts are the pre-drilled holes with hardware where you can mount handholds, and indicate the maximum number of handholds you can fit on a panel.

- Crystal Panel -22
- Slab Panel -25

FAQ



FREQUENTLY ASKED QUESTIONS

FLOORING

DO I NEED PADS ON THE FLOOR?

We always recommend floor protection. Check out our [FLOORING OPTIONS](#).

IS THERE A FALL SPACE REQUIREMENT FOR THE PANELS?

The grOH! Shop recommends a 6' (six foot) minimum perimeter around the installed panels for maximum falling or dismounting clearance.

WHAT SHOULD I GET?

For walls less than 10' bouldering (no rope, free climbing), crash mats are sufficient. Safety mats are sold separately and available in The grOH! Shop for purchase!

MAINTENANCE

DO I NEED TO DO ANYTHING TO TAKE CARE OF THE PANELS?

Our wall panels are very low maintenance. Any dirt can be wiped off with a damp cloth. Also, climbing holds from The grOH! Shop are dishwasher safe! T-nuts may strip or come loose over time and are easily replaced.

HANDHOLDS

DO HANDHOLDS COME WITH THE PANELS?

No, handholds are ordered separately so you can get the type of holds that best suit your needs!

HOW MANY HANDHOLDS SHOULD I BUY?

The grOH! Shop recommends 10-12 handholds per most panels. This creates paths suitable for all skill levels! The grOH! Shop sells holds in packs of 15, so there are multiple options for different climbing abilities.

HOW DO YOU PUT THEM ON AND WHERE DO THEY GO?

The holds bolt onto the panels with a large allen wrench. They can be placed wherever is comfortable. Route-setting resources can be found on our Installation Resources page on The grOH! Shop website.

FAQ



FREQUENTLY ASKED QUESTIONS

SHIPPING

PANELS ARE SHIPPED VIA FREIGHT.

FREIGHT DELIVERIES ARE VERY DIFFERENT FROM UPS, FEDEX, OR USPS.

It is CRITICAL that you provide grOH! with the an accurate PHONE NUMBER of the responsible adult who will be ONSITE to receive the shipment. *If you are unsure if you have provided the correct number, please let us know at shop@grohplayrooms.com.*

- That person MUST answer their phone in the days leading up to the delivery.
- The driver will call that person directly to arrange delivery. We all want to avoid spam calls, but the truck driver will NOT just show up hoping someone is home.
- The driver will ONLY remove the pallet from the truck and put it on the ground next to the truck.
- Inspect the outside of the package BEFORE you open it and take photos if you see any damage. Send the photos and details to shop@grohplayrooms.com.
- One or more people need to be onsite to unpack the package with the panels and carry the panels to their final destination.
- Inspect the panels as you unpack them and if you see and damage, take photos of the damage and send the photos and details to shop@grohplayrooms.com.
- Be advised the pallet will NOT be hauled away; it is the customer's responsibility to dispose of or reuse.

WHEN WILL MY ORDER SHIP?

While we try to have stock on hand, most panels and handholds are built to order. Lead times vary, but on average ship 3-4 weeks after the order is placed, and then shipping can take up to a week. Please chat with the grOH! team if you have any questions or need a more exact timeline.

IS THERE AN OPTION OTHER THAN LTL FREIGHT TO SHIP MY PANELS?

All of our panels must ship via LTL freight. They ship on pallets and are large and heavy. We do not currently have a different option.

I ORDERED PANELS, HANDHOLDS AND OTHER ITEMS. DO THEY ALL COME TOGETHER?

An order of just handholds typically ships via FedEx. If they are not an in-stock set, they will ship within 2-3 weeks. Other items like panels will ship separately, so you may be receiving a few different shipments.

HOW IS IT DELIVERED? HOW MUCH DO THEY WEIGH?

Panels arrive on a pallet. The freight carrier will bring the delivery to your home or business and place the delivered pallets on the ground by the truck. It is the responsibility of the customer to retrieve the panels from there. You will need to be onsite to receive the panels. They cannot be left on your curb or driveway without you. We require the phone number for a responsible adult on location where the delivery is to be received. Additional fees may apply if the freight carrier isn't able to reach the person on location.

FAQ



FREQUENTLY ASKED QUESTIONS

PAINTING MY PANELS

WHAT TYPE OF PAINT DO I USE?

The paint brand is up to you! We recommend Floor and Patio, Low Sheen Paint for the climbing panels. Please note that with every layer of paint, the factory applied texture will begin to diminish.



Please be mindful of the T-Nuts and Paint. Use painters' tape or foam earplugs to make sure paint does not get in the threading of the T-Nuts.

FINAL NOTE!



TAKE CARE TO DISPOSE OF ALL MATERIALS IN A RESPONSIBLE MANNER. RECYCLE ALL PACKAGING MATERIALS WHEN POSSIBLE. KEEP ALL MATERIALS AWAY FROM YOUNG CHILDREN.

ELEVATE YOUR KIDDO'S PLAY (LITERALLY!)

Your climbing panels will revolutionize your kiddos' playtime! Gross motor play is vital to proper development!



INTERESTED IN A GROH! MURAL?

Enjoy a signature grOH! mural on your walls, ceiling, climbing panels, or anywhere you like! Check out all of our murals at shopgrohplayrooms.com!



SHARE PHOTOS WITH US!

Please share photos! We love to see how your space has transformed!

Don't worry, we won't share photos without your written consent!



CONTACT US

shop@grohplayrooms.com

FIND MORE RESOURCES AT

www.shopgrohplayrooms.com