

Sof'Fall Frequently Asked Questions

- Q. Why should I choose Sof'Fall over the other woods?**
A. Because of the Sof'Fall Guarantee, Warranty, and our IPEMA Certification
- Q. How can Sof'Fall be nonflammable if it isn't chemically treated?**
A. Beneath the surface layer of Sof'Fall there is no room for oxygen to fuel the fire.
- Q. Can Sof'Fall be installed over a hard surface?**
A. It is not recommended. The CPSC handbook states that surfacing in high-traffic areas may become displaced and expose the underlying hard surface.
- Q. Why do we need to have at least 8-12 inches of Sof'Fall in our playground?**
A. The depth of Sof'Fall needs to be at the recommended 8-12 inch depth at 8-12 feet height, to be compliant with the ASTM 1292 Standard and to validate the "Sof'Fall Limited Warranty".
- Q. Why is a top off necessary?**
A. Without the recommended depth, Sof' Fall may not have enough cushion to prevent injuries. CPSC recommends 8'-12" depth to help prevent injuries.
- Q. Is drainage necessary?**
A. Depending on your area, it is very important to make sure there is a way to drain excess moisture away from the play area
- Q. Why should I use Sof'Fall wood for my playground?**
A. Sof'Fall Engineered-Wood-Fiber is the best choice for safety, budget, and accessibility.
- Q. How can I purchase Sof'Fall?**
A. Sof'Fall may be purchased through your local representative. If you do not know who your local representative is, please call our Customer Service Department at 1-800-523-8690 or 1-801-523-2452.
- Q. How is Sof'Fall delivered?**
A. Sof'Fall is shipped on a walking floor semi-trailer that can be up to 70 feet long.
- Q. Why is it important to have virgin wood?**
A. Virgin wood means children playing on wood fiber that has never been used for anything else. Sof'Fall does not use ground pallets or construction waste.