



WHITEWATER®

Entertain the Possibilities

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# After Sales & Maintenance Services







## Dedicated to Helping You Maximize the Lifespan of Your Water Parks & Attractions

While most of us are excited about investing in a great new waterslide, play structure, or water ride, very few understand the importance of maintaining it. From faded and rusted surfaces to cracks and leaky joints, day-to-day wear, and tear not only makes your slides look outdated and unkept, it makes them unsafe. Attraction maintenance is critical to assure guest safety and satisfaction and your return on investment.

That is why, it is vital to protect your investment in your waterpark equipment with a dedicated maintenance and support service. The ongoing maintenance of a water park ensures the longevity of your slides and play structures, enhances your water park's visual appeal, and safeguards your products for years to come.



# About WhiteWater After Sales & Maintenance Services

At WhiteWater, we understand and value the investment you have made in your water park. WhiteWater West's After Sales and Maintenance Services team is committed to helping you maximize the lifespan of your water parks and attractions.

Whether it's:

1. Refurbishing an attraction, from dry dock cruise ship projects to water ride boats
2. A waterslide inspection, or
3. Play structure rejuvenation or upgradation, to
4. Manufacturing certified parts

We can help you address your needs with a dedicated customer service and competitive pricing. We have developed a complete line of unique, custom-made water slide and water park maintenance products and services that can bring your water slides and play structures back to life and keep them running for years to come. We also provide a range of certified spare parts for other product 'dry' lines like Ballocity.

## Trust your maintenance in the hands of experts

- Our commitment to safety and quality not just makes us stand apart, it defines who we are.
- As industry leaders, we have decades of combined experience as park operators, designers, and suppliers.
- We are there for you, always. We stand by our products and customers, and help you achieve the maximum lifespan of your products for the best ROI.
- Spread across four continents, we also have a uniquely local presence to address global clients' needs, delivering service in your language and time zone.

## How we can help you

- Spare and replacement parts for waterslides, AquaPlay™, AquaSpray™ and Prime Interactives products
- Waterslide resurfacing
- Waterslide refurbishing
- AquaPlay™ revitalization
- Retrofitting interactive elements or theming
- General product repairs



WATERBOM BALI, INDONESIA





## Our Service Offerings

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Waterslide Resurfacing

Play Structure Refurbishing

Prime Interactive Play Structures

Water Rides Maintenance

Life Floor



# Waterslide Resurfacing

All waterslides deserve to not just look their best, but function at their best too. With WhiteWater's high-performance resurfacing and refurbishing services, now you can ensure that your water slides are operating safely for your guests and keep them looking shiny and new for years to come.

From water slide maintenance and refurbishment to replacement parts, spare parts and minor repairs, WhiteWater's After Sales and Maintenance Services team is the best resource for expert advice and all your water slide parts and service needs.

## Our services include:

- Minor gel coat chips, cracks and repairs
- Interior water slide surface waxing
- Water slide performance assessments
- Water slide leak repairs
- Water slide joint inspection, realignment and repairs
- Water slide interior surface cleaning and buffing
- Water slide exterior and interior gel coat resurfacing

Regular maintenance is worth the investment because it keeps large replacement costs down by extending the life of your product.



HAWAIIAN FALLS, WACO, TEXAS HAWAIIAN FALLS, WACO, TEXAS



BEFORE



AFTER

Our research centre of excellence at our British Columbia manufacturing plant ensures the quality of our products. Our fiberglass gel coatings are the best in the industry and our 3-Step-Stay Solution renews the water slide surface through an intensive process of cleaning, buffing and sealing.

- UV stable
- Superior chemical resistance
- Exceptional durability
- Low maintenance
- Rapid curing
- Excellent adhesion
- Water impermeable
- Suitable for interior and exterior applications



# Play Structure Refurbishing

Rusty steel, stretched out netting and worn-out, discolored slides. Sound familiar? Whitewater's experts in play structure refurbishing can breathe life back into your play structures with a thorough cleaning process, fresh coat of paint and upgraded interactive elements and most important safety checks.

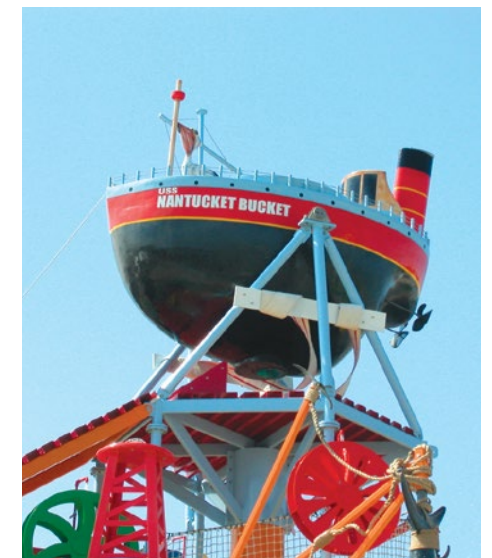
Often the simplest, easiest and most cost-efficient way to upgrade your existing play structure is by retrofitting it with interactive add-ons and custom theming elements. WhiteWater's in-house theming professionals create fascinating and detailed themes that stimulate your guests' imagination and enhance the visual appeal of your park's landscape.

## Our services include:

- Waterslide and play structure inspection
- High-quality repainting
- Interactive elements replacement and repair
- Spare parts installation
- Replacement parts installation
- Play structure cleaning
- Theming and retrofitting existing structures
- Net repairs



AFTER





# Prime Interactives Play Structures

When kids play, they aren't thinking of being gentle to the equipment they are exploring. After time, indoor or outdoor play structures need some attention with inspections, minor repairs and replacement parts.

WhiteWater's experts can identify any potential weakness within your structure and provide a detailed report on recommended maintenance and services. Additionally, a cost-efficient way to update or upgrade an existing play structure is by retrofitting it with interactive add-ons or custom theming elements.

## Our services include:

- Play structure inspections
- Foam ball supply (for Ballocity™ and Foam Factory® structures)
- Play element replacement and repair
- Replacement and spare parts supply and installation
- Theming and retrofitting existing structures



ADVENTURE TRAIL, SEA WORLD, AUSTRALIA



# Life Floor

We've found a new way to improve the safety and look of your water play attractions. Using our brand strength, WhiteWater is proud to bring Life Floor to water parks, worldwide. An award-winning aquatics flooring company, Life Floor manufactures the comprehensive flooring surface solution designed specifically for the unique needs of water parks.

Created as an alternative to conventional surface coatings, Life Floor is a foam-rubber flooring system that delivers unparalleled safety, play value, and comfort - making it a perfect fit with WhiteWater's water play product lines.

## Why flooring matters more than you think

Slips and falls are a challenge in any water park environment. While conventional surfaces often use abrasive coatings, Life Floor has been designed for how people actually want to play in water: barefoot. Life Floor tiles are soft for bare feet, and slip-resistant without being abrasive. Their Ripple 2.0 texture, with deeper grooves, reduces hydroplaning and is popular on applications such as play structure platforms, stair towers, ramps, zero-depth entries, pool decks, and below multi-level play structures.

**TRACTION:** Life Floor tiles are designed to be slip-resistant without being abrasive. British Pendulum results range from 40-55 depending on texture, giving Life Floor the highest possible BPN result worldwide versus conventional coatings.

**NON-ABRASIVE SURFACE:** If you fall on surfaces or coatings that create traction with sharp, gritty texture, you risk cutting, scraping, and other laceration-type injuries. Life Floor provides superior traction without the injuries.

**IMPACT-ABSORPTION:** If someone does fall, the high impact built-in cushioning of Life Floor will minimize the bumps and bruises, while the tile's soft surface will prevent cuts and scrapes.

Slips and falls are the most common waterpark injury and Life Floor dramatically reduces these incidents. Our maintenance department can help you retrofit Life Floor into spots you know you have trouble with slips and falls and install it to help take this worry away. Plus, the bright colors and designs possible with Life Floors can help improve the visual impact of your park.



LEGOLAND® CALIFORNIA RESORT, CARLSBAD, CALIFORNIA



# Water Rides Maintenance

With safety as the top priority for every park, it is essential to be absolutely sure that your rides and attractions are maintained to the highest standards. WhiteWater's After Sales and Maintenance Services department is dedicated to helping you maximize the lifespan of your attraction by providing tested and approved water rides OEM replacement parts.

We provide all components for water ride refurbishment and maintenance including boats, lifts, stations, electronic equipment, pumps, and drive motors.

## Our services include:

- Ride inspections and troubleshooting
- Spare and replacement parts
- Replacement part installation services
- Attraction and ride vehicle maintenance
- Boat refurbishing
- Providing additional ride vehicles
- Theming or retrofitting special features



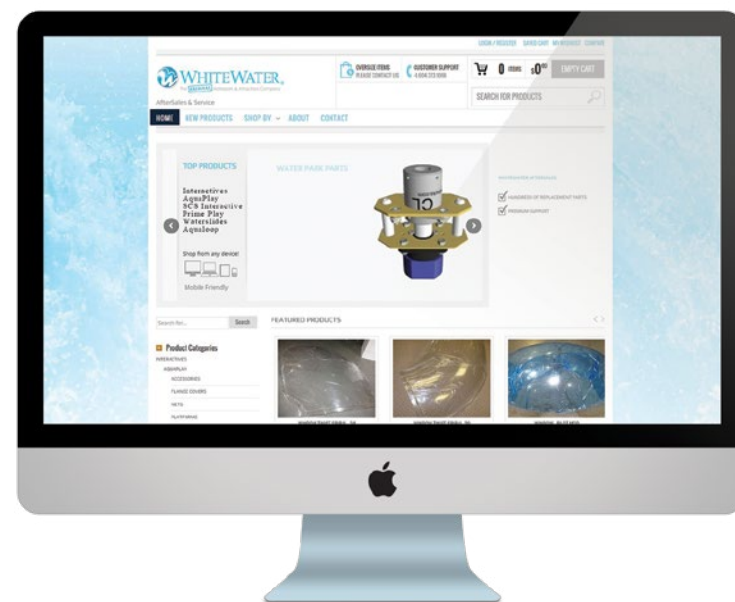
LEGOLAND® CALIFORNIA RESORT, CARLSBAD, CALIFORNIA



# WhiteWater After Sales and Maintenance eStore

We know how busy you are and that you need speed and convenience. To provide you easy access to our maintenance products, we have recently updated our eStore bringing to you an improved shopping experience. WhiteWater's newly redesigned and updated After Sales and Maintenance eStore now has a solution for all your park maintenance needs at the click of a button. Featuring over 350 maintenance products, the new website has been designed with you in mind, providing a responsive platform with a selection of useful resources and information on WhiteWater's maintenance products and services.

Now finding and ordering what you need has never been this easier. We have everything that you need to maintain your park in one trusted place. Don't wait, place your order on <http://aftersales.whitewaterwest.com/> now!





# The WhiteWater Difference: Uncompromising Safety

Safety is non-negotiable at WhiteWater. As a supplier and manufacturer, we demonstrate leadership in safety through our deep involvement with organizations such as ASTM International and IAAPA to support the standardization of international guidelines that govern the development of water slides, amusement rides and attractions worldwide.

## Quality that lasts

Our products are designed to last even in the most challenging environments facing harsh elements like wind, UV, humidity, and chemicals. Our inhouse center of technical excellence tests our products to ensure what we provide is the most long-lasting investment you can make.

We stand by our products and our customers, always. You can buy certified spare parts to help keep your water park equipment and attractions as good as new. We can help protect your investments and achieve the maximum lifespan of your attractions for the best ROI.







## Our Team

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The WhiteWater After Sales and Maintenance Services team is made up of 8 enthusiastic and creative team members who work in unison to deliver after sales and maintenance solutions of the highest quality. With the company head office being in Richmond, British Columbia, we have the four after sales specialists working here under the able guidance of Scott Heke, President, After Sales Division. Besides this, we have one resource each based in Florida, Dubai and Shanghai. We specialize in providing complete and customized maintenance and refurbishment solutions to water and theme parks across the world.





# WHITEWATER®

EST. 1980

WhiteWater is the world's largest designer and manufacturer of a complete range of rides for the waterpark and attractions industries. We are known for the high quality of our waterslides, wet interactive play structures, and every type of wave including FlowRider® stationary surf machines. Our harnessed play, multilevel play structures, and water rides share the same heritage, industry-leading reputation, and attention to detail. From concept to completion our expert designers and project managers work with clients to deliver Wow experiences.

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