



FOLDABLE TENTS

OWNERS WARRANTY AND CARE MANUAL

Important Information

Always use sandbags, steel weights or steel pins to secure your tent. Do not use your tent in potential windy or rainy weather. Using your tent in windy or rainy conditions can result in damage to your tent or injury to persons. Tents are designed as temporary shelters. Do not leave up for extended periods of time. Do not leave your tent unattended.

Tents may not be connected together to make unit covering area bigger than 49m².

Transportation

The tent must be stood upright during transit. If your tent needs to be positioned horizontally you MUST remove the roof to prevent damage.

Cleaning

Roof & Walls

When cleaning your tent canopy (roof, walls or valance panels) use a soft mop and any mild household cleaning fluid such as dish-washing detergent in warm water.

When cleaning the roof canopy of your tent we recommend that the tent is fully opened and secured into position. Do not extend the legs. This will avoid the necessity of using a ladder or extension poles.

We recommend that the roof of your tent should be cleaned regularly depending on frequency of use. Allow your tent to completely dry before packing down and fitting the protective cover, this will prevent mildew.

Small Stains

Simply clean with a general use household mild detergent and a clean cloth.

Frame

We recommend the tent frame should be cleaned regularly. Use a silicone spray on frame either after use or in damp conditions. This will ensure your frame operates easily and will maintain a clean look. Be sure to remove any excess spray before attaching the roof.

Protective Covers

Insure all protective covers are clean and dry before fitting to any of your tent products.

Note: Do not use solvents on any part of the tent.

Maintenance

Screws



Regularly check that all screws are firm (not too tight). This can be done by using an allen key and/or screw driver. If a truss bar screw is missing replace immediately as it will put additional pressure on the frame when erecting.

Legs

When retracting or extending the legs on your tent it is important the inner and outer of the leg is clean and free of the following items: sticky tape, masking tape, rope, string and cable ties.

When sticky tape, string etc is left on the leg of a tent it can cause the inner and outer leg to jam.

Truss Bars

Truss bars are an integral part of the tent structure, if a truss bar is broken or damaged it is recommended that you do not use the tent. If operated correctly in normal weather conditions truss bars will not break.

Repairs

Roof

Should your tent roof be damaged contact the Existents office. We will assess the damage and either suggest a repair center, or for you to return the roof to our warehouse/office. In the case of a warranty claim, please use the warranty form from our web page.

Frame

Should your tent frame be damaged the following options are available.

1. Contact the Existents office. Advise which connector, truss bar or leg requires replacement. Use an allen key or screw driver to remove damage component, replace with new part.
2. In the case of a warranty claim, a Warranty Claim Form must first be completed. You can download the claim form our web page.

RETURNS POLICY

Before returning any product, a Warranty Claim Form must first be completed. You can find this form on our website. Please follow the instructions as specified on this form. All shipping costs must be prepaid and Existents group s.r.o. are not responsible for any damages which occur during transit.

CONDITIONS OF WARRANTY

This warranty does not apply to damages caused by wind, rain or other forces of nature, accidental or deliberate damages to the product, nor the use of the product which does not conform to the product instructions. This warranty is not valid to any products which have been altered or modified in any way