

## **Congratulations on the purchase of your new tent from Tortuga.**

All our tents come with the basic equipment which is sufficient for normal ground and weather conditions. Special accessories for sandy or stony soil, storms or high winds, etc. are available from ourselves or other specialist shops. Please remember that any tent is only as strong as its ground anchorage.

Every tent is checked carefully by our quality control department, but sometimes errors do occur and the tent may not be complete so we strongly recommend that you verify that you have received everything specified in the packing list (this can be found on the instruction sheet) as soon as possible and before you carry out a trial run. If any part is missing, please let us know straight away and we will arrange for it to be delivered immediately. Please keep any frame drawings for future reference and, in the case of spare parts being required, mark a copy of the drawing with a cross and send it to us so there is no confusion about what you require.

We regret that we do not refund any expenses incurred if the tent is found to be incomplete after 30 days. It is your responsibility to check the tent and inform us of any discrepancies upon receipt and before you go away on holiday or to an event.

### **Siting your tent:**

If possible, choose flat ground for your tent and remove any stones or other sharp objects. Please note that resin, dropping from trees, may damage the canvas. If possible, face the entrance of the tent away from the direction of the weather. Try to keep the canvas off the ground during assembly by putting something underneath it, especially in damp or wet conditions. Take care that all zip-fasteners are closed when tensioning and that there are no areas where pools of water can form in the roof area. At night and during damp weather you should check the guy ropes and retension if necessary.

When your tent is new, the zip-fasteners may be a bit stiff. These can be greased with a little bit of candle-wax so that they open and close more easily. Take care that the zip-fasteners are not stretched too tightly on the sides, when assembling the tent. Furthermore, nothing should get between the teeth. Never use any force; always use both hands when opening or closing the zip-fasteners. Zip-fasteners are articles that are subject to wear and tear and therefore not covered by our guarantee. If the zip on your tent does break or jam please let us know as we have a repair service – a broken zip does not mean a broken tent!

Seams: Sometimes the seams of the tent will absorb a little bit of moisture. These can be treated with paraffin, an impregnating spray or a special sealing product. Please ensure you use a product that is recommended for cotton fabrics.

Fabric treatment: A tent fabric which has been treated to be water repellent, but has not been coated, and which gets wet from the outside, should not be touched from the inside; touched points will become permeable i.e. they may leak. Modern cotton is better than in the past but you should still be careful. Tent ropes and any other items made out of plastics should not be stored for a long time with coated fabrics. Some plastics have been known to affect the fabric treatment.

Be careful when using hair spray and other detergents. Chemicals of any kind may affect the fabric treatment and both gauze and plastic windows could turn yellow or milky. Please also be aware that the smoke from your barbecue, or any other open fires, may also affect the fabric itself, as well as any plastic windows.

### **Treatment of the framework:**

Framework, made out of steel tubes, may be affected by rust. In order to remove the rust, it is recommended to clean the tube by means of a wire-brush or emery-cloth, and to remove the grease

on the surface with a nitro-dilution. Afterwards, apply rust-converter which converts the rust into iron-phosphate. Coated tubes should be mended with an iron colour, galvanized ones with gold or silver colour.

#### Transport and storage:

When re-packing your tent make sure that the framework and the pegs do not damage the tent fabric. It is essential to air tents, which have been packed while damp, within 24 hours. For long term storage (more than a few months) the steel tube frame should either be lightly greased or stored in a dry airy location where condensation cannot form on the steel. When you come to use it again please remember to remove any grease you may have applied. The tent should also only be stored in a dry and airy place and it should loosely packed rather than bundled up tightly.

#### Cleaning and care:

Fabric without coating — it is recommended to remove any dirt with a dry brush once it has dried. Spots should be hand-washed with warm water, using a little bit of a mild detergent. Afterwards, it should be rinsed several times with clean water before letting it dry thoroughly. Finally, if you do need to retreat any parts of the tent (usually wise if you've had to scrub it for any reason) then please use a treatment spray recommended for cotton tents.

Coated fabrics — Clean thoroughly with water and a sponge. Most dirt originates from dampness and wind and this can easily become a medium for fungi-microbes and bacteria.

#### GAURANTEE DECLARATION

All defects or missing components that are communicated to us after the conclusion of the purchase, provided that they arise from faulty materials or production, will be repaired or replaced free of charge. We reserve the right to check all parts in question and to make an objection. Damages arising from Force Majeure, incorrect usage (for example insufficient anchoring of the tent, contact with sharp stones, branches, etc.) are excluded from the guarantee, as well as are all transport charges.

The following items are not to be considered as faulty, most are natural, and that they do not affect the proper usage of a tent:

The yarn of the fabric shows thickenings.

Some fabrics show discrepancies concerning the colour.

Natural fabrics may change colour due to exposure to the weather and other environmental factors.

Luminous points on coated fabrics and other luminous effects due to a differential transparency of the fabric.

Formation of condensation, in extreme cases dripping, in the areas of the seams and of the framework.