

IMPORTANT INFORMATION

Always use steel pins, sandbags, tie downs or weight plates to secure your marquee. Do not use your marquee in potential windy or rainy weather.

Using your marquee in windy or rainy conditions can result in damage to your marquee or injury to persons.

Marquees are designed as temporary shelters. Do not leave up for extended periods of time.

Do not leave your marquee unattended.

TRANSPORTATION

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

RETURNS POLICY

Before returning any product, a Warranty Claim Form must first be completed. You can find this form on our website. www.extrememarquees.com.au/warranty.php
Please follow the instructions as specified on this form.

All shipping costs must be prepaid and Extreme Marquees 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.

WARRANTY

PRODUCTS

PRODUCTS	WARRANTY
32mm Mate Series	1 Year
45mm True Blue	1 Year
45mm HexA	1 Year
30mm Explorer Frame	3 Year
37mm K2 Frame	5 Year
40mm Summit Frame	7 Year
57mm Tectonic Frame	10 Year
Star Shade Pole	1 Year
Banners	1 Year
MX Pavilion Frame	5 Year
Dome Frame	5 Year
Display Systems	1 Year
Umbrellas	3 month
Inflatables	1 Year
Crest Range Frames	10 Year
Arch Tent	2 Year

FABRICS

Poly Fabric	1 Year
PVC Fabric	2 Year
Crest Range Fabric	3 Year

WARRANTY & CARE



australia's biggest range of outdoor branding solutions

OWNER'S WARRANTY & CARE MANUAL

**IMPORTANT INFORMATION, WARRANTY
CLEANING, MAINTENANCE & REPAIRS**

CALL US ON 1300 850 832



CLEANING

ROOF & WALLS

When cleaning your marquee 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 marquee we recommend that the marquee 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 marquee should be cleaned regularly depending on frequency of use.

Allow your marquee 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 marquee 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 marquee products.

NOTE

DO NOT USE SOLVENTS ON ANY PART OF THE MARQUEE

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 marquee 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 marquee it can cause the inner and outer leg to jam.

TRUSS BARS

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



REPAIRS

ROOF

Should your marquee roof be damaged contact the Extreme Marquees office. We will assess the damage and either suggest a repair center, or for your to return the roof to our warehouse/office. In the case of a warranty claim, Warranty Claim Forms are available on our website.

www.extrememarquees.com.au/warranty.php

FRAME

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

One:

Contact the Extreme Marquees 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.

Two:

In the case of a warranty claim, a Warranty Claim Form must first be completed. Forms are available on our website.

NOTE

Fit protective cover to marquee frame from top to bottom leaving marquee to stand on feet or wheels, as shown in the image to the left.

Do not drag marquee protective covers as this can cause wear and tear and may cause damage to your marquee canopy and walls.

