

# Roof top Tents - Care and Warranty Doc

When Using your Roof top tent - You must always:

1. Ensure you follow correct Opening and closing procedures EVERY time to avoid damage.
2. Ensure that Even apparently Dry Tents are opened again daily to allow condensation and moisture to dry out.
3. Care is taken to secure all latches before travel
4. Power to tents (If required) Is disconnected after packing down.
5. Do Not overload or over pack the tent.
6. Canvas rub on internal mechanisms is normal - Identify where Rubbing occurs and request internal Covering Patches EARLY. It is important to Spot rubbing early so our team can help by adding additional internal wear patches to create an invisible Multiple layer / protection. (These Glue on and are almost invisible when added ).
7. Foam Mattresses will Absorb A LOT of moisture. Dry them out after trips or of trips of a week or more - Dry them when time and weather allows.
8. Warranty on Tents is 12 months - Use this time to nut out any manufacturing anomalies and sort them out early to ensure long term enjoyment of your new tent!

## POINTS IN DETAIL

### Acceptable internal storage inside the tent:

You can travel with Bedding / pillows, blankets etc inside all tents supplied by tough touring when closed. However - In Particular - Storage of metal objects (like an uncovered Ladder) on top of bedding is not recommended. Vehicular vibrations can cause wear on the roof, as well as potential electrical short circuits and extended travel can cause sharp objects to wear and cut into roof lining ...

If when closing the tent, effort is required to "push it shut" its overloaded. Remove some items and try again. Overloading the tent will result in damage to internal components. The interior Light and Fans are the first to go. Pressure internally on these components can contribute to tearing off rivets in the roof lining , as well as pushing upwards on the roof itself which can also lead to small leaks.

## **Moisture Build up while in use:**

Most Tents have Foam Mattresses which are excellent at water absorption causing Condensation problems very quickly... We advise customers with Straight Lifting RTT tents in particular to sleep with at least three windows open to allow breath moisture and heat to dissipate.

In Clamshell tents, the same applies - however Clamshell tents do not have awnings covering side windows which lets moisture/dew in the sides anyway - so at the very least the rear mesh door should be open to allow airflow. Pay Even more attention to Drying times in Clamshells.

## **Fighting Moisture build up when not in use:**

It is wise to open all tents after use and 'air it out as soon as practicable. (every day if possible) and to store them cracked open and away from Sunlight or welding flash. If the Tent is left permanently mounted to your vehicle and parked in the weather your tent still needs to be opened at least weekly to allow airflow to remove any condensation build up. We advise removing the mattress for longer periods of storage. If you live in a cold /wet/damp climate - (Seasonal) with high temperature variations daily (Desert Conditions) temperature variations will create a 'milk bottle' condensation effect daily and moisture will accumulate - condensation and mould will occur fairly quickly. Look at Humidity levels on the T.V Weather forecast... In some areas like the VIC high country Humidity levels will exceed 95%... That's a lot of water in the air ! While the more expensive South African and Australian Canvas manufacturers include excellent Anti Mould treatments in their canvas - Chinese Polyesters tend not to. The Anti Mould treatments buy you time - but do not completely stop mould over any more than a couple of weeks.

## **12 MONTH WARRANTY - WHAT IT COVERS**

- \* Mechanical Failure in first 12 months
- \* Canvas Integrity (12 months) – Does not include canvas seams or Stitching torn through use of excessive force or incorrect set up and pack up procedure.
- \* Leaks or improper Seals in tent
- \* Lights and Electrical failure with the exclusion of Fuses

## **12 Month WARRANTY – WHAT IT DOESN'T COVER**

- CONDENSATION DAMAGE AND MOULD DAMAGE (ENSURE YOU DRY OUT YOUR TENT AFTER EVERY USE and Keep it Open when stored or Open it weekly on vehicles.)
- Any Items Stored inside the tent that may be damaged as a result of Leaks / Condensation
- Travel costs involved in transportation of tents to Base for Repairs or Warranty repairs
- Any Associated expenses incurred as a result of not being able to sleep in the tent. (Meals, Hotels, Accommodation etc)
- Liability for costs incurred in repair or replacement of faulty Tent cannot exceed the purchased price paid for the tent – regardless of the money or Modifications spent on it after purchase.

- Fuses or other consumables
- Wet / Mouldy Mattresses and or bedding or linen – or any other property inside or on the tent damaged as a result of Moisture or mechanical failure.
- Rub marks in canvas. (See above)
- Cracks / or damage caused by incorrect set up and pack down processes.
- Removal and or Re-Installation of Tents that require shipping for repair or replacement.

### **Daily use – what to look out for and when to act: DETAIL TO AVOID PROBLEMS**

- Check that your tent aligns perfectly when closing - Its Ok if it requires a shove to line up. Some tents have adjusting turnbuckles (Videos on how to adjust them on our Youtube page) While STealth Tents require a wiggle left and right to close. Most Clamshells have no adjustments however front hinges can 'bend' causing incorrect alignment - check this if the tent will never close properly.
- Ensure that Over-centre latches can be locked down using just one finger of pressure. If they are too tight - make sure that the tent base is aligning with the tent top and all canvas is tucked away properly. Check that objects inside the tent are evenly distributed. If the latches are still too tight - Loosen them and try again until the right tension is achieved. Continued over loading of latches will damage the tent.
- Air out the tent at every opportunity. Roof Top Tests will last the longest when used daily. **Don't leave ANY RTT closed for any extended period.** If its mounted permanently on your daily drive - open it on weekends and leave it open all day. Your Mattress and the Canvas needs to breathe.
- Canvas stitching and in particular the walls will not repel water 100% If using the tent for the first few times until the canvas threads Expand or 'Season' in extreme rain it's a good idea to artificially 'season' your tent first by leaving it up in bad weather after purchase and hosing it all down until soaked through several times.  
Water expands the fibres and increases its waterproofing dramatically after being wet a couple of times. It is wise to remove the mattress before undergoing the seasoning process.
- If you get the tent soaking wet in bad weather, water moving down the inside of the walls will pool in the channels (Or the Mattress) in the base of all tents - at the next dry opportunity - fold the mattress in half, secure using a strap and put the mattress outside to dry. Towel up any internal moisture and allow the tent and mattress to fully dry out in sunlight before closing it up again. Remember Condensation is going to occur. Air out, Dry out, repeat.
- If you break a string - (Bundutop) The best replacement string is a 3mm Polyester coated spectra - Avail- able at any marine store. A good alternative is a low stretch or pre-stretched polyester rope (3mm). Lawn mover starter cord is an ideal back up and is available at most hardware stores around Australia. In a Gas strut operated tent - Ensure the surface of the Hydraulic rams do not get contaminated with rust - they can jam open and then bend and break. Carry a 14mm Ring spanner so that in the event of a Gas strut failure you can remove it and still

be able to pack down your tent.

- Leaving Power connected permanently to your tent (All brands) is a bad Idea: Lights and or fans can be switched on by objects in the tent (and you will be unawares) and will burn out while also drawing important power from your batteries. In the event of electrical malfunction - there is also risk of electrical short circuit. Tents using electrical power should always be fused to protect the user against short circuit and potential fire.

### **Repairs During your warranty Period (12 Months) :**

Tough Touring acts as a 'Dealer' of many tents and accessories and can assist you with Handling International Manufacturers (weilding our buying power somewhat) - Our workshop has a long term relationship with the major tent and awning suppliers we support from Africa and Australian Manufacturers.

Repairs that can be carried out here rely on staff availability and will usually require a booking to inspect and arrange repair.

Canvas carried out here are onlyable to be done via a patch / Glue. Trade Professional Canvas repairers are in short supply in australia - we don't have any in our region - See above detail - Torn canvas around zippers, as well as long term canvas rub throughs are not covered by warranty and will likely need repair by a local canvas worker / saddlery at your own expense.

If your required to carry out your own Rudimentary electrical , canvas or panel beating repairs during travel - Be aware that your repairs can make it much harder for our team to diagnose and properly repair the issue when you get back. Be Honest about the fault and don't hesitate to contact us Via SMS or email during work hours should you need advise or connection to help.

***Tough Touring***

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