



TENTSILE

Duo

OWNERS MANUAL

It is important that all users read and understand the materials in this manual before any installation and use of the product.

**NO MORE THAN 3 MONTHS CONTINUOUS USE AT ANY ONE TIME
DO NOT LEAVE OUTSIDE UNATTENDED FOR MORE THAN A WEEK.**



edenprojects.org
PLANT TREES | SAVE LIVES



WeForest
Making Earth Cooler

20 Trees
Planted

WARNING

TENTSILE IS NOT A TOY

RISK OF SERIOUS INJURY

A VISUAL AND TACTILE INSPECTION OF YOUR TENTSILE'S FLOOR, STRAPS AND RATCHETS SHOULD BE MADE BEFORE EACH USE.

FOR SAFETY REASONS, STRAPS AND RATCHETS SHOULD BE REPLACED EVERY 2 YEARS.

NO MORE THAN 3 MONTHS CONTINUOUS USE AT ANY ONE TIME
DO NOT LEAVE OUTSIDE UNATTENDED FOR MORE THAN A WEEK.

THE HAMMOCK IS RATED FOR 2,500 (FABRIC)/1500 (MESH) HOURS OF UV EXPOSURE.

CHECK THE HEALTH AND STRENGTH OF THE TREES
CHOSEN TO BE ANCHOR POINTS BEFORE USE.

Recommended set up height 1.2m / 4 feet

MAX LOAD 400kg / 880lbs.

DO NOT EXCEED MAXIMUM WEIGHT LOAD CAPACITY.

CONGRATULATIONS

YOU ARE NOW THE PROUD OWNER OF A

Tentsile Duo

IT IS IMPORTANT THAT ALL USERS READ AND UNDERSTAND THE MATERIALS
IN THIS MANUAL BEFORE ANY INSTALLATION AND USE OF THE PRODUCT.

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Introduction

The Duo provides a unique opportunity for you and your friends to experience the great outdoors with a whole new level of freedom and comfort.

Tentsile invented Tree Tents as treehouses you can take anywhere; combining the versatility of a hammock with the comfort and security of a tent.

The Duo comprises of a double hammock, suspended in tension above the ground for 2 people.

The unique design creates a comfortable base camp, irrespective of ground conditions, as well as providing increased protection from, snakes and other predators – if you venture somewhere more exotic.

This product was created because Tentsile loves trees and believes that if we're all hanging out in trees, they can't cut them down!

20 trees are planted for every Tentsile Tree Tent sold.

PLAY, CAMP, EXPLORE...

Terms of Use

Tentsile Tree Tent should be set up only as outlined in this manual.

NEVER jump into, onto or use it as a trampoline or swing. It is not intended to be used for rock climbing, cliff faces, overhangs or above or next to large drops.

DO NOT attempt to use this product for anything other than its intended purpose, and always observe height and weight limits.

DO NOT use walls, fences, street furniture, roof racks, movable platforms, posts or trees less than 25cm/10inches in diameter as anchor points, as they may not be strong enough.

DO NOT use tensioning components other than those supplied with this product.

DO NOT set up higher than 1.2metres / 4 feet from the ground or above hard, sharp or pointy objects.

Tactile and visual checks should be made to ALL tent components and ALL anchor points before each use.

Replace any damaged elements if any are found.

Keep away from fire and sharp objects.

DO NOT use after the consumption of any intoxicating substances.

Children must be supervised by an adult at all times.

DO NOT attach to trees or branches that show signs of structural weakness.

DO NOT adjust/open ratchets whilst tent is occupied.

DO NOT use during lightning storms or high winds.

DO NOT use in areas of unstable ground.

Tentsile Tree Tents do not offer protection from all animals.

Specifications

Size:

2.56 x 4 x 4m / 8.4 x 13.5 x 13.5ft

Floor area:

5sqm / 52sqf

Bag Size:

56 x 25 x 25cm / 22 x 10 x 10"

Ratchet & straps:

3 x 25mm straps - 1.5 tonne minimum breaking strength.
1 x 25mm Ratchet.

Floor:

400D polyester-nylon composite, reinforced with 15 metres of 25mm webbing

Tent weight:

7kg / 15.4lbs

Maximum capacity:

2 adults.

Maximum height:

1.2m / 4ft

DO NOT EXCEED MAXIMUM LOAD 400kg / 880lbs

Warnings & Disclaimers

Installation and use of the Tentsile Tree Tent may involve heights, can be dangerous and may lead to injury and/or death.

The installation must never be executed by minors, and extreme care and caution must be taken when executed by adults.

Do not use any other components, parts, tools or materials other than those included in the Tentsile Tree Tent package, recommended in this manual or in other Tentsile literature.

A hanging and/or suspension system is only as strong as its weakest link and all instructions and guidelines must be followed.

The Tentsile Tree Tent must only be used in the manner described in this manual. When assembled and installed, the Tentsile Tree Tent places significant force on the anchor points;

great care must be exercised when using it to decrease the risk of injury and/or death.

Overloading the Tentsile Tree Tent with more than 400kg (880lbs) increases the forces and may cause anchor, Tree Tent and/or any parts to fail, resulting in injury and/or death.

The manufacturer and resellers of the Tentsile Tree Tent explicitly disclaim any and all responsibility and liability for any death, paralysis, injury, and/or damage to any person or property that may occur that arises out of or is in any way related to the use of this product.

Using any equipment that is suspended above ground can be a dangerous activity that may result in serious injury and/or death even when used properly. Use at your own risk and always use common sense.

Positioning the Duo

Tentsile Tree Tents need 3 secure and strong anchor points to suspend from. The distances are marked below. Once the location is found, lay out the T-Mini on the ground with the corners facing your selected trees. Protective tree wraps are provided should you wish to use them.



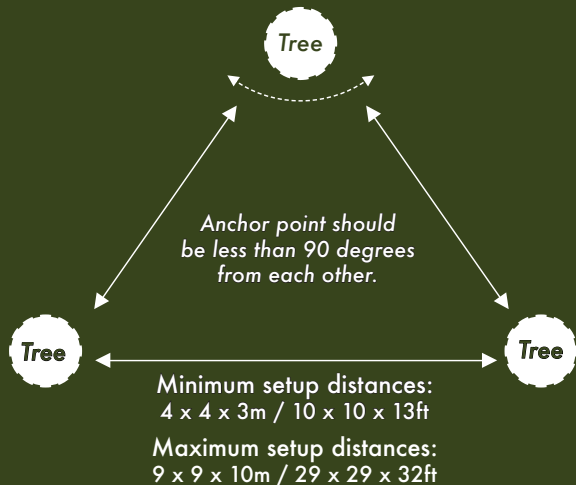
Duo Floor



x3 Ratchets

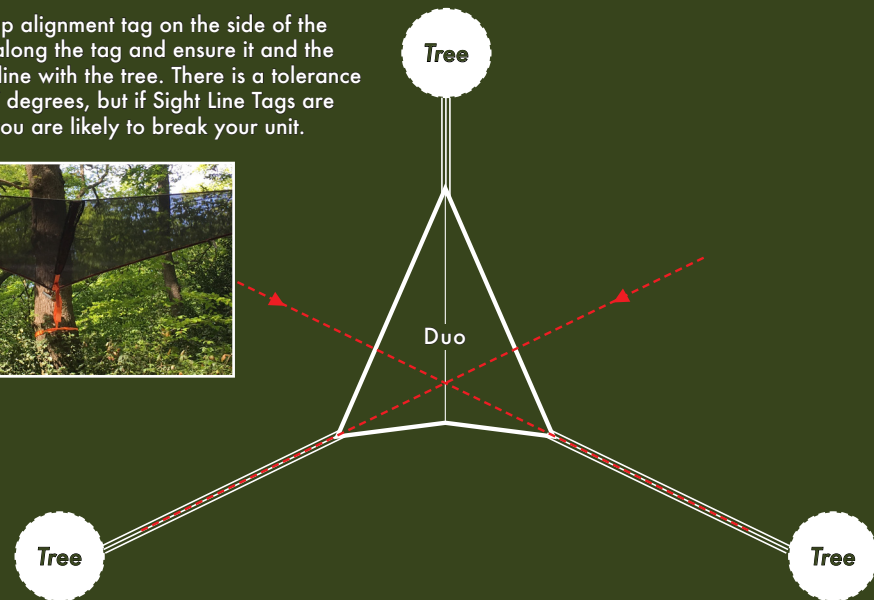


x3 Straps



Strap Alignment Tag

Use the strap alignment tag on the side of the Duo. Look along the tag and ensure it and the strap are in line with the tree. There is a tolerance of up to 5-7 degrees, but if Sight Line Tags are ignored - you are likely to break your unit.



Tree Straps

With a location found, start by wrapping the tree straps around your selected trees.



1, Wrap a tree protector wrap around each of your chosen trees.



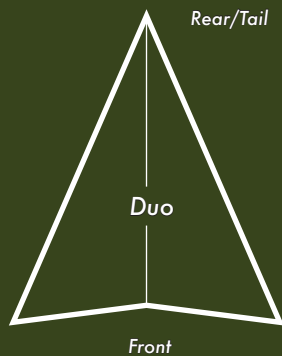
2, Secure the protector in place with the velcro fastening



3, Wrap a strap around each protector, feeding the tail through the loop and pull tight.

Lay Out The Duo

Take the Duo and lay it out on the ground in the desired location between your selected trees. Ensure it is the correct way up with the elastic crossed straps facing up.

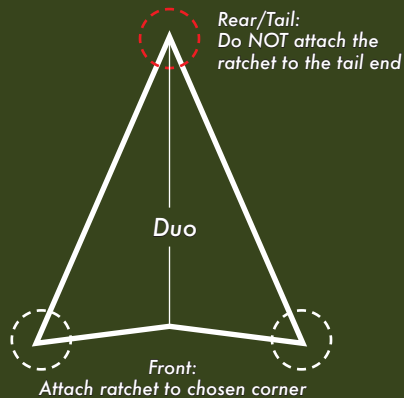


4, Lay the Duo on the ground inbetween your selected trees with the straps.

Attaching The Ratchet

The selected front corner for the ratchet strap can now be attached. This strap will control the amount of tension.

You will need to loosen and readjust the lengths of each strap until the tent is aligned for equal tension.



5, Begin by ensuring the strap is not twisted.



6, Feed the loop end through the D-ring to half way.



7, Now feed the ratchet through the loop of the strap.



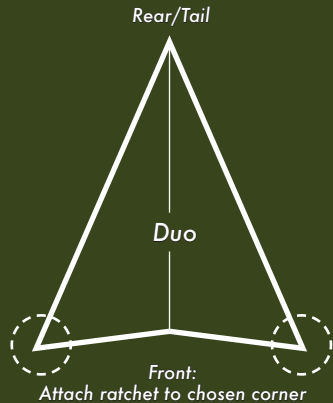
8, Pull it tight securing it to the D-ring.



9, Pull it towards the strap attached to the tree that will attach to the ratchet.

Fitting Strap To The Ratchet

With the ratchet strap attached to the D-ring, it can now be connected to the tree strap length. Once attached, check the overall position of the Duo and that it is correctly aligned.



10, Ensuring there's enough length, bring the ratchet strap and tree strap together.



11, Feed the tree strap end through the slot in ratchet.



12, Feed it in and pull it through making sure it does not twist.



13, Take up the slack and pull towards the tree strap now to create tension.



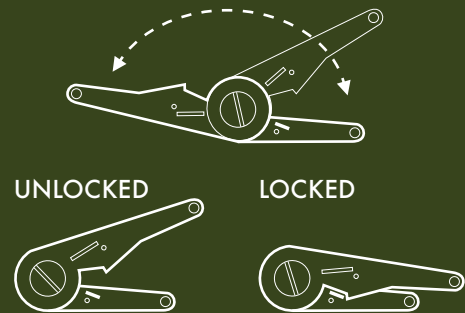
14, Give a strong pull before cranking the ratchet.

Tightening The Ratchet

Cranking the ratchet will give the tension needed and allows for easy adjustment. Ensure the ratchet is correctly in the locked position before Duo.

Attention - Ratchet Locking

Crank the ratchet handle back & forth 7-9 times to increase tension to straps.



15, Release ratchet lock by pinching the inner latch



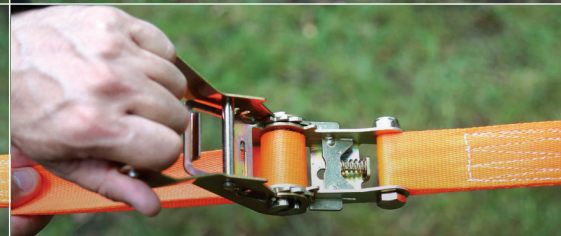
16, This will release the handle and allow it to be cranked.



17, Pull the handle back and begin cranking it back and forth.

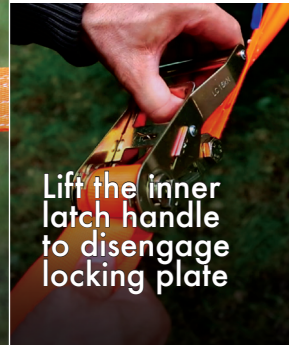


18, Do this until the handle has strong resistance.

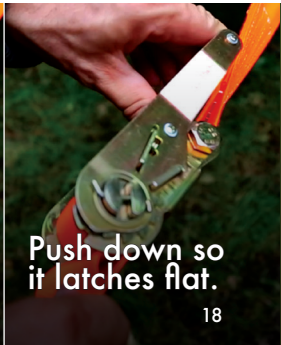


19, Once achieved, move the handle to the closed position and lock.

LOCKING RATCHET



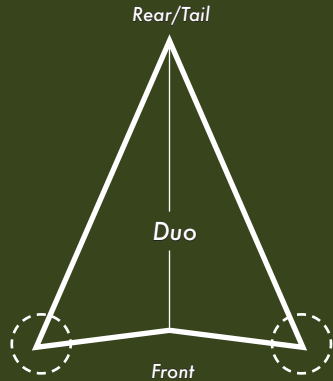
Lift the inner latch handle to disengage locking plate



Push down so it latches flat.

Fitting Strap To The Ratchet

With the ratchet strap attached to the D-ring, it can now be connected to the tree strap length. Once attached, check the overall position of the Duo and that it is correctly aligned.



10, Roll up the loose strap ends, pushing a length of slack through the centre of the roll and over the top to secure.

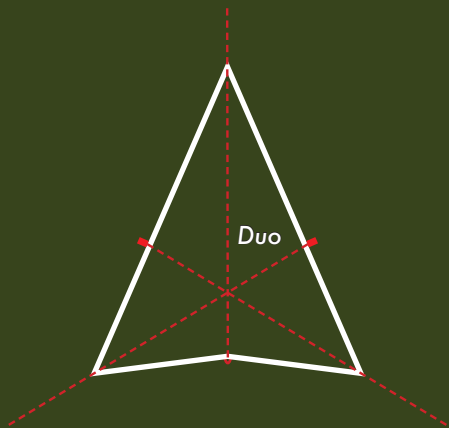


12, This will look tidier and help to keep the strap from getting dirty, frayed or tattered.

Aligning the Duo

With the Duo now raised you must ensure it is correctly aligned with the anchor points.

The strap, tent corner, and sight-line tags should all align.



20, With the ratchets now under tension, simple ensure the tree straps are aligned with the trees and Duo.

Now double check all the ratchets are locked before using. Enjoy.



Floor Strap Calibration

Tentsile Trees Tents come pre-calibrated, but stretch over time, so you will need to tighten the underfloor strap, using the buckle every so often. Here is how.

When the Duo is up, the centre (underfloor) strap should provide a clear delineation between both hammock berths. To increase this tension (and therefore separation between the two hammocks) just tighten or loosen the adjuster buckle strap on the underside.

This re-tensioning will need to take place every so often as the materials stretch into full size over time.

If you are using the Duo alone, you can slack off this strap completely and have the whole floor as a large single hammock berth to yourself.



How to use the Ratchet

1) Take tail end of the long strap around your trees and thread through the loop and away from tree, towards your Tentsile Tree Tent.

2) Thread loop of the ratchet through the D-Ring at each corner of your Tentsile Tree Tent and take the buckle through the loop.

3) Take long strap tail and thread it through the ratchet buckle spindle, pulling through all excess orange strap. Crank ratchet until the orange strap has gone around the spindle at least 1.5 full revolutions to underlock it. This will prevent any slippage before moving to the next corner.

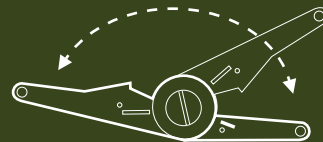
4) Repeat step 3 at each corner, trying as much as possible to keep the corners pointing towards their respective anchor points.

5) Revisit all corners and adjust as necessary. Use line of sight down each strap to centralise your Tentsile Tree Tent between your chosen anchor points. You have about a 7° degree margin of tolerance in each direction.

6) Tighten ratchets as much as you can. **ENSURE RATCHETS ARE IN LOCKED POSITION BEFORE ENTERING THE TENTSILE TREE TENT.**

7) Roll and tidy up strap ends to avoid any possible trip hazards.

Crank the ratchet handle back & forth 7-9 times to increase tension to straps.



UNLOCKED



LOCKED



Policies

Maintenance

Visual and Tactile inspection of all components for structural damage before every use and dry out Tentsile Tree Tent thoroughly before packing away. Tentsile Tree Tent should be stored safely in a dry environment.

Returns

If a customer wishes to return a Tentsile product within 30 days, they need to pack the unit clean and dry, with all components included. Retailer can choose to resell this item or send it back to Tentsile for a credit note.

A restocking fee will be applied (charged to customer) if the tent is wet, dirty or missing parts. Return shipping will be at customer's expense.

Weather

The Tentsile Tree Tent is not intended to be used in severe weather. If there is weather that creates dangerous conditions, such as storms, heavy rain, high winds, and/or lightning, do not use or remain in the Tentsile Tree Tent in or during those conditions. It is recommended that the Tentsile Tree Tent is taken down and stored to avoid remaining inside and being subject to such conditions. Leaving the Tentsile Tree Tent out and installed in bad weather can lead to potential destruction and/or damage to it (not covered by warranty). If the Tentsile Tree Tent is subject to such conditions, it and its anchor/hanging system should be inspected in detail prior to any future use. Be sure to thoroughly dry the Tentsile Tree Tent before storing.

Customer Service Charter

Quality first – We will manufacture, sell and distribute the best possible quality Tentsile Tree Tents in the World.

Customer focus – We will provide prompt, courteous and efficient service, with honesty and integrity and expert, clear, and timely information to customers and colleagues.

Tentsile Promise - We will strive for a 'get it right first time, every time' in all our dealings in manufacturing, distribution, sales, and service.

This policy does not cover damage incurred by environmental conditions, weather conditions, or apocalyptic events.

Contact us

info@tentsile.com

**use as intended and outlined herein and no more than 3 months continuous use.*

The small print

The Tentsile Tree Tent is designed for play, relaxation, and camping/sleeping. Never jump into, onto or use it as a trampoline or swing. It is not intended to be used for rock climbing, cliff faces, overhangs or above or next to large drops. Do not attach or secure the Tentsile Tree Tent to a movable platform or anchor; it is not intended to be used for such recreation or activities. Do not attempt to use this product for anything other than its intended purpose, and always observe height and weight limits.

Warranties

Manufacturing Warranty

Tentsile will accept and replace any product with a manufacturing warranty straight out of the box. These units should be marked as defective and repairs@tentsile.com should be contacted, so that we can pick up these items and replace them.

Claims of Defects under 1 Year Warranty

Any damage, breakage or defect found after customer use needs to be assessed on a case-by-case basis. Tentsile will accept any fault considered to be manufacturer's defect if the product is used within Terms of Use, as set out in Owner's Manual. Tentsile will not accept any damage, breakage or defect caused by customer outside these Terms of Use. This would include setting up product

outside guided Owner's Manual instructions, recklessness, carelessness, misuse product or misunderstanding of product set up instructions provided.

Photos of damage should be sent to repairs@tentsile.com for assessment. Our team will assess if the damage is covered by warranty, of customer error.

In cases of warranty, Tentsile will ask to be put directly in touch with customer and we will pick up the unit and replace it directly with them.

In cases of customer damage, the retailer can pass customer directly over to talk to our team. Tentsile will then organise for customers to send their unit in for repair.

Please note:

All Tentsile products are fabric structures which will degrade over time due to wear and tear. This includes environmental conditions such as user care, storage conditions, packing conditions and UV exposure.

Tentsile products comes with care instructions including; not to be left unattended for more than 1 week. Do not leave set up for more than 3 months at a time (product needs to be taken down and inspected every 3 months for damage and wear and tear to components), Products have differing levels of UV protection. Duo; Fabric – 2,500UV hours, Mesh - 1500UV hours. Tentsile will not be held liable for environmental damage caused by high winds, falling branches, damage made by animals or any other environmental factors.



TENTSILE

www.tentsile.com

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