



TENTSILE

Universe Tree Tent

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.



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.

AVOID EXTENDED* EXPOSURE OUTDOORS BY PACKING AWAY YOUR
TENTSILE UNIVERSE AFTER USE.

CHECK THE HEALTH AND STRENGTH OF THE TREES CHOSEN TO BE ANCHOR POINTS AS WELL AS THE
GROUND CONDITIONS THEY ARE ROOTED IN.

Recommended set up height 1.2m / 4 feet

MAX LOAD 400kg / 880lbs.

DO NOT EXCEED MAXIMUM WEIGHT LOAD CAPACITY.

*For guidance purposes only, we do not recommend leaving the Tensile Universe unattended for more than a week.

CONGRATULATIONS

YOU ARE NOW THE PROUD OWNER OF A

Tentsile Universe

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 Tentsile Universe is the World's first three element sleeping-shelter able to be set-up on the Ground, in the Air and on the Water!

This all terrain family sized tent converts from a ground based standard tent with 3 huge porches and built in floor padding and insulation, to a Tree Tent with a rigid, walk-able floor, plenty of interior living space, plus additional storage space underneath at ground level, making it the first stand up multistory camping solution available, to an incredible Huckleberry Finn style water day-raft / pontoon for you and your friends to enjoy moored out on the lake or river!



TENTSILE

PLAY. CAMP. EXPLORE.

Terms of Use

Tentsile Tree Tents should be set up only as outlined in this manual. Weight Limit is 880lbs (400kg).

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.

Ensure the floor is inflated to a minimum of 12psi before use, or it may not work properly and could damage components. The floor has a maximum capacity of 16psi. Do not go over the maximum PSI as it could damage the floor.

DO NOT use if the floor is punctured or damaged. Any puncture will prevent floor from being able to be inflated and prevent tent from being able to be used. Be careful not to do anything to puncture or otherwise damage floor.

DO NOT drag the floor along the ground or any rough surface as it could puncture and/or damage the base.

DO NOT set up the tent on or above sharp objects or items that could at all puncture inflatable base.

DO NOT use sharp or hot objects in tent as contact with floor could puncture it or otherwise cause damage.

DO NOT use floor inflated on the ground where or above objects that could puncture or damage the base.

DO NOT sleep in the Tentsile Universe when it is on water.

DO NOT use the insect mesh layer when the tent is in use on water as it can result in the users to be trapped in the Tentsile Universe.

NEVER USE PETROLEUM BASED PRODUCTS OR SOLVENTS FOR CLEANING as it can damage the floor and/or tent.

DO NOT use any flame of any kind in tent as it could damage all parts of tent, in particular inflatable base.

Clean after use with water, rinse then dry.

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.

Tactile and visual checks should be made to ALL tent components and ALL anchor points before each use. Do not use the Tentsile Universe if any parts are damaged and/or are not working. Instead, replace any damaged elements if any are found.

DO NOT set up or 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, or in 1in / 2cm of snow or more.

DO NOT use in areas of unstable ground.

Tentsile Tree Tents do not offer protection from animals.

Tentsile Tree Tents are meant to be temporary shelters and activity bases and are not meant to be left up as permanent structures. Extended exposure to sunlight and weather can degrade parts and components, resulting in product failure and voids the warranty.

Specifications

Size:

4.1x4.1x4.1m / 14x14x14ft

Floor area:

8.5sqm / 100sqf

Dry porch area at ground level:

15sqm / 165sqf

Entry Points:

x4

Bag Size:

110 x 40 x 40cm / 44 x 15 x 15"

Interior Height:

170cm / 5.6ft

Tent weight:

45kg / 99.2lbs

Poles:

x1 pole hub and centre piece (3 short
and 3 long poles).

x6 11mm diameter
anodised aluminium alloy

Ratchet & straps:

x3 straps and heavy duty ratchets. 2.5
ton minimum breaking strength

Roof:

Insect mesh insert from Grade 3 no-see-
um mesh, YKK zips and PU coated under
wraps

Rainfly:

70D PU coated waterproof polyester,
3000HH

Floor:

Inflatable Floor, complete with pole
sockets and central hatch

Maximum capacity:

5 adults on Ground
3 Adult in Air
3 Adult on Water

Minimum floor pressure:

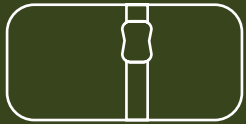
12 PSI / 0.8 bar

Maximum floor pressure:

15 PSI / 1 bar

DO NOT EXCEED MAXIMUM LOAD 400kg / 880lbs

Included in the Bag



Universe Inflatable
Floor



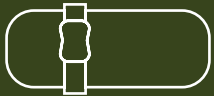
x6 Support Poles



Universe Rainfly



x1 Pole Hub
with Poles



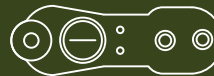
Universe Insect Mesh



x3 Corner Pole
Sockets



x3 Ratchets



Electric Car Pump



x3 Straps



Hand Pump



Anchor and Tether



x9 Screw Pegs and
Bungees



Puncture Repair
Kit

Warnings & Disclaimers

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

Extreme caution should be exercised while using your Tentsile Universe.

ALWAYS use proper supervision if your Tentsile Universe is in use by children. **NEVER** allow a child to use the Tentsile Universe alone.

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 Universe package, recommended in this manual or in other Tentsile literature.

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.

The manufacturer and resellers of the Tentsile Universe 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.

WATER MODE:

Improper use on the water can lead to injury and/or drowning. Users should always have PFDs available for all users and abide by rules, warnings, and common sense.

The insect mesh layer should not be used when the Tentsile Universe is used on the water as it can result in users being trapped in the Tent and increase danger of injury and/or drowning.

Do not zip close rainfly doorways when the Tentsile Universe is used on the water as it can result in users being trapped in the tent and increase danger of injury and/or drowning.

The Tentsile Universe should be anchored safely and securely when on the water to prevent floating away and potential damage to product or danger to users.

DO NOT use your Tentsile Universe during storms, or when lightning is present. If an unexpected storm arises while using your Tentsile Universe, discontinue use and seek shelter on shore immediately.

DO NOT dive off head first, attempt backflips, or forward rolls, while jumping off of your Tentsile Universe. Serious risk of severe bodily harm, even death, may result. When jumping off, always enter the water feet first.

Tentsile Universe is not designed to be towed behind a boat or personal watercraft.

Never swim or play under the Tentsile Universe.

DO NOT TOW your Tentsile Universe behind any boat or personal watercraft. The Tentsile Universe is not meant to be towed or pulled, doing so can damage the product, cause danger to users, and void warranty.

Maintain a safe distance between your Tentsile Universe and any floating objects, including, but not limited to, docks, platforms, boats, or piers. If you do tie the Tentsile Universe to solid objects, such as a non-floating dock, make sure to prevent and avoid contact that may rub or otherwise damage you Tentsile Universe.

Do not use in public pools or other crowded areas of water. If using the Tentsile Universe in a pool be careful of the sides of the pool for injury and risk and potential damage to tent. Rough surface of pool sides and surrounding areas could damage the floor or other parts of the tent.

Position your Tentsile Universe a safe distance from any objects, including but not limited to boats, piers, docks, rocks, etc. Do NOT place your Tentsile Universe in locations frequented by boats. Damage by contact or impact to the Tentsile Universe, including, but not limited to the base, can damage the product, endanger users, and voids warranty.

When not in use, secure your Tentsile Universe to prevent use by unauthorized or unsupervised children and minors.

Common sense should prevail when playing on your Tentsile Universe.

Do not use the Tentsile Universe as a springboard or to jump onto or from other objects.

When using the Tentsile Universe on the water rainfly corners can be secured by threading ends of rainfly through D-Ring and then back up to itself via sewn up loops.

It is normal for the air pressure within the tube to fluctuate depending on air and water temperatures. It may be necessary to increase or decrease the air pressure in your product accordingly. To avoid damage on extremely hot days it may be necessary to

check and release the air pressure from your product throughout the day. A fully inflated product on warm land will lose some of its pressure when placed in cold water.

LAND MODE:

When using the Tentsile Universe on the ground, place a ground cover under the inflatable base. This will decrease likelihood of puncture or other damage to base. A punctured floor is not available under your warranty.

DO NOT use sharp or hot objects in tent as contact with floor could puncture it.

DO NOT use floor inflated on the ground where or above objects that could puncture base.

AIR MODE:

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

The Tentsile Universe must only be used in the manner described in this manual. When assembled and installed, the Tentsile Universe 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 Universe with more than 880lbs (400kg) increases the forces and may cause anchor, tent and/or any parts to fail, resulting in injury and/or death.

Ground Set-up Instructions

1. Check the area where you are going to be setting up your Tentsile Universe making sure there are no sharp objects. Unwrap the inflatable floor ensuring it is the right way up (valve facing upwards). Now find either the electric car pump or hand pump and locate the valve.



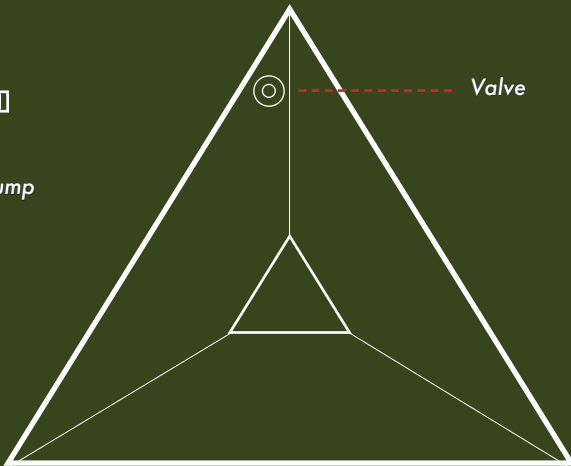
Inflating the floor

The floor requires you to inflate it using the supplied electric car pump or hand pump. Making sure the pump connector is securely inserted into the valve, inflate to 15 psi. Remove pump connector and secure valve cover to maintain inflation.

Hand pump



Electric car pump



2. Remove the valve cover on the floor to insert the pump connector.



5. Whilst pumping, ensure the floor is inflating evenly and has no obstructions.



3. Insert pump connector and twist to secure into the valve.



4. Begin pumping up the floor. If using the hand pump, use the foot supports to stabilise the pump.



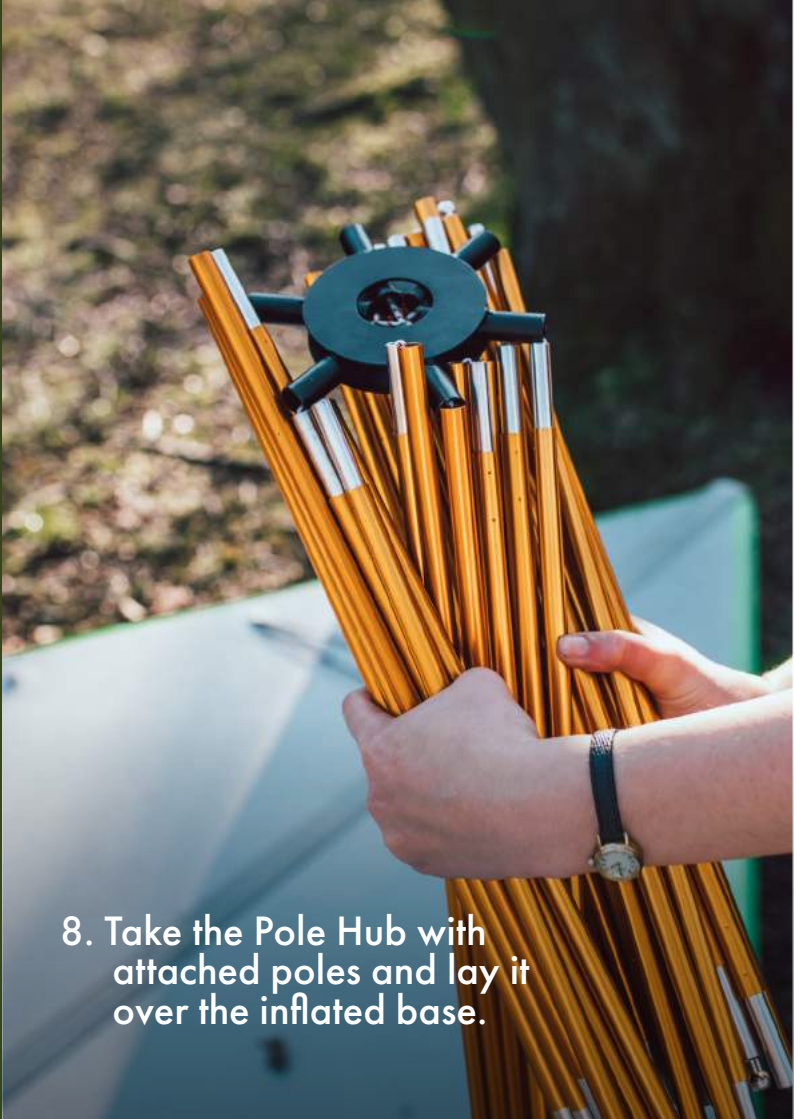
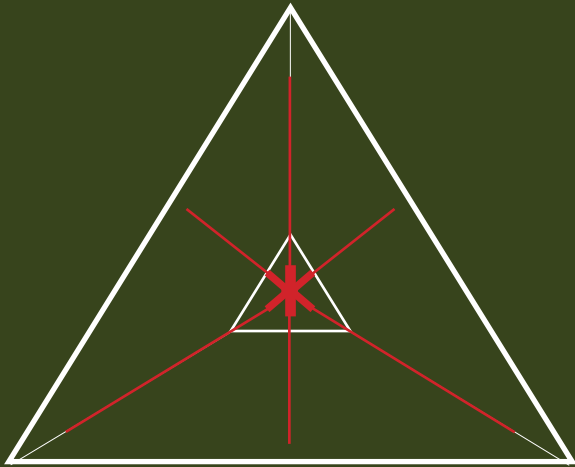
6. Inflate the floor to 15 psi



7. Once the psi is reached, remove the connector and secure the valve cover.

Main Pole Hub

The Pole Hub has 6 pole sections attached, 3 long, 3 short. Unfold, connect together and lay over the floor. The long sections should be pointing towards the corners and the 3 short towards the flat sides.



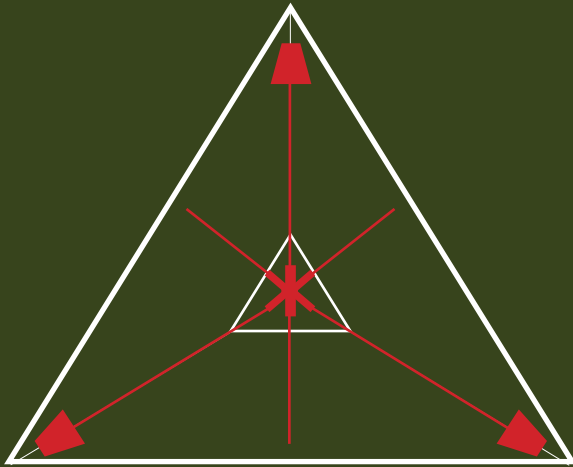
8. Take the Pole Hub with attached poles and lay it over the inflated base.



9. It has 3 long sections and 3 shorter sections. The long sections should point towards each corner, the short sections to the sides

Raising Long Poles

At each corner is a 3-way pole socket. These 3 units hold all the floor poles for the Tentsile Universe. Insert the long section pole ends into the centre socket at each corner. This will cause the poles to rise and form the initial structure of the Tentsile Universe.



10. Find the 3-way pole sockets attached to the floor in each corner.



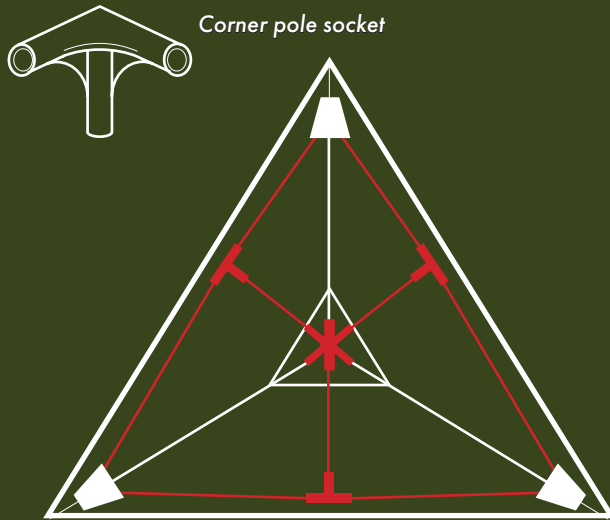
11. Insert the long sections into the centre socket of each unit.



12. By inserting each long section into the 3-way hub, it will allow the poles to rise, creating the tents' structure.

Corner Pole Sockets

Take the remaining 6 poles and 3 corner pole sockets. These sockets fit onto the end of the 3 raised short poles. This allows the remaining 6 poles to connect to the floor 3-way sockets up to the top 3 corner pole sockets.



13. Locate the 6 remaining poles and the 3 corner pole sockets.



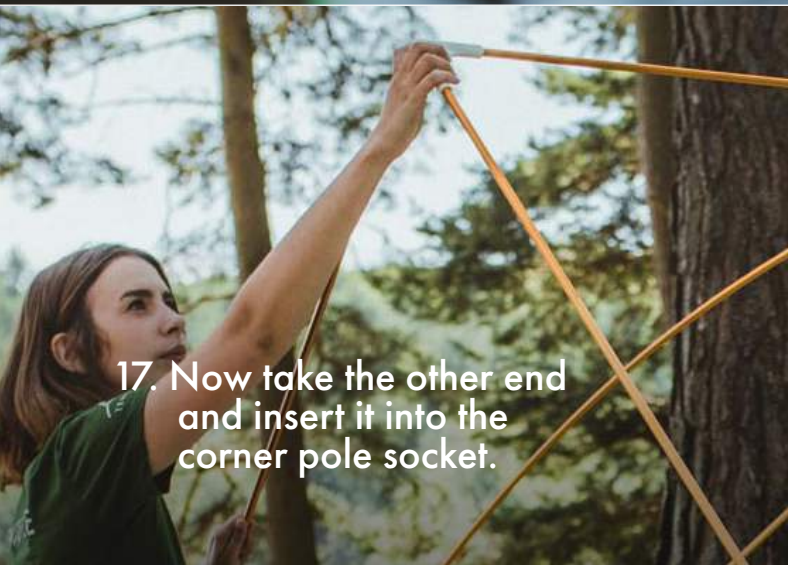
16. Take one of the 6 poles and insert one end into the 3-way socket.



14. Take the 3 corner pole sockets to each of the short pole section ends.



15. Push all the way on to the end of the pole with the open socket ends pointing down.



17. Now take the other end and insert it into the corner pole socket.



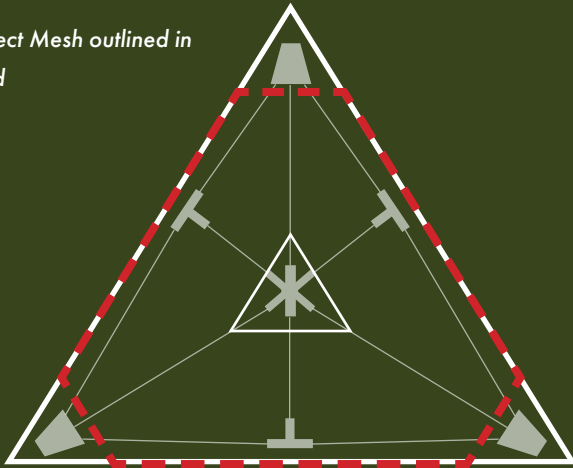
18. Repeat for each corner with the remaining poles. This will complete the pole structure of the tent.

Insect Mesh

The insect mesh is fitted underneath the pole structure. The floor section of the mesh is fastened underneath the floor and connected through the central hatch.

There are a series of under floor connectors to fasten to ensure a good floor coverage.

Insect Mesh outlined in Red



19. Take the inner mesh, unbuckle it and roll it out.



22. Wrap the end with the clips around and under the base.



20. Take a corner of the insect mesh ensuring the C-clips of the mesh are facing upwards.



21. Take the insect mesh corner and wrap inside of the 3-way pole socket hub.



23. Clip together underneath and move to next corner.

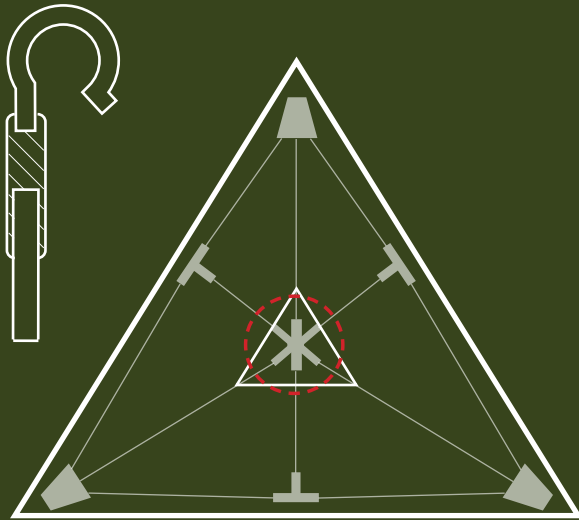


24. Do this with each corner ensuring the insect mesh is not twisted or snagged.

Securing Inner Mesh

The insect mesh has a central tie that attaches to the pole hub. Simply tie a knot around the hub in a bow.

Along the insect mesh are a series of C-clips which can now be attached to the poles. This secures the insect mesh further.



25. Find the insect mesh central tie.



28. Double check all pole sockets and clips are secure.



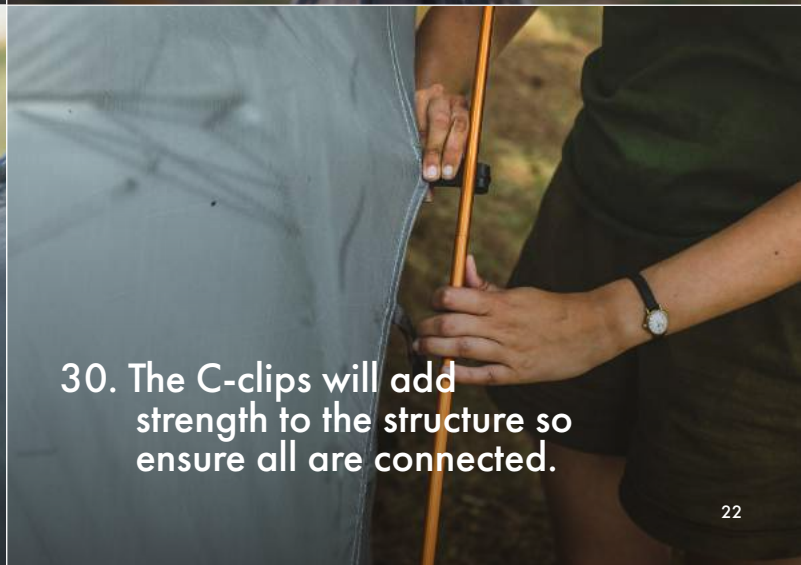
26. Pull this up to the central pole hub.



27. Tie this around hub in an easy to remove bow.



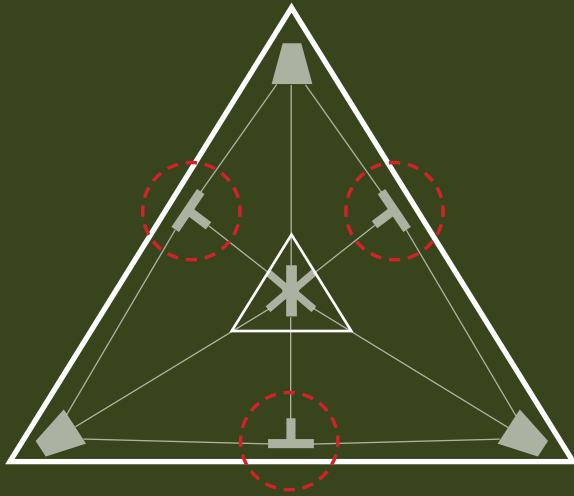
29. Now attach all the C-clips on the insect mesh to the corresponding poles.



30. The C-clips will add strength to the structure so ensure all are connected.

Tying The Top Corners

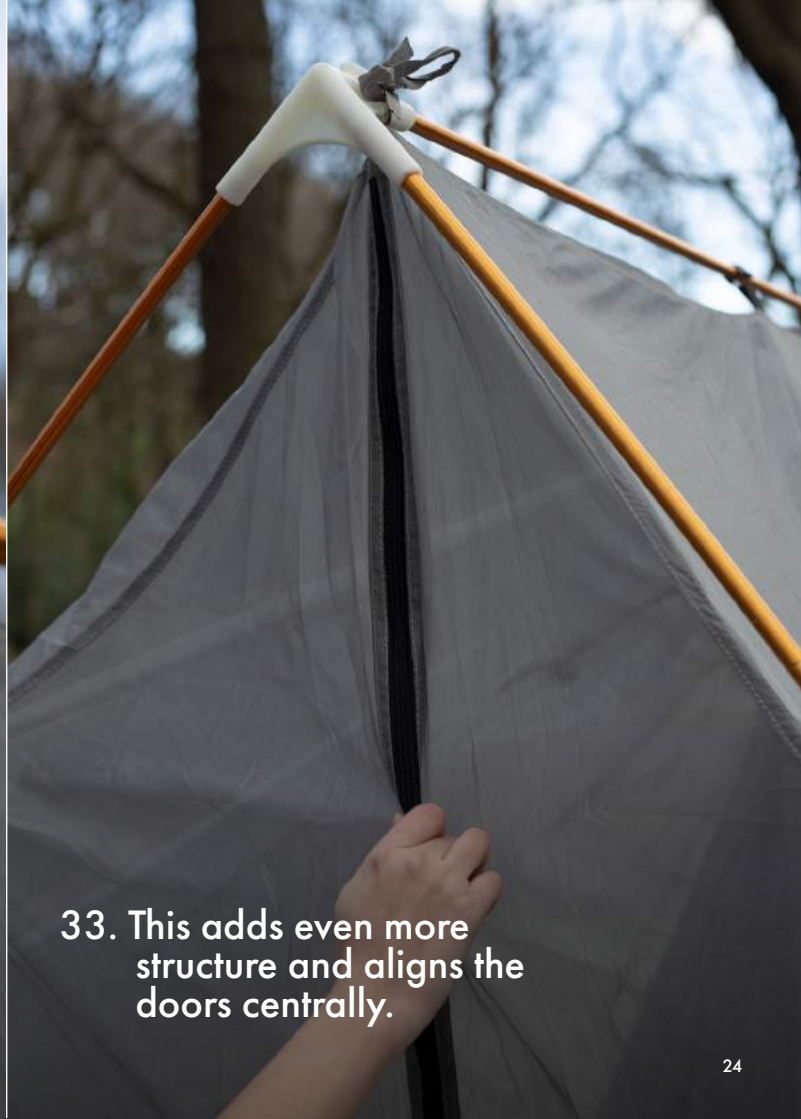
To finalise securing the insect mesh to the poles, the pole corners need to have the mesh ties tied around them. These are located above each door and should be done in a simple bow for easy removal.



31. At each top corner are extra ties on the mesh.



32. Thread the ties through the loop in the pole corners and tie in an easy to remove bow.

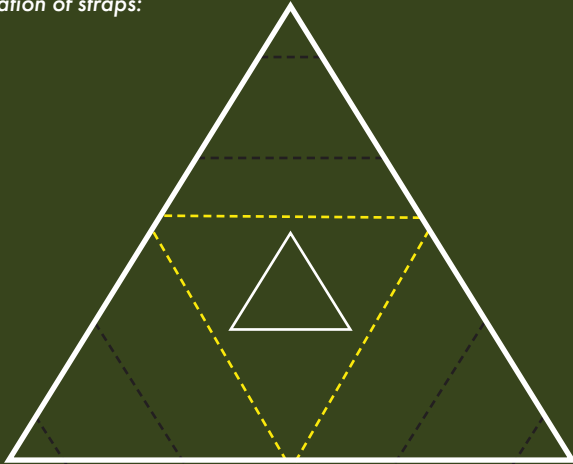


33. This adds even more structure and aligns the doors centrally.

Mesh Under-Clips

Attaching the insect mesh underneath the ensure the inner mesh is fully sealed. Start by passing all the centre straps underneath to the centre hatch. These can then be attached to each other using the **yellow straps**. Finally, there are 3 further straps underneath each corner in-between the centre and the end corner piece.

Location of straps:



34. Lift floor and make sure all straps are underneath.



37. Check all three straps are clipped and sitting soundly under the tent.



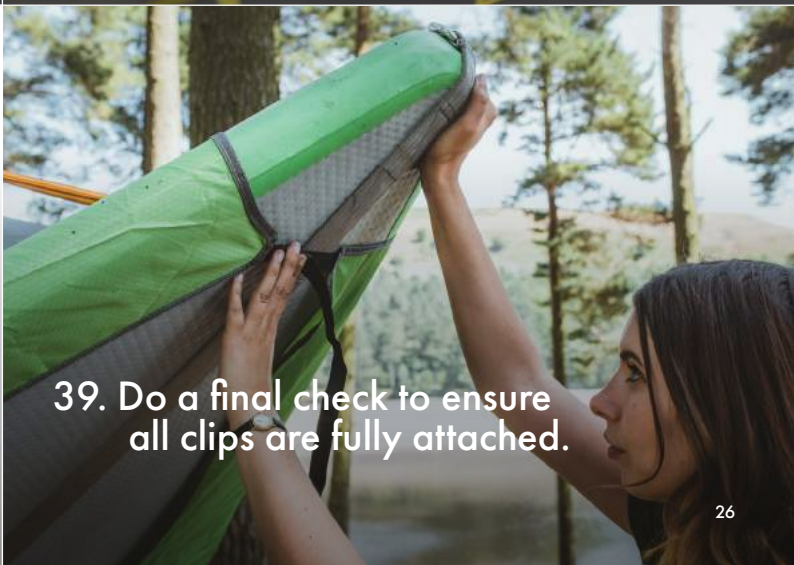
35. Connect the yellow straps forming a triangle as shown in point 37.



36. Pull the tail end of the straps to add tension.



38. Clip the 3 final straps together.

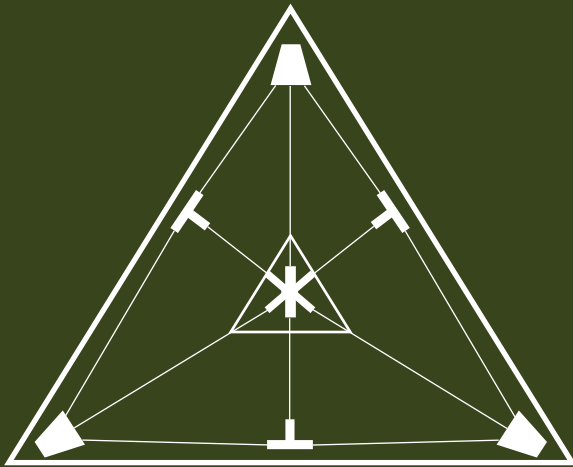


39. Do a final check to ensure all clips are fully attached.

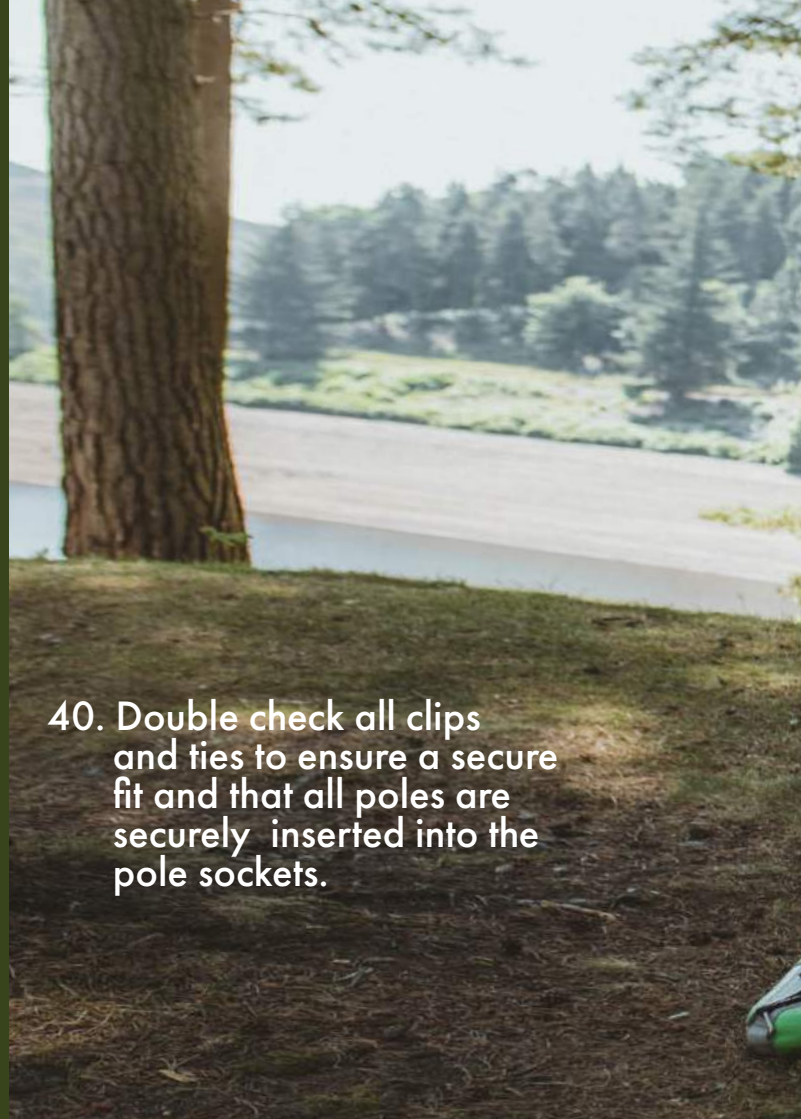
Mesh Complete

The floor and mesh section is now complete for the Tentsile Universe. Double check the pole fixings and C-clips are all correctly installed before moving on to the Rainfly.

This setup can now be used on the ground or in the air as a fully insect proof space.



40. Double check all clips and ties to ensure a secure fit and that all poles are securely inserted into the pole sockets.





Fitting the Rainfly

The Rainfly is easily added to the Tentsile Universe. Start at one corner and pass it over the top. The centre is identifiable where six seams converge. This sits over the centre hub. Radiating out from the centre, can be found 3 fitted points which fit snugly around the 3 apex corner pole sockets.



41. Unbuckle the Rainfly and unroll, ensuring it is not inside out. Pull over the top of the pole structure and align the corners of the Rainfly to the corners of the floor.





42. Pull the Rainfly over the top ensuring the seams meet at the central hub and corner pole sockets.

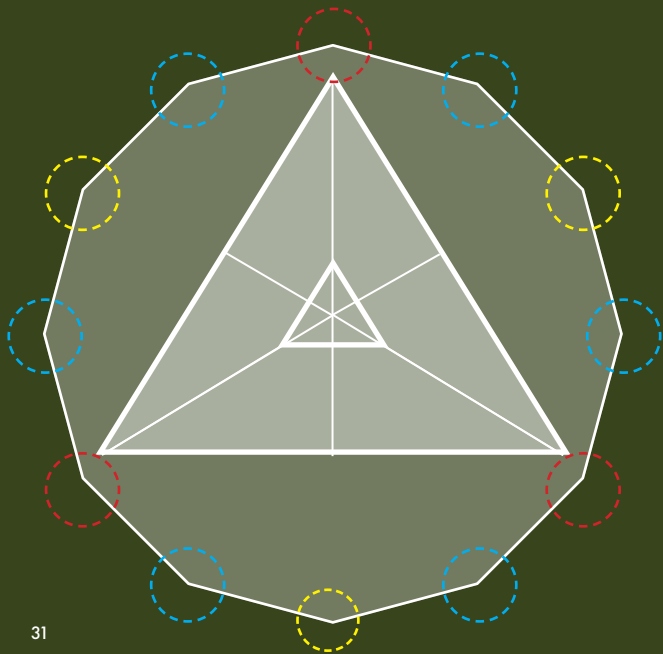


43. At the outer corners, use a screw peg to secure the bungee loops that are found inbetween the 2 C-clips.

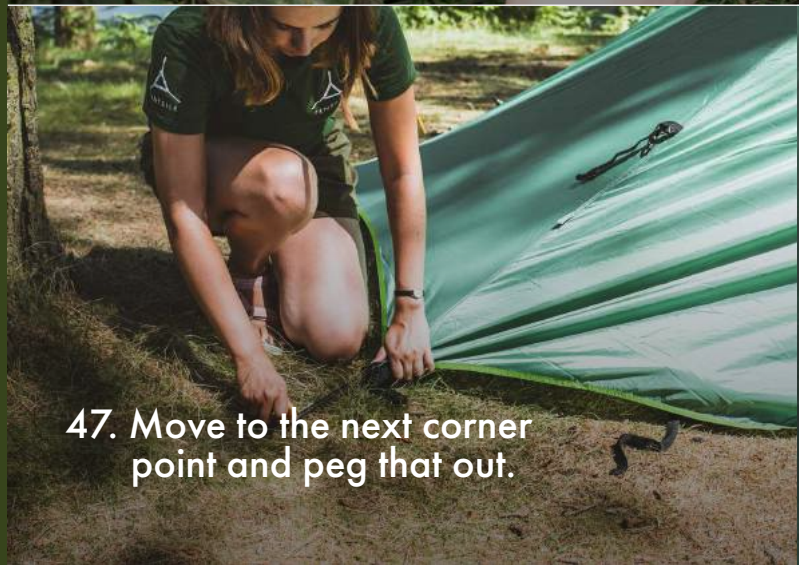
Pegging Out Details

To hold the Rainfly in place it needs to be pegged out. There are 12 points around the Rainfly that need securing. When pegging out the doors, only peg out 1 of the 2 bungee loops to allow the doors to be opened.

Order to peg out: **RED 1st**, **YELLOW 2nd**, **BLUE 3rd**.



44. To peg out the door locate the two bungees either side of the velcro.



47. Move to the next corner point and peg that out.



45. Take one side of the door and pull the bungee to peg.



46. Leave the other side unpegged to allow the door to open.




48. Continue pegging out the Rainfly in the order shown on page 16. When pegging out ensure the Rainfly is pulled out enough to get good rain run-off.

Ground Mode Complete

The Tentsile Universe is now fully ready for you to use. The Rainfly allows for 3 internal porches for all your equipment and storage space.

The doors can also be rolled open and hooked back to allow you to take in your surroundings.

The Tentsile Universe can be raised into a Tree Tent from here by attaching the ratchets to the D-rings and securing three tree straps.

A photograph showing a green rainfly tent pitched in a forest. The tent is secured to a large tree trunk on the left. The background shows several other trees and a glimpse of a lake or valley in the distance. The ground is covered in pine needles and dry leaves.

49. Go around and make sure all pegs are secure then you're all set.



Set-up The Trillium

To set-up the Tentsile Universe for air use, you must first set up the Trillium 3-Person Hammock, following it's own set up manual instructions.



Air Set-up Instructions

To set-up the Tentsile Universe for air use, start by following ground set up to step 42, and set up your Trillium Giant Hammock as instructed in its manual, then proceed with below instructions.

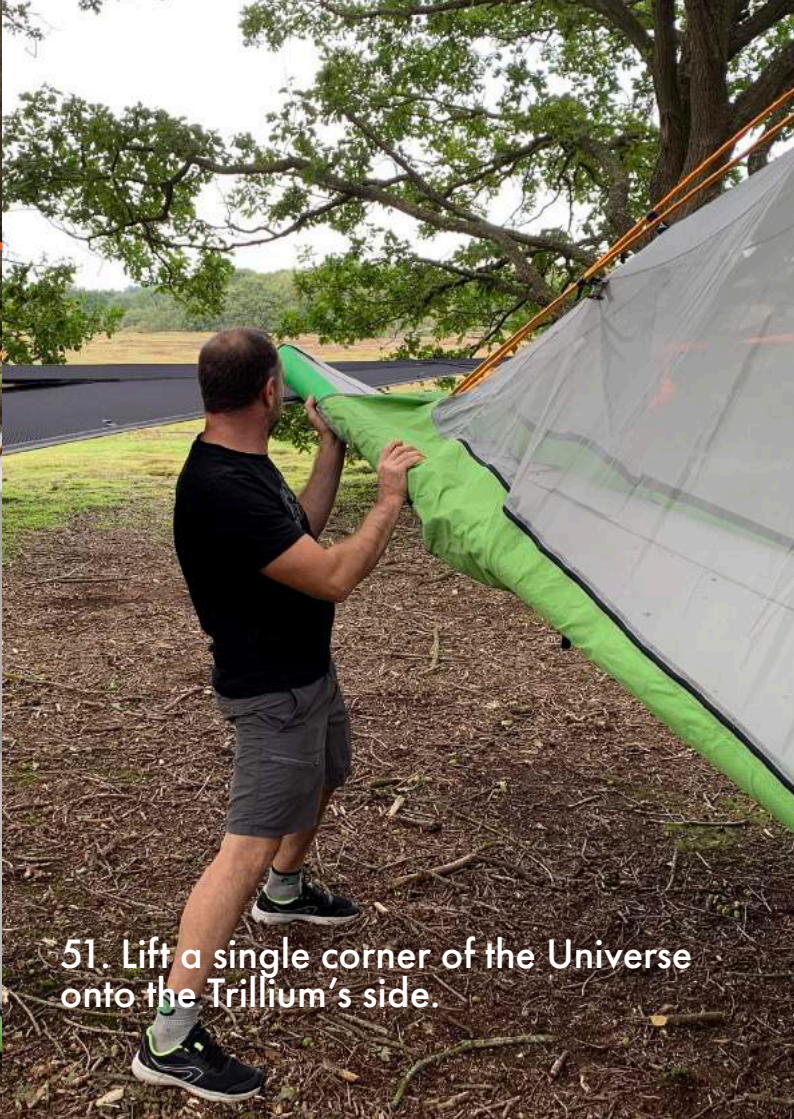


Raising the base

With the Trillium set up and the Universe in ground mode, it can now be raised. Take care to lift the Universe correctly and not risk injuring yourself.



50. Start with one tip of the Universe facing one long side of the Trillium.



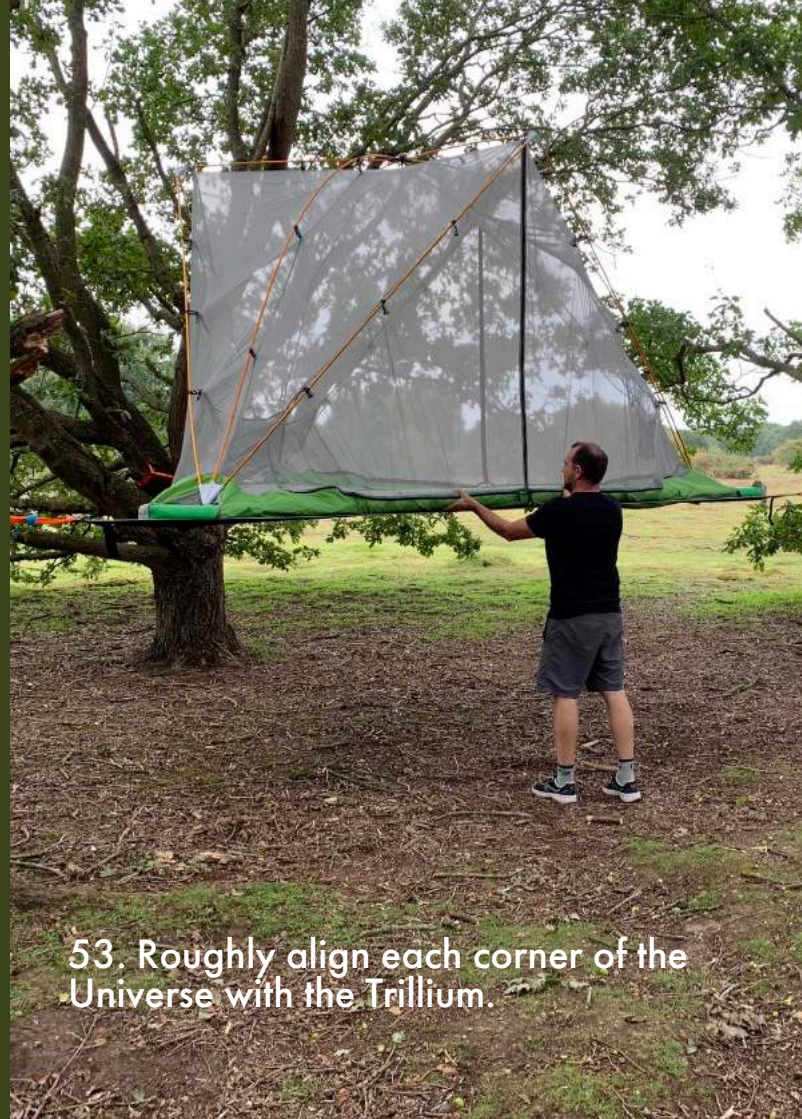
51. Lift a single corner of the Universe onto the Trillium's side.



52. Lift the opposite side of the Universe and push/slide the rest of the base onto the Trillium.

Align the Universe

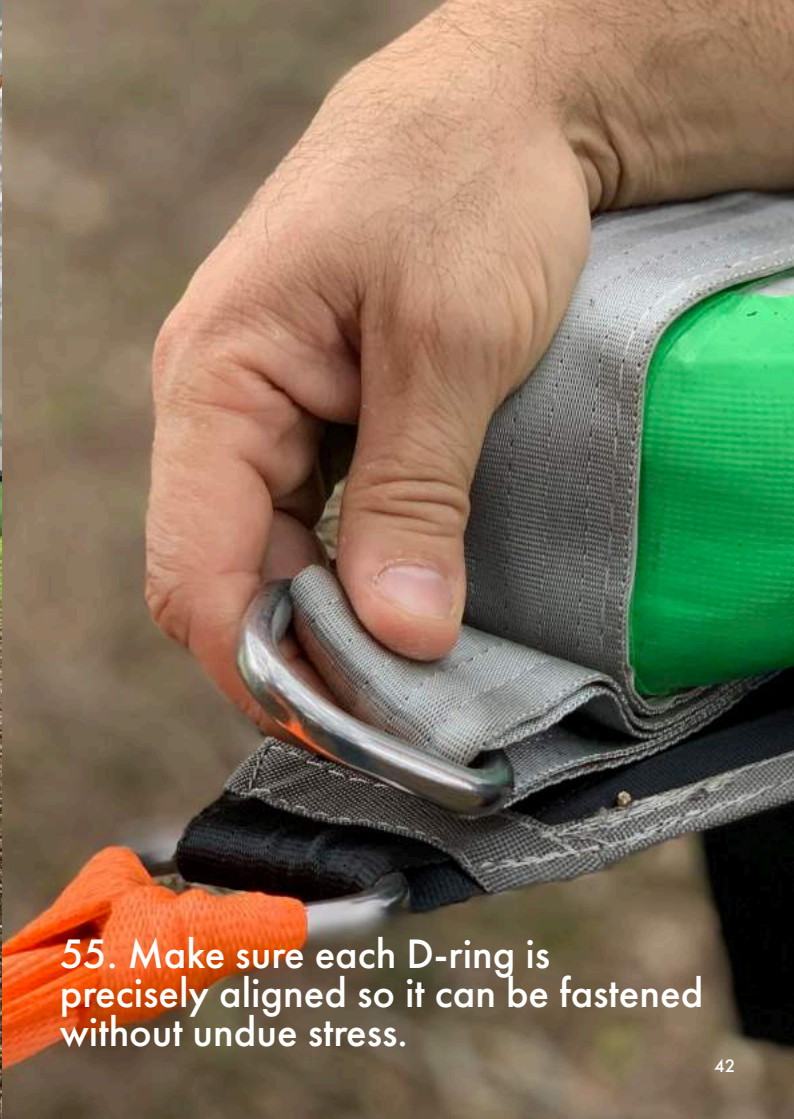
Once raised onto the Trillium the Universe now needs to be lined up with the corresponding D-rings in each corner.



53. Roughly align each corner of the Universe with the Trillium.



54. Go around each corner to finely position each corner D-ring with each other.

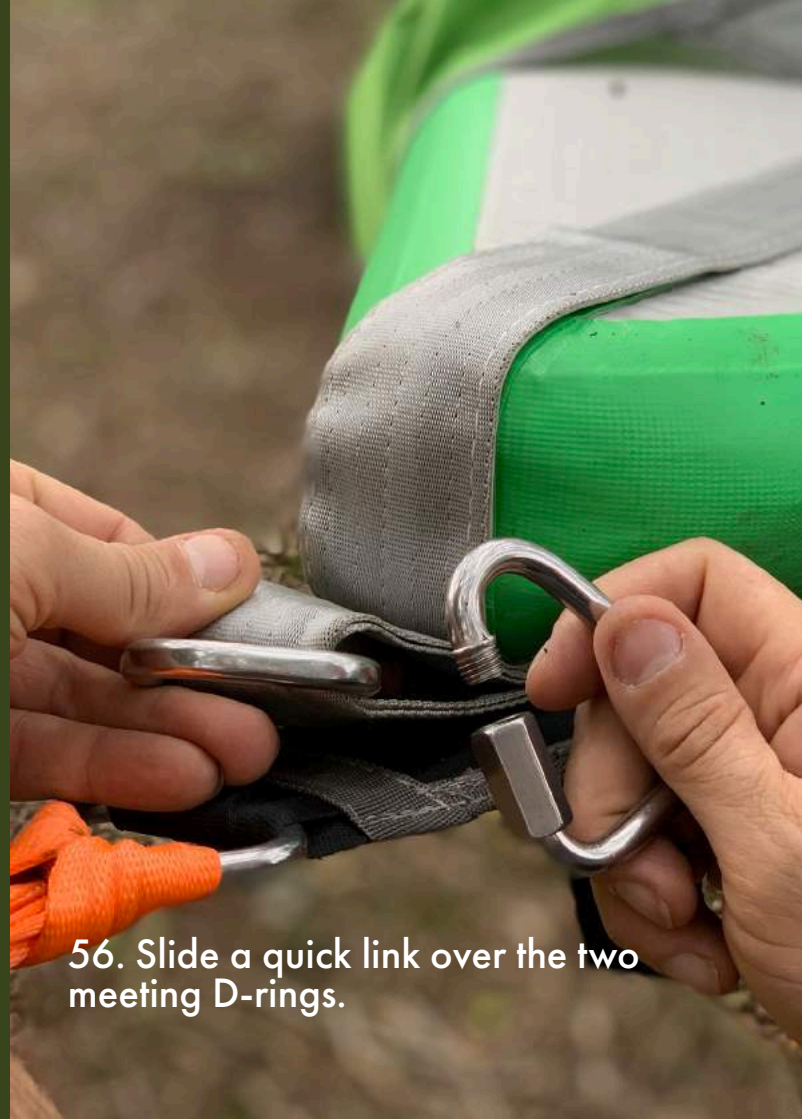


55. Make sure each D-ring is precisely aligned so it can be fastened without undue stress.

Fastening the D-rings

Once aligned on the Trillium the Universe now needs to be fastened securely in place.

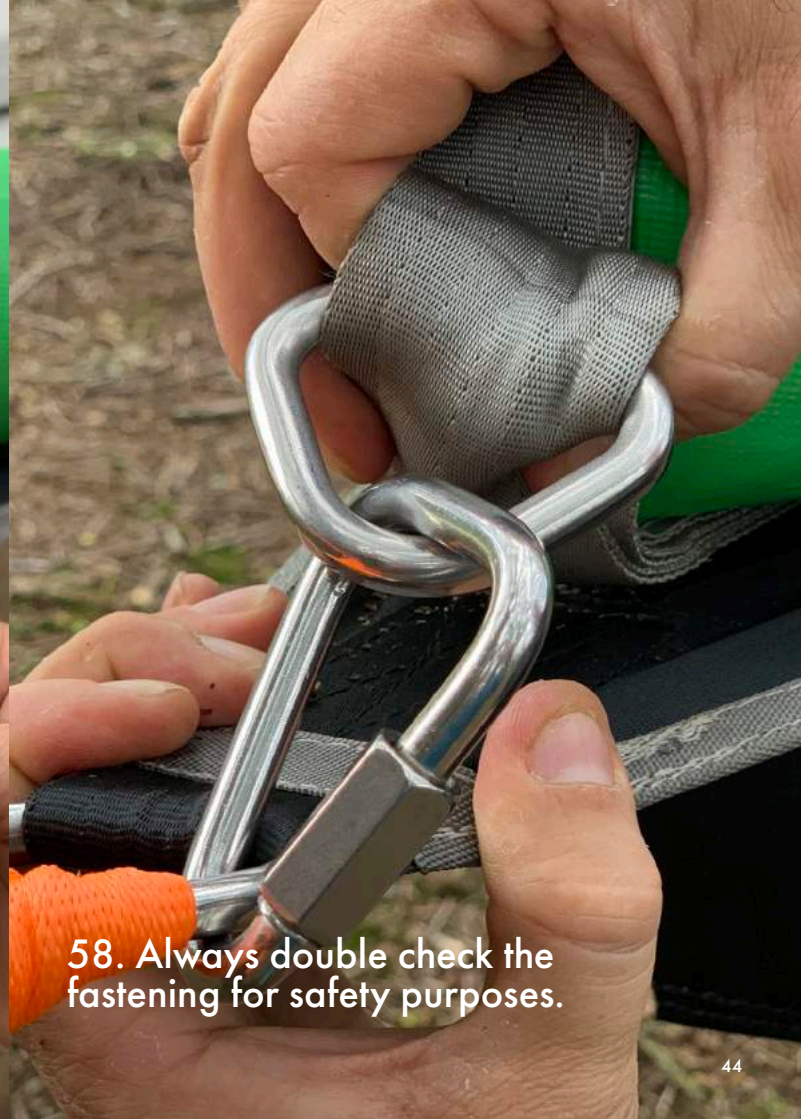
This is simple to do with the included D-rings, but is a crucial step to keep you safe and must not be overlooked.



56. Slide a quick link over the two meeting D-rings.



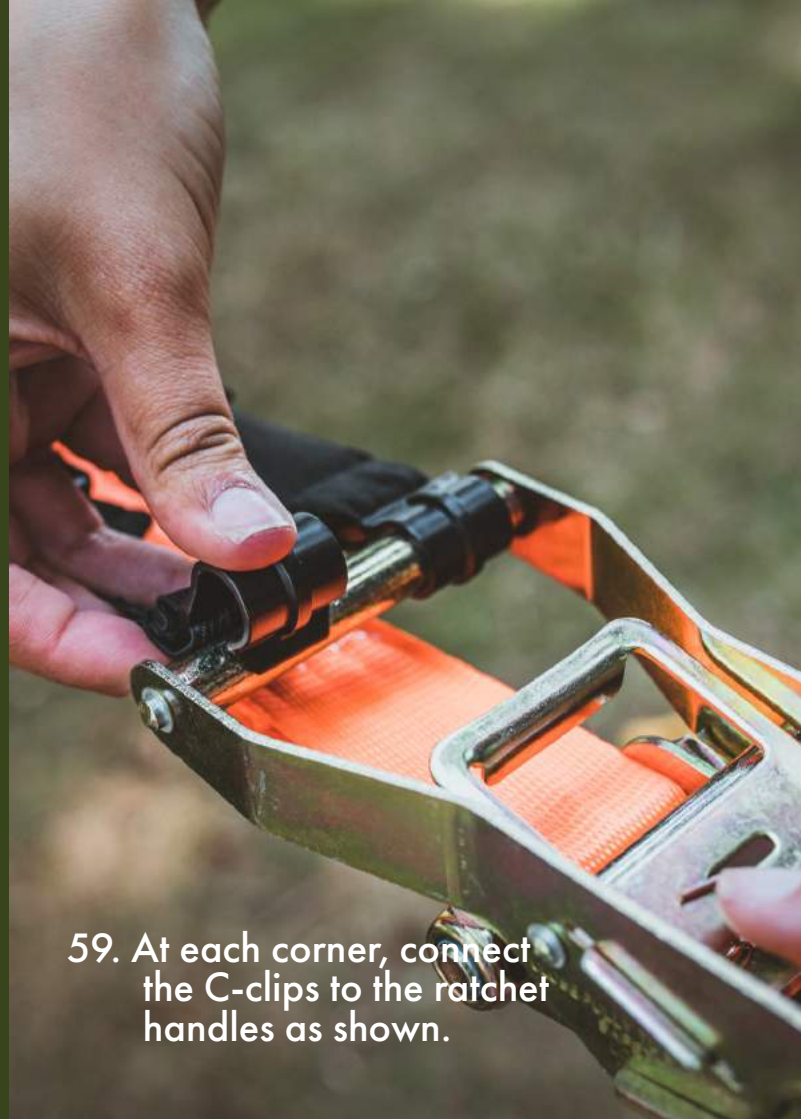
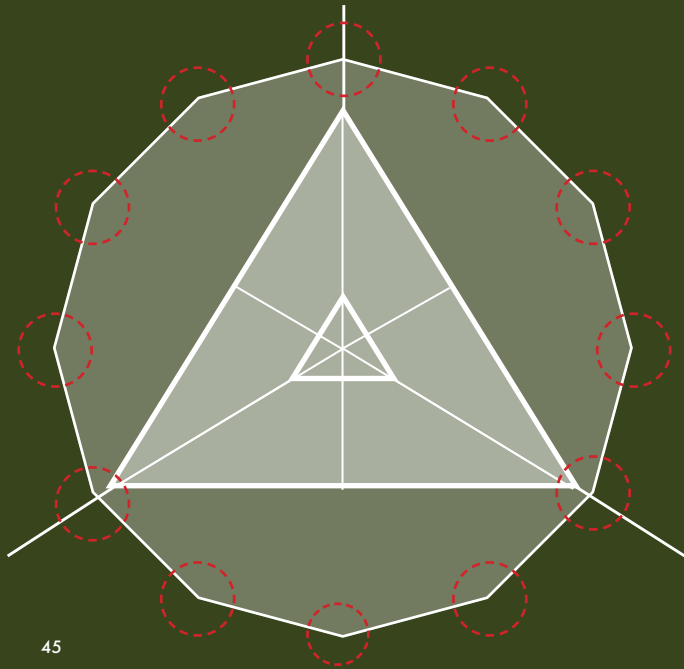
57. Screw the quick link tight, ensuring no material is caught in the closure.




58. Always double check the fastening for safety purposes.

Securing the Rainfly

With the Tentsile Universe raised and secure you can now reconnect the Rainfly. This involves attaching the C-clips to the ratchet handles and pegging out using the bungees and screw pegs.



59. At each corner, connect the C-clips to the ratchet handles as shown.



60. At each point attach a bungee and pull it out so the Rainfly can have good water run off.



61. Screw the pegs into the ground as far as possible.

Air set-up completed

Before climbing into your tree tent make one final inspection to ensure all ratchets are fully locked and all clips are secure and correctly attached. Once done, it's time to enjoy!



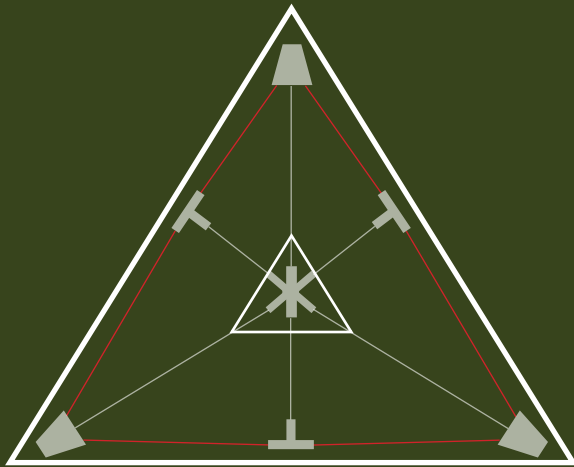


Water Set-up Instructions



Removing the Mesh

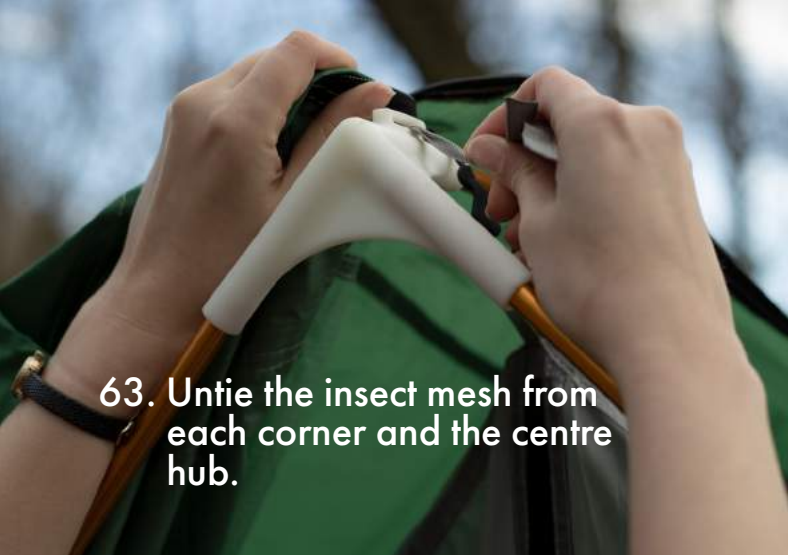
The insect mesh **MUST BE REMOVED** before the Tentsile Universe is used on water. To do this, all the C-clips need to be detached, the top corner knots removed, and underneath mesh floor clips removed.



62. Remove the insect mesh by detaching the C-clips from each pole.



65. Lift the floor and remove the insect mesh clips at each corner point.



63. Untie the insect mesh from each corner and the centre hub.



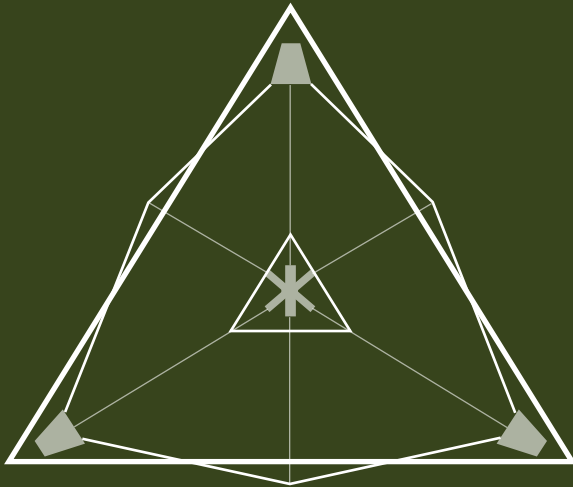
64. With fixing removed and knots untied the insect mesh can be dropped to the floor.



66. Unclip each of the middle clips at each corner.

Opening the Rainfly doors

To open the Rainfly doors, roll back and secure. To do this they are rolled back towards the poles and then secured using the elasticated strap clips. This allows them to be held wide open on all sides.



67. To open a Rainfly door, roll back towards the corner pole keeping it tight and neat.



70 should be clipped together along with the 3 corner poles, to keep them secure and tight.



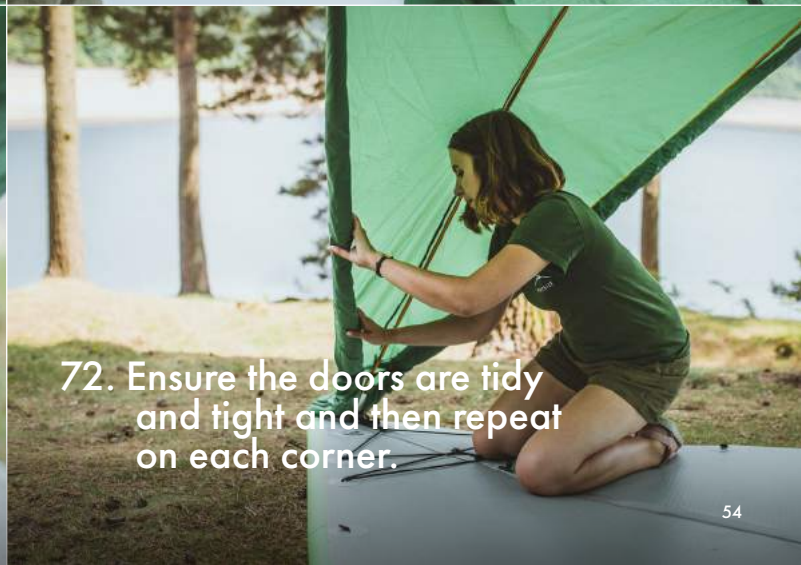
68. With one door rolled up it can be held in place using the elasticated clip.



69. Repeat rolling the door open on the opposite door towards the same pole.



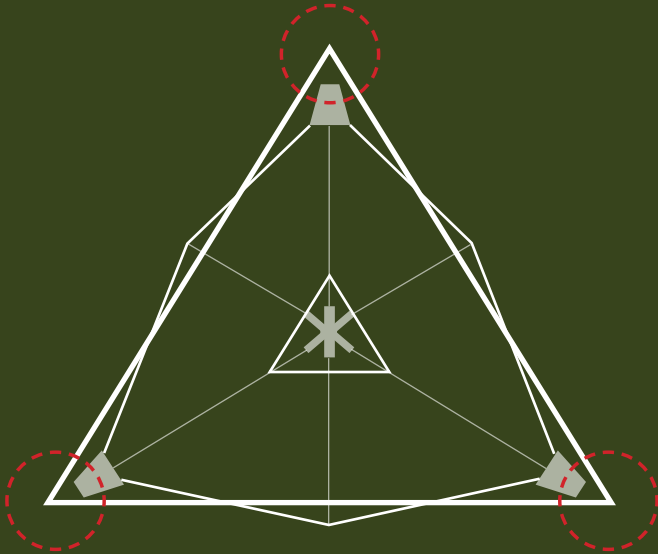
71. Take an elastic clip from each door and clip together to secure.



72. Ensure the doors are tidy and tight and then repeat on each corner.

D-Rings

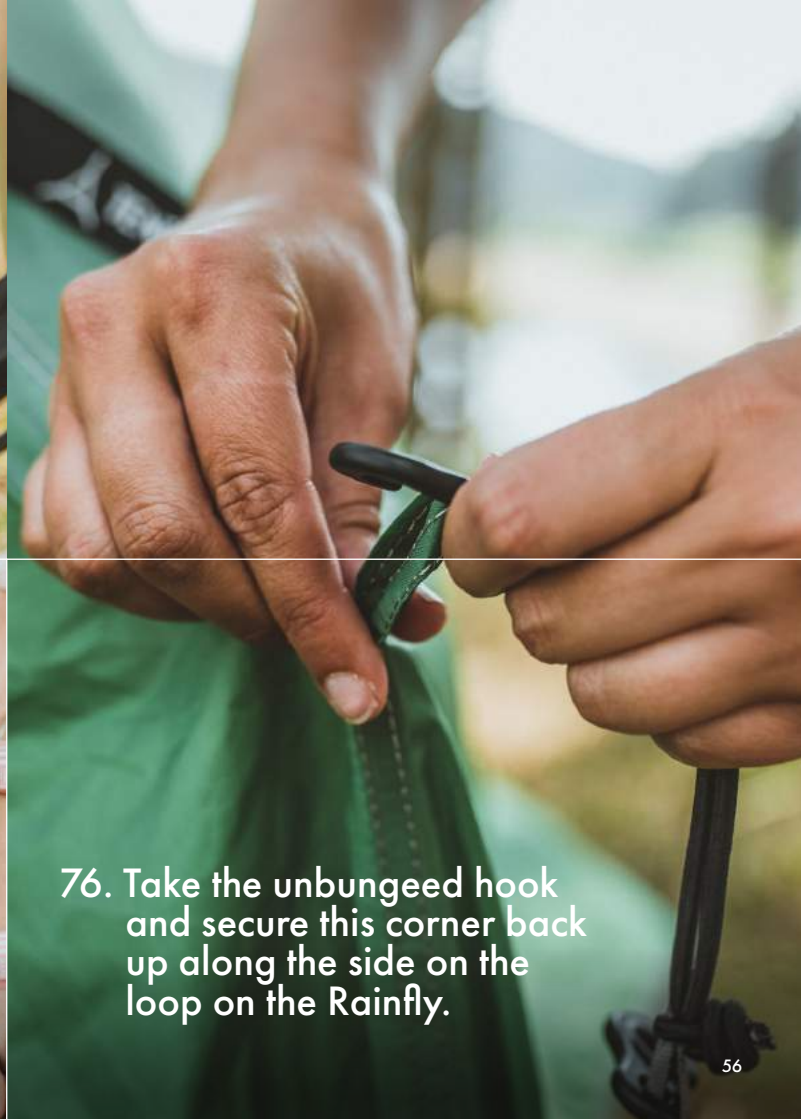
Remove the corner ratchets from the D-rings. With the doors now rolled back, feed the Rainfly corner through the D-ring and pull through before securing the unbungeed hook, to the corresponding loop on the Rainfly.



74. With the D-rings clear, feed the Rainfly corner clips through the top.



75. Pull it through and lift back towards itself.



76. Take the unbungeed hook and secure this corner back up along the side on the loop on the Rainfly.

Ready to launch

Make one final check that the doors are tied back and the floor is undamaged. Carry the Tentsile Universe down to the waters edge and launch. We advise that it be tethered to maintain control of it while on the water.

DO NOT sleep in the Tentsile Universe when it is on water.

Look out for and avoid jumping off of the Tentsile Universe on to other people, obstacles in or under the water, and shallow water.





Securing the Tentsile Universe & anchor

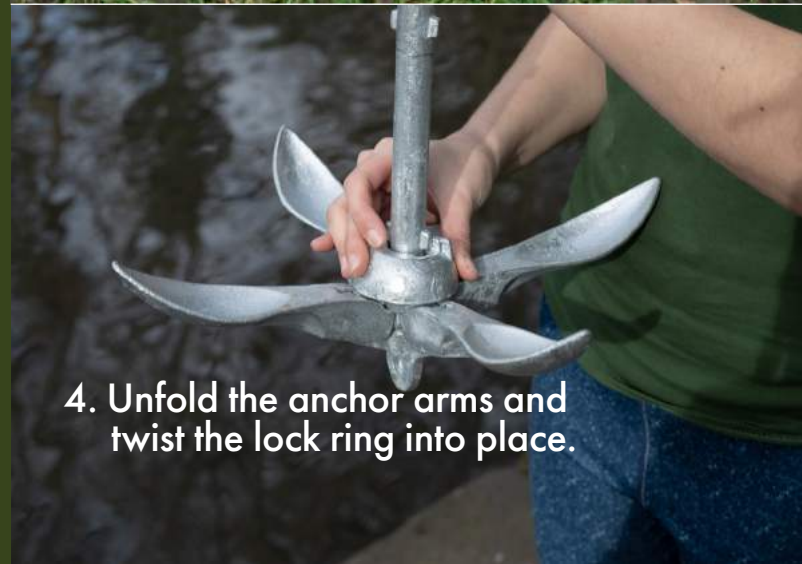
It is important when using on the water that the Tentsile Universe is secured by its tether to either a solid point on land, or to the supplied anchor.

How to tie a two half hitch knot:

- 1. Form a loop around an anchor object, and wrap the short end of the rope over and under the longer part of the rope.*
- 2. Pass the end of the rope down the loop and pull tight to complete the 'half hitch'.*
- 3. Repeat the loop below the first half to complete the second half hitch.*



- 1. Attach the tether to the ratchet D-ring using a two half hitch knot.**



- 4. Unfold the anchor arms and twist the lock ring into place.**



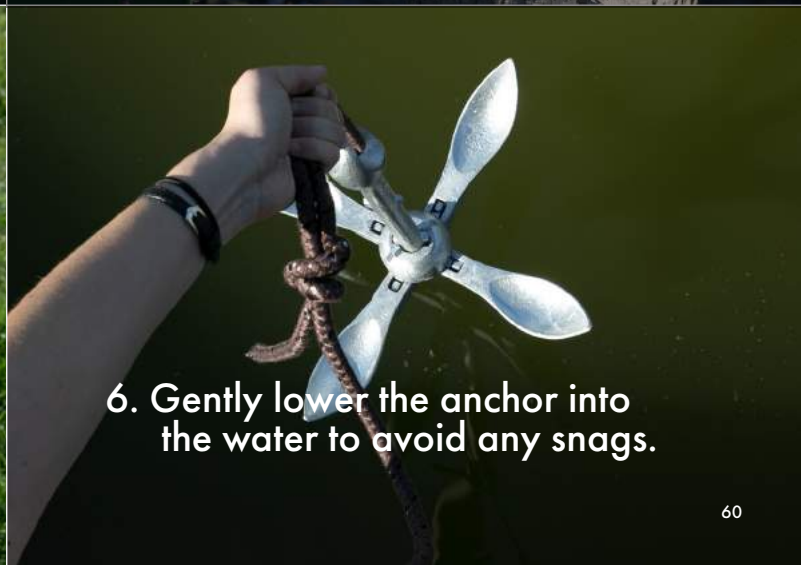
2. Secure the other end of the tether to a point on land with a two half hitch knot.



3. Lightly pull on the tether to confirm the knot and location are both sound.



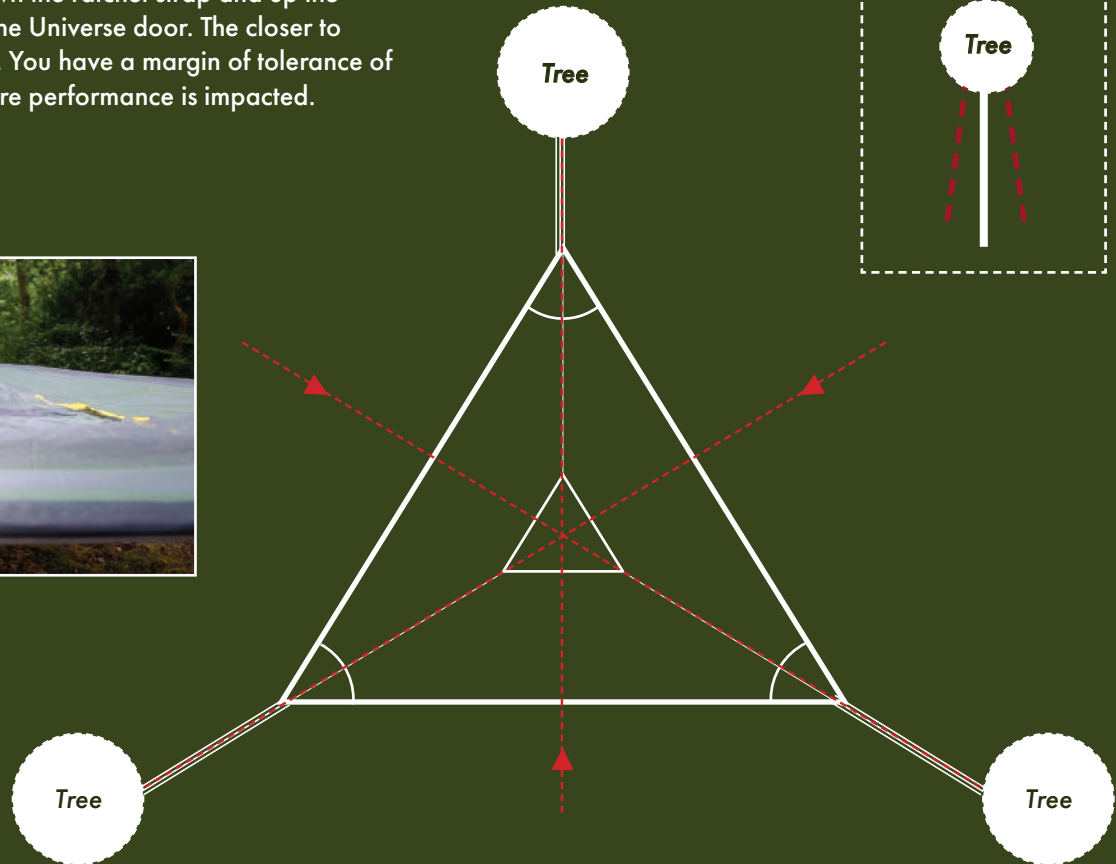
5. Thread the tether through the anchor's eye and tie using a two half hitch knot.



6. Gently lower the anchor into the water to avoid any snags.

Alignment Sight Lines

Use line-of-sight to look down the ratchet strap and up the seam of the under floor on the Universe door. The closer to straight these are, the better. You have a margin of tolerance of about 7° on either side before performance is impacted.



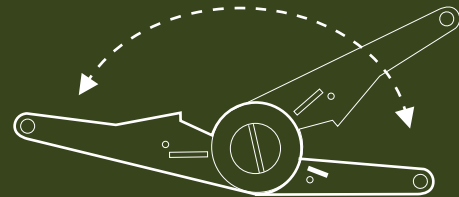
How to use the Ratchet

- 1) Take the tail end of the long strap around your trees and thread through the loop and away from the tree, towards your Tentsile Tree Tent.
- 2) Thread the 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 the long strap tail and thread it through the ratchet buckle spindle, pulling through all the excess orange strap. Crank ratchet until the orange strap has gone around the spindle at least 1.5 full revolutions to under-lock 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.
- 7) Roll and tidy up strap ends to avoid any

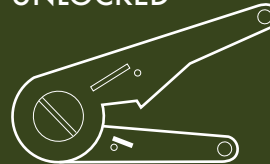
possible trip hazards.

ENSURE RATCHETS ARE IN LOCKED POSITION BEFORE ENTERING THE TENTSILE TREE TENT.

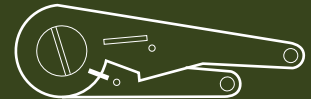
Crank the ratchet handle back & forth until you are unable to tension any further.



UNLOCKED



LOCKED



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.

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, snow, 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.

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. Poles, ratchets, and straps are not covered under the warranty. Safety checks to the product must be made every month and the product must never be left unattended in adverse weather.

WARRANTY DOES NOT COVER COMMERCIAL USES.

For information on commercial warranties please contact

support@tentsile.com.

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 support@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. Universe – 2,500UV 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

By purchasing your Tentsile Tree Tent you have just help support the world's forests by planting 20 trees.



Eden Reforestation Projects



Arbor Day Foundation®

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Patent Pending