

K H Y A M

Pitching & Striking Instructions for :-



AIRTEK OAK 4.0

Visit our YouTube Channel for an instructional video of this model

WARNING:

If this tent/awning is not erected in accordance with the instructions damage could be caused to the joints, poles or fabric.

It is important that the tent/awning is properly guyed at all times, particularly in strong winds otherwise damage could occur

DO NOT PUSH TENT PEGS IN BY HAND, ALL TENT PEGS SHOULD BE DRIVEN HOME USING A WOODEN OR RUBBER MALLET

Component Checklist

Prior to assembling your new purchase please carefully check the contents to make sure you are not missing any parts.

Airtek Oak 4.0

Carry Bag

Awning

Pump & hose assembly (rolled up in centre)

Pole bag containing side canopy poles

Pegs/Peg bag

Valve Tightening Tool

Repair kit

**If this tent/awning is not erected in accordance with the instructions damage could be caused to the AirTek Frame, poles or fabric.
It is important that the tent/awning is properly guyed at all times, particularly in strong winds otherwise damage could occur**

When storing your tent/awning please ensure it is thoroughly aired and dry

Always store in a warm and dry environment

If you have to pack away wet, make sure you air and dry the tent/awning as soon as possible to prevent any mould or mildew forming

PLEASE ENSURE YOU KEEP THE BOX FOR YOUR PURCHASE

FAULTY ITEMS CANNOT BE RETURNED WITHOUT BEING BOXED TO PREVENT DAMAGE DURING TRANSIT

(FLAT PACK THE BOX AND STORE IT SOMEWHERE)

1. *Prior to inflating your new tent or awning,*

it is imperative to check that each of the valves are correctly tightened to prevent any loss of air, this will also need doing periodically throughout the products life, as valves can work loose over time.



2. Insert Valve Tool into Speed Valve



3. Ensure that you are gripping the rear of the valve (squeeze the tube) to prevent the internal part of the valve from rotating, then tighten valve clockwise until firmly tightened.

**Note—we have removed the air tube for the purpose of clearly showing the valve tightening, there is no need to remove the air tubes from your product to tighten the air valves*

- If you ever encounter a leaking tube with your product, the first step is to try tightening the valve as this will likely cure the leak, if unsuccessful you can submit a warranty claim for a replacement air tube.

Pitching your awning



1. Unroll the tent/awning and peg the four corners - we recommend the use of a SPS Footprint to keep the bottom of the tent/awning clean. - Pegging points may need adjusting/tightening once the tent/awning is erected.
2. Prior to inflating the tent/awning, unzip a couple of doorways, this allows air to enter the inside whilst inflating and prevents the unit acting like a vacuum, making the erection process easier.
3. Assemble the pump and insert into rear valve - ensure the valve is in the closed position (see Fig 1.)
Inflate the tube to around 7psi **pressure in tube may need adjusting dependant on weather conditions
 - Hot weather will need less air/pressure
 - Colder/Windy weather you may need to increase the air/pressure to give more stability to the air frame
(in order to increase beyond the GREEN range on the gauge you will need to remove the black T SHAPE release valve - the release valve prevents over inflation and by removing you must keep an eye on the current weather conditions and adjust pressure accordingly to prevent damage to the air frame)



*Fig 1. - Valve position is changed with the white push button at the centre, there are two positions.
Closed/Inflate - button will be taller/proud of housing | Open/Deflate - button will be depressed/shorter
Pump Hose is a bayonet style connection and locks in place with a twist



4. Inflate each tube working towards the front of the awning.

Pitching your awning



5. Once all tubes are inflated lift the front of the unit and the frame should pop into place, it may be necessary to push the tubes into position from inside the tent/awning.
Zip shut any open doorways



6. Peg out the front and rear Storm Straps - Aim to peg these at least 1.5m away from unit - Further the better.
Adjust and tighten corner peg points if needed, then fit to campervan with chosen method



7. Fit the small fibreglass pole above the side door - slide the pole into the sleeve and locate one end into the cup. Ensure the pole is pushed into the sleeve as much as possible, prior to locating the last end into the plastic cup. Fit dust caps to Speed Valves and secure Velcro cover over valve.



8. Peg out any remaining guy lines and pegging points, rear of bedroom had a large full width zipped air vent. To maintain ventilation and help prevent condensation it is recommended to have this open at all times.

Packing your awning



1. Disconnect from vehicle, remove side canopy pole and tie guy lines up to prevent tangling. All peg points can be removed bar the corners and storm straps
2. To deflate the tent/awning unscrew the dust cap on the valve and depress the spring button on the valve, repeat this on all the air tubes and the tent/awning will then drop to the floor - open a couple of doorways and this will allow air to escape from inside quickly.



3. Unpeg the remaining corners and Storm Straps - Tie Storm Straps up to prevent tangling.



4. Fold the awning into sections, Keep folding until you end up with a long thin rectangle. Squeeze as much air out as possible whilst folding.
**TIP- Check the width of your fold by comparing it against the width of the pole bag.
Needs to be slightly smaller to fit in easily





5. Place pump, pegs and pole bag on top of awning and roll awning up towards the side with the Speed Valves - This will push any remaining air in the tubes out as you roll. Squeeze as much air out as you can while you roll.



6. Secure the rolled awning with a tie, place the bag on upside down and the roll over in the carry bag (saves having to lift awning into carry bag)



7. Zip Carry bag up and secure webbing straps on bag. Then lastly unpeg the footprint groundsheet and pack into separate carry bag.

WHAT'S COVERED BY KHYAM'S LIFETIME WARRANTY?

KHYAM'S LIFETIME WARRANTY Q&A

Q. What is covered in the guarantee?

All Khyam products are covered under our Product Lifetime Guarantee and we are aware that from time to time faults can appear. Should a product fail due to manufacturing defects in workmanship and/or materials, or a genuine fault, we will repair the item free of charge or replace at our discretion. If it's no longer available, we'll replace with an alternative from our current range that's as close to it as possible.

Q. What is NOT covered with the guarantee?

Our guarantee covers genuine manufacturing faults or defects only and does not cover normal wear and tear. To help clarify what this means, here's a few pointers of things that wouldn't be covered:

- **Adhesive/glue/bonding.** Adhesives will naturally dry and break down over time because of age, particularly with heavy use and poor after care.
- **Wear and tear.** Anything that's reaching or has reached the end of its serviceable life. For example, if a zip breaks on a heavily used item, it's usually down to wear and tear rather than a fault.
- **Accidental damage.** Whether it's caused by you or someone else –this includes rips, cuts, scuffs, tears, abrasions, odours and stains aren't covered.
- **Colour Fading.** All synthetic fabrics will fade over a period of time. This is caused by ultraviolet radiation present in daylight. Ultra Violet radiation will eventually cause a weakening of all synthetic fabrics. As UV degradation is a natural characteristic of synthetic fabrics, it is not possible for us to predict nor guarantee the life of any synthetic fabric. It is now possible to treat the flysheet of your tent with a good solar proof concentrate which will prolong the life of your tent. Further advice on re proofing and Solar proofing is available in our FAQ's section of our website.
- **Poor aftercare.** Your product should be cared for and properly maintained. If, for example, your tent is packed away wet and isn't properly dried, then any stains or leakage would be due to poor aftercare, rather than being a manufacturer's fault.
- **Leaking waterproofs.** Waterproofs that have reached or are close to the end of their serviceable life through use, whether this is down to the age or excessive usage.
- **Doors/openings on waterproof items.** These are very difficult to guarantee as waterproof and there are circumstances that would give the impression that there's a leak when in fact there isn't (for example, opening and closing doors in the rain or bringing wet garments inside, even condensation build up). Even when doors are protected by a rain flap, rain can still sneak in when doors are opened/closed - but rest assured that it won't pass through tents flysheet.
- **Damage caused by misuse** or alteration of the product.
- **Any consequential loss** or damage resulting from a fault.
- **Second hand items.** Unfortunately, our guarantee covers only the original owner but that shouldn't stop you having fun in some great Khyam stuff.
- **Storm Damage.** Products are not designed to withstand heavy storms, and we advise to strike any tent/awnings if winds are high enough to cause damage.
- **Shock Corded Fibreglass Poles.** These are very difficult to guarantee as poor aftercare or misuse can cause damage.

Q. How long are products covered for?

We go that bit further at Khyam. We don't just guarantee our products for a set time frame. We like to be more flexible because the lifespan of our products varies depending on a few factors. For example, a heavily used or poorly maintained item will probably have a shorter life than an averagely used or well-looked after item. That's why our team of experts consider each case individually. If we've missed something that applies to your product, don't worry - this is just a guide to help you, it's not an exhaustive list. Remember, our team of experts consider every case individually. So, get in touch with whoever you bought it from and we'll take a look.

The Guarantee is subject to the following conditions:

1. The Guarantee only applies to an original purchaser who purchased this product either from Khyam (UK) Ltd or from an approved retailer
2. The Guarantee does not apply if the product has been used for anything other than reasonable personal camping use. Commercial use (e.g. rental) or continuous use as a residence is expressly excluded
3. Damage due to normal wear and tear, accident, acts of God, negligence, failure by the purchaser to ensure instructions for setting up and care are observed, deterioration due to abnormal exposure to ultraviolet light, insect or mildew attack, or any other cause reasonably beyond the control of Khyam (UK) Ltd are not covered
4. All transport costs and any other indirect costs are excluded from the Guarantee passed 60 days
5. Khyam (UK) Ltd reserves the right to make a reasonable charge for repairs which it determines are not within the scope of the Guarantee.

Please note, if your product has mould on it from improper storage, we're unable to accept it back for repair or return and your warranty will be voided. Any product sent to us with mould will be sent back at your own expense.

IMPORTANT USER HINTS

Over many years we have heard many questions and comments relating to Khyam awnings and we feel it is relevant to list various aspects of this information for your guidance.

Q, What about spares -can I get them? Yes, Spares are available directly from Tent Spares Ltd

Q. Do Air Tubes get punctures/burst -and if so what can I do?

With inflatable tents/awnings it is very rare to get a puncture, the tube is housed in a reinforced zipped casing the prevent any such damage.

However inflatable tubes if overinflated can burst or swell if pressure isn't adjusted - Hot summer day you will need less air

Spares are available through our spares agent Tent Spares Ltd.

Q. Do poles break -and if so what can I do?

It is rare that the poles break when used according to our instructions. They are extremely durable and have been tested to our exacting standards. We cannot guarantee that there will never be a breakage, but we can guarantee that we will supply any replacements required during the warranty period. Should you need to rectify a problem then poles and or joints are quickly and easily replaced. If you are travelling to remote parts of the world then spares are available to take with you at a subsidised rate to allow you the comfort of insurance without great penalty. Please contact our Warranty Dept/Tent Spares Ltd for spares

Q . How well will the awning perform in the wind?

Khyam awnings have proven on many occasions that they perform exceptionally well in windy conditions, when correctly erected.

The major factor is how well the user pegs the awning to the ground. In severe conditions we recommend increasing the air pressure in the air frame, to do this you will need to remove the black T shape release valve from the pump assembly.

The release valve prevents over inflation under normal weather conditions, by removing this valve you MUST check on the current conditions and adjust pressure accordingly.

For strong winds we recommend increasing to around 8-9psi.

Q . Are Khyam awnings water resistant?

All Khyam flysheet fabrics are coated to withstand in excess of 5000mm head of water in the hydrostatic head test. This is a measure by which we can test the resistance of water penetration. This is the measurement when the fabric is new and in use over a period of time this level will drop. The majority of seams on your Khyam awning flysheet have been seam taped during manufacture. However it is sometimes not possible, due to the nature of some materials used and sewing methods employed, to fully seal all seams. It may therefore, in some circumstances, be necessary to manually seal certain seams with the sealant provided. Should you find any 'drips' or 'wicking', first locate the exact position where the water is penetrating the flysheet. Remember this may be at a higher point than the drip, as the water may roll along the inside of the flysheet until it finds a place to 'pool' and form a drip. Once the point of the water ingress is found, note this position and using the brush or pad provided with the sealant, apply the sealant to the seam. The flysheet should be clean and dry before the sealant is applied. Work the sealant well into the stitch holes and the sewing thread in the area of the water ingress. We recommend sealing the seam at least 5cm above and below the point of water ingress. Please note that due to the 'wicking effect' you may find that water penetrates seams that have been tape sealed. Water can, in some circumstances 'wick' along the sewing threads which run under the seam tape. So it is very important to work the sealant well into the stitch holes and thread in that area to prevent water soaking into the sewing thread itself. On no account should the 'teeth' of zips on the flysheet or inner awning be sealed. Please allow at least 48 hours for the sealant to cure.

The awning should never be packed away until the sealant is completely dry.

If your awning or tent is missing the sealant please get in touch and we will post some out to you.

When storing your awning please ensure it is thoroughly aired and dried. Always store your awning in a warm and dry environment.

OTHER USEFUL POINTS TO BEAR IN MIND.

1. Never remove pegs by pulling up on the poles or fabric by doing this you may damage the pole or awning invalidating the guarantee. Always use a peg puller or another peg
2. There is a repair kit included with the awning.
3. All synthetic fabrics will fade over a period of time. This is caused by Ultra-violet rays present in sunlight and atmospheric pollution. The weakening of fabrics, which can be very dramatic, is dependent upon the frequency of use and the conditions during use. Recent loss of the ozone layer will increase this kind of degradation. With normal weekend and holiday use, your awning will give you good service if well looked after, but extended periods of use in bright sunlight can cause this type of dramatic degradation.

If such use is envisaged, then it would be wise to seek a site, which is as shaded as possible. The better the awning is looked after the longer will be its life. Because of this it is not possible for us to neither predict nor guarantee the life of any synthetic fabric.

Awning fabrics are capable of being reproofed. Always follow relevant proofing manufactures instructions when reproofing your awning. Periodic application of a Reproofing agent containing UV Protection can help to combat this issue and extend the lifetime of your product - we would recommend Nikwax Solar Proof

4. A common problem experienced by many campers is condensation. This is caused by moisture in the atmosphere forming beads or droplets of water when coming into contact with a cold surface. This may form on the walls of the inner awning but more likely on the inside on the flysheet. Condensation can also occur on the groundsheet of the awning particularly under air mattresses, bedrolls and other equipment. Always ensure that the stone protection sheet does not protrude beyond the edge of the flysheet. The storing of wet clothing and other wet articles inside the awning will also increase the likelihood of condensation. To reduce condensation as a whole, never cook in your awning and ensure that the awning is well ventilated at all times.

5. Do not put your tent away wet or damp for any length of time as this can create mildew. When packing away your tent at the end of the season ensure that it is thoroughly aired and dried out.

6. If a hanging loop is provided inside the inner tent this must only be used for lightweight items such as a small battery torch. On no account should any naked flame (e.g. a Gas Lamp) or other hot objects be suspended from this point.

7. NEVER COOK IN YOUR TENT, SYNTHETIC FABRICS WILL MELT AND MAY CATCH FIRE IF THEY COME INTO CONTACT WITH A FLAME OR VERY HOT OBJECT. ALWAYS TAKE EXTREME CARE WHEN COOKING NEAR YOUR TENT, EG SPARKS FROM A BARBECUE, CAMP FIRE, ETC NEVER USE A STOVE / BBQ INSIDE THE TENT OR INNER TENT.

WEATHERING

TRY 'WEATHERING' – OR YOU COULD LET THE 'WEATHER IN'!

Today's new tents and awnings have the benefit of the latest materials, technology, all the accumulated knowledge, experience and testing from developing previous products over the years – plus 'real-use' testing and feedback from all of our customers and retailer network...so what could possibly go wrong? One thing that can often catch tent and awning users out is the fact that these products require 'weathering' before actually being used to sleep in for the first time – here's why...

The outer skins of tents and awnings involve sheets of waterproof material being slightly overlapped then sewn together to form the shape of the structure, and the joins created by this process are called **seams**. Along all seams then, an industrial sewing machine has made rows of needle holes into which strong thread is stitched, to hold them together. The same applies where zips and other features are attached to the main cover – holes with thread inserted through them.

At the time of manufacture, these needle holes are slightly bigger than the thickness of the thread running through them. Although small, these holes are big enough for moisture to pass through, especially when there's heavy rain – so rain gets into the tent... at first. Because something really useful then happens – **when the thread gets wet a few times it expands to fill the needle holes and blocks the water from getting through.**

So, much better than letting this all happen when you're trying to get a good night's sleep on a rainy night pitched at a campsite, you'd be better 'weathering' your new tented structure in advance of using it. Agree?

To do this...

1. Set up your new tent or awning at home, before using it (a pretty sensible thing to do in any case rather than set it up for the first time with all your new campsite neighbours watching over their mugs of tea!).
2. Use a hosepipe and allow the outer skin of the tent or awning to get completely soaked, then leave it until it's fully dried. Ideally, repeat this process two or three times to ensure that the seams become completely watertight.
3. Ensure that the structure is completely dry before packing up again.

PLEASE NOTE: Although this weathering process is particularly needed for tents and awnings made from **Polycotton**, we would join other manufacturers in advising customers to proof all new tents and awnings against water ingress, as suggested above – regardless of the type of waterproof material used, **even with synthetic Polyester materials** when seams will more than likely be taped to prevent water seepage.

After this weathering process has been carried out you can rely upon your tent or awning to perform to its full potential - so happy camping and caravanning!