

## MAINTENANCE

### PROTECTIVE COVERS

Insure all protective covers are clean and dry before fitting to any of your marquee products.

### 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 setting up.

### 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 tent 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.

## CLEANING

**Do not use solvents on any part of the Marquee.**

### ROOF & WALLS

When cleaning your marquee (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 of your marquee we recommend that the tent 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.

## 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.

## REPAIRS & SPARE PARTS

### 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 you to return the roof to our Warehouse/ Office. In the case of a warranty claim, Warranty Claim Forms are available on our website - <https://www.extreme-marquees.com.au/resource-centre/>

### FRAME

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

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.

<https://www.extreme-marquees.com.au/marquee-spare-parts/>

### OR

In the case of a warranty claim, a Warranty Claim Form must first be completed. Forms are available online - <https://www.extreme-marquees.com.au/resource-centre/>

**Fit protective cover to Marquee frame from top to bottom leaving Marquee to stand on feet or wheels.**

**DO NOT drag marquee protective covers as this can cause wear and tear and may cause damage to your marquee.**



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## OWNERS MANUAL

### IMPORTANT INFORMATION

### WARRANTY POLICY

### RETURNS POLICY

### MAINTENANCE & CARE

### REPAIRS & SPARE PARTS



AUSTRALIA'S BIGGEST RANGE OF OUTDOOR BRANDING SOLUTIONS

*Extreme Marquees is a leading manufacturer of high quality commercial grade marquees and banners for 15 years.*

[www.extreme-marquees.com.au](http://www.extreme-marquees.com.au)

**call** 1300 850 832

**email** [admin@extreme-marquees.com.au](mailto:admin@extreme-marquees.com.au)

## IMPORTANT INFORMATION

Your Marquee is supplied with steel pins and tie down ropes. These **MUST** always be attached. For use on hard surfaces, weight plates, water weights or sandbags **MUST** be used. These are accessories and need to be purchased separately.

All roof tension straps **MUST** be attached and tensioned. These hold down methods will maximize safety, however, due to the unpredictable nature of weather, they will not prevent damage.

All marquees are considered temporary structures and **MUST** be packed down and stowed away in any adverse weather conditions such as storm, rain, wind or other forces of nature.

## INSTRUCTIONS

Please refer to 'Set-Up' instructions supplied within boxes, via order confirmation or if lost or cannot be found please go to - <https://www.extreme-marquees.com.au/resource-centre/>

## WARRANTY

Warranty covers manufacture's defaults only. Warranty does **NOT** cover products or parts which have been altered or modified in any manner. This warranty does **NOT** apply to damage caused by wind, rain, storms or other forces of nature, nor does it cover accidental or deliberate damage of the product. Damage caused by these events may be covered under your home or business insurance policy. This warranty does **NOT** apply if the set up of the product does not conform to the product instructions. This express warranty is provided in lieu of all other warranties, expressed or implied.

Extreme Marquees is **NOT** responsible for products damaged in transit.

If you are making a warranty claim for a manufactures fault for reason other than above, please complete our warranty claim form - <https://www.extreme-marquees.com.au/resource-centre/> and email it through to - [logistics@extreme-marquees.com.au](mailto:logistics@extreme-marquees.com.au)

Please complete and return with photos of the manufactures fault.

Alternatively, please fill out the Replacement Parts form and we will arrange a quotation and dispatch parts as soon as possible - <https://www.extreme-marquees.com.au/marquee-spare-parts/>

## MANUFACTURER'S WARRANTY

PRODUCT	WARRANTY
X5 True Blue Frame	1 Years
X6 Velocity Frame	3 Years
Classic Summit	7 Years
X7 Tectonic Frame	10 Years
Q8 Quasar Frame	10 Years
Wave / Flare Banner Hardware	1 Year
Cafe Umbrellas Frame	3 Year
Star Shade Pole	1 Year
Arch Tent Frame	3 Years
EMX Inflatable Frame	5 Years
Pavilion Frame	5 Years
Pinnacle Frame	10 Years
Crest Tent Frame	10 Years
Table Covers	1 Year
Pop Banner	1 Year
Custom Banners / Fence Wraps	1 Year
Roller Banner	1 Year

### FABRICS

Plain 500D PVC Coated Polyester	1 Year
Printed 600D PU Coated Polyester	1 Year
Printed UV Fabric Fade Resistant	2 Years
Plain 580gsm PVC / Crest PVC	5 Years
Printed 550gsm PVC	2 Years
Clear PVC	2 Years
Banner Fabric	6 Months

**Your product not listed? Contact us for warranty information.**

## PRODUCTION & DELIVERY TIME FRAMES

Extreme Marquee will endeavor to meet all customer due dates and deadlines. However, as there are many aspects out of our direct control such as third party delivery providers, we can not guarantee a due date. As such, Extreme Marquee does not accept liability for any missed due date nor do we accept any refund request based on this premise.

Extreme Marquee has an outstanding reputation for meeting the tightest due dates and our team will continue to strive to be leaders in this aspect.

## RETURNS POLICY

### 100% Satisfaction Guaranteed

As part of the Extreme Marquee experience, it is our commitment to provide superior products. If you are not completely satisfied with your Extreme Marquee purchase for any reasons, we will make it right. You can return your product for a replacement or refund within thirty (30) days of your purchase. The product must be in new, unused condition. Extreme Marquees does **NOT** accept returns for any custom printed products unless the custom printed product has a fault under our manufacturers warranty.

Extreme Marquee's guarantee doesn't cover ordinary wear and tear or damage caused by improper use, naturally caused accidents, storm, rain, or wind gusts.

If you have received your Extreme Marquee purchase and it has a manufacturing defect in the materials or workmanship please fill out our warranty claim form - <https://www.extreme-marquees.com.au/resource-centre/> and email it through to - [logistics@extreme-marquees.com.au](mailto:logistics@extreme-marquees.com.au)

## RETURNING ITEMS

Before returning any part or product to Extreme Marquees please contact us to obtain specific return shipping instructions [logistics@extreme-marquees.com.au](mailto:logistics@extreme-marquees.com.au) or call us on 1300 850 832.

Extreme Marquees can arrange the product return for change of mind, however, the customer will be invoiced for the shipping cost. In addition, when processing a refund due to change of mind, a component of the original price will be non-refundable. This amount will be equal to the delivery charges charged by the courier company. If you receive a faulty or damaged product a replacement will be provided.

You can return your purchase from Extreme Marquees by courier, regardless if you have made your purchase on [www.extreme-marquees.com.au](http://www.extreme-marquees.com.au) or over the phone.

