



**EXTREME MARQUEES**

## DOUBLE POLE **STAR SHADE** RANGE

### INSTRUCTIONS & CARE

#### BEFORE YOU BEGIN

ATTENTION: Read instructions carefully before use.

Recommended setup procedures are outlined in this document.

For safety reasons it is recommended that at least six people are to assist in the set-up and pack-down on Star Shades.

Ensure the area is free from any sharp objects, overhead structures or other obstructions.



**WARNING:** Keep clear of overhead power lines.

#### THINGS YOU SHOULD KNOW

Your Star Shade is supplied with 6 steel pins. These **MUST** always be hammered into the ground to secure the Star Shade. The pole turn levers are to be used to tension the roof and tighten the roof fabric. These security methods will maximise safety. However, due to the unpredictable nature of weather, damage prevention is not guaranteed.

All Star Shades are considered temporary structures and **MUST** be packed down and stowed away during adverse weather conditions such as heavy rain, strong winds or other storm events.

Prolonged exposure to the sun can seriously degrade the material and/or cause it to become discoloured.

#### **WARNING: KEEP ALL FLAME AND HEAT SOURCES AWAY FROM THE TENT FABRIC.**

This tent meets the flammability requirements of CPAI-84. The fabric may burn if left in continuous contact with any flame source. The application of any foreign substance to the tent fabric may render the flame-resistant properties ineffective.

THIS PRODUCT MEETS AUSTRALIAN STANDARDS

Please check with your local regulations prior to purchasing this item. Some municipalities have restrictions and requirements.

**SIZES: 13.5m x 8.5m | 16.5m x 10.5m | 19m x 12m | 22m x 14m**



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# WHAT YOU'LL NEED

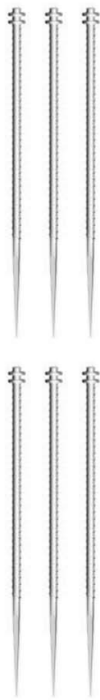
Stanley Knife / Scissors to open boxes. Only cut where symbol is shown on boxes.  
Mallet / Hammer to secure steel pins.

# PARTS LIST

Standard package items listed below. Please note accessories are not listed here.



Aluminium Poles (2 sets)  
5m pole x4 piece  
6m pole x5 piece



6x Steel Pins



Pin Puller

1x Roof Fabric  
1x Protective Bag  
1x String Line



2x Foot Plates

# SPECIFICATIONS FOR FOOT PLATE MAPPING

All Double Pole Star Shade size measurements listed below. Measurements to be referred to when mapping foot plates.

| SIZE                 | LENGTH |        |        | WIDTH |        | HEIGHT |    |
|----------------------|--------|--------|--------|-------|--------|--------|----|
|                      | L1     | L2     | L3     | W1    | W2     | H1     | H2 |
| 13.65m x 8.65m x 5m  | 3.65m  | 8.65m  | 13.65m | 5m    | 8.65m  | 2.1m   | 5m |
| 16.40m x 10.40m x 6m | 4.40m  | 10.40m | 16.40m | 6m    | 10.40m | 2.1m   | 6m |
| 19.10m x 12.10m x 6m | 5.10m  | 12.10m | 19.10m | 7m    | 12.10m | 2.1m   | 6m |
| 21.85m x 13.85m x 6m | 5.85m  | 13.85m | 21.85m | 8m    | 13.85m | 2.1m   | 6m |

# MAPPING OUT FOOT PLATES

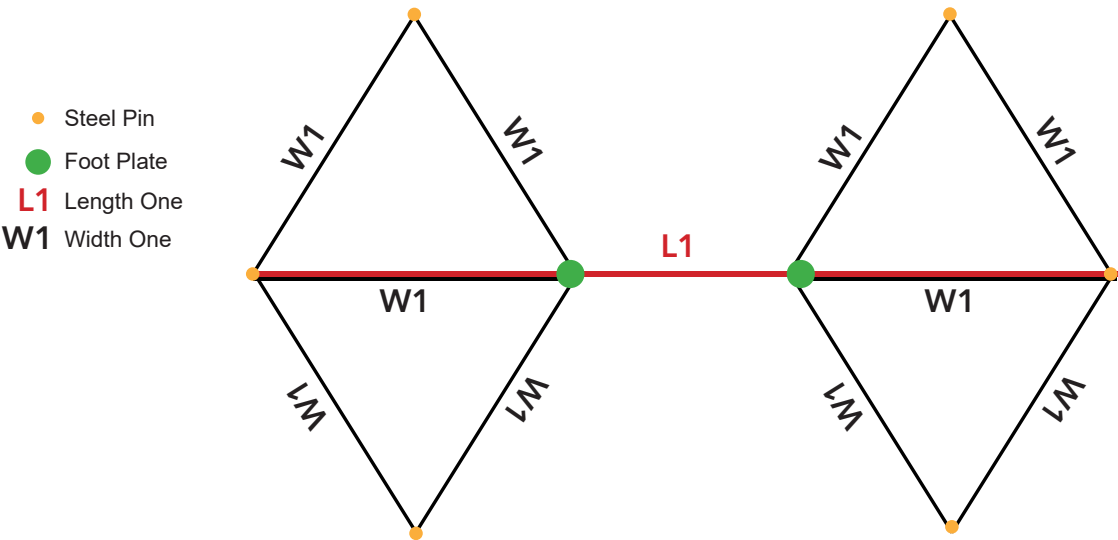
Please read instructions completely before setting up your Star Shade. Make sure you have all the components identified on the Parts List. Recommended procedure below. For safety reasons it is recommended that six people are required for set-up and pack down.



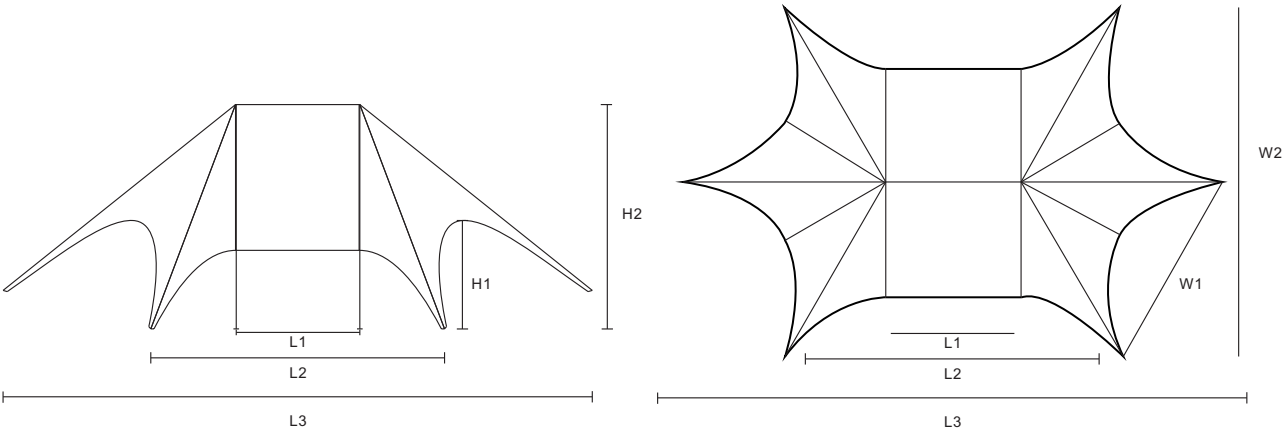
1. Loop one end loop of the stringline through the foot plate spike.



2. Push foot plate spike into the ground.



3. Using the stringline and the tape measure start mapping out the stake and pole foot plate locations. Refer to table on page 1 for Width one (W1) and Length one (L1) measurements for specific star shade size. After all three steel pins are mapped, measure Length one (L1) and insert the right foot plate into the ground with the stringline. Repeat the last step to map out the right side steel pins



4. When mapping the right side stake placement be sure to start with the far centre stake. This stake needs to be parallel with the pole foot plates and the far left stake. These elements create the L3 measurement.



## SET-UP INSTRUCTIONS

For safety reasons it is recommended that six people are required for set-up and pack down.



1. With all the steel pins correctly mapped out start hammering them into the ground using a sledge hammer.



2. Lay the roof fabric on the ground longways behind the steel pins with foot plates lining up to the steel pins.



3. Attach the four foot plates currently in place to the steel pins in the ground.



4. Attach the top section pole (shortest plain pole) to the roof fabric caps.



5. Attach the pole section with the turn lever next followed by the remaining poles.



6. Repeat step four and five to attached the second pole.



## ELEVATION

The following steps require six people to assist in the elevation of the Star Shade. One person per pole to guide them into the air. One person per pole to secure the bottom of the pole into the ground foot plate. Two people pulling and securing the final two foot plates to ground steel pins.



1. Begin elevation with the four people holding the two poles and guiding them into the air.



2. While the two poles are being lifted the two other people will pull on the two unconnected foot plates.



3. All six people will guide the star shade into the air until both poles are vertical.



4. With both poles vertical the last two foot plates are to be attached to the steel pins in the ground.



5. Once the roof and poles are up correctly, insert the base of the two poles into the foot plates.



6. Adjust the height of both poles at the same time using the turn levers to tighten the roof fabric. This helps to stabilise the poles as well.



## PACK DOWN

Before beginning the Star Shade pack down, please ensure the area is clear and six people are present to assist.



1. Two people are to Simultaneously wind down the poles to loosen the roof tension.



2. Two people are to assist in removing the foot plates. One person pulling the pole whilst the second is guiding the base.



3. Two more people will then hold the two roof fabric foot plates. They will be needed to guide the roof towards the ground.



4. At the same time all six people will begin to lower the Star Shade to the ground.



6. Disassemble the two roof poles and pack into the protective storage bag along with steel pins one removed.



5. Roll or fold roof fabric inside-out to protect artwork and fabric during storage. Roof must be completely dry before packing into the protective bag.



STAKE REMOVAL



1. Using the pin puller provided to remove all steel pins from the ground.



2. Attach the pin puller to the top of the pin. Using the pin pull leverage the pin out of the ground.

WALL ATTACHING

Double Star Shades have the option to addon a wall to the sides. These walls are available to fit the sort or long open arch areas. They are easily added to the roof fabric by attaching to the Velcro. To detach a wall simply pull in the wall fabric to relias the Velcro. Be sure to always store walls in the protective bags provided.



IMPORTANT INFORMATION

Your marquee is supplied with 8 steel pins and 4 tie-down ropes. These **MUST** always be attached. For setup on hard surfaces such as pavement, weight plates or sandbags **MUST** be used for security. These are add-on accessories that can be purchased separately.

All roof tie-down straps **MUST** be attached and tensioned. These security methods will maximise safety. However, due to the unpredictable nature of weather, damage prevention is not guaranteed.

All marquees are considered temporary structures and **MUST** be packed down and stowed away during adverse weather conditions such as heavy rain, strong winds or other storm events.

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 setup of the product does not conform to product instructions. This express warranty is provided in lieu of all other warranties, explicit or implied.

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

If you are making a warranty claim for a manufacturer fault for reasons other than the above, please complete our Warranty Claim Form - [www.extreme-marquees.com.au/resource-centre/](http://www.extreme-marquees.com.au/resource-centre/) - and email it to the following address: [warehouse@extreme-marquees.com.au](mailto:warehouse@extreme-marquees.com.au)

Please complete the form and return it to us with photos to preview the manufacturer fault cited.

Alternatively, if seeking replacement parts outside of warranty please fill out the Replacement Parts form and return to us at: [warehouse@extreme-marquees.com.au](mailto:warehouse@extreme-marquees.com.au). We will arrange a quotation and dispatch the required parts as soon as possible - [www.extreme-marquees.com.au/marquee-spare-parts/](http://www.extreme-marquees.com.au/marquee-spare-parts/)

MANUFACTURER’S WARRANTY

| PRODUCT                      | WARRANTY |
|------------------------------|----------|
| Frame                        | 5 Years  |
| FABRICS                      |          |
| Plain 580gsm PVC / Crest PVC | 5 Years  |
| Printed 550gsm PVC           | 2 Years  |
| Clear PVC                    | 2 Years  |

Your product not listed? Contact us for warranty information.

## MAINTENANCE

### PROTECTIVE COVERS

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

### CROSS WIRES & TIE-DOWN STRAPS

Inspect regularly to ensure they are fit for use.

## 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 detergent mixed with warm water.

When cleaning the roof of your marquee we recommend that the tent is fully opened and secured into position. Remove any leg extensions or accessories such as side walls as these can be cleaned separately.

We recommend that the roof of your marquee be cleaned regularly in proportion to the frequency of use.

Allow your marquee to completely dry before packing down and fitting the protective cover. This will prevent mildew and mould growth.

### SMALL STAINS

Simply clean with a general-use mild household detergent and a clean cloth.

## REPAIRS & SPARE PARTS

### ROOF

Should your marquee roof be damaged, please contact the Extreme Marquees Office. We will assess the damage and either suggest a repair centre or arrange to return the roof to our Warehouse/Office. In the case of an issue covered under warranty, claim forms can be found on our website - <https://www.extreme-marquees.com.au/resource-centre/>

### FRAME

Should your marquee frame be damaged contact us for options.

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

## PRODUCTION & DELIVERY

Extreme Marquee will endeavour to meet all customer due dates and deadlines. However, as there are many aspects out of our direct control such as third party freight providers, we can never guarantee an arrival date. As such, Extreme Marquees does not accept liability for any missed due dates, nor do we accept any refund request based on this premise.

Extreme Marquees has an outstanding reputation for meeting the tightest deadlines and our team will continue to strive for excellence in this regard.

## 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 reason, we will do our best to rectify. 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 Marquees' guarantee does not cover ordinary wear and tear or damage caused by improper use, or weather-caused damage such as storms, rain or wind.

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 to the following address: [logistics@extreme-marquees.com.au](mailto:logistics@extreme-marquees.com.au)

Before returning any part or product to Extreme Marquees please contact us to obtain specific return shipping instructions at [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 a change of mind, however, the customer will be invoiced for the shipping costs. 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 fees charged by the courier company. If you receive a faulty or damaged product, a replacement will be provided to you.

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



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