OWNERS MANUAL



Hightower Mansion 10P Tent

Model No. H-AC-DTM-MAN10

www.oztrail.com

PRODUCTS & PARTS

Thank you for purchasing this quality OZtrail® product. Please keep this owner's manual in a safe and dry place, it contains important and helpful information.

- OZtrail® tents are designed to be used as temporary recreational products only, not permanently.
- Always secure your tent firmly to the ground ensuring all peg points and guy ropes are utilised and remain firm.

HELPFUL HINT

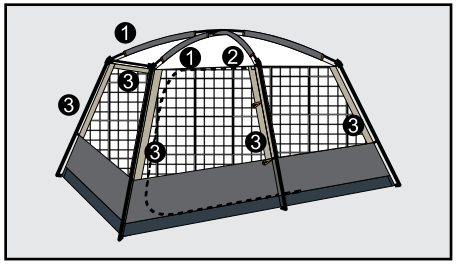
We recommend that you set up this product before you leave for your trip. Check that all parts are present and that you familiarise yourself with the assembly and disassembly of the product.

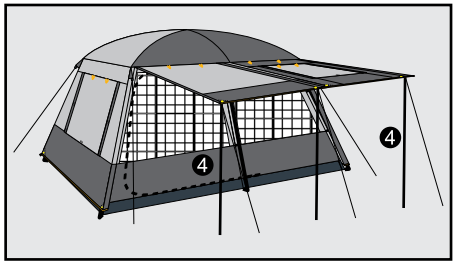
PLEASE NOTE
Due to our continual product development, specifications, parts and features of your purchase may vary from details within this owner's manual.

The following parts are included for product code H-AC-DTM-MAN10

PART DESCRIPTION

- ✔ 2x Fibreglass Roof Poles (yellow sticker) 1
- ✔ 1x Fibreglass Roof Poles (green sticker) 2
- ✔ 8x Portico Steel Wall Poles 3
- ✔ 2x Awning Poles 4
- ✔ 8x Guy Ropes
- ✔ 19x Pegs
- ✔ 1x Tent Carry Bag
- ✔ 1x Inner Tent
- ✔ 1x Fly





ASSEMBLY INSTRUCTIONS

STEP 1: CHOOSE THE SITE

Select a sheltered camp site protected from the wind that will not allow water to pond under the tent floor. Clear a level area of all stones, twigs, sticks etc.

STEP 2: LAYOUT THE TENT

Unpack the contents of your tent. Lay out the inner of your tent ensuring that you have the doors facing in the direction you require.

STEP 3: PEG DOWN THE TENT

Peg out the inner tent at the six peg points. These peg points are indicated in Figure 1. Anchor the tent to the ground by inserting the pegs through the loops around the base of the tent at an angle of 45° as indicated in Figure 2. Firm but not tight.

STEP 4: ASSEMBLE THE POLES

Assemble all poles making sure each pole junction is securely connected. Place the assembled poles side by side for easy identification, see Figure 3.

HELPFUL HINT

Do not force the pole through the sleeves as this may damage the sleeve and could break the pole. Check to ensure the pole does not snag when sliding it through the sleeve.

STEP 5: ASSEMBLE THE ROOF STRUCTURE

1. Select the two longest fibreglass poles with yellow stickers and slide them diagonally through the yellow bound pole sleeves running diagonally across the tent and insert them into the narrow opening of the attached corner portico hubs.
2. Select remaining roof fibreglass pole with red sticker and slide it through the red bound pole sleeve that runs across the tent and insert the pole ends into the narrow diameter inner tent. Next select one of the steel portico wall poles and place into the attached portico corner hubs above the side window, then repeat this process on the opposite side. Connect the corresponding pole clips on the inner tent to the poles.

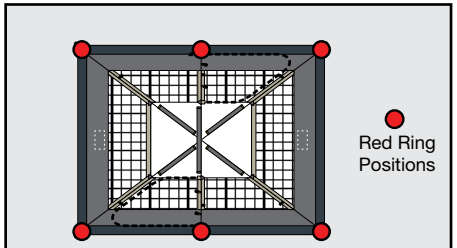


Figure 1

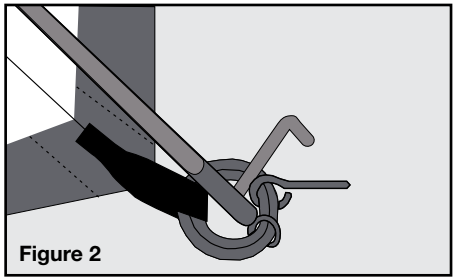


Figure 2

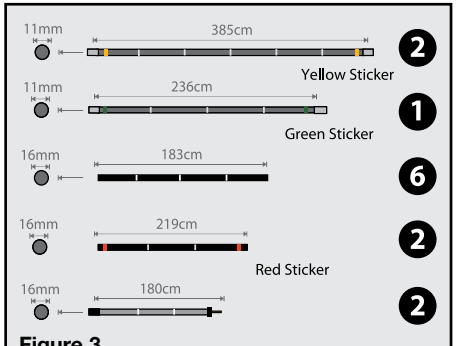


Figure 3

ASSEMBLY INSTRUCTIONS

STEP 6: ATTACHING THE TENT'S PORTICO LEGS

With the help of at least one other person select one of the six portico wall steel poles. Insert one end into the corner portico hub and the opposite end into the corresponding pin and ring assembly at the base of the tent floor. Repeat this process for the remaining five portico steel wall poles. Connect the corresponding pole clips on the inner tent to the wall poles. The tent should now be stood up.

HELPFUL HINT

Before attempting this step it helps to open the doors of the tent. This allows for the air to enter into the tent as you raise it.

STEP 7: ATTACHING THE FLY SHEET

Lay the fly sheet out along the side of your tent. Ensure that you have the front and the back aligned correctly. Raise the fly sheet up and carefully draw it over the top of your tent. Do this slowly to avoid snagging the fly. Once the fly sheet is on top of your tent, you can now securely attach all of the hook and loop tabs reinforcing points on the underside of the fly sheet around the corresponding poles as indicated in Figure 4. Now connect the hooks along the base of the fly to the corresponding ring around the base of the inner tent as indicated in Figure 5.

STEP 8: GUY ROPE AND PEG OUT

Ensure all guy ropes and peg points of the fly and tent are utilised. Make a loop (about 30-50cm long) with a slider on the end of the rope and peg out as far as possible from the tent as indicated in Figure 6. Ensure all guy ropes are attached firmly and remain firm as indicated in Figure 7. If required, use remaining steel awning poles to set up awnings.

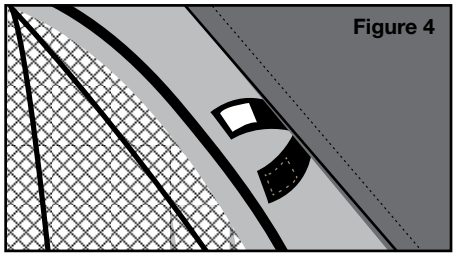


Figure 4

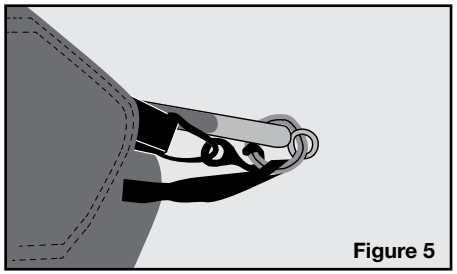


Figure 5

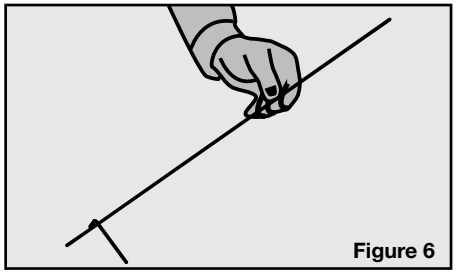


Figure 6

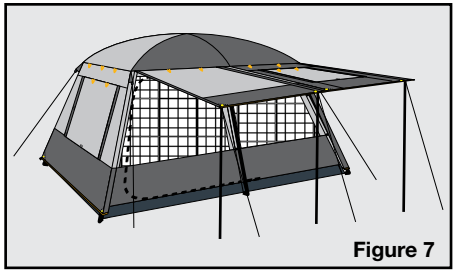


Figure 7

PLEASE NOTE

In severe conditions the tent should be dismantled

PACK DOWN INSTRUCTIONS

STEP 1: REMOVE GUY ROPE AND PEGS

Remove guy ropes and hook and loop tabs points that attach the fly to the poles and hubs.

Remove fly from tent. Lay fly flat on ground and fold fly in half, third or quarters. The width of the folded fly should be the length of the pole bag as indicated in Figure 8.

STEP 2: PACK UP THE POLES

Unzip doors and windows, collapse the tent by removing and disassembling the poles in the reverse order of the assembly instructions. Place the poles in the pole carry bag and tie shut.

STEP 3: PACK UP PEGS

Remove pegs with a claw hammer or peg puller. Do not remove pegs from the ground by pulling on the tent base as this may cause damage to the tent.

STEP 4: PACK UP TENT BASE

1. Spread the tent out flat with all loose fabric folded within the edges of the tent base. Try to flatten the tent as much as possible.

2. Fold the tent in half, third or quarters. The width of the folded tent should be the length of the pole bag as indicated in Figure 8.

STEP 5: ROLL UP THE TENT BUNDLE

1. Lay the folded fly over the folded inner tent. Beginning at the back portion of the fly and inner tent bundle roll forward firmly allowing trapped air to escape. It may help to use the bag of tent poles as a rolling pin ensuring the tent edges are kept straight as you roll.

2. Once the tent bundle is rolled up, tie straps around it and place into tent carry bag with peg bag, instruction booklet and other miscellaneous parts. If the tent won't fit into carry bag, unroll and reroll more tightly.

HELPFUL HINT

Never store your tent damp or dirty. If you have no choice to return home from your camping trip with a damp or dirty tent, make sure you lay it out to air in a cool, dry and shaded place as soon as possible and only pack it away when it is completely dry and clean.

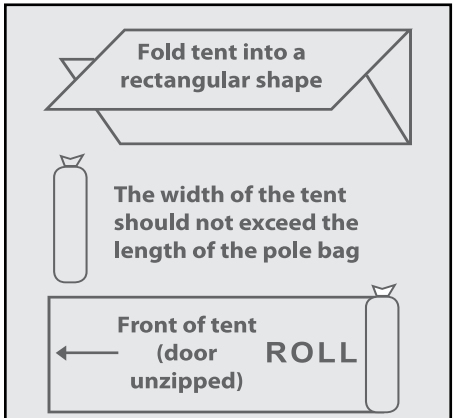


Figure 8

PROLONG THE LIFE OF YOUR TENT

- Temporary use only. Although our fabrics are treated for extra UV resistance, continuous exposure to sunlight will reduce the life of the fabric. Fading of colour is an early warning sign. OZtrail products are not designed as permanent dwellings or structures.
- During rain always lower awnings to avoid water ponding.
- Never store a damp or dirty shelter, as mildew and corrosion can form. Always allow the shelter to dry completely before packing and stowing. If mildew occurs, use a soft bristle brush or sponge with mild detergent to clean it off. After beach use or wet weather treat all zips, poles and pegs with silicon spray.
- The elastic shock cord within the poles is provided for easy assembly of the poles. The shock cord is not required for any structural reason. The poles and tent perform perfectly well without the shock cord. Age, over stretching and mishandling may cause failure. Shock cord is not covered by warranty. It's easy to replace, see the instructions on page 10.
- Sometimes the zipper coil bursts open or does not close. This could be due to wear or metal fatigue. The problem can be easily fixed, see the instructions on page 12.
- Always carry a roll of heavy duty tape for simple repairs to small rips, cuts and ash burns. This not only blocks the hole, it will prevent further tearing.
- When removing pegs, do not use the webbing or corner of the wall as your handle. Either use another peg, a peg remover or the claw of a hammer hooked under the peg to remove them.

CONDITION YOUR NEW TENT

Once you get your new tent home, it is important to condition the tent. Simply pitch your tent and wet it down with your garden hose until the fabric and all seams are saturated. Pay particular attention to the seams - the thread swells when wet and blocks the needle holes. The needle holes also shrink around the thread. The fabric also benefits from this because the fibre swells into the weave and the waterproof treatment settles within the fabric. Let the tent dry completely before repeating this wetting and drying process until there is no leakage during hosing. Always pack your tent away dry.

MATERIALS:

Pole - Fibreglass and steel
Tent - PE floor with polyester walls and fly

CARE INSTRUCTIONS:

Wipe down all surfaces with fresh water after use. To remove marks, use a soft brush or sponge with fresh water and mild detergent only and rinse with fresh clean water. Allow to dry thoroughly. After beach use or wet conditions treat all zips and metal components with silicon spray. Never pack away damp, dirty or wet.



IMPORTANT SAFETY & CARE INFORMATION

PLEASE READ THIS BEFORE SETTING UP YOUR TENT/SHELTER

TO PREVENT INJURY CAUSED BY GAS POISONING OR SUFFOCATION WHEN USING A TENT/SHELTER WITH INNER TENT KITS OR WALL KITS

- Be aware gas, fumes or lack of oxygen within the shelter could result in unconsciousness, brain damage and even death.
- Always ensure your shelter is well ventilated. When using the optional solid wall kits or inner tent, do not close every window or wall. A well ventilated shelter not only maintains healthy oxygen levels but also reduces condensation build up inside the shelter.
- Do not use fuel burning, oxygen consuming devices inside the shelter. This includes candles, gas lanterns, kerosene lamps, stoves, cooking and heating appliances.
- Do not use gas appliances of any kind inside the shelter.

TO PREVENT INJURY CAUSED BY FIRE

- Do not position the shelter near a camp fire or any other flame source.
- Do not use candles, matches or other flame sources near the shelter canopy.
- Only use recommended water repellent compounds on the shelter canopy.
- Do not spray tent fabrics with insecticides.



TO PREVENT INJURY CAUSED BY ELECTRICITY

- Always exercise care when using electricity and electric lighting in and near shelter. Only use 12V lighting.



IMPORTANT SAFETY & CARE INFORMATION

TO PREVENT INJURY CAUSED BY YOUR CAMPING ENVIRONMENT

- Do not position your shelter on an area that could get flooded.



- Do not leave your shelter erected in strong weather conditions.



- Do not position your shelter near cliffs in case of collapse or rock fall.



- Do not position your shelter under trees with dead branches or under trees known to drop branches.



UNDERSTANDING WATERPROOFNESS

KNOW YOUR TENT

OZtrail tents are manufactured from waterproof and water repellent fabrics. However, with the addition of seams, zips and other desirable features, a temporary tent will not be as waterproof as other solid structures.

THE FOLLOWING ARE COMMON EXAMPLES OF HOW WATER CAN ENTER A TENT:

CONDENSATION

- When warm moist air meets cooler air, condensation occurs. The tent/shelter fly forms an impermeable layer between the inside and outside conditions. The moisture inside the tent condenses on the fabric. Sometimes in cold conditions it appears that the fabric is leaking when in fact the cause is condensation. Condensation can be reduced if the tent/shelter is well ventilated.

ZIPS

- All care is taken in the design to cover zips. At times wind driven rain could force water under the flaps and through the zips. To minimise this, make sure all doors and windows are closed with the flaps covering the zips.

FLOOR

- If the ground is very wet or water pools under the floor, downward pressure of standing or kneeling on the floor could force water through the floor fabric. To prevent this, do not pitch the tent over hollows and make sure water drains away from the tent.

STRUCTURAL INTEGRITY

- A well-pitched tent on level ground is structurally strong and most waterproof. During prolonged periods of rain and wind it may be necessary to tighten guy lines and reset the pegs and check to clear drainage of the roof panels. Sagging and incorrect pitching weakens the tent structure and could allow water to pool on the fly placing undue forces on the tent causing leaking and breakages.

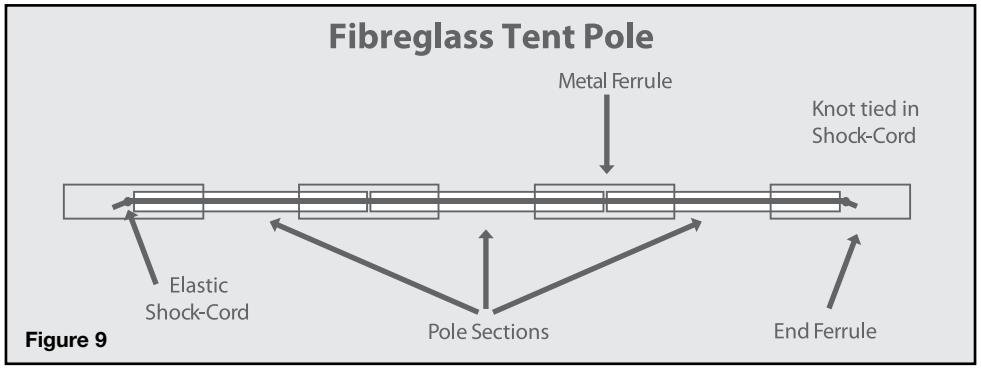


Figure 9

TENT POLE & SHOCK CORD REPLACEMENT

Tent poles and shock cord are similar to the tyres on your car, they require both maintenance and replacement from time to time after unexpected damage. Over stretching, dropping and age are the most common causes of shock cord failure. Excessive curvature during tent assembly or during periods of high winds is the most common causes of pole failure. By maintaining both the poles and shock cord you will be ensuring that you get the best performance and life out of your OZtrail tent.

HELPFUL HINT

To maximise the life of your shock cord never drop the tent poles during transporting. When packing poles into their carry bag be careful not to settle them by tapping them vertically on a hard surface.

REPLACING SHOCK CORD (Figure 9)

MEASURE AND CUT

Measure the length of the tent pole. You should use a length of shock cord roughly 2/3 the length of the tent pole. This will ensure that the shock cord has the appropriate amount of elasticity.

THREADING THE POLE SECTIONS

Tie a large knot in the end of the shock cord length. This knot needs to be large enough to stop it passing through the tubular hole in the pole sections whilst you are threading it. Thread the shock cord through the tubular hole in each pole section.

HELPFUL HINT

Towards the end of the pole length it may get quite hard to thread the pole sections as the shock cord is stretching. To help avoid this, place all of the sections you have already threaded on the floor. Stretch the shock cord through them until you have much more than what you need for the rest of the sections to thread. Place your foot on the shock cord at the end of the last pole section you have threaded. This will maintain the stretch and give you plenty of shock cord to work with.

TYING OFF

Once all of the pole sections have been threaded, you will need to tie a large knot in the shock cord, much the same as we did at the start. This knot needs to be sufficiently large to stop it pulling through the hole. Once this is done, trim the excess shock cord at each end.

SPARE PARTS & REPAIR PROCEDURES

REPLACING TENT POLE SECTIONS

Much like a flat tyre on your car, a broken pole section is an annoyance that can be easily rectified.

Cut the shock cord to enable you to remove the broken pole section. This is also a good time to replace the shock cord as well.

Measure both the diameter and overall length of the pole section. Once you have these measurements, you will be able to organise a pole replacement kit from your local camping goods retailer. You may have to cut the replacement pole to length. This can be done with a hack saw easily. Lightly sand the cut edge to remove any sharp edges.

Once your new pole is cut to length you can follow the "**REPLACING SHOCK CORD**" directions to get your pole length complete.

HELPFUL HINT

Be prepared for unexpected breakages, always carry a few spare pole sections that match the diameter of your tent poles as well as some lengths of replacement shock cord. These items are available at all good camping retailers.

ZIPS

REDUCING THE RISK OF JAMMING FABRIC IN THE ZIP

- When using the zip, hold the pull-tab between your thumb and forefinger with your thumb facing you.
- As you are closing the zip clear the way in front and under the zip slider using the back of your hand, and cup the zip slider underneath with your remaining 3 fingers. Use this action for opening or closing. Keep the fabric clear of the zip slider - zip and unzip slowly.

WHAT TO DO IF THE ZIPPER GETS CAUGHTME

- Pull the fabric bit by bit out of the slider. Do not try and pull all the fabric in one go. Do not force the slider or the fabric.

IF THE SLIDER DOES NOT CLOSE THE ZIPPER PROPERLYME

- With use, the jaws of the zip slider can open ever so slightly. When this occurs the slider does not compress the zip teeth or coil together tightly enough and the zip bursts open or does not close.
- Undo the zip and with the slider at the end of the zip lightly crimp the jaws of the slider together. Try top to bottom axis first and then side to side axis.

CRIMPING A ZIP-SLIDERE

- The most common reason why zips burst open is that the zip slider does not close the coil tightly enough. Wear and tear may cause the gap marked A to open up, as indicated in Figure 10.
- By simply “crimping” the slider together at points B & C with a pair of pliers, this solves the problem most of the time. Crimping in other planes is worth a try if B & C does not work. This is to be done when the zip slider is still attached to the zip in the open position, as indicated in Figure 10.

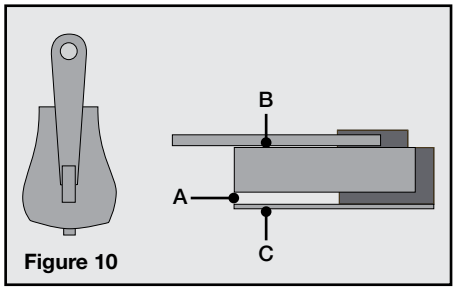


Figure 10

WARRANTY POLICY

LIMITED WARRANTY AGAINST DEFECTS

1. This Limited Warranty is provided by Adventure Operations Australia Pty Ltd ABN [43 622 679 887] trading as OZtrail in our capacity as supplier and manufacturer of the Products. Our contact details are:

Address: 71 Charles Ulm Place, Eagle Farm, 4009 QLD.

Phone number: 07 3193 1110

Email address: warranty@adventureoperations.com

OUR LIMITED WARRANTY

2. This Limited Warranty applies in addition to any other express warranty or warranties against defects we may supply from time to time for specific Products. If the individual packaging, accompanying product information or labelling of a Product specifies a different warranty period from the 12 month warranty period provided in this Limited Warranty, the packaging Warranty Period will apply instead but on the same terms as this Limited Warranty.

THE WARRANTY PERIOD FOR THIS PRODUCT IS: 2 YEARS

3. Moving forward, in this Limited Warranty, Warranty Period means:

a) for all OZtrail Products, 12 months from the date of original purchase of the relevant OZtrail Product; or

b) another time period set out in the individual packaging, product information, labelling, or accompanying a specific OZtrail Product.

4. Under this Limited Warranty, we warrant that products distributed by Adventure Operations Australia Pty Ltd and any of our subsidiaries (Products) will be free from defects in materials and workmanship under normal use (as described in the published product documentation accompanying or applicable to the relevant product) for the relevant Warranty Period (Limited Warranty).

5. If a defect in materials or workmanship becomes apparent under this Limited Warranty within the Warranty Period described above, subject to any additional rights you have under the Australian Consumer Law or any applicable local law, we agree to replace or refund covered Product parts that prove defective through normal use during the Warranty Period. We may alternatively agree to repair certain Products through our qualified agents, where such facilities are available. Without limiting any rights you have under the Consumer Law, the following conditions also apply to the Limited Warranty:

a) in replacing a defective product under the Limited Warranty, we may, at our discretion, substitute the product with a product model of equivalent nature where the exact model of the defective product is unavailable;

b) we may elect, at our discretion and as an alternative to repairing or replacing a defective part, to refund the cost of the relevant product upon it being returned to us or one of our authorised resellers;

c) this Limited Warranty does not extend or apply to any claim you or any other person may have for damage for any loss (including without limitation consequential damages or loss of profit, freight/shipping or travel costs), or otherwise damage howsoever caused whether or not such loss or damage arises as a result of any defect in the product or from the failure or omission on our part to comply with any obligation at law relating to the defect;

d) this Limited Warranty does not apply to damage caused by your failure and damage caused by improper use and abuse, fair wear and tear, accidents, misuse (including failure to follow instructions regarding care and maintenance of the product), neglect, disassembly, alterations or external causes such as, but not limited to, water damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the product (if applicable), and extreme thermal or environmental conditions; and

e) this Limited Warranty does not extend to any Products acquired for the purposes of re-supply, or for use in a manufacturing, or repair processes.

REPAIR FACILITIES AND SPARE PARTS

6. Please note that we have very limited repair facilities for our Products. This means that subject to any limited repair facilities offered through authorised repair agents, we are not able to repair broken or damaged Products that are broken or damaged by you or are defective. For defective Products, this Limited Warranty and your rights under the Australian Consumer Law will apply and in most cases the remedy will be limited to a refund or replacement.

7. OZtrail carries spare parts for many, but not all, of our Products. A comprehensive catalogue of our spare parts can be found at: Camping Gear Spare Parts. This means that where a Product is broken or damaged by you, we may not be able to provide you with a spare part for that Product. Where a Product is defective, you will be entitled to your rights under this Limited Warranty and the Australian Consumer Law, and in most cases the remedy will be limited to a refund or replacement.

HOW TO CLAIM THE LIMITED WARRANTY

8. This Limited Warranty is only valid and enforceable in Australia or New Zealand and will apply only if you have purchased the Product from us directly or from one of our authorised resellers.

9. This Limited Warranty may be claimed by you if a defect becomes apparent in the Product within the Warranty Period.

10. To claim this Limited Warranty you must do either of the following:

a) return the defective product to its place of purchase within the Product's Warranty Period, with a detailed proof-of-purchase clearly showing the date and detail of the purchase;

b) make the warranty claim directly with us by returning the defective Product to our address at Adventure Operations, 71 Charles Ulm Place, Eagle Farm, 4009 QLD accompanied by a detailed proof-of-purchase clearly showing the date and detail of the purchase;

c) make the warranty claim directly with us by emailing us at warranty@adventureoperations.com accompanied by a detailed proof-of-purchase clearly showing the date and detail of the purchase. We may require you to mail us the product or email us photographs of the defect and Product.

11. Where you return the defective Product in-store to the place of purchase, our authorised reseller will inspect the Product and proof-of-purchase to determine if this Limited Warranty has been complied with and can be claimed. They will also determine the remedy available to you under this Limited Warranty.

12. Where you make the warranty claim directly with us, we will inspect the Product (including by inspecting photographs you send to us over email) and the proof-of-purchase to determine if this Limited Warranty has been complied with and can be claimed. We will also determine the remedy available to you under this Limited Warranty.

EXPENSES

13. You must bear the expense of claiming a remedy under this Limited Warranty, including postage and transport costs of returning the product. If we or our authorised reseller determine you are entitled to a remedy under this Limited Warranty, we will reimburse you for any reasonable expenses you have incurred in making the claim, provided you supply us with proof of such expenses.

YOUR RIGHTS UNDER THE CONSUMER LAW

14. Products distributed by Adventure Operations Australia Pty Ltd and any of our subsidiaries come with guarantees that cannot be excluded under the Australian Consumer Law or the New Zealand Consumer Guarantees Act 1993 (Consumer Law) (as the case may be). You are entitled to a replacement or refund for a major failure (or, where the New Zealand Consumer Guarantees Act 1993 applies, a failure of a 'substantial character') and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if products fail to be of acceptable quality and the failure does not amount to a major failure (or a failure of a substantial character, as the case may be).

CONTACT US

15. If you have any questions concerning this warranty policy, you may contact us in writing:

Adventure Operations, 71 Charles Ulm Place, Eagle Farm, 4009 QLD

or by email: warranty@adventureoperations.com

or visit our website: adventureoperations.com

WARRANTY - For details see www.oztrail.com.au/warranty

OZtrail® is a registered trademark of
Adventure Trading Australia Pty Ltd

Designed by:
Adventure Trading Australia Pty Ltd
71 Charles Ulm Place,
Eagle Farm, QLD 4009
AUSTRALIA

Made in China