



# EXTREME MARQUEES

## FRAME BANNER 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 two people are to assist in the set-up and pack-down for Frame Banners of any size.

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

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

#### **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

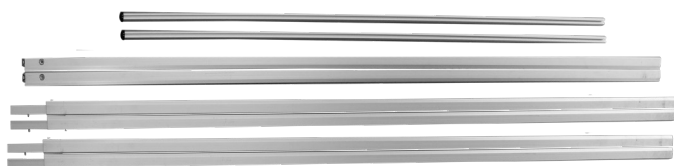
Please check with your local regulations prior to purchasing this item. Some municipalities have restrictions and requirements.

## WHAT YOU'LL NEED

Stanley Knife / Scissors to open boxes. Only cut where symbol is shown on boxes.  
Allen Key (Supplied)

## PARTS LIST

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



Aluminium Poles



Pole Bag



4x Connectors



2x Parts Bag



Printed Fabric



2x Allen Key

## SET-UP INSTRUCTIONS

For safety reasons it is recommended that two people are required for set-up and pack down of all Frame Banners.



1. Layout all aluminium poles on the ground in the order they will be connected for the bottom and top bars. Set aside until needed



2. Attach the two side tracks to your Marquee legs using the connectors. Two connectors per leg to secure into place.



3. Thread the top bar through the top sleeve of the frame banner fabric.



4. With the top bar now attached, thread both ends of the banner fabric sleeves through the two side tracks (previously attached in step 2).



5. Align both ends of the top bar onto the side tracks.



6. With the bars in place use the two allen keys provided to secure them at the same time.





7. Thread the bottom bar through the bottom sleeve of the frame banner fabric.



8. Align both ends of the bottom bar onto the side tracks. Use the two allen keys provided to secure them at the same time.



9. Slightly loosen both leg connectors enough to allow them to slide up the marquee leg.



10. Slide the frame banner up the marquee legs and into place above the roof valance. Tighten leg connectors to secure.



11. Once the Frame Banner is correctly attached to the Marquee extend all marquee legs and safely secure the Marquee.





## PACK-DOWN INSTRUCTIONS

For safety reasons it is recommended that two people are required for set-up and pack down of all Frame Banners.



1. Lower all the Marquee legs and loosen the top and bottom bars with the allen keys.



2. Remove both the top and bottom bars and disassemble.



3. Loosen the leg connectors and take off the side tracks.



4. Slide the Frame Banner fabric off the side tracks.



5. Fold the roof fabric and place back into protective bag.



6. Put all bars, connectors and parts into protective bags





## IMPORTANT INFORMATION

Your marquee is supplied with 8 steel stakes 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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