

Building up moments.

**MASTERTENT**®

Mastertent Canopy Tents

# Warranties & Certifications

|  |           |                       |
|--|-----------|-----------------------|
| <p><b>100% Satisfaction, Returns &amp; Exchanges</b><br/>Peace of Mind that You'll Love Your Mastertent</p>      | <p>4</p>  | <p>Satisfaction</p>   |
| <p><b>Limited Lifetime Warranties</b><br/>The Best Products in the Industry with Warranties to Match</p>         | <p>8</p>  | <p>Warranties</p>     |
| <p><b>10-Year Spare Part Guarantee</b><br/>Easy and Reliable Long-Term Care</p>                                  | <p>10</p> | <p>Spare Parts</p>    |
| <p><b>Wind Safety &amp; Securing Guide</b><br/>Necessary On-Site Securing and Wind Safety</p>                    | <p>12</p> | <p>Wind Safety</p>    |
| <p><b>Fabric Certifications</b><br/>Fabric Materials, Waterproof Testing, and Fire-Retardancy Certifications</p> | <p>14</p> | <p>Certifications</p> |



**MASTERTENT USA**  
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www.mastertent.com

**IMPORTANT:** Read all details in this manual before using equipment to ensure proper understanding of warranty coverage and procedures. Keep this manual for future reference.



# 100% Satisfaction Guarantee

Peace of mind that you'll love your Mastertent!



## Standard Products

In-stock (non-custom) products are guaranteed to impress with quality materials and durable construction. If there are any initial issues with your Mastertent products or a doubt that they are right for you, returns and exchanges are available for 30 days!



## Custom Products

Unique tent sizes, printed roofs, sidewalls and fabric products are guaranteed to match the 3D renderings and design proof layouts provided for approval prior to production. In the rare circumstance of a printing error, we will make it right!



## Inspection on Delivery

Every Mastertent shipment is carefully packaged and inspected prior to leaving our facilities. Should packages arrive to you in damaged condition, please document (with photographs) and communicate damages to both the carrier and a Mastertent representative immediately.



## Lifetime Customer Care

Our Product Experts and Customer Support teams are always available and ready to assist! Contact us at any point throughout the lifetime of your Mastertent for in the moment assistance on how to make the most of your Mastertent experience.





# Returns & Exchanges

Hassle-free for 30 days.

## Standard, In-Stock Items

Items that are not printed or customized are eligible for any reason when kept in new condition with original manuals and packaging.

## Printed Fabrics

Custom prints are guaranteed to match order-approved layouts and any errors found during the 30 day period are eligible for reprint exchange. Mastertent will assist with standard shipping of errored return and corrected redelivery at no additional costs. Rush options may be available with fees.

## Ineligible Returns and Exchanges

- Custom or modified products
- Standard products that arrive to Mastertent in used condition and/or without original manuals and packaging
- Print error exchanges that have been worn or damaged

## Return or Exchange Shipping and Restocking

Return shipping is the customer's responsibility. Mastertent can assist with shipping logistics as a courtesy with costs deducted from return or exchange credit. Original shipping costs are non-refundable. Returns for refund are subject to Restock Fees, waived for account credit or exchanges.

## Return Timeline

Returns are valid for 30 days from delivery or receipt of products.

## Initiating a Return

Please contact us for more information or to initiate a Return Authorization, which must be completed and Mastertent approved within the eligible 30-day period.

## SUPPORT

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# Limited Lifetime Warranties

Industry-leading products, warranties to match.

Mastertent canopy tents are the best in the industry, and come backed with the best warranties and testing. Our products come with manufacturer's warranty coverage ranging from 1-Year to Limited Lifetime coverage. These warranties cover the product's performance when properly used and cared for - which includes: aluminum weld or tubing failure, tension system breakdown, defective connection pins, premature corrosion, loose threads or stitching and fabric performance during the coverage period.

The material or production defects warranty does NOT cover damage and/or failure caused by weather (wind, rain, snow, hail, etc.), mishandling (forceful operation, stacking during transport, storage while wet, etc.), accidents (tent drops, object falls, vehicle collisions, etc.) or general wear and tear.

*Please contact our team with any questions.*

📞 704.312.1600 ✉ sales.usa@mastertent.com

Our premium canopy tents are built to last a lifetime and come with our Mastertent-signature, Ltd. Lifetime Warranty on the all-aluminum frame. Mastertent fabrics receive a comprehensive 1-Year Warranty as these fabrics are highly-durable and ready for professional use.

## Frames

### Ltd. Lifetime Warranty:

- Series 1 Frames
- Series 2 Frames

### 1-Year Warranty:

- Series 3

## Fabrics & Printing

### 1-Year Warranty:

- Series 1 Roofs
- Series 2 Roofs
- Series 3 Roofs
- Series 1 Sidewalls
- Series 2 Sidewalls
- Series 3 Sidewalls

## Accessories

### Ltd. Lifetime Warranty:

- 22 & 60lb Base Weights

### 1-Year Warranty:

- Folding Counters
- Tent Electronics
- Flags & Banners
- Fabric Accessories

### Warranty Coverage At-A-Glance

Mastertent stands behind our product quality allowing you to focus on safety and care.

- ✓ Manufacturing Defects in Material & Production
- ✓ Damages from Rust & Corrosion
- ✗ Wind and weather damages are NOT warranty covered.
- ✗ Damage or Injury from Accidents & Mishandling

Read full Terms & Conditions here.



### Pro-Tip:

A quality canopy tent is an investment - like a vehicle, it needs care, maintenance and sometimes insurance coverage.

Extend the life of your tent with proper care.

Safely closing and properly storing your tent, periodically updating parts and fabrics, and simple cleaning can help your tent last a lifetime!

Consider the value of insurance coverage.

Accidents do happen. To help manage potential replacement costs, businesses sometimes find equipment coverage solutions with their insurance provider.

Read the Mastertent Care Blog.

# 10-Year Spare Part Guarantee

Easy and reliable long-term care.

We enjoy supporting your mobile activities today, tomorrow and well into the future! Every Mastertent is crafted with longevity in mind from our choice of highest-quality materials to our user-friendly design and construction. Our Spare Part Program allows you to easily replace parts should your tent ever become damaged or need a quick tune-up - keeping your canopy tent looking and functioning like new for years to come.



## 10-Year Availability Guarantee

While the Mastertent team is always growing, innovating and developing new ideas, our first priority will always be providing exceptional service for our customers. We guarantee for the 10 years following your purchase, we will manufacture the spare parts to fit your products.

## Aluminum Framework

Our all-aluminum frames are purposefully designed for ease of use - for daily set-up as well as long-term care. If a tent part becomes damaged, that portion can be removed from the functioning framework - allowing you to replace individual parts rather than an entire frame to get back to working condition.

## Printing & Fabrics

When the time comes for a rebrand or just a fresh look, all Mastertent fabric products (roofs, sidewalls, etc.) can be replaced independently of the hardware or frame. Periodically upgrading fabric materials is an excellent way to keep your Mastertent looking sharp and at peak performance.



*If you're in need of new fabrics, printing a new design, or swapping out spare or replacement parts, our team is here to help! We can work with you in a variety of ways to get the right parts headed in your direction:*



### Identify Parts

Most parts used to build your canopy tent will have part (or article) numbers stamped into the aluminum frame or product tag. Share that identifying number with your Mastertent rep. to ensure your new parts match the old.



### Contact a Mastertent Specialist

From reviewing photographs and providing tent diagrams to jumping on a call or video chat, our in-house Support Team can help identify parts, walk through installation, and help prepare the best game plan for your tent parts.



### Watch Video Tutorials

Browse our video library to get a better understanding of your tent's construction or as an in-the-moment tutorial to walk you step-by-step through the process.

*We're a phone call or email away at any point during your repair process!*

 704.312.1600  [sales.usa@mastertent.com](mailto:sales.usa@mastertent.com)

[View more Spare & Replacement Parts Details here.](#)

# Wind Safety & Securing Guide

## Essential On-Site Wind Safety

### Why do canopy tents need securing?

By the nature of their design, any canopy tent is inherently vulnerable to lifting when exposed to winds that are stronger than its securing.




Mastertent tents are extremely strong and durable, but as mobile structures, must be paired with smart on-site securing from base weights and ground anchors to ballasts and more.

**Users are responsible** for assessing on-site weather conditions and always securing for safe operations. Close and store tents when unattended or when there is opportunity for extreme or unknown wind conditions.



## Performance Estimates\*

Recommended Securing Per Tent Leg by Wind Speed\*\*

| Mild<br><10 MPH  | Intermediate<br>10-30 MPH  | Heavy<br>30-40 MPH  | Extreme<br>~40+ MPH   |
|--|--|---|---|
|                     |                 |                                      |  |
| 22lbs<br>Base Weights  | 1-2 x 60lbs<br>Base Weights  | 2 x 60lbs<br>Base Weights   |   |
| OR   | OR/AND   | AND   |   |
|                     |  |   |   |
| Ground Anchors (~100lbs Downforce per Tent Leg with Surface Variables)                                 |  |   |   |
| DOWNFORCE PER LEG RECOMMENDATIONS:   |  |   |   |
| <b>20-60 LBS</b><br><i>Many weight or anchor options can keep your tent secure in mild conditions.</i> | <b>60-200 LBS</b><br><i>As conditions grow, so must securing. Increase weights and/or anchors.</i> | <b>220 LBS &amp; UP</b><br><i>In heavy conditions, the right mix of base weights AND top-down anchors are required.</i> | <b>Safely close and store your tent.</b>  |

**Pro-Tip:** Safe operations means being prepared for unexpected conditions, always having more downforce than needed, and knowing when to put your tent away.



### Base Weights

#### Find a solid foundation.

Available in 22 and 60lbs weight options, Mastertent Base Weights (made from galvanized cast iron) easily fasten onto each tent leg - together providing excellent mobile-friendly safe securing for many conditions and surfaces.



### Ground Anchors

#### Securing starts at the top!

Use Mastertent Ground Anchors on both soft ground (grass, sand, gravel) or - when possible - to bolt or spike into hard ground surfaces (asphalt, concrete, etc.). This rooftop support adds a tremendous amount of stability to the tent.



### Ballasts & Weights

#### Bring in the heavy weights!

Long-term use and inclement weather require more securing weight for on-site safety. Ballasts, concrete blocks, or water barrels can serve as great securing alternatives when they're paired with the right straps and placement.



Size matters. Larger tents (15ft+) require additional securing under the same weather conditions as smaller counterparts.



Tents with extended leg heights should be secured from the roof line as well as at their base.



Tents with increased surface area from features like awnings, walls, etc. have increased vulnerability thus requiring additional securing.

### ⚠️ \* IMPORTANT:

Performance estimates will always vary with real world conditions. Please read all notes as weather and wind related damages are **not warranty covered**, and Mastertent is not liable for damage or injury that may occur as a result.

### ⚠️ \*\* SAFETY WARNING:

Reported winds are not always top speeds or your location's conditions. Winds can randomly and unexpectedly gust higher, produce uplifts and swirls, as well as suddenly change direction - all of which can leave an assumed secure tent vulnerable.

Tent users are responsible for taking prudent measures that assess and plan for all weather conditions and to make decisions that maintain safe operations at all times. Always close and store tents if there is any question about wind security.

# Fabric Certifications

## Mastertent Series 1 & Series 2 Fabrics



The polyester and PVC fabrics used to create MASTERTENT® S1 and S2 standard tent roof and sidewall products are among the highest quality in the industry.

**Standard S1 & S2 Fabrics** utilize 500D and 250D Oxford polyesters to provide for a strong and durable fabric and receive additional water-proofing treatment for the ultimate performance.

**Rescue Products and Custom PVC Materials** utilize 400-gram PVC for an extreme, heavy-duty solution that is naturally waterproof.

**Specialty ECO-Line Fabrics** utilize a 600D, recycled polyester and are waterproof. In order to comply with sustainability guidelines, they are not fire-retardant.



100% Waterproof



Certified Fire-Retardant



Quick-Glance Certifications Tag

All standard fabrics have undergone ISO successful testing for tensile strength, waterproofness and color fastness.

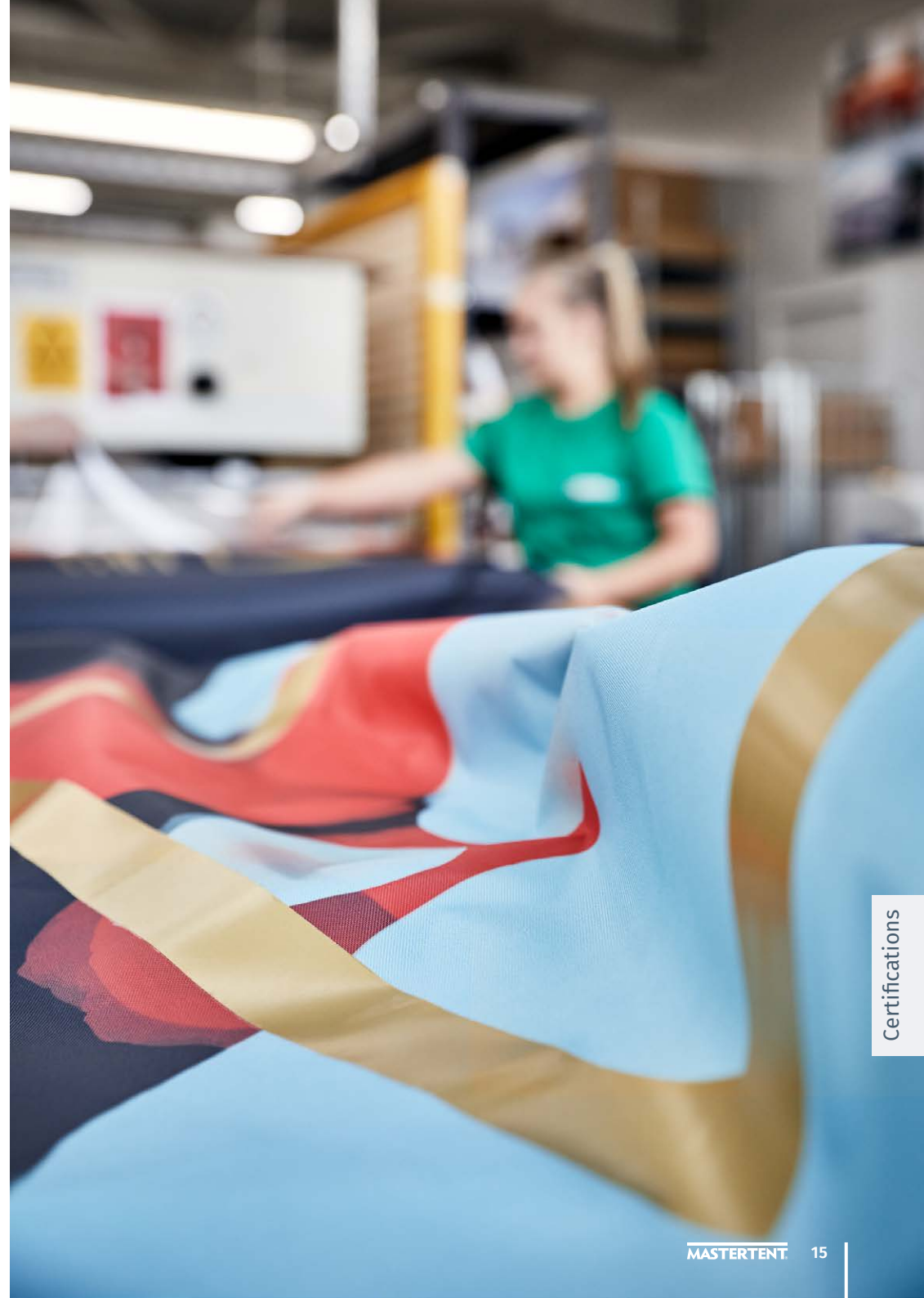
All standard fabrics are fire-retardant in compliance of North American and European fire standards:

NFPA 701 CPAI-84 Sec.6 CAN/ULC-S109 EN 13501-1:2007



[Download Fire Testing Certificates here.](#)

**⚠ SPECIAL NOTE:** Fabrics that we use are treated to be fire-retardant and not fireproof; they will burn if left in continuous contact with any flame. The application of any foreign substances to this fabric may render the flame retardancy ineffective. Please keep all flame and heat sources at a safe distance.





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