



Warranty and Guidelines for Caring for your Albion Canvas Tent

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These guidelines have been prepared in accordance with instructions supplied by the canvas manufacturing company.

Canvas

Regentex 12P/W FWR XP (Canvas) is a blended polyester cotton cloth treated with a water repellent, rot resistant and flame retardant emulsion, and is the fabric we use for our tents. When we refer to 'canvas' in the instructions below we are referring to Regentex 12 P/W FWR, or Regentex 12 P/W FWR XP.

PVC

PVC fabrics will not need to be re-proofed but will need cleaning following the same recommendations outlined below. All other advice applies to PVC

Acrylic Canvas

Acrylic fabrics do need to be reproofed with recommended proofings for each type of fabric. All cleaning should follow the same instructions as below.

Weathering

Before using ANY of our tents for the first time, the canvas will need to be preconditioned or "weathered", in order for the material to develop its own natural water repellence by allowing the fibres to swell and relax back and thus tighten the weave.

The proofing process is carried out under tension and the fabric is flattened by pressured rollers forcing the proofing mix to fully impregnate the fabric. This wetting/drying process will not only allow the canvas to condition and gain its full water resistant properties, but will also help close up any stitching holes.

The tent needs to be erected and the canvas soaked by the rain or using a garden hose or similar. The canvas needs to be totally soaked.

Allow the fabric to dry naturally in the air until it is totally dry. It is during the drying process that the fibres swell and relax.

The above soaking and drying process may need to be repeated. Generally three soakings and drying cycles is sufficient to fully weather the canvas, but more may be required if the drying process is too fast, as the canvas fibres swell and relax at a slow rate.

Storms and extreme conditions

All tents should be kept taught at all times to prevent damage. A loose or damaged tent **will** be damaged in windy weather.

When tightening your guy ropes, *ensure you loosen the webbing strap from the pole to the tent **BEFORE** tightening the ratchet.* If you do not your tent may be damaged and this is not covered under the warranty.

Damage may occur to your tent in winds or gusts exceeding 25mph. It is recommended that structures are closed up and secured if this wind speed is expected. As wind speeds increase above 25mph, and or extreme weather is expected (heavy rain, winds, snow, hail etc.) it is recommended that the structures are dismantled

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and stored. All guys, stakes, fixings, framework and canvas should be regularly inspected for damage and security, particularly before, after and during prolonged poor weather. Snow should be removed from your structure immediately. Prolonged wet and windy weather will loosen the ground stakes and increase the risk of collapse, check ground stakes weekly. Longer ground stakes can be purchased if required, but please check for ground services before fitting.

Any damaged items should be replaced as soon as possible, and the structure not used until repaired. Boldscan Ltd can take no responsibility for damage caused by extreme weather conditions.

Although many of our clients keep their structures up year round, we do recommend they are dismantled and stored for winter or if they are not in use.

Sighting Your Structure

It is the owners' responsibility to ensure the structure is placed in a suitable position for maximum weather protection.

It is the owners' responsibility to ensure that the ground conditions are suitable and you have adequate anchorage, and the placement of the anchorage will not interfere with ground services.

It is the owners' responsibility to ensure that the deck/platform is built to Boldscan/Albion Canvas recommended specification and is adequately secured to the ground.

It is the owners' responsibility to ensure that the structure is not facing into prevailing winds.

Installation

1. All Albion Canvas/Boldscan structures can be installed by our trained installation team or by yourselves with a trained Albion Canvas supervisor, or by yourselves following our comprehensive installation guide.
2. No guarantee can be given against installation if your structure is not supervised by a trained Albion Canvas/Boldscan installer.
3. It is advisable to request a site visit to check installation if you self-build, once complete. **Boldscan accept no liability for damage due to incorrect construction without an installation check.**

Cleaning

To clean the canvas, allow the tent and dirt to dry and then brush the dirty area gently with a soft brush. Canvas can be rinsed down using water from a bucket or hose. **NEVER** use any solvents or soap product and **DO NOT** use pressure washers as either of these may wash the proofing product out of the canvas. Dirt and animal droppings should be cleaned from the canvas as soon as possible, certainly within one week.

Storage

Canvas must be cleaned thoroughly and fully dried before storing. Canvas must only be air dried naturally. Canvas, like all natural fabrics, is susceptible to mildew. Mildew growth is promoted in damp, warm conditions, especially where there is a source of food for growth. Care needs to be taken to remove all dampness and food sources prior to storage.

Reproofing

Canvas is supplied with a water repellent, rot resistant and flame retardant treatment which meets the levels as details in the full specification. Much of the product supplied is used to make tents for the marquee hire trade but the design and use of the tents can vary. Under "normal" tent hire conditions in the UK;

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1. We would normally expect the Canvas to remain water proof for at least 2 winters. We would recommend that the Canvas is re-proofed using solution supplied by Boldscan Ltd/Albion Canvas before the third winter and every winter after that.
2. Canvas as supplied is tested to ensure it meets the FR standard BS7837:1996. We would normally expect it to continue to meet this standard for a period of at least 3 years under normal tent hire conditions in the UK. The re-proofing solution supplied by Boldscan Ltd/Albion Canvas also contains FR chemical, but the material would have to be re-tested for it to be certified that it still meets the standard. (The test is a destructive test and, if this type of follow on testing is required, the product should be designed to allow for sections of the appropriate size of canvas to be removed for testing.)
3. Canvas as supplied is treated against rot attack to the standard detailed in the specification. We would normally expect it to continue to meet this standard for a period of at least 3 years under normal tent hire conditions in the UK. The re-proofing solution supplied by Boldscan Ltd/Albion Canvas contains a rot proofing agent.

It is recommended that only re-proofing solution supplied by Boldscan Ltd/Albion Canvas is used. The reproofing solution supplied by Boldscan Ltd/Albion Canvas is a watered down version of the original proofing solution. Other re-proofing solutions are available, but the manufacturer cannot comment on their suitability for use with canvas.

Colour

The canvas is available in white, khaki and sand colours. On first exposure to sunlight we would normally expect some slight colour fade, after which, under normal hire conditions, we would expect the colour to remain stable for a period of at least 3 years.

When re-proofing 'Khaki' (Olive green) and 'Sand' coloured canvas you will need to add pigment to the reproofing solution to maintain the colour. The pigment will be supplied with the re-proofing solution on request.

Canvas is a natural product which if correctly maintained will give many years of functional use. However we have found that due to aesthetic reasons many clients wish to replace their covers before the canvas has completed its functional life, in order to keep their structures looking their best. Natural (white) canvas is change most regularly especially if sited in a woodland environment, whereas coloured canvas (sand/khaki) will maintain its look for a longer period.

Marine environments can also reduce the lifespan of the fabric, due to the salt in the atmosphere which needs cleaning and reproofing yearly, and would benefit from a simple clean water wash to remove the salt deposits on a more regular basis.

Timber Poles and Doors

1. All external woodwork will need to be inspected for damage regularly; then cleaned, lightly sanded to remove discolouration mould etc and re-oiled using Boldscans/Albion Canvas recommended oil finish on a yearly basis.
2. Internal woodwork should be inspected for damage regularly but probably won't require such frequent re-oiling.
3. When storing your wood poles ensure they are clean and dry and store in a clean dry and aired environment.
4. All damaged framework should be replaced as soon as possible.

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Fire

1. Remember your tent can BURN.
2. When sighting ensure a minimum distance of 6m between adjacent tents or awnings.
3. Do not place cooking, heating or lighting appliances near the sides or roof.
4. Always observe the safety instructions for these appliances.
5. Never allow children to play near lighted appliances.
6. Keep exits clear.

It is recommended that suitable Smoke Detectors and Carbon Monoxide detectors are fitted and that they are fitted according to manufacturer's instructions and maintained accordingly.

Boldscan recommends the fitting of heat shields and hearth plates around heating appliances and suitable guards are fitted.

1. It is the owners responsibility to provide detailed instructions on the safe use of heating and cooking appliances and to have a fire drill instructions for the use of the structures end user.
2. All heating and cooking appliances should be checked by a qualified engineer before use.
3. Flues should be checked regularly and cleaned of soot, particularly after a period of inactivity.

Warranty

Any given warranty supplied by Boldscan Ltd/Albion Canvas is only valid if these guidelines have been scrupulously followed.

There is a 12 month warranty on workmanship, and a 36 month warranty on canvas fabrics (applies to failure of the base cloth or proofing).

Terms, Conditions, Limitations

1. Purchaser shall give Boldscan Ltd written notice within 30 days of failure. Such notice shall set forth the date of installation and the nature of the defect and shall request a return authorisation for warranty evaluation.
2. Upon receipt of Boldscan's return authorisation, purchaser shall send the product, post-paid and insured to Boldscan Ltd for warranty evaluation.
3. If upon Boldscans inspection, Boldscan determines that failure is due to defects in workmanship or materials supplied or provided by Boldscan Ltd (except as provided in paragraphs number four and five) Boldscans sole responsibility shall be to replace the defective product at no cost to the purchaser. Boldscan will not be responsible for the cost of removing the defective product or installing the replacement.
4. This warranty shall not be applicable if, in the sole judgement of Boldscan Ltd:
 - a) The product is damaged by natural disaster, Act of God or an intentional or negligent act, breach or omission after purchase.
 - b) If cleaning solutions, re-proofing solutions or any other chemical not furnished by Boldscan Ltd is used, or maintenance schedule not recommended by Boldscan Ltd is used.
5. This warranty shall be null and void if in the sole judgement of Boldscan Ltd any of the following shall occur;
 - a) If material modification is made to the product including (but not by way of limitation)

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- penetrations or removal of any portion of material, repair by unauthorised party.
- b) Application of the structure or product outside its normal application parameters.
 - i) For the structure to be in use beyond the 25mph wind limit.
 - ii) For snow to build up on the structure.
 - iii) If the structure/product comes into contact with chemicals, agricultural sprays or corrosives.
 - c) Purchaser fails to comply with any of the terms or conditions stated herein.
6. Boldscan shall have no obligation under this warranty unless and until Purchaser has fully paid the full purchase price to the authorised Boldscan/Albion Canvas distributor or agent.
 7. Boldscans failure at any time to enforce any of the terms or conditions stated herein shall not be construed to be a waiver of such provision.
 8. This warranty supersedes and is in lieu of any and all other express and implied warranties.
 9. This warranty is not transferrable.

There are no warranties which extend beyond the fact hereof. Boldscan Ltd/Albion Canvas shall not under any circumstances be liable for any incidental or consequential damages resulting from breach of warranty.

No agent, representative or employee of Boldscan Ltd has authority to make any representations or promises except as stated herein.

PLEASE NOTE

It is the owners' responsibility to regularly check tents for damage, and to ensure the tents are securely fixed and the fabric is kept taught at all times. You can request site checks at any time but it is recommended you do so after severe storms, and before and after winter if you leave your tents up.

WARNING - Movement in the flysheet will result in damage to the flue collar.

We are always happy to advise at any time if you are unsure of anything to do with installation, maintenance or have any questions regarding warranty, care or any aspect of our services.

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