



Care and Instructions



Welcome to your Life Under Canvas

Thank you for buying a Life Under Canvas Canopy.

The canopy is easy to erect but it does require 2 people.

The canopy is intended for regular leisure use and is classified as a Touring Tent/Canopy. It is intended for use in temperate climates for short bursts of camping. It is not intended as a permanent shelter and the longevity of the canopy will be compromised if used in this way.

Always erect the canopy according to our guidelines, failure to do so may also affect the longevity of it.

Please read the instructions carefully and keep them safe. If you do lose them they are also available to download from our website. www.lifeundercanvas.co.uk or www.lifeundercanvas.co.nz

If you have any questions please do not hesitate to contact us on the number or email below. We are always on hand for friendly advice and support.

We hope you enjoy your Life Under Canvas.

Thank you

Emma, Eileen and The Team at Life HQ



Choosing the perfect pitch

Consider the following:

A flat pitch

There's nothing worse than sliding along the floor of your tent or awning and an uneven surface will also compromise the pegs and guys.

Natural shelter

Trees and hedges can be used as barriers against wind and rain, pitch close but not under them.

Trees and woodlands

Avoid pitching under a tree as debris of all kinds may fall onto your tent or awning and damage it. From tree twigs and berries to bird poo and branches there are all sorts of hazards to be avoided.

Door opening

Ideally the door or opening should face away from the prevailing wind. The wind will then blow over your Bell Tent or awning and not through it.

Groundwater flow

Rain water has to go somewhere, make sure it's not under or around your tent. Choose the driest spot you can find and nowhere that's boggy.



What's included with your awning

Description	Quantity
Carry Bag	1
Canopy	1
Canopy side	1
Curved poles	4
Pole legs	16
Straight floor pegs	15
Grooved guy pegs	18
200cm Guy Rope	10
400cm Guy Rope	8



Putting up your Life Under Canvas Canopy

This canopy is free standing and it's useful to have a friend to help or ask a friendly fellow camper to assist you!

Carefully unfold your canopy and lay flat on the ground. Zip in the canopy wall if it not already in place.

Tie the 10 shorter guy ropes onto a tag each on the ends (shorter sides) of the canopy.



Tie the 8 longer guy ropes to the tags on the long sides of the canopy.

Push the poles with curved ends into the sleeves in the canopy. There are 4 of these and 16 leg sections.

Concentrate on one pole at a time. Add the legs to the curved poles, starting with the short end and working along. Make sure each leg is the same height to ensure a tight fit of the canvas and a good shape.

Stand up the poles at the short end of the canopy and hold them tight. Ask your friend to peg out the floor tags using the straight pegs.

Then loosely peg out the guys at this end using the grooved pegs.

Move onto the next pole and stand it up, then the following pole and stand it up and so on.



Finally stand up the 4th pole and while you hold it your friend can peg the tags into the ground again using the straight pegs.

Loosely peg out the guys at the other end of the canopy.

To finish the erection, loosely peg out all the long guys on each long side of the canopy. Then systematically move around the canopy tightening the guys to pull the canopy taught and into an equal shape. Ensure the poles are straight and the guys line up with seams and are straight too.





Packing up and putting away

Unhook all of the guy ropes and pull the sliders to the end of the guy rope, then wrap up and tie them up neatly to avoid them getting tangled.

Pull out all of the guy pegs, remove any dirt and store safely in the peg bag.

Fold the canopy in half, brush off any mud and allow to dry for 10 to 15 mins while you pack up your other belongings. Turn over and repeat the cleaning and drying process.

Roll the canopy up carefully sweeping off any mud and dirt as you roll. You must ensure that it is the width of the bag when folded.

Fasten the canopy in place with the ties and place into the bag. Make sure the poles and pegs are stored in their bags too. Do not put them in loose with the canopy as they may damage the canvas.



Storing your Life Under Canvas awning

You **must** ensure that your Life Under Canvas canopy is completely dry before you put it away. If you need to leave your campsite and it is damp please ensure that you put it up again to dry out within 24 hours.

The canopy needs air to circulate round it to dry completely and the only way to ensure this is the case is to pitch it. Failure to do so could result in mould and mildew forming and this is very difficult to remove.

Do not hang your canopy to dry as mould and mildew could still form in folds and creases.

Store in a dry place away from damp, ideally at room temperature.

Keep safe from rodents and insects.

Do not store anything on top of your canopy.

Pitch your canopy at least once a year in order to check it and to help keep its shape.



Fire Precautions

It is recommended that you have a small fire extinguisher and a carbon monoxide alarm nearby to ensure your safety at all times.

This canopy can burn, please observe the following safety rules.

Do not smoke in the canopy.

Do not use naked flames for cooking.

Do not place cooking equipment or heating devices near the canopy walls.

Use cooking and heating equipment according to manufacturers instructions.

Keep all exits clear of belongings.

Know the safety procedures for the site.

For additional information about your Life Under Canvas canopy plus troubleshooting and repairs advice please see the additional info on our website at lifeundercanvas.co.uk

Weathering you bell tent

Some new cotton canvas tents and canopies will drip or leak slightly for their first few uses even when they have undergone a water repellent treatment.

As the canvas wets and dries out the fibres swell sealing it against future downpours.

This is completely normal and an inherent quality of the 100% cotton canvas fabric used in the manufacture of bell tents, canopies and awnings.

Please be patient with your canopy. Allow it to get wet and dry out a few times. You could even speed up this process by pitching your canopy in the garden and misting it with a light spray from a hose pipe.

Water may collect around the seams and labels but again this is completely normal and will cease with a few weatherings.



Troubleshooting

If you care for your Life Under Canvas bell tent, canopy or awning well then it will last for years and years.

Of course packing up and putting away, plus the storage are important and should be carried out properly but there other elements to take into consideration too.

Pegs - Make sure they are securely fixed into the ground to keep the canopy in place. It's worth checking them regularly while your canopy is pitched.

Poles - The guy ropes should be taut at all times to ensure that the poles are straight and secure. Again it is worth checking these regularly while your canopy is pitched.

Sliders - The sliders will need altering depending on the weather conditions. In wet weather the canvas will loosen so the sliders will need tightening. Conversely the sliders will need releasing in drier weather.

Snow - Life Under Canvas bell tents, canopies and awnings are not intended for use in snow. If it happens to snow when the canopy is pitched please clear the snow from it regularly, take it down as soon as possible and dry it out thoroughly afterwards.

Debris - Please ensure that any debris is cleaned from your canopy immediately to prolong the life of it. This includes bird droppings, water, salt, sand, cooking spills or splashes, mud, grass etc. The lifespan of the canopy will also be affected by air pollution and UV radiation.

Mildew - Mildew is a common problem but is easily preventable. It is usually caused by excess moisture in the canvas so you should always ensure that your canopy is completely dry when put away. It is also a sign that the canvas may need re-proofing (see below). Mildew can also arise when the canopy is pitched if the climate is particularly humid. If this does occur clean the mildew off immediately using a specialist canvas cleaning product and then re-proof the cleaned areas.

UV Damage - UV light can cause fading of your canopy. If it becomes very pale (in contrast to the bag it came in) it may need re-proofing. UV damage can cause a reduction in the effectiveness of the natural waterproofing qualities of the fabric and the anti fungal protection.

Cleaning - You should check the condition of your Life Under Canvas canopy regularly and clean more frequently if it has been used many times. It needs to be cleaned with a specialist cleaning product and then re-proofed afterwards. If it is left too long before being cleaned mildew and fungus can spread over the tent and then be difficult or impossible to remove.



Re-proofing - You will know that it is time to reproof your Life Under Canvas bell tent, canopy or awning when you notice that the fabric no longer beads the water after a down-pour, but absorbs some of the moisture into the canvas and takes longer to dry out.

Please see our website for recommendations of cleaning and re-proofing products.

Repairs - Of course accidents do happen and you should repair your canopy as quickly as possible should any problems occur. Canvas tears can be repaired by sewing with a traditional needle and thread and holes with patching.

For more serious repairs please contact us and we can recommend a number of companies that will take delivery of your canvas and repair it for you.



Warranty

Here at Life Under Canvas we have carefully chosen the very best bell tent manufacturer and our tents, canopies and awnings are made specifically to our requirements. We are confident that the quality of them is second to none and they are fit for their intended use, this being the leisure camping market.

Life Under Canvas Ltd offers a standard 48 month warranty on our tents, canopies, awnings and inners against manufacturing defects. Please note that this warranty does not extend to the poles, zips or groundsheets, only the canvas, as the latter components are commonly misused.

Please contact us at hello@lifeundercanvas.co.uk or hello@lifeundercanvas.co.nz if you need spare parts. We have some in stock and can order in other spares as needed.

Please note that there is just one UK outlet online at www.lifeundercanvas.co.uk, and on ebay too (ebay username: lifeundercanvas). A Life Under Canvas product purchased from any other UK outlet may not be a genuine Life Under Canvas product.

There is just one NZ outlet online at www.lifeundercanvas.co.nz, and on <http://trademe.co.nz>. A Life Under Canvas tent purchased from any other NZ outlet may not be a genuine Life Under Canvas product.

To protect the consumer and the Life Under Canvas brand the Life Under Canvas registered trademark can be found on all our tents and awnings. All our tents should be clearly labelled with our company name and only tents and awnings carrying the Life Under Canvas trademark are protected by our warranty.

The Life Under Canvas warranty is applicable only to our products delivered to consumers within the UK or NZ and is not transferable.

The warranty does not cover professional and long term use. If a professional user buys a tent and reports a manufacturing problem within the first month we will consider it under the warranty. However after 28 days use it becomes a permanent structure and it is therefore not being used for the purpose it was sold for (i.e. a tent for camping).

If a private individual buys and then erects one of our tents semi-permanently we will cover manufacturing defects for the length of the warranty but this does not cover mould or mildew as we have no control over the conditions the tent is left up in.

Please contact us at hello@lifeundercanvas.co.uk or hello@lifeundercanvas.co.nz if you have any questions. Thanks.



Returns

You can cancel your contract with us at any time up to 14 working days after the day of delivery. To do this, please e-mail us in the first instance at hello@lifeundercanvas.co.uk or hello@lifeundercanvas.co.nz or write to us at Life Under Canvas Ltd. Please include your order number and the delivery postcode. You do not have to give any reason for cancellation. However, a brief explanation would be helpful.

If you cancel, you must return the goods to us at your own expense. You must ensure that the goods are packaged in undamaged original packaging. If you fail to return the goods, we will collect them, and we will charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will exercise our right to charge you for the reduction in value. Similarly, we will charge you for the reduction in value of any used goods.

Following an inspection of the returned goods we will refund you by the method that you paid for the goods in the first instance.

This cancellation policy does not affect your legal rights.

Faulty Goods

If there is a problem with the goods, please contact us immediately and within 7 days of receipt of the goods. We will deal with the matter in accordance with your legal rights.

To do this, please e-mail us in the first instance at hello@lifeundercanvas.co.uk or hello@lifeundercanvas.co.nz or write to us at Life Under Canvas Ltd. Please include your order number, the delivery postcode and a brief outline of the nature of the fault.

Once we have been notified of a faulty item, we may request photographic images of the fault. It may also be necessary for us to collect the goods for further assessment or return. We will pay for the collection of the goods but if on inspection the fault appears not to be with Life Under Canvas we may then pass the collection charge back to you.

If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will exercise our right to charge you for the reduction in value.

Following an inspection of the returned goods if necessary we will replace the whole tent or any parts of the tent that we have deemed as in need of replacement or refund you by the method that you paid for the goods in the first instance.

It should be clear that your consumer legal rights may still apply after the warranty expires.