



SURF & TURF
INSTANT SHELTERS

ROBUSTA SHELTER

(10ft x 10ft) - (15ft x 10ft) - (20ft x 10ft)

Assembly & Elevation

A step-by-step guide to constructing your canopy

Thank you for purchasing from Surf & Turf Instant Shelters, the leading supplier of pop up event shelters within the Canada and North America.

Our Instant Shelters are designed to be simple to erect, however we strongly recommend reading our instructions fully before using the Instant Shelter and keeping them with the Shelter at all times.

We recommend that no more than 2 people erect this Instant Shelter, to avoid the risk of damaging the frame.

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Should you require any further help or information please
contact us at

info@gosurfturf.com

Receiving Your Instant Shelter



*Important note on shipped products

The moment you receive your packages, please ensure they don't have any signs of damage. If you feel that there might be missing pieces or damage, write down your concerns on the shippers paper work and then sign. **DO NOT use a knife to open the sidewalls or canopy top.**



Step 1: Remove From Bag

Your shelter will arrive in separate boxes. First, remove the frame from the box and take it out of its bag. Set the frame bag aside where it will not be damaged.



Step 2: Lubricate (recommended)

For it's first use, it is good to lubricate the legs to ensure the sliding joints move freely.



Step 3: Extend The Frame

With your partner on the opposite side, grab two legs, slightly lift and walk backwards away from each other. Stretch your arms out as far as they can go.

Setting Up The Canopy



Step 4: Place Canopy

Place the canopy over the extended frame. Ensure that the peak of the canopy is sitting comfortably on the centre apex to avoid unnecessary stress and friction on the material.



Step 5: Locate Corners

Once the canopy is pulled over the frame, locate the corners of the canopy and hang on the leg in preparation for step 6.



Step 6: Anti-Sag Bolts

In the small canvas bag that comes with your frame you will find rope, anchor stakes and the Anti-Sag Bolts (see image left). With the frame low to the ground, insert your bolts. Install the threaded bolt through the grommet of the canopy and into the threaded hole in the legs.

Once threaded, secure the velcro in the corner of the canopies to the velcro of the leg.

Erecting Your Instant Shelter



Step 7: Open The Frame

We can now open the frame closer to its final width. With your partner, grab the bottom crossbar section as seen in image one (left) and walk backwards from each other as far as you can go.

The goal here is to get the red pull pins as close to its locking position at the top of the legs as possible.



Don't have a partner?

For setting up solo, place one hand on the top three way joint and one under the bottom joint. Squeeze them together as you walk backwards as seen in image three (left). **If you have a 15' or 20' x 10' do this from the 10' side** and squeeze the framework together. This will extend the framework. You will see now that the corner sliding leg joint with the red pull pin will be inches away from the location hole.

Erecting Your Instant Shelter

Step 8: Setting Pull Pins

Now, while keeping tension on the centre apex (image one), your partner can go to a corner of the shelter.

Slightly roll up the canopy material in the corners and push up the cross bar sections as seen in image two. Once a leg is locked in, your partner can release the center apex.

All legs have a spring loaded pull pin that will automatically lock into place once over its final hole setting.



Erecting Your Instant Shelter



Step 9: Raising The Shelter

It is best to extend the shelter legs one side at a time. To extend, lift the leg a few inches from the ground and release the pull pin. The inner leg will slide out. The inner leg can now extend and be locked in at the required height.

If raising a 20' x 10', start by raising the middle leg and bring the two corners down afterwards. Repeat for the other side. This will prevent unnecessary stress on the frame.

Setting Your Sidewalls

After raising both sides, the frame should be pegged through the footplate holes on soft ground, or weighted on hard standing ground, making sure all legs are straight, and not sticking out.



You will notice a 45 degree cut in the corners of the sidewalls velcro strip. Align the top edge of the cut to the inside of the leg and attach to the velcro, allowing for the zipper to wrap around the outside leg. Keep the wall velcro straight and hook to the canopy velcro very tightly all the way across.



Once complete, secure the velcro leg straps as seen in image two.

Zip the next sidewall to the previous and pull tight before pressing to velcro. Install in a clockwise or counter clockwise direction for all four.



Secure the velcro to the legs and insert the elasticated hooks into the leg hole as seen left to secure the bottom of the sidewall.

Setting Your Sidewalls



The side walls are designed to be a tight fit. This ensures they look neat and professional. If you struggle to join the final side, use the additional 4" joining strip we have provided as seen above.

We recommend using this for the first few uses of the shelter, until the material stretches slightly.

Securing The Frame



Each foot plate has holes for pegging, it is important that the shelter is pegged or secured no matter what the conditions are.

Surf & Turf Weight Options

Sandbag



Stackable Steel



Waterbag



If on hard standing ground, some form of weights must be used. Depending on the conditions these can be stacked to more or less weight.

Using Anchor Kit



If you purchased an Anchor Kit with your shelter or if you're using the ropes and spikes supplied by Surf and Turf, connect your rope or strap around the top joint of the leg as seen above and secure. Then, connect the other end around the metal peg. Hammer the peg into the ground at an angle and then pull the rope tight.

You can follow this process to add additional weights such as a bucket of sand.

Our Instant Shelters are robust and designed to be used in most weather conditions. With that being said, it is important that you assess the conditions on the day. If the conditions get too severe you may need to take the shelter down to eliminate any risk of damage.

It is your responsibility that the structure is safe!

Tips For Dismantling

When taking down the Instant shelter, ensure that all leg joints, corner joints and leg adjusting joints are released. Ensure that the Velcro securing straps are all un-done.

If when taking the shelter down, it feels excessively stiff, stop and check all joints, Velcro securing straps and the canopy.

Never force your frame to close, this will cause damage.

Although we recommend removing the canopy material after each use, it is possible to leave the canopy on the frame. Extra care must be taken to ensure the material is not trapped in the frame work.

When transporting our Instant Shelters we recommend standing the unit up. If this is not possible then it is best to remove the canopy material, to stop the risk of damage. the risk of damage.

White Cover



Canopy Protection Bag

(comes included with all shelters)

Included with all of our stock colored and printed Instant Shelters is our Canopy Protector Cover. This draw string bag goes over the canopy when the frame is packed down, prior to putting the shelter in the bag.



This additional bag will protect the canopy from unnecessary wear, tear and any markings from the cover or wheeled bag while in transit or storage.

How to take care

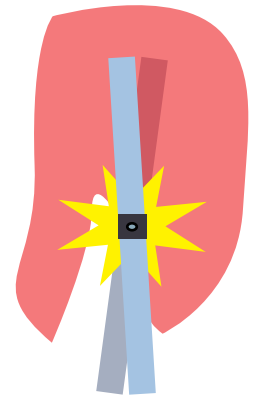
Do not store your canopy wet! Before storage, make sure that your canopies and sidewalls are dry before putting them back in their respective storage bags. This is to prevent mold damage.



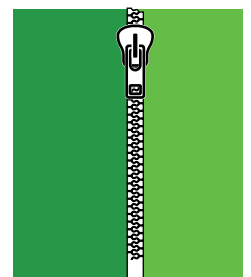
Remember to always keep your frame properly anchored, high wind conditions can blow away an unsecured shelter. Use either the stakes provided or additional weight options (steel weights and sandbags available).



When folding the shelter back for storage, be sure to pull all sides of the canopy out about half way down the outside of frame. This is to prevent the material getting caught in the cross member joints and to avoid tears and pinholes.



Put up each sidewall section while working in a clockwise direction as you zip up each side; make sure the zippers are on the outside of the leg. If the zipper is not in the middle of the leg when zipping the next section, it may be because the velcro is rippled and using up material or the frame legs are not straight. If you are experiencing problems zipping the last section together, use the 4" strip provided as a filler.



Maintaining Your Investment

At Surf & Turf Instant Shelters,

we will do everything we can to ensure you are happy with our products. Please take a few minutes to read through this advice sheet for some important tips.

For more advice on erecting and dismantling your shelter, please see the instructions sheet, and/or instructional videos on our website and YouTube.

- Please ensure care is taken when opening the boxes containing your goods. The canopy and sidewalls are packed well within the cardboard boxes, but could be torn if the boxes are opened with a sharp object.
- It is not necessary to have any more than two people to erect your Surf & Turf Shelter. The individuals can simply stand opposite each other and pull the structure outwards without applying too much force. Should there be more than two people attempting to erect a shelter, this could cause undue pressure to be placed on the structure; resulting in damage.
- We recommend that you do not erect your Surf & Turf Shelter in adverse weather conditions. Our products can be erected and dismantled within just a few minutes, and it is the responsibility of the owner to determine if it is safe for the structure to remain up, depending on the conditions.
- Please note that although we at Surf & Turf are confident in the quality of our shelters, they are not sold or marketed as permanent structures and should not be used for this purpose.
- Please ensure that you use all equipment provided (varying depending on the product purchased), to anchor the structure down. This will assist in keeping the shelter safe and will help to avoid damage to the frame.
- We highly recommend that you also use weights and the ground bar kit to anchor your Instant Shelter if used on a hard standing. These can be in the form of our steel weights, or sandbags (both of which are advertised on our website).
- Should you damage or lose any parts for your Surf & Turf Shelter, we hold full stock of any parts you may need, and we sell them at a cost price. We believe that this helps to ensure that your purchase will last as long as possible and the upkeep of it can be maintained at a minimum cost.

Maintaining Your Investment

We strongly advise that you remove the canopy from the frame before dismantling your Instant Shelter, and pack it away. Whilst we appreciate that leaving this on the frame will help to save time when packing the frame down, and erecting it again later, the canopy can easily be caught on the framework of the Shelter. This can result in tears to the canopy which is not covered under warranty.

- Please take care when packing the frame down, and do not force it to close. If you do experience difficulty in closing the framework, there will be a reason for this; such as something being caught.
- Our Surf & Turf Instant Shelters are all fully waterproof. You may notice condensation on your Instant Shelter if it is left up over night. This is perfectly normal.
- If you are planning to use a Surf & Turf product for an event, we highly recommend that you check all the items that you receive from us beforehand and also that you erect the shelter and check it over. This is to ensure you're happy with the product itself, and should ease the process of setting up the product by the time you need it for your event.
- When using the anchor kit as suggested and dismantling the shelter, please ensure that the pegs are not pulled out by dragging the sidewall and the peg along with it. The pegs can be removed with the use of another peg, or the feet of the frame itself. To drag the material of the sidewall can result in a tear to the eyelet.
- Please ensure you do not allow water/snow/ice to collect on the canopy, as this could cause damage to both the frame structure and canopy material.
- If you have used your Instant Shelter in wet weather it is always advisable to let the canopy and sides dry out before storing for a prolonged period. If the canopy is stored wet, mold can appear which is often difficult to remove.
- Nuts, bolts and screws can work loose over time so check and tighten periodically.

Warranty & Returns

Our Robusta Instant Shelter frame is covered by a 12 month manufacturer's warranty, starting from the date of purchase.

We keep a comprehensive list of spare parts in stock ready to ship should you

Courier charges will be applicable to any warranty claims. Proof of purchase and photographic evidence will be required.

The canopy and side wall material is covered under the 12 months manufacturer's warranty. This covers faults. It does not cover tears, rips or damage caused through use, improper storage/transportation or weather.

The canopy and side walls are have been UV treated, however any material used outside in the elements will fade over time and this comes within normal wear and tear.

Our manufacturer's warranty cover defects and faults, it does not cover misuse, weather damage, improper assembly and disassembly or reasonable wear and tear.

Should you believe you have a manufacturing fault on your Instant Shelter you must:

- Contact Surf & Turf Instant Shelters immediately, either by phone or email.
- Provide photographic evidence of the fault via email
- Surf & turf Instant Shelters at our discretion, will then either repair or replace the item if we believe it is in fact faulty.
- Delivery/collection charges are applicable to any warranty claims.

1.2 The goods must be returned to Surf & Turf within 7 working days from receipt of delivery. We will process a full refund within 30 days following a quality controlled inspection.

Warranty & Returns

- 1.3 If a non-fault return, please note: It is the responsibility of the customer to ensure that the goods are returned to Surf & Turf in such condition that they can be returned to stock. Therefore, they should remain in their original condition and in our packaging and must be unused.
- 1.4 If the items satisfy our quality control checks, we will process a full refund, minus a 3% handling fee, and any delivery costs incurred by us.
- 1.5 We are unable to offer refunds on bespoke products or that have been personalised on your instruction.
- 1.6 Unless the goods are defective, damaged, or not as specified on your invoice, then you are responsible for returning the goods to Surf & Turf. You are responsible for the goods until they reach us, so we highly recommend that you use Recorded Delivery (or any secure service, requiring a signature on delivery), when returning goods to us, so that you can track the item to ensure it reaches us and that we have acknowledged receipt of the goods.
- 1.7 Please note: Surf & Turf reserves the right to refuse return; therefore please ensure that before any product is returned to us, you have notified our office to ensure we are happy to receive the goods.
- 1.8 Once you have contacted us regarding the return, we will then issue you with a returns form. This will contain your unique returns number and should be printed and sent back to us with the item(s). Goods will not be accepted without this.
- 1.9 You can return the goods in their original packaging to the following address:
Surf & Turf Instant Shelters
11 Garden Ave Unit 4
Stoney Creek ON L8E 2Y8

Warranty & Returns

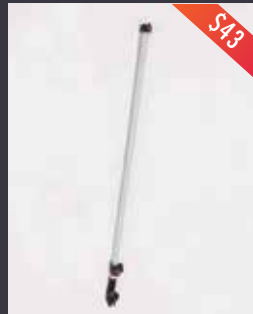
Faulty or Defective Items

- 1.10 Note that in the event of Surf & Turf sending you a faulty or defective item, we would need to be notified of said fault, within seven working days of you receiving the goods.
- 1.11 In order to replace the faulty item, we may ask to see photographic evidence of the fault, or to have the item sent back to us before we can issue a replacement. This evidentiary requirement will enable us to make an informed decision about whether to repair or replace the item in question.
- 1.12 Once used, we will not accept goods back without a valid reason (such as a manufacturing fault).
- 1.13 We reserve the right to repair or replace goods which have been proven faulty.
- 1.14 We reserve the right to issue a credit note by way of a refund, to the value stated in (1.4).
- 1.15 Please note that if your time for return as stated in (1.2) has expired, then your rights for refund/returns as outlined, may have also expired.
- 1.16 If at any point you wish to cancel a bespoke order (i.e. printing, or individual amendments), then the 50% deposit taken, will be non-refundable.
- 1.17 If 100% payment has been taken, then you will only be eligible for 50% refund. However, Surf & Turf reserves the right to refuse to refund, when bespoke work has been carried out on your instructions.

ROBUSTA SPARES



BD24 - Corner Leg Complete



BD1 - Corner Leg
Top Section Only



BD25 - Middle Leg Complete



BD26 - Middle Leg Top Only



BD2 - Inner Lower Leg



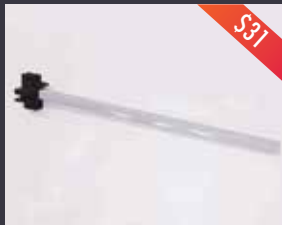
BD4 - Top Centre Pole &
Plastic Cap



BD6 - Top Centre Pole



BD27 - Centre Pole Complete



BD5 - Lower Centre Pole



BD8 - Centre Pole Sliding Joint



BB10 - Centre Pole Mushroom



BD7 - Bottom Centre Pole Joint



BD11 - Corner Top Joint



BD12 - Corner Leg Sliding Joint



BD13 - Middle Leg Sliding Joint



BD14 - Leg Adjust Joint

Prices plus HST/Delivery

info@gosurfturf.com



www.gosurfturf.com

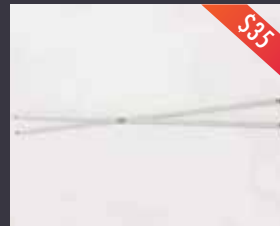
ROBUSTA SPARES



BD15 - 3 Way Connector



BD16 - Cross Bar Connector



BD3 - Double Cross Bar
With Connector



BD21 - Single Cross Bar
No Connector



BD10 - Middle Leg Top Joint



BD17 - Plastic Bung For
Cross Bar Ends



BD18 - Screw To Attach
Cross Bar To Joints



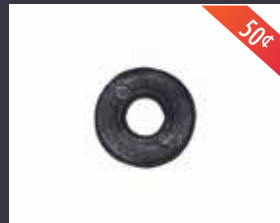
BD19 - Screw To Attach
Joints To Legs



BA20 - Pull Pin



BA19 - Bauble



BB18 - Rubber Washer For
Cross Bar Connector



BD20 - Screw To Attach
Pull Pin To Joint

Prices plus HST/Delivery

info@gosurfturf.com



www.gosurfturf.com

