

K H Y A M



Pitching & Striking Instructions for :-

KAMPER HUB

Visit our YouTube Channel for an instructional video of this model

WARNING:

If this awning is not erected in accordance with the instructions damage could be caused to the joints, poles or fabric.

It is important that the awning is properly guyed at all times, particularly in strong winds otherwise damage could occur

DO NOT PUSH TENT PEGS IN BY HAND, ALL TENT PEGS SHOULD BE DRIVEN HOME USING A WOODEN OR RUBBER MALLET

Pitching your awning

KHYAM



1. Remove the awning from its carry bag, lay the poles out to find the central hub - before erecting ensure no material is caught in the central hub



2. Lift the Central Hub with one hand and walk the first leg out as far from the centre as you can (red arrow)



3. Push down to lock the Manual Joint into place (CAUTION- keep fingers away from the locking part of joint) (if you struggle the leg needs walking further out—step 2)



4. Reposition yourself behind the next leg - keeping the central hub supported (moving behind the leg stops you getting trapped)



5. Repeat steps 2-4 until all top manual joints are locked in place, you will now be able to let go of the central hub and the awning will support itself



Pitching your awning

KHYAM



6. Lift the leg and unfold until Manual Joint locks in place (if windy you can peg immediately)



7. Move onto the next leg and repeat step 6 until all joints are locked and awning is stood



8. Peg the main legs down, zip any open doors shut, then peg out the guy lines & remaining pegging points Connect on to vehicle with preferred method—see connection guide for advice



9. Slide fibreglass poles into Eyebrow Canopy and locate one end into eyelet on main leg Push pole in sleeve then locate into eyelet on the other side. Lastly peg out any remain guy lines

Packing your awning

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1. Disconnect from vehicle



2. Remove eyebrow pole, zip all doors shut and unpeg awning



3. Push the joint in and pull the collar down to release the Manual joints and fold lower leg inwards (repeat on all lower joints until awning is on its 'knees')



4. Move up to the Top Manual joint, pull collar back and fold leg down



5. Repeat on other legs & Push Central Hub to floor



6. Gather legs in towards the centre



Packing your awning



7. Lay awning onto its side



8. Fold the Flysheet (walls/roof) similar to an umbrella - one panel at a time



9. Continue to fold each panel over towards you



10. Once you have folded the last panel of the flysheet over toward you, squeeze any trapped air out and tuck the webbing straps on the top



11. Roll awning towards you, squeezing out air as you go, once rolled tie with strap and pop into carry bag



Lifetime Warranty, what's covered?

Q. What is covered in the guarantee?

All Khyam products are covered under our Product Lifetime Guarantee and we are aware that from time to time faults can appear. Should a product fail due to manufacturing defects in workmanship and/or materials, or a genuine fault, we will repair the item free of charge or replace at our discretion. If it's no longer available, we'll replace with an alternative from our current range that's as close to it as possible.

Q. What is NOT covered with the guarantee?

- Our guarantee covers genuine manufacturing faults or defects only and does not cover normal wear and tear. To help clarify what this means, here's a few pointers of things that wouldn't be covered:
- Adhesive/glue/bonding. Adhesives will naturally dry and break down over time because of age, particularly with heavy use and poor after care. This issue on items over 10 years old would not be considered.
- Wear and tear. Anything that's reaching or has reached the end of its serviceable life. For example, if a zip breaks on a heavily used item, it's usually down to wear and tear rather than a fault.
- Accidental damage. Whether it's caused by you or someone else –this includes rips, cuts, scuffs, tears, abrasions, odours and stains aren't covered.
- Colour Fading. All synthetic fabrics will fade over a period of time. This is caused by ultraviolet radiation present in daylight. Ultra Violet radiation will eventually cause a weakening of all synthetic fabrics. As UV degradation is a natural characteristic of synthetic fabrics, it is not possible for us to predict nor guarantee the life of any synthetic fabric. It is now possible to treat the flysheet of your tent with a good solar proof concentrate which will prolong the life of your tent. Further advice on re proofing and Solar proofing is available in our FAQ's section of our website.
- Poor aftercare. Your product should be cared for and properly maintained. If, for example, your tent is packed away wet and isn't properly dried, then any stains or leakage would be due to poor aftercare, rather than being a manufacturer's fault.
- Leaking waterproofs. Waterproofs that have reached or are close to the end of their serviceable life through use.
- Doors/openings on waterproof items. These are very difficult to guarantee as waterproof and there are circumstances that would give the impression that there's a leak when in fact there isn't (for example, opening and closing doors in the rain or bringing wet garments inside. even condensation build up). Even when doors are protected by a rain flap, rain can still sneak in when doors are opened/closed - but rest assured that it won't pass through tents flysheet.
- Damage caused by misuse or alteration of the product.
- Any consequential loss or damage resulting from a fault.
- Second hand items. Unfortunately, our guarantee covers only the original owner but that shouldn't stop you having fun in some great Khyam stuff.
- Storm Damage. Products are not designed to withstand heavy storms, and we advise to strike any tent/awnings if winds are high enough to cause damage.
- Shock Corded Fibreglass Poles. These are very difficult to guarantee as poor aftercare or misuse can cause damage.

Q. How long are products covered for?

We go that bit further at Khyam. We don't just guarantee our products for a set time frame. We like to be more flexible because the lifespan of our products varies depending on a few factors. For example, a heavily used or poorly maintained item will probably have a shorter life than an averagely used or well-looked after item. That's why our team of experts consider each case individually. If we've missed something that applies to your product, don't worry - this is just a guide to help you, it's not an exhaustive list. Remember, our team of experts consider every case individually. So, get in touch with whoever you bought it from and we'll take a look.

IMPORTANT USER HINTS

Over many years we have heard many questions and comments relating to Khyam awnings and we feel it is relevant to list various aspects of this information for your guidance.

Q . What about the strength and durability of the poles & joints · can I trust them?

In simple terms, yes you can trust the poles and joints the technology has existed for many years. The poles are stronger than those normally supplied with other awnings as ours are a mixture of duralumin aluminium alloy and solid fibreglass. The joint system is moulded from nylon with, glass filling adding hardness to the nylon. The rivets are brass and the springs are stainless steel.

Q, What about spares -can I get them? Yes, Spares are available directly from Tent Spares Ltd

Q. Do poles or joints break -and if so what can I do?

It is rare that the poles or joints break when used according to our instructions. They are extremely durable and have been tested to our exacting standards. We cannot guarantee that there will never be a breakage, but we can guarantee that we will supply any replacements required during the warranty period. Should you need to rectify a problem then poles and or joints are quickly and easily replaced. If you are travelling to remote parts of the world then spares are available to take with you at a subsidised rate to allow you the comfort of insurance without great penalty. Please contact our Warranty Dept/Tent Spares Ltd for spares

Q . How well will the awning perform in the wind?

Khyam awnings have proven on many occasions that they perform exceptionally well in windy conditions, when correctly erected. The major factor is how well the user pegs the awning to the ground. In severe conditions we recommend the use of 'KHYAM storm packs', which have been specially designed for use with KHYAM awnings. These are available from our website www.khyam.co.uk Unlike most dome awnings, we are able to guy directly onto the pole system. By doing this far greater tension can be achieved on all main poles thus preventing excessive movement in the wind. It is important to note when storm guys are being used, that all main poles must be guyed to achieve maximum benefit. Because weather conditions can quickly change we recommend that all large awnings are storm guyed when left unattended for any length of time.

Q . Are Khyam awnings water resistant?

All Khyam flysheet fabrics are coated to withstand in excess of 5000mm head of water in the hydrostatic head test. This is a measure by which we can test the resistance of water penetration. This is the measurement when the fabric is new and in use over a period of time this level will drop. The majority of seams on your Khyam awning flysheet have been seam taped during manufacture. However it is sometimes not possible, due to the nature of some materials used and sewing methods employed, to fully seal all seams. It may therefore, in some circumstances, be necessary to manually seal certain seams with the sealant provided. Should you find any 'drips' or 'wicking', first locate the exact position where the water is penetrating the flysheet. Remember this may be at a higher point than the drip, as the water may roll along the inside of the flysheet until it finds a place to 'pool' and form a drip. Once the point of the water ingress is found, note this position and using the brush or pad provided with the sealant, apply the sealant to the seam. The flysheet should be clean and dry before the sealant is applied. Work the sealant well into the stitch holes and the sewing thread in the area of the water ingress. We recommend sealing the seam at least 5cm above and below the point of water ingress. Please note that due to the 'wicking effect' you may find that water penetrates seams that have been tape sealed. Water can, in some circumstances 'wick' along the sewing threads which run under the seam tape. So it is very important to work the sealant well into the stitch holes and thread in that area to prevent water soaking into the sewing thread itself. On no account should the 'teeth' of zips on the flysheet or inner awning be sealed. Please allow at least 48 hours for the sealant to cure.

The awning should never be packed away until the sealant is completely dry.

If your awning or tent is missing the sealant please get in touch and we will post some out to you.

When storing your awning please ensure it is thoroughly aired and dried. Always store your awning in a warm and dry environment.

OTHER USEFUL POINTS TO BEAR IN MIND.

1. Never remove pegs by pulling up on the poles or fabric by doing this you may damage the pole ends or feet invalidating the guarantee. Always use a peg puller or another peg
2. If you break a grey foot this can be replaced. A spare foot is Included in the repair kit.
3. All synthetic fabrics will fade over a period of time. This is caused by Ultra-violet rays present in sunlight and atmospheric pollution. The weakening of fabrics, which can be very dramatic, is dependent upon the frequency of use and the conditions during use. Recent loss of the ozone layer will increase this kind of degradation. With normal weekend and holiday use, your awning will give you good service if well looked after, but extended periods of use in bright sunlight can cause this type of dramatic degradation.

If such use is envisaged, then it would be wise to seek a site, which is as shaded as possible. The better the awning is looked after the longer will be its life. Because of this it is not possible for us to neither predict nor guarantee the life of any synthetic fabric.

Having said this the flysheet and inners are replaceable. which can be done as and when required. Also awning fabrics are capable of being reproofed. Always follow relevant proofing manufactures instructions when reproofing your awning.

Periodic application of a Reproofing agent containing UV Protection can help to combat this issue and extend the lifetime of your product - we would recommend Nikwax Solar Proof

4. A common problem experienced by many campers is condensation. This is caused by moisture in the atmosphere forming beads or droplets of water when coming into contact with a cold surface. This may form on the walls of the inner awning but more likely on the inside on the flysheet. Condensation can also occur on the groundsheet of the awning particularly under air mattresses, bedrolls and other equipment. Always ensure that the stone protection sheet does not protrude beyond the edge of the flysheet. The storing of wet clothing and other wet articles inside the awning will also increase the likelihood of condensation. To reduce condensation as a whole, never cook in your awning and ensure that the awning is well ventilated at all times.
5. When setting up a Khyam awning always use caution to prevent any fabric being caught in the pole system. If this does occur then carefully release the fabric to prevent any small rips. Small rips may be repaired using the enclosed repair kit. More severe damage will need professional attention.
6. Do not put your tent away wet or damp for any length of time as this can create mildew. When packing away your tent at the end of the season ensure that it is thoroughly aired and dried out.
7. If a hanging loop is provided inside the inner tent this must only be used for lightweight items such as a small battery torch. On no account should any naked flame (e.g. a Gas Lamp) or other hot objects be suspended from this point.
8. NEVER COOK IN YOUR TENT, SYNTHETIC FABRICS WILL MELT AND MAY CATCH FIRE IF THEY COME INTO CONTACT WITH A FLAME OR VERY HOT OBJECT. ALWAYS TAKE EXTREME CARE WHEN COOKING NEAR YOUR TENT, EG SPARKS FROM A BARBECUE, CAMP FIRE, ETC NEVER USE A STOVE / BBQ INSIDE THE TENT OR INNER TENT.