



TREE TENT OWNER'S GUIDE

**Important information about
caring for your new structure.**

Version 1 - May 2017



TREE TENTS
INTERNATIONAL



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“Absolutely magical. A triumph of precision engineering. The interior captures the romance and cosiness of a tent that just so happens to be suspended in the air.”

George Clarke, George Clarke’s Amazing Spaces, Channel 4



Introduction

This guide is intended for owners of the Tree Tent. It is a very important document and should be read carefully.

References in the Guide to “we”, “us” or “our” are to Tree Tents International – and references to “you” and “your” are to owners of our Tree Tents.

By following the steps set out in this Guide you will ensure that your Tree Tent is well looked after and lasts for many years. Additionally, you will ensure that you get the benefit of our warranty as to the quality of the Tree Tent (set out in our Terms and Conditions of Sale which are available on our website).

If you have any questions relating to this guide or to the use or care of your Tree Tent please contact us by email as shown in Section 4.



Section 1: Pre-Install

1. Getting Started – The First Steps

- ▶ You are interested in buying one or more Tree Tents.
- ▶ You have established at an early stage that consent or permission from your local municipality or any other public body is not required for installing your Tree Tent.
- ▶ You contact us and, amongst other things, we ask you to send photos of the location where you are thinking of installing your Tree Tent.
- ▶ We arrange an initial visit. At that site visit we will assess the suitability of your trees. If they are suitable we will provide a quote for one or more Tree Tents.
- ▶ Some thought should be given on how you intend to access the Tree Tent and whether you will be arranging this or wish us to provide you with a quote for access as well.
- ▶ You accept our quote and pay a deposit (50% of the full cost with the balance paid on a date we agree with you).

2. Feasibility Check for your Trees

We will procure a suitably qualified Tree Surgeon to undertake a feasibility check on your behalf, on both of the trees which will host the Tree Tent and the surrounding trees too.

This is an assessment of your trees to check them for their suitability to host a Tree Tent structure, including type, size, distance apart and load bearing capabilities.

You should be present when this takes place so that any issues can be fully discussed.



The Tree Surgeon will then identify a suitable location for the Tree Tent(s) to be installed. (In most cases this will be the location identified at the initial site visit).

During the feasibility check the Tree Surgeon will usually carry out some preliminary site preparation work as well (i.e. assess fixing positions; cutting away branches so that there is sufficient space for Tree Tent, and cutting away any branches above that are weak or rotten and could fall onto the Tree Tent).

The Tree Tent will come with a sacrificial cover that sits above the main Tree Tent structure to provide further protection against falling leaves, twigs and tree debris.

If the Tree Surgeon has any observations or concerns, these will be discussed with you at site on the day.

3. Permits / Consents

Our structures are “planning and environment friendly” – they are temporary structures because they are moveable. They have a low visual impact on the environment.

As noted, we proceed on the basis that you have established that consent or permission from your local municipality or other public body is not required for installing your Tree Tent.

However, policies and practices vary from country to country and area to area, so some sites may and some may not need consents or permissions from a public body such as the local municipality. If in doubt, we recommend that you check the position.



Section 2: Installation

1. Lining-up the Installers

Installing a Tree Tent requires specialist knowledge and we would recommend that you use an approved installer who is used to working at height. (Please note that the Tree Tent are usually installed at about 2.8m above the ground measured from the bottom of the structure. They must not be installed at a height of not more than 6 metres above the ground also measured from the bottom of the structure).

We will arrange for your Tree Tent to be installed by installers we have trained and approved. People who know what they are doing have the benefit of being trained by us and carry appropriate insurance cover. The installers may include the same person / company as the Tree Surgeon who conducted the earlier feasibility check.

We will agree a date to deliver the Tree Tent to your site for installation.

If, however, you decide to take responsibility for the installation of the Tree Tent yourself – or if you wish to use your own installer – we can accept no liability for any claims, costs, damage, injury or other losses that may arise from or relate to the installation.

2. Transport to Site

The day should be dry and with no or only light winds. If the weather is adverse (e.g. too wet, snowing or windy), the installation may have to be postponed.

The vehicle used to transport the Tree Tent(s) will aim to come as close as possible to the installation location.



To prevent parts being lost in the ground it is essential to lay out a tarpaulin (dimensions: 4m x 4m) directly adjacent to where the Tree Tent is to be installed.

If you are installing the Tree Tent yourself you will need to ensure that you have a suitable tarpaulin.

Carrying in by hand may be necessary to get to remoter locations. The heaviest section is the main centre pole which weighs approximately 25kg and can be easily carried by two people.

All parts should then be laid out on the tarpaulin.

3. Access to Tree Tent

We will discuss with you the various options for accessing the Tree Tent: e.g. fixed angled steps, rope ladder etc.

We will be happy to design and fit steps, ladders or the like if required. Please ask us for a quote.

If you decide to take responsibility for designing and / or installing your own means of access to the Tree Tent, we can accept no liability for any claims, costs, damage, injury or other losses arising from or relating to access to your Tree Tent.



Section 3: Care, Use and Maintenance

3.1 General Care and Use

If your Tree Tent is let out then you should carry out an inspection after each let. This inspection should include but not be limited to the following checks:

- ▶ That all fittings are undamaged
- ▶ That any electrics are in working order
- ▶ That all zips are in working order
- ▶ That the Tree Tent is level and that there has been no slippage of any ropes
- ▶ In good weather the windows should be opened to provide ventilation

The Tree Tents are designed for use by two adults. Some versions of the Tree Tent include sleeping pods and are suitable for two adults and two children.

3.2 Children and Vulnerable Persons

We strongly advise at all times that you supervise children or any other vulnerable persons (e.g. elderly guests) staying in or playing around your Tree Tent.

3.3 Caring for Tree Tent Components

- ▶ Windows

To avoid the risk of injury from falling out of the Tree Tent, children and any other vulnerable persons must not lean against or out of any window aperture, play games on the access steps / ladder or with any rope.



► Zips

Zips are sometimes subject to extreme pressure from winds, people or objects leaning against the canvas.

Zips should be handled with care and treated with a proprietary zip cleaner (we recommend McNett Zip Care™ - an easy-to-use liquid zip lubricant and cleaner that helps prevent stuck zips and costly zip repairs by removing harmful dirt, sand and salt deposits from zip sliders).

Check zips after installation.

► Ventilation and Condensation Management

Keeping your Tree Tent well ventilated will reduce condensation.

If the Tree Tent is unused for longer than 2 weeks, we recommend you ensure there is sufficient ventilation to avoid the possibility of fungus/mould affecting the furnishings and canvas.

► Fungus / Mould

If dealing with fungus or mould, use a soft brush or sponge and a lot of fresh water. Do not use chlorine based products, as these are likely to discolour the material.

► Stains on Canvas Outer Shell

Use a specialised tent-cleaning product to remove difficult stains, such as Nikwax Tech Wash® - an easy to use, safe, high performance cleaner which cleans effectively, revives breathability and provides water repellence.



► Seams

Seams of canvas tents should be treated every six months on the outside with a sealant to maintain water resistance.

► UV Light Degradation

The 'canvas' used in your Tree Tent is a heavy-duty nylon used for covering yachts.

The sacrificial cover provided with your Tree Tent will protect it from UV damage and can be easily replaced.

We also recommend Nikwax Tent & Gear SolarProof® - an easy to use, safe, high performance waterproofing and UV blocker for all synthetic weatherproof textiles.

► Flame Retardancy

We strongly recommend that no cooking activity is carried out inside or underneath the Tree Tent due to the risk of fire or other health and safety hazards.

► Maintaining Linings

We recommend removing the interior fabric linings if your Tree Tent is going to be unoccupied for more than 3 weeks.

3.4 Cautions

► Alterations

Any alterations to Tree Tent must only be made by Tree Tents International.



Under no circumstances should you make any alteration to any component or part of the Tree Tent. This could compromise the safety of the Tree Tent. Furthermore, it will automatically invalidate your warranty from Tree Tents International Limited.

Under no circumstances must the fabric of the Tree Tent be pierced (e.g. to fit an electric or other cable). This will automatically invalidate the warranty.

► Misuse

Any misuse of the Tree Tent will invalidate our warranty.

If not correctly maintained the safety and integrity of the Tree Tent, rigging and trees may be compromised, which could result in serious injury.

► High Winds

The Tree Tent should not be used in 'gale force¹' winds or if such winds are forecast.

If gale force conditions are experienced, there will be a risk of falling branches as well as injury in ascending to or descending from the Tree Tent.

3.5 Lettings

Owners owe a duty of care to those staying in or otherwise using the Tree Tent.

A copy of the User's Manual should be kept inside of the Tree Tent and all guests referred to it.

¹ These are winds exceeding 51.5 km per hour or Force 7 (moderate gale).
In such winds whole trees move, and resistance is felt walking against the wind.



3.6 Annual Assessment / Maintenance

An annual assessment for maintenance purposes is strongly recommended for all Tree Tent owners, and it may be an insurance policy requirement for owners who let their Tree Tent.

Certain maintenance activities require specialist equipment and trained personnel.

We can arrange annual assessments of your Tree Tent by a trained and qualified Tree Surgeon. This will comprise an assessment of the tree, bolts (if used) and rigging and fabrics, as follows:

► Trees

The trees that support the Tree Tent will grow and change over time. To ensure that the installation remains safe and secure, and that users are not put at risk, the trees will need to be inspected and maintained annually by an experienced tree surgeon

► Rigging – Bolts and Ropes

All elements of the rigging which supports the Tree Tent must be inspected. The Tree Tent position may also need to be adjusted otherwise tree growth and changes to the support trees may have a negative impact on the support points, any deck / walkways / steps and the support tree(s).

► Tree Tent Fabric (including seams), zips, wood, metal

The lifespan of your Tree Tent cover is very dependent on the natural environment.

Air pollution, ultraviolet radiation, natural dirt (bird droppings, debris from trees) and domestic dirt (wood smoke, cooking stains, wine, sun cream) limit the lifespan of the canvas and shell tent covers.



However, the lifespan of your Tree Tent cover can be greatly extended if it is cleaned and treated on an annual basis.

► Annual Cleaning of Canvas or Shell

The canvas or shell should only be cleaned by a qualified Tree Surgeon who can safely access the Tree Tent.

Under no circumstance should you use any chlorine-based product. We recommend using soap and water with a sponge or 'scrim' type material that has some bite whilst not damaging the canvas. Once cleaned, rinse off using clean water. The canvas can then be sprayed or brushed with Nikwax Tent and Gear Solar Proof.

We also recommend that you should remove the interior panels if the Tree Tent is unused in winter for longer than a week.

3.7 Tree Tents International Maintenance Options

Please contact us for details of our annual inspection packages.

- Annual integrity inspection
- Annual integrity inspection plus external clean
- Annual integrity inspection plus external clean and new canvas sacrificial collar

After the inspection, we will provide you with a written report detailing any remedial work required and a quotation for the work.



3.8 Repairs

Whilst we make every effort to ensure that your Tree Tent is serviceable and robust, we understand that damage may sometimes occur during normal use. Please contact us for details of our repair service.

Section 4: Additional Information

For spares, repairs, servicing or other queries, please contact us.

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