Before pitching your tent, be sure all sections of your poles are fully engaged at their joints. Gaps at section joints will expose the pole's inserts to forces for which they were not intended. This can cause them to bend or break. Tent pole inserts are sufficiently strong for their function, but only when they are fully joined and connected with their mating tube sections.

While assembling or folding your poles, be sure not to allow a pole's sections to snap against one another as the impact can cause denting of the tube ends and stress fractures. Try to avoid stepping on or striking your poles on rocks during setup. Since pole damage most frequently occurs during pitching or when horseplay occurs around the tent, be sure not to bend your poles into tighter curves than they naturally assume in the tent – take extra caution in high wind situations. Excessive bending or distortion of the poles can occur in a free-standing tent if it is picked up by only one of its poles while moving the tent. Move a free-standing tent by grasping it at the pole intersections. A slightly bent pole does not lose its strength and does not require replacement unless it distorts the shape of the tent. Proper care of poles includes keeping them clean and free of dirt and salt. Always rinse poles with fresh water if exposed to salt water or after coastal camping. Occasional lubrication of the section joints with silicone spray will help the joints slide together freely and will ward off ice-forming problems in snow.

Shockcords

Sierra Designs poles are assembled with extreme weather shockcord – the only elastic cord created especially to withstand the rigors of serious backpacking/mountaineering use. Keeping your poles in a fully, or even a partially extended position during long-term storage will relieve the tension on the elastic cord and help to insure maximum performance and reliability. When folding your poles, be sure to fold from the center out so as not to place uneven tension on the elastic cord. Occasionally the shockcord in your poles may break, pull out of the pole, or just go limp. This is not a disaster, the pole is still perfectly functional, the tension on the pole when it is set in place on the tent will keep it together. Finish your trip and return the pole to the Sierra Designs Warranty Department at your leisure for repair.

Zippers

Always be gentle when operating zippers, avoid standing on them and try to limit exposing them to dirt and grit. Taking these precautions combined with frequent cleaning will protect them against premature failure.

Tears and Damage

Despite your best efforts, sometimes damage does occur to your tent. Waterproof self-adhesive repair tape is sold at many outdoor stores and several pieces can be tucked into the tent bag without adding any appreciable weight. Urethane based seam sealing products can be used to plug small holes and duct tape works as well. Self-adhesive repair tape is sold at many outdoor stores and several pieces can be tucked into the tent bag without adding any appreciable weight. Urethane based seam sealing products can be used to plug small holes and duct tape works as well.

Condensation

Condensation is the build-up of moisture on the inside of your rainfly and tent walls due to a temperature difference between the inside and outside of your tent. Condensation occurs mostly when the conditions are cold, rainy, or humid, although it can occur at any time. The best way to minimize condensation is to increase the ventilation within your tent and between the tent body and fly. Completely guying out the tent often helps, as does leaving the vestibule door open as much as possible.

Sierra Designs Warranty and Repair Service

We maintain a full repair facility to assist you with any problems you may have with any Sierra Designs product. We offer a lifetime warranty against defects in materials and workmanship, and for a nominal charge we will repair damage due to accidents or normal wear and tear. This warranty does not cover damages caused by improper care, accidents, or the natural breakdown of materials over extended use and time. State Law requires all items returned for repair must be clean. Sierra Designs does not wash tents! Dirty tents will be returned to sender for cleaning. You may contact the Warranty and Repair Department with comments or questions at the address below or by calling (800) 635 0461 during regular business hours.