

# OWNER'S MANUAL



# **NOTICE!**

**FOR MISSING PARTS:**

**1-800-775-1965 or 1-800-366-1599**

**PLEASE DO NOT  
RETURN THIS UNIT TO  
THE RETAIL STORE**

## **TROUBLESHOOTING GUIDE**

<b>PROBLEM</b>	<b>SOLUTION</b>
<b>1. CONDENSATION</b>	THIS IS CAUSED BY LOWER TEMPERATURES ON OUTSIDE OF PRODUCT COMBINED WITH BODY HEAT ON INSIDE OF PRODUCT. WHEN THIS OCCURS, AVOID TOUCHING WALLS TO REDUCE CONTACT LEAKAGE. LEAVING DOORS AND WINDOWS OPEN WILL REDUCE CONDENSATION.
<b>2. MILDEW</b>	TO AVOID MILDEW, NEVER STORE YOUR PRODUCT WET OR DAMP. HOWEVER, IF MILDEW OCCURS, USE A SOFT BRISTLE BRUSH OR SPONGE WITH MILD SOAP TO CLEAN. LET DRY IN THE SUNLIGHT AND APPLY SEAM SEALER COMPOUND ON INSIDE SEAMS.
<b>3. REPAIRING A TEAR</b>	FOR SMALL TEARS USE A SELF-ADHESIVE PATCH KIT. WE RECOMMEND A REPAIR SHOP FOR LARGER TEARS.
<b>4. FAULTY ZIPPER</b>	PRODUCTS ARE MANUFACTURED WITH ZIPPERS WHICH, IF THE ZIPPER SEPARATES, IT CAN BE FIXED BY MOVING THE SLIDER TO THE BEGINNING OF THE ZIPPER TAPE AND REWORKING THE ZIPPER. IF THIS DOESN'T WORK, A REPLACEMENT ZIPPER MAY BE ORDERED FROM OUR PARTS DEPARTMENT, AND MAY BE INSTALLED BY A REPAIR SHOP IN YOUR AREA.
<b>5. FLOOR CONDENSATION</b> <small>(ONLY APPLICABLE ON PRODUCTS WITH FLOOR)</small>	TO PREVENT FLOOR CONDENSATION USE A GROUND CLOTH. PLACING A GROUND CLOTH UNDER YOUR PRODUCT WILL PROLONG ITS LIFE. GROUND CLOTH SIZE SHOULD BE SLIGHTLY SMALLER THAN PRODUCT FLOOR SIZE.

PERHAPS WE'VE MISSED SOMETHING IN OUR TROUBLESHOOTING GUIDE. FEEL FREE TO GIVE US YOUR IDEAS ON "TRICKS OF CAMPING", REPAIR PROCEDURES, FEATURES YOU'D LIKE TO SEE, OR OTHER RECOMMENDATIONS. SEND THEM TO:

**NORTHPOLE LIMITED**  
23 Town and Country Drive  
Washington, MO 63090

### A Message To Our Customers



Thank you for purchasing a quality product manufactured by NorthPole Limited. As the world leader in outdoor recreational products, we pride ourselves in delivering high quality and customer friendly products. As with any new product, it is very important to read all the information on safety, assembly/disassembly and care of your new purchase prior to usage.

As a valued customer, your satisfaction is very important to us. We at NorthPole Limited welcome your feedback and look forward to continuing our relationship with the development of new, innovative products to suit your needs.



Please visit your favorite retailer for other quality products from NorthPole Limited.

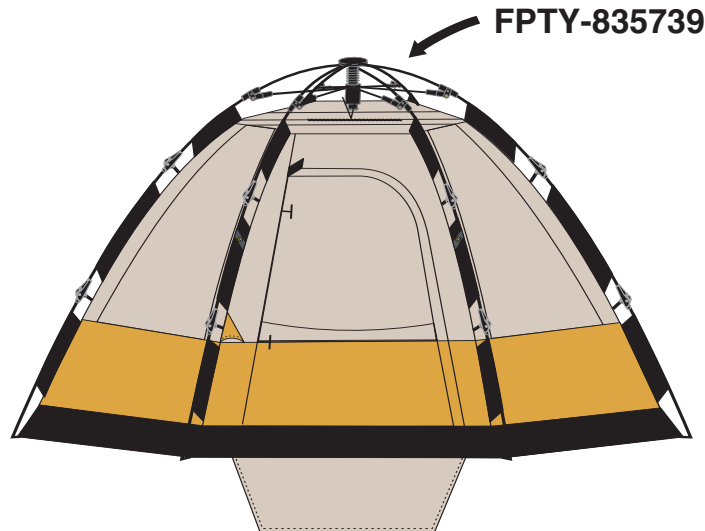
**IMPORTANT:** We advise you to assemble this product at least once at home before going on a trip to ensure that you have attained a satisfactory knowledge of the assembly process. Being familiar with your product will make it easier if you have to set up in the dark or under adverse conditions.

### IMPORTANT SAFETY AND TIP INFORMATION

TO MAXIMIZE THE ENJOYMENT OF YOUR PRODUCT PLEASE ASSEMBLE AND USE YOUR PRODUCT AS SAFELY AS POSSIBLE. THE PURPOSE OF THE SAFETY ALERT SYMBOL  IS TO CALL YOUR ATTENTION TO POSSIBLE HAZARDS RELATING TO THE USE AND ASSEMBLY OF YOUR PRODUCT. THE PURPOSE OF THE TIP SYMBOL  IS TO CALL YOUR ATTENTION TO SUGGESTIONS THAT WILL ASSIST YOU IN THE ASSEMBLY/DISASSEMBLY PROCESS AND ENHANCE YOUR CAMPING EXPERIENCE. WHEN YOU SEE THESE SYMBOLS, PLEASE CLOSELY FOLLOW THE INFORMATION PROVIDED.

## WARNING

- KEEP ALL FLAME AND HEAT SOURCES AWAY FROM THIS TENT FABRIC. This fabric is not fireproof! It is made with flame resistant fabric, which meets CPAI-84 specifications. The fabric may burn if left in continuous contact with any flame source. The application of any foreign substance to the fabric may render the flame-resistant properties ineffective.
- Do not erect this product near an open flame.
- Never use any fuel burning, oxygen consuming devices, or any device that produces fumes (including, but not limited to cooking stoves, lanterns, candles, hibachis, or heaters) in or around your product. Inhalation of fumes may result in carbon monoxide poisoning, injury and/or death.
- This product is not waterproof!
- Your product is water repellent, however, during heavy rain some leakage may occur. Keep objects from touching the inside, as objects may cause leakage at the point of contact.
- To prevent seam leakage (floor seams in particular), a seam sealer compound must be applied to the seams. Use recommended water repellent compounds on our product. Read the label on any product before using. Questions? Call our Customer Service number.
- Your recreational product is made from synthetic fabric that has been treated and is highly resistant to the sun's Ultraviolet (UV) light. No fabric can withstand prolonged exposure to sunlight. UV damage is not covered by the limited warranty.
- Do not spray or apply insecticide or pesticide on your product. It may damage UV resistant and/or water repellent properties of your product. Any damage caused by applying insecticide or pesticide on your product is not covered by the limited warranty.
- Our recreational products are constructed to rigid specifications. They are not made, however, for extreme weather, climates, or environments. Modification, abuse and extreme weather are some conditions that may adversely affect the structural integrity.
- Additional precautions may be necessary during inclement or "surprise" weather conditions. Here are some tips that may help during these times:
  -  Use guy lines to help secure your structure during periods of heavy winds.
  -  Storms or steady rains may collect in water pockets on the roof. This will add weight, which can weaken the overall structure causing the uprights to collapse. Maintain a watchful eye and remove any water accumulation that may occur.
- Your product must be stored dry. One of the easiest ways to damage your product is storing it while it is wet. Storing a wet tent as short as 24 hours in warm weather is likely to cause mildew on the fabric. Once mildew sets in, the stains are permanent. Stains cannot be removed without potential harm to the fabric coatings and are not covered by the limited warranty.
- If you must close camp in the rain, open your product and set it up to allow it to dry as soon as possible. Even when your product appears to be dry after use, it is always best to unfold and assure it is completely dry before storing. Hanging it outside or even leaving loosely clumped in your house for a few days, turning it inside and out to assure it has dried everywhere, can help prevent damage.
- This product is not machine washable. To clean product, use mild soap and let it dry thoroughly before storage.



## Model # 83-57-39 First-Up™ Hex Dome Tent 11 ft. x 9.5 ft. x 65 in.

✓	QTY.	DESCRIPTION	PART NUMBER
		<b><u>FABRIC BODY</u></b>	
—	1	Tent Body	N/A
		<b><u>POLES</u></b>	
—	1	Fiberglass, First-Up™ tent frame Assembly without fabric	FPTY-835739
—	1	Fiberglass, shock-corded Rainfly Pole	FFPL-38CR54
		<b>If you wish to order a complete set of poles, please use:</b>	
—	1	Pole Set includes both FPTY and FFPL above- black	PSET-BK
		<b><u>RAINFLY</u></b>	
—	1	Rainfly w/ 6 S-Hooks; grey/ orange trim	RFLY-GYOR06
		<b><u>CARRY BAG</u></b>	
—	1	Carry Bag- orange	CBAG-1110OR
		<b><u>UNIVERSAL PARTS</u></b>	
—	1	Pole Bag	PBAG-26IN
—	1	Stake Bag	SBAG-12IN
—	6	Guy Ropes; 1.9M	GROPE-1.9M
		<b><u>STAKES</u></b>	
—	1	Stake Set of Twelve 7 in. steel stakes	SSET-12ST7IN

Review your parts list above to make sure all parts listed above have been included in your package.

**Please do NOT return product to store.**

**Call our TOLL FREE Numbers: 800 775-1965 or 800-366-1599 Monday-Friday 7am - 5pm CST  
Mention your complete Model Number so that our Representative may assist you!**

## ASSEMBLY INSTRUCTIONS

\* Unless otherwise specified, all instructions will be given assuming the assembler is facing the front opening of the tent.

\* Do not drop tent bag. Do not bounce tent bag on its end to remove tent, as these actions may damage the product.

### STEP 1: Verify Package Contents

Verify package contents by emptying contents of bag(s) and confirming all parts are included and undamaged. *Tip: Do this at home before you leave on your trip.*

### STEP 2: Set Up Tent

**A)** Select a smooth level site and spread out your tent with door unzipped. Unfold each leg, and pull out base of tent so all corners are visible.

**B)** Raise the center hub. *TIP: You may have to stand inside unzipped door.* As you lift center hub, pole joints will snap into place. Make sure pole joints are fully extended and locked into place.

**C)** Standing inside doorway of tent, grab hold of the two lower rods at base of hub. Pull rods down until safety lock snaps into place.

*TIP: Safety mechanism may be stiff at first but will loosen with use.*



metal grommets on pole sleeves next to the door.

**C)** Wrap nylon fasteners, located on underside of fly, around tent poles.

**D)** Attach rainfly S-hooks to outer end of plastic base connector.

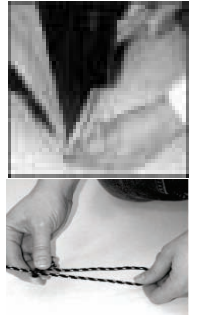


### STEP 4: Stake the Tent

**A)** Secure tent by driving stakes through webbing loops at base of tent.

**B)** To secure guy lines, find the guy line plastic slider and look for the portion of line opposite the knot. Pull this portion, forming a loop (works just like a slip knot!).

**C)** Extend guy line to ground and drive a stake through the loop to secure. *Tip: make sure you drive the stake through this loop to hold the guy line taut. You can always slide the plastic slider toward the products frame to readjust the tension. Repeat for remaining guy lines.*



### STEP 3: Attach the Rainfly

**A)** Slide rainfly pole through sleeve located on underside of rainfly.

**B)** Drape rainfly over tent. Rainfly pole should be centered over front door. Insert tips of rainfly pole into



## DISASSEMBLY INSTRUCTIONS

\*Make sure all window(s) and door(s) are unzipped prior to disassembly.

\*Store all Poles and Stakes in their corresponding Bags to prevent any possible tearing or damage to the fabric piece(s).

### STEP 1: Remove the Stakes

Carefully remove stakes by pulling out the hook ends. Tip: Do not pull or tug at the stake loops sewn onto the fabric body. Remove excess soil from the stakes and store them in their bag.

### STEP 2: Remove Rainfly

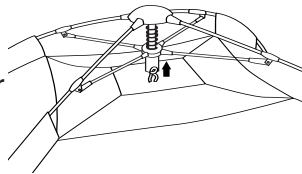
**A)** Detach S-hooks and nylon fasteners that hold down rainfly.

**B)** Disengage rainfly pole ends and slide pole from pole sleeve. Fold rainfly pole and store it in the pole bag.

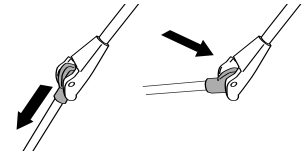
**C)** Fold rainfly into a rectangular shape the width of the pole bag. Lay the pole bag at one end of the rainfly and roll them tightly together, slowly squeezing the air out as you go. (Following these instructions will make it easier for you to fit the tent into the bag.)

### STEP 3: Fold the Tent

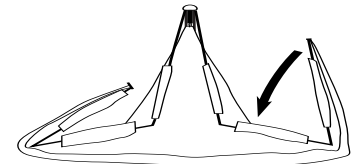
**A)** STANDING IN FRONT OF THE TENT, grab hold of the two front, upper and lower pair of rods on the center hub and squeeze them until the safety lock mechanism disengages.



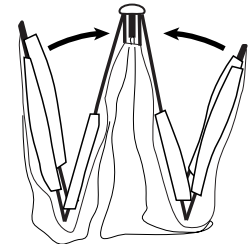
**B)** Unlock the lower pole joints by pulling down on the bottom pole section and then pushing back towards the tent.



**C)** Push backwards on the upper pole joints to collapse them. When all the upper and lower joints are collapsed, you can begin to fold up the tent. To fold the tent, gather the uppermost pole sections (attached to the center hub) together and hold them upright. While holding the hub with one hand, fold in the lower hub sections as shown below.



**D)** Still holding the hub, fold up the pole sections and gather them in with the poles you are holding upright. Wrap excess fabric around frame, (just like closing an umbrella). Roll tightly and place into carry bag.



## Limited 6 Month Warranty

If your product does not work properly because of a defect in materials or workmanship, NorthPole Limited will, for 6 months from the date of purchase, at its option either (a) repair our product with new or refurbished parts, or (b) replace it with a new product. The decision to repair or replace will be made by NorthPole Limited. NORTHPOLE LIMITED EXPRESSLY EXCLUDES ALL WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow the exclusion or limitation of implied warranties, so the above exclusion may not apply to you.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, NORTHPOLE'S AGGREGATE LIABILITY, WHETHER IN CONTRACT OR TORT, SHALL BE LIMITED TO ACTUAL DIRECT MONEY DAMAGES IN AN AMOUNT NOT TO EXCEED THE PRICE PAID BY THE END-USER FOR THIS PRODUCT.

HOW TO OBTAIN WARRANTY SERVICE: Call the toll free number during the business hours mentioned below. You must have a copy of your purchase receipt from an authorized dealer as proof of purchase at time of call.

HOW TO ORDER REPLACEMENT PARTS: When ordering replacement parts, always include Model Number, Part Number, and Part Description.

Call toll free 1 (800) 775-1965 · Mon-Fri, 7:00 a.m. to 5:00 p.m. (Central Standard Time)

