



TENTSILE

# Stingray Tree Tent

OWNERS MANUAL

It is important that all users read and understand the materials in this manual before any installation and use of the product.

**NO MORE THAN 3 MONTHS CONTINUOUS USE AT ANY ONE TIME  
DO NOT LEAVE OUTSIDE UNATTENDED FOR MORE THAN A WEEK.**



**20** Trees  
Planted

# WARNING

## TENTSILE IS NOT A TOY

### RISK OF SERIOUS INJURY

A VISUAL AND TACTILE INSPECTION OF YOUR TENTSILE'S FLOOR, STRAPS AND RATCHETS SHOULD BE MADE BEFORE EACH USE.

FOR SAFETY REASONS, STRAPS AND RATCHETS SHOULD BE REPLACED EVERY 2 YEARS.

NO MORE THAN 3 MONTHS CONTINUOUS USE AT ANY ONE TIME  
DO NOT LEAVE OUTSIDE UNATTENDED FOR MORE THAN A WEEK.

THE BASE OF THE TENT IS RATED FOR 2,500 HOURS OF UV EXPOSURE.

CHECK THE HEALTH AND STRENGTH OF THE TREES  
CHOSEN TO BE ANCHOR POINTS BEFORE USE.

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Recommended set up height 1.2m / 4 feet

MAX LOAD 400kg / 880lbs.

DO NOT EXCEED MAXIMUM WEIGHT LOAD CAPACITY.

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# CONGRATULATIONS

YOU ARE NOW THE PROUD OWNER OF A

## Stingray Tree Tent

IT IS IMPORTANT THAT ALL USERS READ AND UNDERSTAND THE MATERIALS  
IN THIS MANUAL BEFORE ANY INSTALLATION AND USE OF THE PRODUCT.

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# Introduction

The Stingray provides a unique opportunity for you and your friends to experience the great outdoors with a whole new level of freedom and comfort.

Tentsile invented Tree Tents as treehouses you can take anywhere, combining the versatility of a hammock with the comfort and security of a tent.

The Stingray comprises of a triple hammock, suspended in tension above the ground and enclosed in an elegantly simple insect mesh top and removable rainfly cover.

The unique design creates a comfortable base camp, irrespective of ground conditions, as well as providing increased protection from insects, snakes and other predators – if you venture somewhere more exotic.

This product was created because Tentsile loves trees and believes that if we're all hanging out in trees, they can't cut them down!

20 trees are planted for every Tentsile Tree Tent sold.

PLAY, CAMP, EXPLORE...

# Terms of Use

Tentsile Tree Tent should be set up only as outlined in this manual.

NEVER jump into, onto or use it as a trampoline or swing. It is not intended to be used for rock climbing, cliff faces, overhangs or above or next to large drops.

DO NOT attempt to use this product for anything other than its intended purpose, and always observe height and weight limits.

DO NOT use walls, fences, street furniture, roof racks, movable platforms, posts or trees less than 25cm/10inches in diameter as anchor points, as they may not be strong enough.

DO NOT use tensioning components other than those supplied with this product.

DO NOT set up higher than 1.2metres / 4 feet from the ground or above hard, sharp or pointy objects.

Tactile and visual checks should be made to ALL tent components and ALL anchor points before each use.

Replace any damaged elements if any are found.

Keep away from fire and sharp objects.

DO NOT use after the consumption of any intoxicating substances.

Children must be supervised by an adult at all times.

DO NOT attach to trees or branches that show signs of structural weakness.

DO NOT adjust/open ratchets whilst tent is occupied.

DO NOT use during lightning storms or high winds.

DO NOT use in areas of unstable ground.

Tentsile Tree Tents do not offer protection from all animals.

# Specifications

**Size:**

4.1x4.1x4.1m / 13.5x13.5x13.5ft

**Interior Height:**

120cm / 4ft

**Roof:**

*Tear resistant insect mesh*

**Floor area:**

7sqm / 75sqf

**Tent weight:**

11.1kg / 24.4lbs

**Rainfly:**

*70D PU coated waterproof polyester, 5000HH*

**Dry porch area at ground level:**

12sqm / 130sqf

**Poles:**

*x2 8.5mm diameter anodised aluminium alloy*

**Floor:**

*400D inclined joint nylon-polyester composite fabric reinforced with 20+ meters of seat belt*

**Entry Points:**

x4

**Ratchet & straps:**

*x3 straps and heavy duty ratchets. 2.5 ton minimum breaking strength*

**Maximum capacity:**

*3 adults*

**Bag Size:**

58 x 24 x 24cm / 23 x 10 x 10"

**DO NOT EXCEED MAXIMUM LOAD 400kg / 880lbs**

# Warnings & Disclaimers

Installation and use of the Tentsile Tree Tent may involve heights, can be dangerous and may lead to injury and/or death.

The installation must never be executed by minors, and extreme care and caution must be taken when executed by adults.

Do not use any other components, parts, tools or materials other than those included in the Tentsile Tree Tent package, recommended in this manual or in other Tentsile literature.

A hanging and/or suspension system is only as strong as its weakest link and all instructions and guidelines must be followed.

The Tentsile Tree Tent must only be used in the manner described in this manual. When assembled and installed, the Tentsile Tree Tent places significant force on the anchor points;

great care must be exercised when using it to decrease the risk of injury and/or death.

Overloading the Tentsile Tree Tent with more than 880lbs (400kg) increases the forces and may cause anchor, Tree Tent and/or any parts to fail, resulting in injury and/or death.

The manufacturer and resellers of the Tentsile Tree Tent explicitly disclaim any and all responsibility and liability for any death, paralysis, injury, and/or damage to any person or property that may occur that arises out of or is in any way related to the use of this product.

Using any equipment that is suspended above ground can be a dangerous activity that may result in serious injury and/or death even when used properly. Use at your own risk and always use common sense.

# Positioning the Stingray

Tentsile Tree Tents need 3 secure and strong anchor points to suspend from. The distances are marked below. Once the location is found, lay out the Stingray on the ground with the corners facing your selected trees. Protective tree wraps are provided should you wish to use them, wrap around trunk before attaching the tree straps.



Stingray Body



Stingray Rainfly



x2 Long Poles



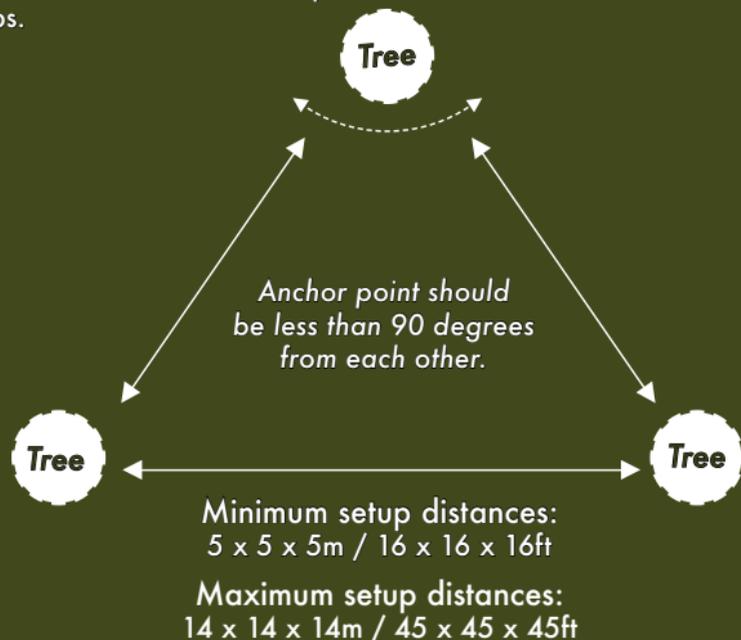
x3 Ratchet



x3 Straps

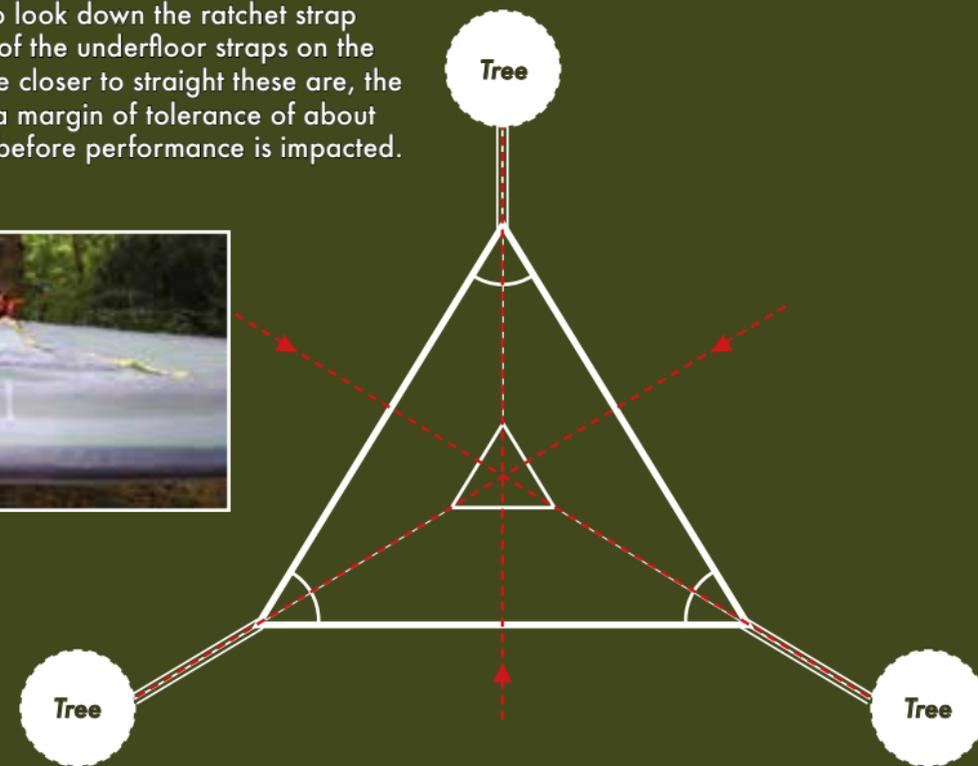


x3 Screw Pegs and Bungees



# Alignment Sight Lines

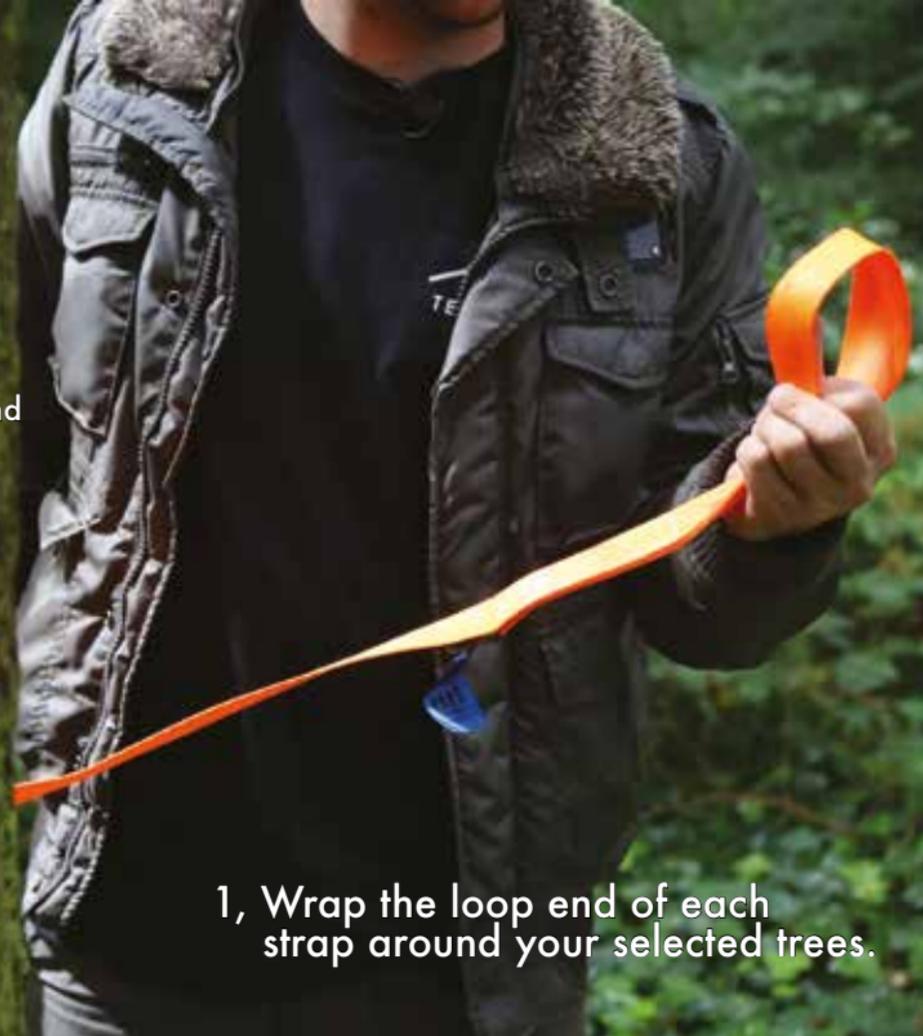
Use line-of-sight to look down the ratchet strap and up the seam of the underfloor straps on the Stingray floor. The closer to straight these are, the better. You have a margin of tolerance of about 7° on either side before performance is impacted.



## Tree Straps

With the location found, lay out your Stingray with the corners each pointing to your selected anchor points

Once layed out, begin by wrapping the tree straps around the 3 chosen trees as shown.



1, Wrap the loop end of each strap around your selected trees.



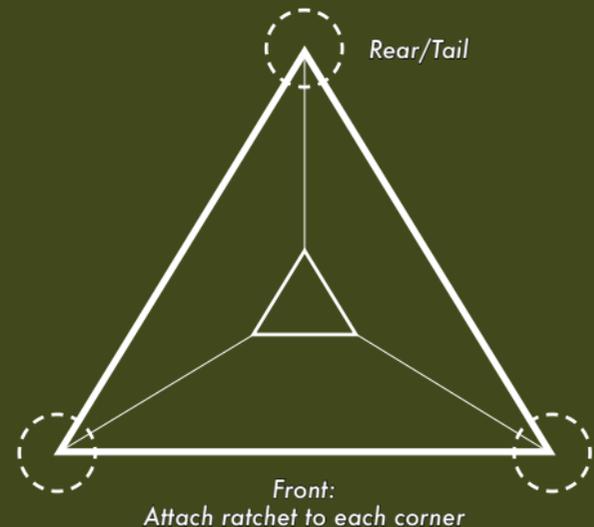
2, Once around, thread the strap and pull it all through towards the Stingray.



3, Ensure the strap is flat against the tree and not twisted.

## Attaching The Ratchet

With the tree straps attached and the Stingray laid in position, you can now attach the 3 ratchet straps to the D-rings at each corner of the Stingray.



4, The ratchet has a loop in its strap



5, The loop should be passed through the D-ring in the corners of the Stingray.



6, Pass the ratchet through the loop.



7, Pull the ratchet through the loop.



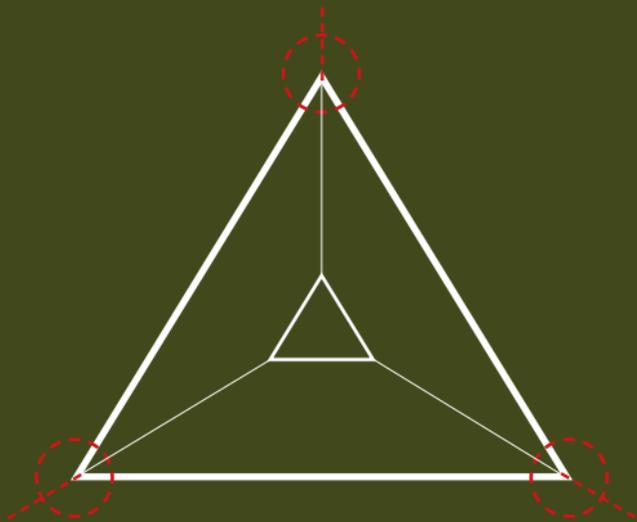
8, Pull tight and dress the Girth Hitch



9, Pushing the strap back into the knot will loosen it.

## Fitting Strap To The Ratchet

With the ratchet strap attached to the D-rings, it can now be connected to the tree straps. Once attached, check the overall position of the Stingray and that it is centrally aligned to each anchor point.



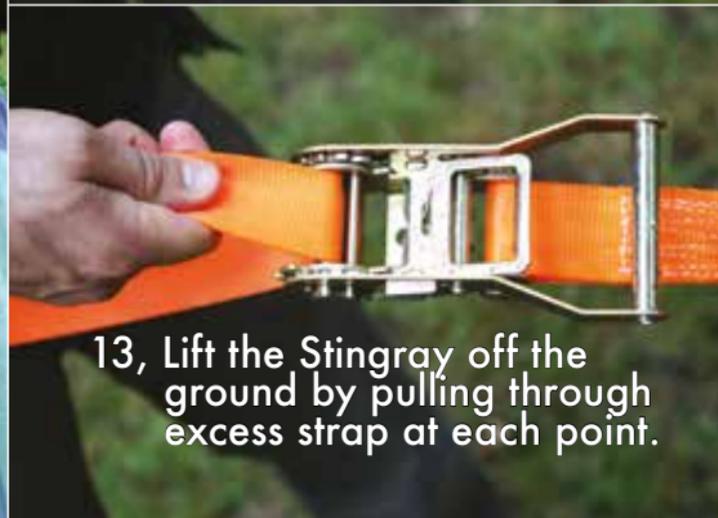
10, Ensuring there's enough length, bring the ratchet and tree strap together.



11, Feed the tree strap end through the spindle.



12, Feed it in and pull it through making sure it does not twist.



13, Lift the Stingray off the ground by pulling through excess strap at each point.



14, Give a strong pull before cranking the ratchet.

## Tightening The Ratchet

Cranking the ratchet will give the tension needed and allows for easy adjustment. Ensure the ratchet is correctly in the Locked position before entering the Stingray.

### Attention - Ratchet Locking

Crank the ratchet handle back & forth 7- 9 times to increase tension to straps.



UNLOCKED

LOCKED



15



15, Release the ratchet lock by pushing the inner latch upwards.



16, This will release the handle and allow it to be cranked.



17, Pull the handle back and begin cranking it back and forth.



18, Do this until the handle has strong resistance.



19, Once achieved, move the handle to the closed position and lock.

### LOCKING RATCHET



Lift the inner latch handle to disengage locking plate



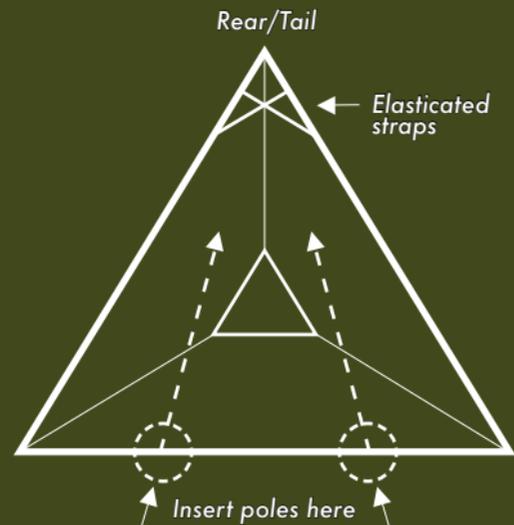
Push down so it latches flat.

16

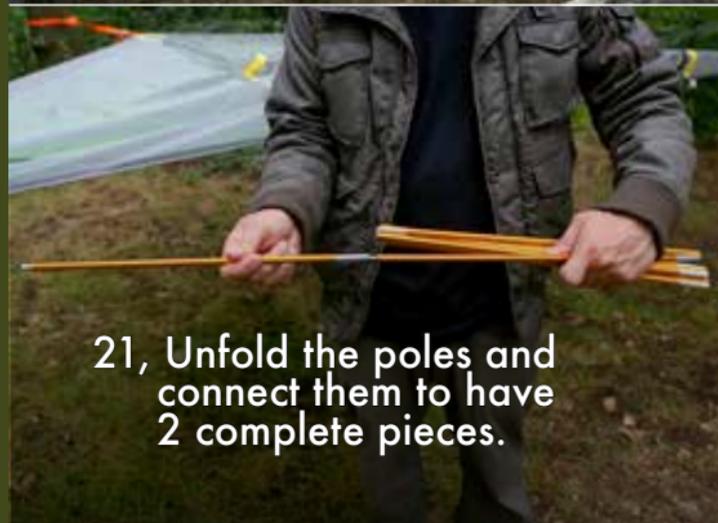
## Inserting The Poles

There are 2 poles that are supplied, both run the entire length of the Stingray from front to the tail end.

Ensure the poles pass through the pole sleeves and over the elasticated straps.



20, With the ratchet straps tight and locked, ensure the straps are aligned and the structure level before proceeding further.



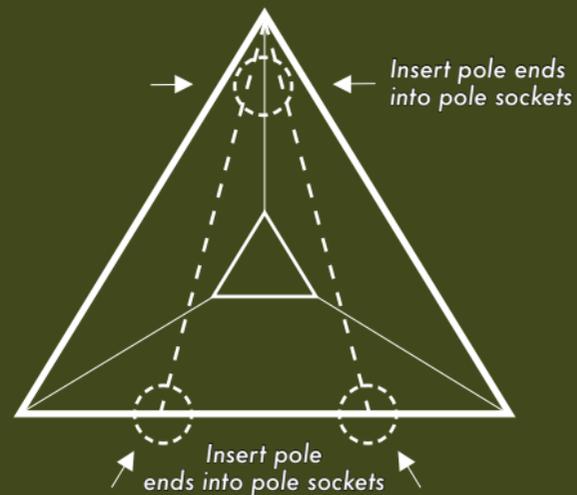
21, Unfold the poles and connect them to have 2 complete pieces.



22, Locate the 2 pole sleeve openings at either side of the main entrance at the front of the Stingray.

## Pole Sockets

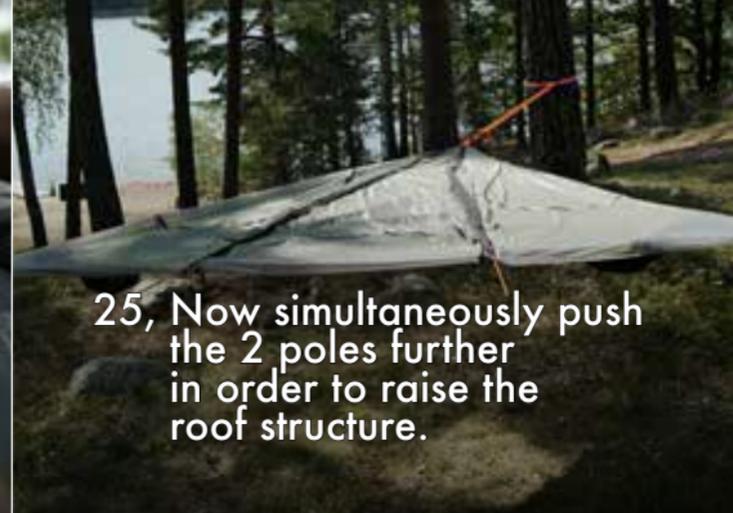
Once the poles are inserted through the sleeve, secure the tail ends into the white pole sockets and then push backwards from the front door to erect the top and fit front pole ends into their respective pole sockets either side of the door.



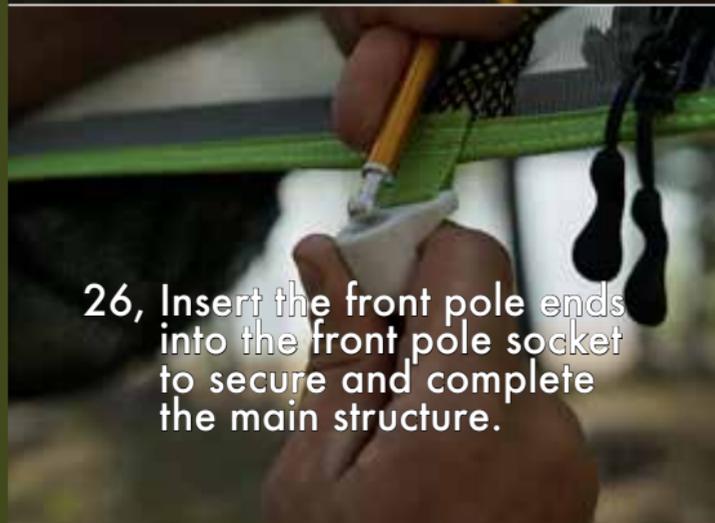
23, Feed the pole into each sleeve next to the door.



24, Once the poles reach the elasticated straps, secure them into the pole sockets.



25, Now simultaneously push the 2 poles further in order to raise the roof structure.



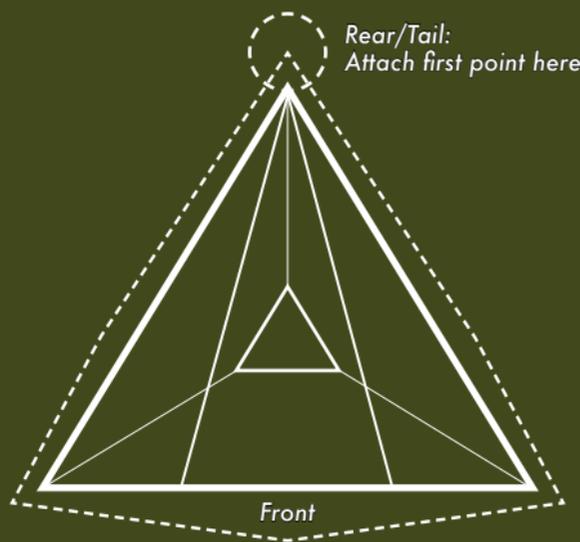
26, Insert the front pole ends into the front pole socket to secure and complete the main structure.



27, Double check the tree straps, ratchet locks and poles are secure before entering the Stingray.

## Fitting The Rainfly

The rainfly is easily added to the Stingray. Start by attaching the rainfly at the Tail of the tent. For best rain protection, attach each rainfly corner about 6"/15cm up the strap, past the corner of the Stingray.



28, Unwrap the rainfly and locate the rear corner where the seams meet.

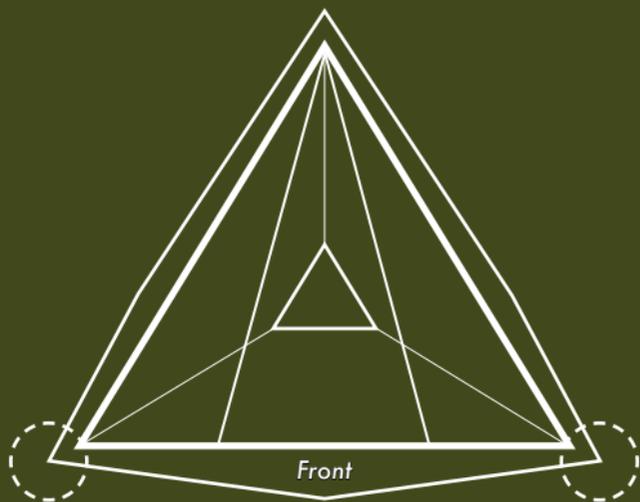
29, Take this corner to the tail end of the Stingray making this the first point you secure.

30, Lightly tighten the rainfly using the pull through straps attached.

31, Pull the rainfly at least 6" past the corner to ensure good coverage.

## Fitting The Rainfly

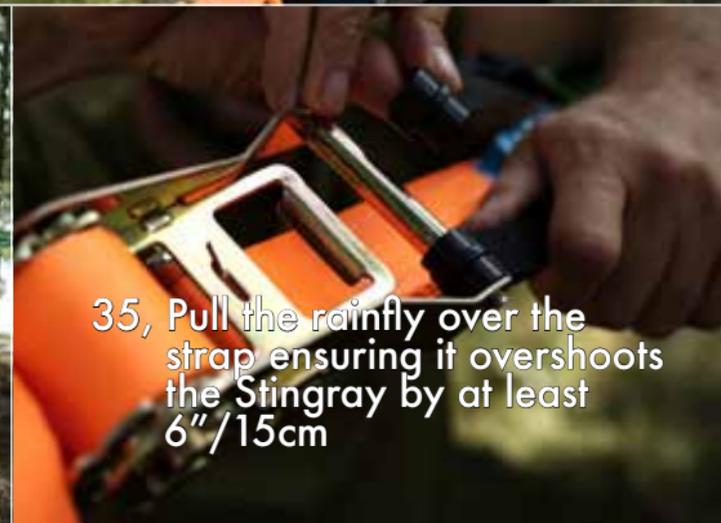
Once the tail end of the rainfly is attached, the rainfly can then be passed over the top of the Stingray. Get it in position and make sure it's hanging correctly before securing the 2 front corners.



33, Pull the rainfly over the tent so the logo is in front of the main door.



34, Pull the remaining corners to the corresponding ratchets.



35, Pull the rainfly over the strap ensuring it overshoots the Stingray by at least 6"/15cm

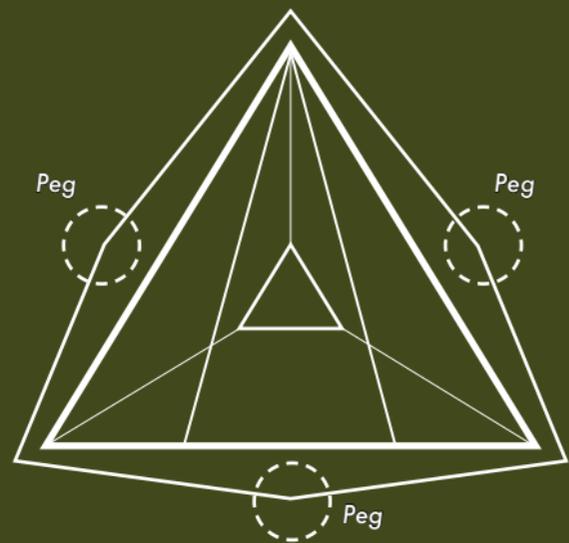


36, As before, lace the bungee cords around the strap for a tight fit and secure the hooks together.

## Pegging Out The Rainfly

The final part is to peg out the rainfly using the bungees and pegs provided.

Simply attach the bungee loop to wing points and the pegs, pulling until firm, then screwing them into the ground to secure.



37, Locate the hook and loop on each wing of the Stingray rainfly.



38, Attach the peg bungee to the wing hook and pull out & down towards the ground.



39, Pull it taught, attach to a peg and screw it into the ground.

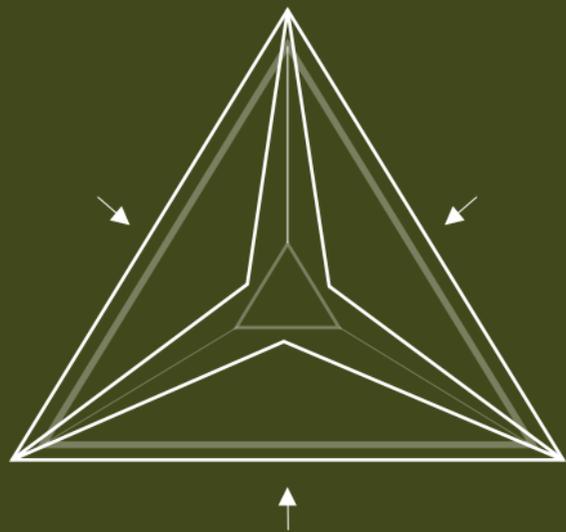


Double check the tree straps, ratchet locks and poles are secure before entering the Safari Stingray.

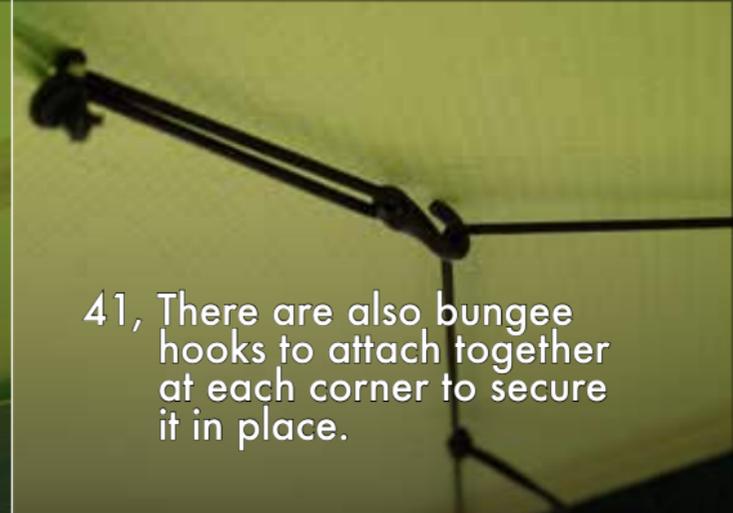
## Wrap The Rainfly

In stronger winds, you may want to use "storm mode" whereby the rainfly secures to the hatch underneath.

Simply take the centre bungees and hook them to the hatch underneath the Stingray.



40, Pull the wings of the rainfly underneath and attach the short bungee to the hatch edge.



41, There are also bungee hooks to attach together at each corner to secure it in place.



42, Finally, double check all the ratchets are locked, straps are tidy, and you're all set!

# Floor Strap Calibration

**Note:** All Stingrays come pre-calibrated direct from the factory. You should only need to calibrate the floor again after many uses. Due to the fact that over time, the fabrics stretch but the seat belt does not, you may need to carry out this procedure once a year to ensure that the floor is kept in equilibrium and tight on all sides.

- 1, Loosen all floor straps by feeding 3"/10cm backwards through the adjuster buckles under each corner of the Stingray.
- 2, Set up as normal, to the point where you have raised the tent off the ground by pulling excess orange strap through and have cranked the ratchets to hold the tent off the floor.
- 3, Stingray should be raised, and set at half tension (you should still be able to flap it up and down quite easily by about 1"/30cm ).
- 4, Pull underfloor straps through adjuster buckles at each corner, past the crease left from earlier use by about 1/2" / 1cm on each corner.
- 5, Ratchet to full tension and check all sides are of equal tension to each other and equal to the under floor straps.
- 6, Repeat procedure until you have the right balance between each edge of the Stingray and the underfloor straps that divide each hammock berth inside.

If the outside edge of the Stingray is looser than the underfloor straps, you will need to loosen the underfloor straps. Getting the right balance between the outside edge (periphery strap) and the underfloor straps may take some practice but you will know when you have

got it right! This procedure should be carried out if you feel like you are rolling outwards ( towards the edge ) or inwards ( towards the central hatch ) while using your Stingray.

# How to use the Ratchet

- 1) Take tail end of the long strap around your trees and thread through the loop and away from tree, towards your Tentsile Tree Tent.
- 2) Thread loop of the ratchet through the D-Ring at each corner of your Tentsile Tree Tent and take the buckle through the loop.
- 3) Take long strap tail and thread it through the ratchet buckle spindle, pulling through all excess orange strap. Crank ratchet until the orange strap has gone around the spindle at least 1.5 full revolutions to underlock it. This will prevent any slippage before moving to the next corner.
- 4) Repeat step 3 at each corner, trying as much as possible to keep the corners pointing towards their respective anchor points.
- 5) Revisit all corners and adjust as necessary. Use line of sight down each strap to centralise your Tentsile Tree Tent between your chosen anchor points. You have about a 7° degree margin of tolerance in each direction.

- 6) Tighten ratchets as much as you can. **ENSURE RATCHETS ARE IN LOCKED POSITION BEFORE ENTERING THE TENTSILE TREE TENT.**

- 7) Roll and tidy up strap ends to avoid any possible trip hazards.

Crank the ratchet handle back & forth 7-9 times to increase tension to straps.



UNLOCKED



LOCKED



# Policies

## Maintenance

Visual and Tactile inspection of all components for structural damage before every use and dry out Tentsile Tree Tent thoroughly before packing away. Tentsile Tree Tent should be stored safely in a dry environment.

## Returns

If a customer wishes to return a Tentsile product within 30 days, they need to pack the unit clean and dry, with all components included. Retailer can choose to resell this item or send it back to Tentsile for a credit note.

A restocking fee will be applied (charged to customer) if the tent is wet, dirty or missing parts. Return shipping will be at customer's expense.

## Weather

The Tentsile Tree Tent is not intended to be used in severe weather. If there is weather that creates dangerous conditions, such as storms, heavy rain, high winds, and/or lightning, do not use or remain in the Tentsile Tree Tent in or during those conditions. It is recommended that the Tentsile Tree Tent is taken down and stored to avoid remaining inside and being subject to such conditions. Leaving the Tentsile Tree Tent out and installed in bad weather can lead to potential destruction and/or damage to it (not covered by warranty). If the Tentsile Tree Tent is subject to such conditions, it and its anchor/hanging system should be inspected in detail prior to any future use. Be sure to thoroughly dry the Tentsile Tree Tent before storing.

## Customer Service Charter

*Quality first* – We will manufacture, sell and distribute the best possible quality Tentsile Tree Tents in the World.

*Customer focus* – We will provide prompt, courteous and efficient service, with honesty and integrity and expert, clear, and timely information to customers and colleagues.

*Tentsile Promise* - We will strive for a 'get it right first time, every time' in all our dealings in manufacturing, distribution, sales, and service.

This policy does not cover damage incurred by environmental conditions, weather conditions, or apocalyptic events.

## Contact us

info@tentsile.com

*\*use as intended and outlined herein and no more than 3 months continuous use.*

# The small print

The Tentsile Tree Tent is designed for play, relaxation, and camping/sleeping. Never jump into, onto or use it as a trampoline or swing. It is not intended to be used for rock climbing, cliff faces, overhangs or above or next to large drops. Do not attach or secure the Tentsile Tree Tent to a movable platform or anchor; it is not intended to be used for such recreation or activities. Do not attempt to use this product for anything other than its intended purpose, and always observe height and weight limits.

## Warranties

### Manufacturing Warranty

Tentsile will accept and replace any product with a manufacturing warranty straight out of the box. These units should be marked as defective and repairs@tentsile.com should be contacted, so that we can pick up these items and replace them.

### Claims of Defects under 1 Year Warranty

Any damage, breakage or defect found after customer use needs to be assessed on a case-by-case basis. Tentsile will accept any fault considered to be manufacturer's defect if the product is used within Terms of Use, as set out in Owner's Manual. Tentsile will not accept any damage, breakage or defect caused by customer outside these Terms of Use. This would include setting up product

outside guided Owner's Manual instructions, recklessness, carelessness, misuse product or misunderstanding of product set up instructions provided.

Photos of damage should be sent to repairs@tentsile.com for assessment. Our team will assess if the damage is covered by warranty, of customer error.

In cases of warranty, Tentsile will ask to be put directly in touch with customer and we will pick up the unit and replace it directly with them.

In cases of customer damage, the retailer can pass customer directly over to talk to our team. Tentsile will then organise for customers to send their unit in for repair.

### Please note:

All Tentsile products are fabric structures which will degrade over time due to wear and tear. This includes environmental conditions such as user care, storage conditions, packing conditions and UV exposure.

Tentsile products comes with care instructions including; not to be left unattended for more than 1 week. Do not leave set up for more than 3 months at a time ( product needs to be taken down and inspected every 3 months for damage and wear and tear to components), Products have differing levels of UV protection. Stingray – 2,500UV hours.

Tentsile will not be held liable for environmental damage caused by high winds, falling branches, damage made by animals or any other environmental factors.

# 20 Trees Planted

## Tree Planting Mission

For every tent purchased we make a donation to plant 20 trees with our partners: WeForest, Eden Projects, and Arbor Day Foundation. So far, we have planted over 560,000 trees in projects located across Zambia, India, Madagascar, and Oregon.

Follow our #BecomeOneOfTheMillion campaign and keep up with our progress as we work with each of these organisations to plant 1 million trees over the next 5 years.

## Where Do We Plant Them?

Tentsile's tree planting partners all meet a number of strict criteria; from regular updates and tracking donations, to working with local communities, training residents, planting native species and protecting saplings to maturity.





TENTSILE

[www.tentsile.com](http://www.tentsile.com)

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