



Owner's Manual

“Games Built to Last”

Experience, knowledge and good, sound business principles. That’s the combination we hope you are looking for from your inflatable manufacturer. We are firmly committed to providing you with the best possible buying experience and in maintaining a high level of customer satisfaction. HEC Worldwide is founded on these fundamental principles:

- Create Quality Products
- Offer Affordable Pricing
- Provide Outstanding Customer Service
- Deliver On-Time, Anywhere... Worldwide!
- Stand Behind the Products We Sell 100%

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1-800-354-1183

www.HEC-Worldwide.com

info@HEC-Worldwide.com

Thank You for Your Purchase!

Thank you for purchasing a new inflatable game product from HEC Worldwide. If you have purchased from us before, then you know that the products we manufacture are dependable and durable. If this is your first purchase, then you will soon learn that we are a company committed to providing the highest level of customer service to all of our customers. We stand behind every product we manufacture and sell. It is very important that you read this manual in its entirety before setting up and operating your new game. This manual will explain in detail how to set up your game, check your site location, and how to repack your game after use. It will also explain some good general information that will be helpful in numerous situations. If you read this manual and have suggestions, please feel free to contact us with your comments at 1-800-354-1183 or email us at info@HEC-Worldwide.com. Thanks again, and we hope you enjoy years of uninterrupted service with your new inflatable product(s).

Upon Arrival / Inspection

Because we manufacture over 100 products, we cannot fully state all of the items you will receive with your new game in this manual. However, you should receive a minimum of the following components:

- Inflatable Game bagged or wrapped on a pallet
- Inflatable Fan(s) (If applicable)
- Accessories Bag (If applicable)
- Specific Set-Up Instructions for the product you purchased
- Certificate of Manufacture

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We take great care in packaging our products for shipment. However, there are times items may be damaged in transit. Please take a few moments to inspect all inflatables and accessories upon arrival for damage from transport. If there is damage, you will need to contact the shipper to file a claim. Please feel free to call our office at 1-800-354-1183, or email us at info@HEC-Worldwide.com, for assistance in the event you need to file a claim. HEC Worldwide is not responsible for damage incurred in shipping products to the customer. We understand that time is of the essence in damage claims, and we will work diligently to help you resolve any situations that may arise.

Fill in Your Information for Future Reference

Your Name: _____ Date of Purchase: _____
 Game Type: _____ Serial #: _____

Labels & Signage



These are some of the typical signs you will find on your inflatable(s) upon arrival.
HEC All Labels.pdf

SLIDE FEET FIRST!
One rider allowed on
slide surface at a time!
No head first sliding!

WARNING
RIDERS/CHILDREN
MUST BE
SUPERVISED AT ALL
TIMES

WARNING

RIDERS/CHILDREN
MUST BE
SUPERVISED AT ALL
TIMES

WARNING PARENTS & GUARDIANS

DO YOUR PART FOR SAFETY!
YOU ARE RESPONSIBLE FOR THE SAFETY OF ALL RIDERS. PLEASE
READ AND UNDERSTAND ALL SAFETY RULES AND WARNINGS.

- ✓ THE INFLATABLE RIDE IS SECURELY ANCHORED TO THE GROUND AT ALL ANCHOR POINTS.
- ✓ A QUALIFIED ATTENDANT IS PROPERLY MONITORING THE ENTRANCE(S)/EXIT(S)
- ✓ THERE IS NO OVERCROWDING OR ROUGH PLAY GOING ON INSIDE THE INFLATABLE.
- ✓ NO VISIBLE SIGNS OF DAMAGE AND/OR LEAKS ON THE INFLATABLE.
- ✓ WIND AND WEATHER CONDITIONS ARE NOT AFFECTING THE STRUCTURAL STABILITY OF THE INFLATABLE.

IF YOU HAVE ANY CONCERNS REGARDING THE SAFETY OF THIS AMUSEMENT RIDE PLEASE CONTACT THE EVENT ORGANIZER IMMEDIATELY TO EXPRESS YOUR CONCERNS

OWNER / OPERATOR

OWNER/OPERATOR AND ATTENDANT MUST BE TRAINED IN THE SAFE SET UP AND OPERATION OF THIS INFLATABLE RIDE

OWNER/OPERATOR MUST PERFORM A DAILY SAFETY AND PERFORMANCE INSPECTION AS PER THE INSTRUCTIONS PROVIDED BY THE MANUFACTURER OF THIS INFLATABLE RIDE

OWNER/OPERATOR AND ATTENDANT IS RESPONSIBLE FOR PROVIDING ALL NECESSARY VERBAL, VISUAL AND PHYSICAL INSTRUCTIONS REGARDING THE SAFE OPERATION AND USE OF THIS INFLATABLE RIDE

OWNER/OPERATOR IS REQUIRED TO MAINTAIN A COPY OF ALL MANUFACTURER SUPPLIED SET UP AND OPERATION INSTRUCTIONS FOR THIS INFLATABLE RIDE

OWNER/OPERATOR AND ATTENDANT OF THIS INFLATABLE RIDE IS RESPONSIBLE TO ENSURE THAT ALL PARTICIPANTS COMPLY WITH ALL SAFETY RULES AND ARE NOT UNDER THE INFLUENCE OF DRUGS AND/OR ALCOHOL.

RIDE AT YOUR OWN RISK

Game Information & Safety Rules

Please exercise good common sense while playing on this product.

Game Name: _____ S/N: _____
Model Number: _____ Manufacture Date: _____
Blowers Required: _____ Operators Recommended: _____
Max. Riders : _____ Max. Rider Weight: _____
Min. Rider Height: _____ Max. Rider Height: _____

Trained Operator must be present at all times!
Whether operated indoors or outdoors, this unit must be tethered at all times.

No Sharp Objects! **No Rough Play!**
No Glasses! **No Flipping!**
No Facial Jewelry! **No Pregnant Women!**
No Shoes or Other Jewelry! **No Medical Conditions that Would Prevent Play!**

Enter-inflatable rides from a standing position only.

Multiple Riders:
Rides should be of similar height and weight.
Rides must slide feet first only.
One rider allowed on slide surface at a time.
Rides are prohibited from climbing or hanging on containment walls.

Do Not:
Operate in winds exceeding 15 mph!
Operate without an attendant present!
Operate without anchoring game down!
Paved surfaces into ground prior to verifying location of underground utilities!
Operate in damp or wet environment!
Ride or play on the inflatable's if you are under medication that would impair your judgement!
Run to enter the inflatable ride.
Starting time to 25 inches from the entry of the inflatable ride.
Enter inflatable ride from a standing position only!

All North American Blowers require a constant source of 110v/20amp power circuit per blower. **!!! SHOCK HAZARD !!!**
Do not operate in a wet environment.
Unplug blower immediately in the event of rain.

Compliance Statements
The vinyl and netting materials used in the construction of this product is of the highest quality, 100% Lead Free and adheres to MFR Methods.

ASTM-6413-99
NFPA 701 (1999) Large Scale
FTMS 191A Method 5903
Australian AS3533
made in china

This product manufactured for HEC
Worldwide located in
Orlando, Florida.
ALL RIGHTS RESERVED

RIDE AT YOUR OWN RISK

Slide feet first!
**One rider allowed on
slide surface at a time!**
No head first sliding!

WARNING! Keep pool filled to this line at all times!!

**YOU MUST BE THIS
TALL TO RIDE 42"**



EXIT

ENTRANCE

**EMERGENCY
EXIT**

Safety Rules

When operated properly, and according to the following rules, Inflatable Games are a safe and a fun form of entertainment that will thrill participants at any event. It is imperative that operators follow the safety rules when operating their inflatable games.

-
- If power should go off during the time that children or adults are playing, the inflatable game may deflate rapidly. Ask all occupants to immediately sit down; then a responsible game attendant should direct the evacuation of all occupants.
 - Do not inflate in high winds or rain. High winds are considered to be 25 mph or higher. Unless otherwise stated in the Games Specifications instructions.
 - Unload all occupants and deflate the ride if the wind becomes excessive.
 - Use an adequate three-wire extension cord, min. 12 gauge for 50ft. Never cut or remove the round grounding pin from the cord.
 - Always connect a GFI extension cord adaptor to any extension cord before plugging into a power source. This reduces the possibility of shock in wet environments. A GFI extension cord adaptor can be purchased at most Do-It-Yourself type stores.
 - Check the GFI operation at least once per event.
 - Before staking games into the ground, obtain marking and location information from the utility companies if there is a possibility of striking underground utilities. Also, ensure there are no underground irrigation pipes, electric wires, gas lines, or telephone cables that the utility company or property owner may have installed.
 - Limit occupants to the number specified on the label or in the owner's manual.
 - Always ensure that there is adequate clearance around and above the ride. Look for tree limbs and electrical wires that may pose a hazard.
 - Do not allow any children or adults in the rear of the game or near the electric blower fan at any time.
 - Do not put fingers/hands into fan intake, fan outlet, fan motor, or fan motor housing when running.
 - Never roll up or pack an inflatable when wet unless you plan to dry it that same day.
 - Never use chlorine-based cleanser or bleach to clean, as this may damage the thread or vinyl.

REMEMBER, the Operator is ultimately responsible for the majority of injuries that happen on inflatable games. Pay Attention and Be Aware of what your Customers are doing at all times!



Site Layout

- Pick a location free from overhead electrical power or telephone lines. Location should be free from trees that could damage or stain the Inflatable. An unobstructed area should be maintained for 5 feet around and above the perimeter of the Inflatable.
- Contact all utility companies and have all underground utility lines properly located so no accidental contact occurs when driving stakes.
- Ensure there are no underground irrigation pipes or other utilities that the property owner has installed.
- Place your ground cover sheet over the site where you want the Inflatable to stand.
- Keep the front of the Inflatable clear and accessible at all times.

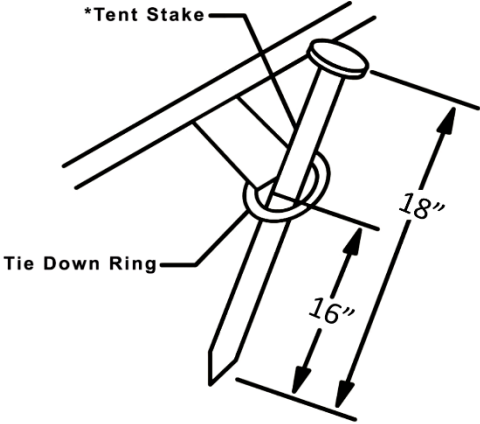
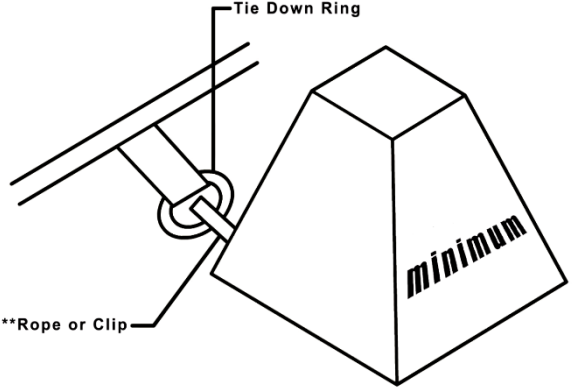
Recommended Tools and Equipment:

- | | |
|--------------------------------------|-------------------------------------|
| (1) Heavy Hammer | (1) Hand Truck and/or 4 Wheel Dolly |
| (1) Ground Cover Sheet | (1) Pair Safety Glasses or Goggles |
| (1) 50' or 100' 12AWG Extension Cord | (1) G.F.I. Extension Cord Adaptor |

Inflatable Installation Procedures

1. Do not inflate on incline more than 15 degrees.
2. Unroll and position the inflatable on the ground cover sheet with the inflation tube located to the rear of the Inflatable. Note: If rolled up properly, the rear of the Inflatable is the end where you start unrolling. (Make a mental note of how the outside seams of the game are positioned as you unroll the game. This will be beneficial when you reroll the game later.)
3. Anchor the inflatable before inflating. If you are using stakes, be sure the stake heads are away from the inflatable to avoid abrasion or nicking the game while hammering. SEE ANCHORING DIAGRAM
4. Locate the inflation fan in an area that is not in a direct pathway, if possible, from the game. Be sure the fan is on a flat and dry surface.
5. Plug the fan power cord into the GFI extension, and then plug the GFI extension into the extension cord. Connect the fan cone to the inflation tube. Many games have two inflation tubes. Use the one that is most convenient, or will cause the least obstruction. Close off the unused inflation tube.
6. Plug the extension cord into the power source. Check the GFI to ensure operation. Locate the on/off switch (if applicable) on the fan and turn it on. Observe the inflation of the inflatable as it rises.

7. Check the inflation tube to make sure it is properly attached to the blower fan. The inflation tube must be properly closed around the fan outlet cone to prevent large air leakage. Do not place fingers or hands into the fan intake or outlet when the fan is operating. Do not allow any children or adults in the rear of the game or near the electric blower fan at any time.

Soft Ground Anchoring	Hard Ground Anchoring
 <p>*Tent Stake</p> <p>Tie Down Ring</p> <p>18"</p> <p>16"</p> <p>*Alloy steel with minimum 1" dia. stake and 2" dia. head</p>	 <p>Tie Down Ring</p> <p>**Rope or Clip</p> <p>minimum</p> <p>**Minimum work load rating of 500 lbs.</p>

8. Once inflated, check for any rips, holes, or damaged seams.
9. When properly inflated, all inflated areas of the game will become pressurized and firm.

Anchoring Diagram

- ✦ Soft Ground: Any surface that can be easily penetrated by a stake to its full operating depth through use of a tool (e.g. Mallet). Surfaces where stakes can be inserted in the ground by hand or foot should not use stakes and should follow "Hard Ground" Anchoring Instructions.

Inflating Diagram



Step 1:



Step 2:



Step 3:



Step 4:

Operating Instructions

The following instructions must be read and adhered to by every individual that will operate your inflatable game:

- The inflatable should not be operated if the wind exceeds 25 mph, or at temperatures of less than 40 degrees F. Unless otherwise stated in the Game Specification instructions.
- The operator should make sure all buckles on the fans and tie-downs are attached properly and in good condition before operating.
- Operator should remove all debris from the inflatable prior to allowing persons in for the next ride.
- Operator should only allow persons of the same age/size group in the inflatable at the same time
- Follow Manufactures recommend number of players on the game at any one time; *please bear in mind that it is always best to go under the maximum number if possible for the safety of the participants.*
- Operator should make sure that no one enters the inflatable with shoes on, eyeglasses or sharp objects in their hair or clothing.
- Operator should observe persons at all times while they are in the inflatable.
- Operator should be close enough to be able to warn against flips, piling on, wrestling, bouncing against side, grabbing net or bouncing too close to each other. Operator should ask anyone doing these things, after being warned, to leave the inflatable immediately.
- The operator should point out and make customers aware of the posted warning sign on the front or side of the inflatable.
- Operator should watch for any signs of deflation such as sagging, wrinkling or distortion. If observed, the operator should ask the people in the inflatable to unload. The operator should keep them calm, as there is no danger.

- Operator should keep all spectators outside the inflatable and at least 3 feet away from the sides.
- Starting line is 36 inches from the entry of the inflatable rides.
- Check stakes regularly to ensure they are tight.
- Check the blower/inflation tube regularly to ensure there isn't any excessive leakage.
- Check GFI at least once per event after initial setup.
- Prohibit excessive rough play by occupants.
- Keep clean and dry. If the inflatable gets wet, dry it that same day by blowing air through it.
Note: Never roll up or pack an inflatable when wet.
- Do not allow any children or adults in the rear of the game or near the electric blower fan at any time.
- Do not allow people or riders on the inflatable rides if they consumed alcohol or illicit drugs.
- Do not ride or play on the inflatables if you are under medication that would impair your judgment.
- Do not run to enter the inflatable rides.

Deflating & Packing Instructions

Before Deflating:

- Inspect for any damage and repair as necessary.
- Clean and dry. Blow baking soda through game, if needed, to remove odor.
- Buckle any plastic snaps to reduce the possibility of entanglement in the netting.
- Do not allow any children or adults in the rear of the game or near the electric blower fan at any time.
- Unplug electric blower fan at the power source.
- Loosen first inflation/deflation tube strap and remove tube from blower cone. Make sure tube is pulled away from the inflatable and is straight so all the air is discharging.

- Loosen second inflation/deflation tube strap and pull tube away from inflatable making sure it is straight so all air will discharge, if applicable.
- While the inflatable is deflating, remove stakes, put blower fan away, and store extension cord(s).
- Begin folding inflatable as shown on the Roll Diagram, *Page 11*. Once you make the fold, you will notice that air is still inside the game. Start at the front and walk in stocking feet to the back removing most of the air. Work the air out towards the back of the game through the inflation tube.

Clean Your Inflatable

- Do not use M.E.K. (Methyl Ethyl Ketone) to try and clean your inflatable, as this will damage the vinyl.
- Do not use a chlorine based cleaner or bleach to clean, as this may damage the threads.
- Do not use any cleaning products containing alcohol to try to clean your inflatable, as this will damage any printing that may be on your inflatable.
- Use water and/or cleaner sparingly by "sponging." Excessive water or cleaner may penetrate the seams and collect inside of the tubes. Also, "bubbling" from the seams during operation may occur. This will last for a short time and will dry out if the sun is out within 1/2 an hour.

Inflatable Game Rolling Procedure

This is a Typical Example for Most Inflatables:

Step 1: Before breaking down any game, you should remove all accessories that may be applicable to the game. Also, be sure to use a quality broom and sweep the surface of the game free of any debris. Check to make sure that no sharp objects have fallen into the seams of the game, i.e. pens, pencils, etc... Items such as these can cause minor/major damage to the game during the rolling up process.

Step 2: Unplug the blower, as the game begins to deflate, go around and open all of the deflation flaps that are located on the sides of the game. It is best if you pull these flaps open, and then stick them back onto the hook & loop in an open position. Allow the game to drop in a natural state. Any walls may have a tendency to fall outward. You may want to coax them back towards the middle as they drop. **DO NOT SHIFT THE BASE OF THE GAME AS IT IS DEFLATING.** Shifting the base of the game will not hurt the inflatable, but it will make rolling the game more difficult. An inflatable game will take between 5-15 minutes to completely deflate.

Step 3: In *Step 7* of the Inflatable Installation Procedures, you were asked to note the position of the outside seams of the game. The outside seams are located at the very base of the game all the way around. The outside base seams are designated with a colored binding strip sewn onto the edges. They are the only seams of the game where the material is turned out, and the stitching is visible. This is important to remember, because you

will need to recreate this now. Once the game has deflated, fold the outside walls in towards the middle of the game. Try to do as neat of a fold as possible. Make the material as flat as possible. At this point, you are now going to SEAM OUT the game. Go around on all four sides of the game, and pull out and expose the outside seams of the game. Pull these seams out tight. Be sure the seams are straight.

Step 4: Folding the game. You will need a second person to help you fold the game. At this point, you want to fold the game in thirds. As a rule of thumb, look at the top of each outside edge, and follow it to where you may see a color change. This is where you may want to create a fold. You should place your foot on one end of the game at this point, and have your helper place their foot at the other end of the game in the corresponding location. On the count of three, you should both fold the game over. You will not always get a perfect fold the first time, so be sure to walk down the game and straighten out the seam. Repeat this procedure for the other half of the game. At this point, the game should be about 3-4'W X whatever length applies.

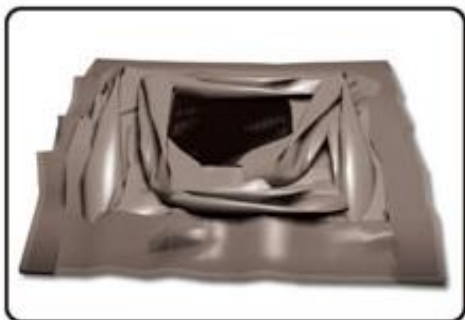
Step 5: The Roll. Prior to rolling the game, you should make sure that at least one of the inflation tubes is extending from the game. This is important, because as you roll the game up, air will escape through this tube, and the game will roll much better, and flatter. Start your roll from the end where people enter and exit the game. DO NOT ROLL THE GAME UP FROM THE BACK TOWARDS THE FRONT. Two people should begin by rolling the game up very much the same way that you would roll a sleeping bag. Grab the end very tightly, squeeze the material, and begin to roll the game. As you progress with the roll down the game, be sure that the roll is straight and tight. When you get to the end of the game, the roll is heavy SLOW DOWN! When you get to the last push, allow time for the last bit of air to escape. Tie the string that should still be lying on the ground around the roll. Be sure you tie a tight slipknot around the roll. (We recommend using HEC Worldwide Game Strap)

Step 6: Stand the game on end. Place the transport/storage bag over one end of the game and work it down as far as you can. It is important that you work the bottom of the bag down to the top of the roll. Rotate the game 180 degrees, and pull the bag up over the top of the game. Tie the bag closed. Lay the game onto a four-wheel dolly and roll it back to your designated storage area. Use the two-wheel dolly to transport the blower and accessories back to same area.

Please refer to the diagram on Page 10 for assistance on rolling the game



Game Roll Diagram



Step 1: Lay the game out flat.
Seam all edges



Step 2: Fold the game in 3rds by
folding one side in.



Step 3: Fold in the other side.



Step 4: Roll the game into a roll by starting at the front and working back towards the inflated tube.



Step 5: Use a game strap to secure the roll



Step 6: Place the game into a Game Bag or Game Wrap.



End Result

WARNING: Inflatable Games are very heavy. Do not attempt to roll or move these games by yourself. When lifting any type of heavy weight, be sure to lift with your legs and not your back. If in doubt about your ability to move something, GET HELP.



Maintenance and Inspections

- The unit can be easily cleaned with a cloth or light brush. Use a vinyl cleaner and rinse thoroughly to remove detergent before storing.
- Do not pack the unit when wet. If this is unavoidable lay the unit out to dry out earliest opportunity.
- The unit should be inspected regularly for damage. If there is evidence of tearing at the anchor points or vinyl panels, the unit should not be used until the repair has been completed.

Return Policy

All not-in-stock inflatable games and products manufactured by HEC Worldwide are considered custom built per order. In the event a not-in-stock inflatable product or order is cancelled or returned for any reason not the fault of HEC Worldwide, a 25% restocking charge may apply.

Repairs

- To repair small tears up to 12" use "Single Patch Method" as follows.
- Cut an oval or round vinyl patch approximately 4" larger than the cut.
- Clean the area around the tear.
- Apply HH-66 vinyl glue on the patch and on the surface of the inflatable.
- Allow the manufactures recommended drying time before applying the patch to the inflatable as indicated on the label on the container.
- Place the patch covering the cut area and apply pressure for 1 minute. Refer to the glue manufactures label for the recommended time for glue to dry once the patch is applied.
- If the "Single Patch Method" is not a viable option use Tear Aid for a temporary repair until you can apply the "Single Patch Method" or send the unit to a repair facility.

Repair Log Sheet

Game Type: _____

Serial #: _____

<u>DATE</u>	<u>REPAIR</u>	<u>REPAIRED BY:</u>

Maintain a record of all repairs to Inflatable games and products

Daily Checklist

- ☐ Ensure maximum winds are less than the manufactures recommended wind speed requirement for unit.
- ☐ Ensure temperatures are greater than 40° F.
- ☐ Ensure that a minimum 12 gauge 3 wire extension cord is used with the blower and is connected to a CFCI (Ground Fault Circuit Interrupter).
- ☐ Ensure there are no obstructions in the blowers and their inflation tubes.
- ☐ Ensure unit is properly inflated.
- ☐ Ensure all tether points are secure.
- ☐ Ensure all deflation zippers and flaps are closed.
- ☐ Walk around the unit and inspect seams and search for wear damage.

After reviewing all the important information contained in this manual, please remember to store this manual in a safe place for future reference. Thank you for your purchase!



HEC Worldwide
10577 Rocket Blvd., Suite C
Orlando, FL 32824

Notes

[illegible]

Notes

[illegible]

Limited Warranty

HEC PROVIDES BUYER A LIMITED REPAIR AND REPLACEMENT WARRANTY AND AGREES AND WARRANTS ONLY THAT THE PRODUCTS, IDENTIFIED BY CATEGORY BELOW, WILL BE FIT FOR THEIR INTENDED PURPOSE, MERCHANTABLE, AND WITHOUT MATERIAL DEFECT IN WORKMANSHIP AND MATERIALS FOR THE PERIOD AND TYPES OF PRODUCT SPECIFIED AS FOLLOWS:

- (a) INFLATABLES CREATED BY HEC: TWO (2) YEARS FROM THE DATE OF SHIPMENT TO BUYER, EXCLUDING WEAR PANELS, ZIPPERS, COVER SHEETS, AND GAME ACCESSORIES. (b) PIECES AND PARTS ORDERED FROM HEC: THIRTY (30) DAYS FROM DATE OF SHIPMENT TO BUYER. (c) OTHER EQUIPMENT (NOT CREATED BY HEC): NO WARRANTY OF ANY KIND IS EXTENDED BY HEC, AT BUYER'S REQUEST, HEC WILL ASSIGN TO BUYER, TO THE EXTENT IT CAN LEGALLY AND CONTRACTUALLY DO SO, ALL WARRANTIES ON SUCH OTHER EQUIPMENT, IF ANY, OFFERED BY THE MANUFACTURER OR SUPPLIER OF SUCH OTHER EQUIPMENT.
- (a) INFLATABLES CREATED BY HEC USED IN PERMANENT OR SEMI PERMANENT INSTALLATIONS WHEREIN THE PRODUCT IS IN OPERATION MORE THAN THREE (3) CONSECUTIVE DAYS, RE: FAMILY ENTERTAINMENT CENTERS, THEME PARKS, BEACH RESORTS, SUMMER CAMPS, ETC: ONE (1) YEAR FROM THE DATE OF SHIPMENT TO BUYER, EXCLUDING WEAR PANELS, ZIPPERS, COVER SHEETS, AND GAME ACCESSORIES. (b) PIECES AND PARTS ORDERED FROM HEC: THIRTY (30) DAYS FROM DATE OF SHIPMENT TO BUYER. (c) OTHER EQUIPMENT (NOT CREATED BY HEC): NO WARRANTY OF ANY KIND IS EXTENDED BY HEC, AT BUYER'S REQUEST, HEC WILL ASSIGN TO BUYER, TO THE EXTENT IT CAN LEGALLY AND CONTRACTUALLY DO SO, ALL WARRANTIES ON SUCH OTHER EQUIPMENT, IF ANY, OFFERED BY THE MANUFACTURER OR SUPPLIER OF SUCH OTHER EQUIPMENT.
- A PRODUCT SHALL NOT BE CONSIDERED DEFECTIVE IF IT IS A DIFFERENT COLOR THAN SHOWN IN HEC'S MARKETING MATERIALS, BE IT IN PRINT OR ELECTRONIC AND NO WARRANTY IS MADE RELATING TO COLOR. ALL DIMENSIONS AND WEIGHTS ARE NOMINAL AND NO WARRANTY IS MADE RELATING TO DIMENSIONS OR WEIGHTS. ALL REQUESTS OF BUYER FOR WARRANTY WORK AND/OR REPLACEMENT ARE SUBJECT TO PRODUCT INSPECTION AT HEC'S FACILITY IN ORLANDO, FLORIDA. BUYER MUST SHIP THE PRODUCT TO HEC AT BUYER'S EXPENSE FOR EVALUATION. FOR APPROVED WARRANTY CLAIMS MADE WITHIN THIRTY (30) DAYS OF SHIPMENT TO THE BUYER, HEC WILL SHIP THE REPAIRED UNIT BACK TO THE BUYER AT OUR EXPENSE AND THE BUYER WILL BE REIMBURSED FOR THEIR SHIPPING COSTS. APPROVED WARRANTY CLAIMS MADE MORE THAN THIRTY (30) DAYS, BUT LESS THAN NINETY (90) DAYS, HEC WILL SHIP THE REPAIRED UNIT BACK TO THE BUYER AT OUR EXPENSE. FOR APPROVED WARRANTY CLAIMS MADE IN EXCESS OF NINETY (90) DAYS, BUYER IS RESPONSIBLE FOR ALL SHIPPING EXPENSES. ORDINARY WEAR AND TEAR WILL NOT INVALIDATE HEC'S LIMITED WARRANTY, BUT MISUSE, IMPROPER HANDLING OR STORAGE, IMPROPER REPAIRS OR ALTERATIONS, IMPROPER MAINTENANCE AND CARE, OR ACCIDENTAL, ABUSIVE OR NEGLIGENT TREATMENT OF THE PRODUCT WILL INVALIDATE HEC'S WARRANTY. BUYER MUST USE ANCHORS, TIE-DOWNS AND GROUND COVERS AT ALL TIMES TO ENSURE THE SAFETY OF USERS AND THE EQUIPMENT. THIS WARRANTY IS NOT A GUARANTEE THAT THE PRODUCT WILL NOT THROUGH USE, HANDLING OR STORAGE DEVELOP TEARS OR PUNCTURES FROM TIME TO TIME, THE REPAIR OF WHICH IS THE RESPONSIBILITY OF BUYER. ALL SHIPPING COSTS WILL BE BORNE SOLELY BY THE BUYER. NO STATEMENT, REMARK OR REPRESENTATION OF ANY EMPLOYEE OR AGENT OF HEC MAY VARY THIS LIMITED WARRANTY UNLESS IN WRITING AND SIGNED BY THE PRESIDENT OF HEC.

PLEASE NOTE: Warranty and Terms & Conditions are subject to change without notice. Please continue to visit our website for the most up to date Warranty and Terms & Conditions Information.