

Pop up Frame questions

1. What is the frame made of? Aluminum or Fiberglass & frame color

The frame scissors are made from grade 20 Aluminum, pre-tempered. They are then powder coated in a heavy duty polyurethane powder. RAL color ref: Signal Violet 4008.

All plastic parts are made from impact modified ABS plastic, this is a self extinguishing, non-poisonous material that supercedes the required fire safety regulations. The hubs are black, the locking arms and hanging pips are green, RAL Ref: Signal Green 6032

2. Is this unit easy to fix yourself or does it have to be sent back to you?

(Field serviceable) screws – rivets snap in parts etc?

Either is an option. The scissors are screwed into location, and are easy to switch out if they get broken, so the frame can easily be serviced in the field.

3. What is the warranty? No questions? manufacturer defect?

always fix free - Frame & bars? Free ship repair parts?

We generally give one years warranty / guarantee on all our products, but we would be pleased to back you should you wish to offer a 5 year warranty. However it is important to point out that this is a very reliable product and historically its failure rate in the field is less than ¼ %.

In our experience 99% of all problems on any popup are caused by misuse or by the user not following the correct procedure when erecting and disassembling.

Although we would be pleased to work with you to keep your customers happy, and we will always react as quickly as possible to your needs in this area, our guarantee covers failed parts and manufacturing defects. If a frame has been obviously mistreated then it would be unfair to expect the manufacturer to be accountable for the cost to refurbish, so I would suggest that we should establish an agreeable charge structure based on the level of damage.

4. Is the unit self-locking or does it have locking bars on the frame?

Both the 8' and 10' systems have two magnetic locking arms on each frame. The system can be thrown up in one flowing movement and the locking arms will align with the magnets and the system self locks.

5. What type of channel bars are used on the frame, metal or plastic? How do the fabric panel connect? (Magnet to magnet or magnet to metal)

The channel bars are aluminum with a button magnet that fits to the button magnet in the hubs. The fabric panels are fitted with a hidden Hanger at the top and a ridged Kicker strip along the bottom. There is a 1" strip of magnetic tape on the channel bars so the system works magnet to magnet, the polarity is type A.

6. Leveling feet?

Our product does not have leveling feet.

7. What kind of lights – ul approved? Cord length?

Yes, the lights are UL approved. The light itself is a 200 halogen flood light. It attaches to the system at the middle of the 'X' on the scissor; this is why you only need one light per 8' system and two per 10' system.

Each light comes with a 10' cord.

Fabric Panels

1. What type of Fabric is it? ShowTime/Prelude/Broadway

The standard that we stock is Foss Fabrics. The new Foss fabric, called PREMIER, mirrors Frontrunner in all ways and the REGAL fabric mirrors the Prelude...except price.

2. Does the abs strips at top and bottom show? No. The header and kicker strips are hidden and do not show. The hanger strips have a full strip of adhesive on the back which attaches to the panel.

Complete System

1. How much does the complete package in the case weigh?

71 lbs for complete 8' and 82 for complete 10'(with lights and case wrap)

2. Does it ship in cardboard or plastic? The complete system ships in an OCP case which is packed in a cardboard box: 39"x26"x16" with exposed wheels.