

Building up moments.

MASTERTENT®

Mastertent Biergarten Furniture

Owner's Manual & Warranty Guide



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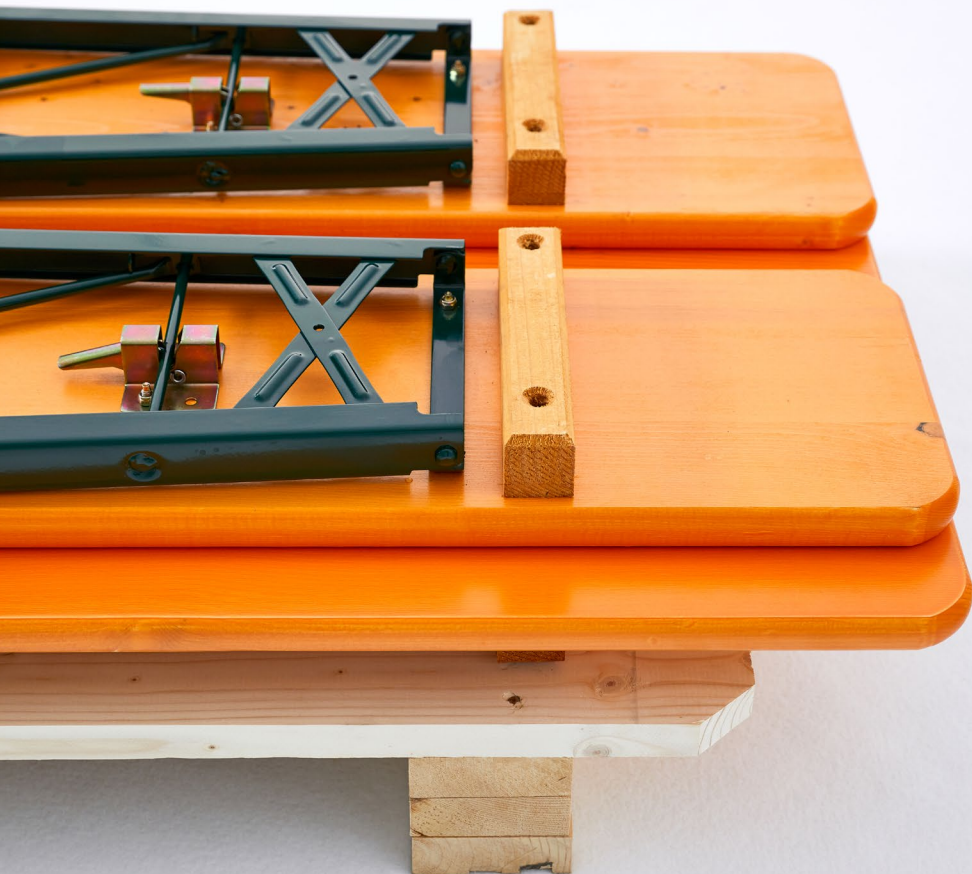
⚠ IMPORTANT: Read all details in this manual before using equipment to ensure proper understanding of warranty coverage and procedures. Keep this manual for future reference.



Inspect Shipments Upon Delivery



Table shipments will deliver either boxed or palletized by freight. Inspect shipments on arrival and document any transport damage.



Returns & Exchanges

Hassle-free for 30 days.

Standard, In-Stock Items

Items that are not printed or customized are eligible for any reason when kept in new condition with original manuals and packaging.

Ineligible Returns and Exchanges

- Custom or modified products
- Standard products that return to Mastertent in used condition and/or without original packaging

Items Damaged in Shipment

Every Mastertent shipment is carefully packaged and inspected prior to leaving our facilities. Should packages arrive to you in damaged condition, please document (with photographs) and communicate damages to both the carrier and a Mastertent representative immediately.

Return or Exchange Shipping and Restocking

Return shipping is the customer's responsibility. Mastertent can assist with shipping logistics as a courtesy with costs deducted from return or exchange credit. Original shipping costs are non-refundable. Returns for refund are subject to Restock Fees, waived for account credit or exchanges.

Return Timeline

Returns are valid for 30 days from delivery or receipt of products.

Initiating a Return

Please contact us for more information or to initiate a Return Authorization, which must be completed and Mastertent approved within the eligible 30-day period.



THINKING ABOUT A RETURN?

We're here to help you get the right mobile equipment for your needs.

Contact your Sales Rep.



CONTACT US

sales.usa@mastertent.com

704-312-1600

6965 Northpark Blvd

Suite N

Charlotte, NC 28216

mastertent.com

Directly from the Manufacturer

1-Year Warranty, Lifetime Customer Care

From our signature biergarten style to our high-end solid oak table and bench sets, we stand behind our furniture craftsmanship with a complete **1-Year Manufacturer's Warranty**. This warranty covers our wood table and bench tops, plus our powder-coated, patented frames and zinc-coated hardware.

Warranty Coverage At-A-Glance

- | | |
|--|--|
| ✓ Manufacturing Defects in Material & Production | ✓ Frame Damages from Rust or Corrosion |
| ✗ Damages from Water & Weather Exposure | ✗ Damages from Mishandling or Improper Storage |

The History and Beauty of Natural Wood

We craft our furniture from the best in European natural wood: a hardy oak and an alpine spruce. Spruce delivers a beautiful balance of solid performance and light weight. When our alpine spruce furniture is used outdoors, the vintage charm comes out! Depending on how much sun, rain, and wear-and-tear the table and bench sets experience, the wood can start showing age in one month or one year.

For the Biergarten traditionalists, this patina tells a story and adds to the natural beauty. For modernists, keeping the furniture clean and covered will preserve its new finish for as long as possible. Remember, natural wood components will require more attention and care.



⚠ Natural Material Warnings

Compared to metal or plastic, wood is a living material. Natural wood textures or imperfections such as knots and divots are treated and filled during our production process for stability and to maintain a smooth surface.

Variations in temperature, sun exposure, and humidity can create tensions and changes within the material. In severe temperature changes, cracks may occur in the wood despite careful processing, drying, and treatment.



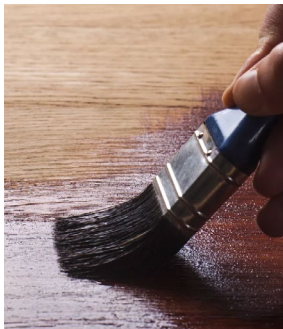
Table & Bench Care

Extend the life of your table set with proper care.



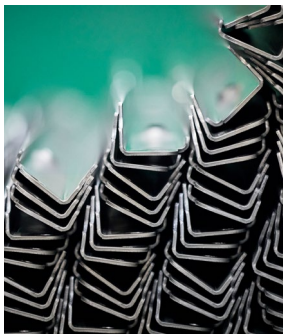
Water & Weather

Your table sets are suited for outdoor use, but prolonged exposure to water may shorten the lifetime of the wood and varnishes. Set at an incline to allow rain and accumulated water to drain - if not covered - or put into storage during inclement weather. As a natural material, the wood is susceptible to humidity and temperature fluctuations and should be properly stored in dry, ventilated places when not in use.



Surface Maintenance

Simple steps to care for your table and bench wood surfaces will keep your biergarten furniture looking its best. Eliminate any foliage, pollen, or debris that may deposit on the surfaces of the wood varnish to prevent the natural residues from wearing away at the varnish over time. General maintenance every 2-5 years is recommended to extend your table sets' shelf life.



10-Year Spare Part Service

We enjoy supporting your mobile activities today, tomorrow, and well into the future! Our table and bench sets are built for mobility in their everyday use and construction. Our Spare Part Program allows you to replace parts easily should your table and benches become damaged or need a quick tune-up.

Use & Care Tips at a Glance

1. When in Use:

- A.** Clean off spills, rain and natural debris as soon as possible.
- B.** Try to keep metal or sharp objects from impacting the wood finish.
- C.** Use the table and benches as intended - for seated, not standing use.

2. When Not in Use

- A.** Protect wood finishes by tilting the surface and/or using waterproof covers.
- B.** Keep furniture legs out of standing water and protected from wet ground.
- C.** Easily store between use, stack properly, and keep dry!

3. Maintenance:

- A.** Periodically check hardware and tighten or replace components as needed.
- B.** Use touch-up varnish or polyurethane clear coat on nicks and scratches.
- C.** Refinish wood tops when needed, just 4 Steps: Repair, Sand, Clean & Stain!



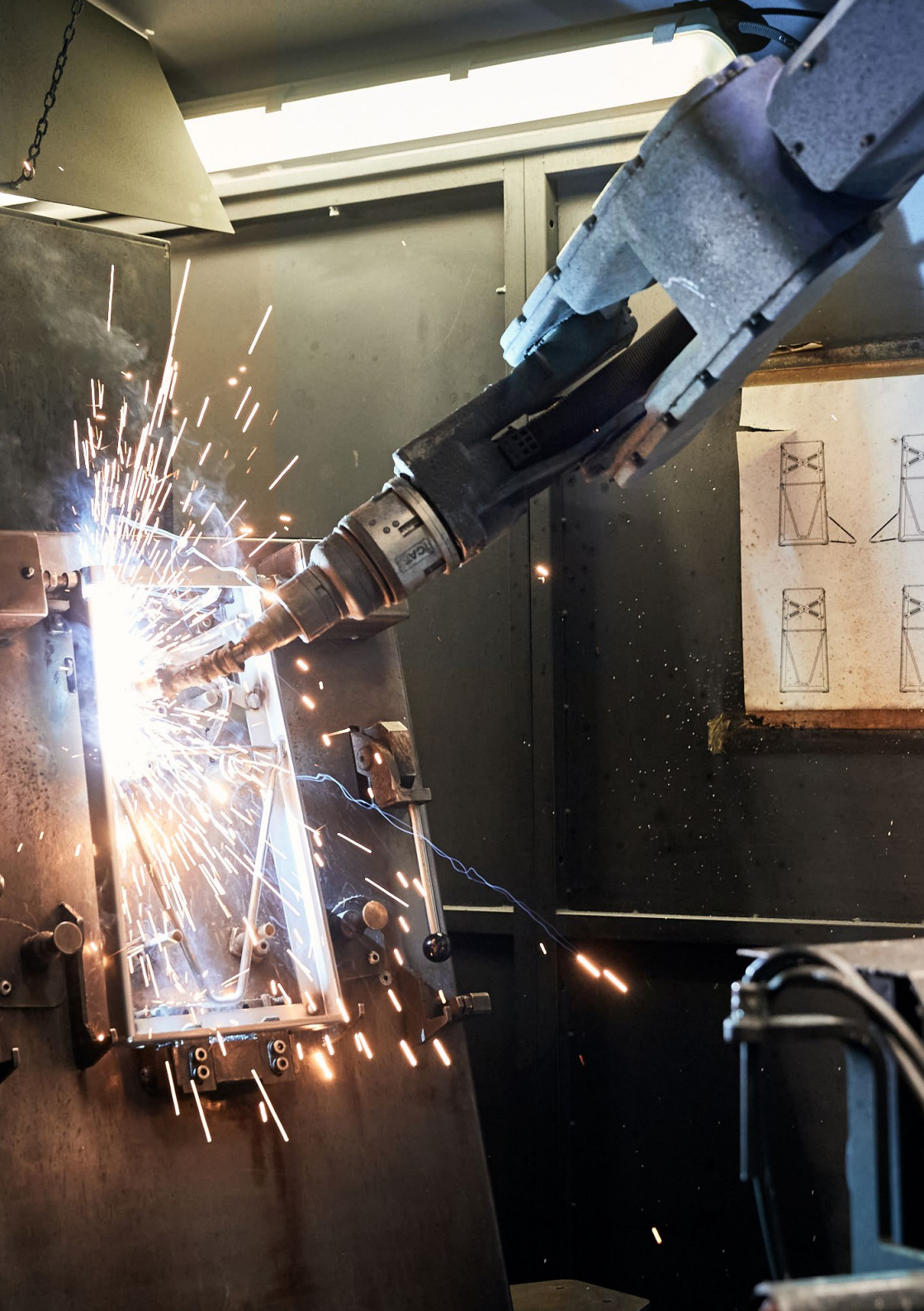


Table & Bench Certifications

Proper Construction, Testing & Certifications

TÜV-SÜD Evaluated and Certified



The global laboratory, TÜV-SÜD Product Service, regarded as a leader in product testing, is our knowledgeable external partner helping ensure accurate and trusted results. Our beer garden tables are tested to rigorous structural standards and are proudly certified with the TÜV-SÜD seal.

Certified Food Safe UV-Protective Varnish



Each wooden table top or bench seat is stained and finished with three layers of UV-protective varnish for an extremely durable barrier, smooth attractive shine, and easy cleaning. This food-safe finish is certified safe and sanitary.

Load Tested Spruce Wood Table Tops and Steel Frames



Our furniture frames are built for maximum stability. The patented C-profile allows for a higher load capacity, the X-bracing structure brings additional stability while anchoring "feet" keep even our largest folding tables on solid ground. These features have been tested and proven to increase stability by 20% compared to conventional models.

Premium Rust-Resistant Finish



To prepare our tables and benches for long-term, outdoor use, each base frame is sealed and coated in a multi-phase powder-coated finish. The solvent-free coating is naturally resistant to rust.

MASTERTENT USA

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