

She has lifted her canopy only once since she purchased in February. When she lifted she noticed light coming thru and found two small holes right next to the bracket mount at rear. Looks like it may have gotten pinched. The weird thing is on the other side in that same area it appears there has been a reinforced area installed to prevent that from happening. The side she has holes in does not have the reinforcement. Please advise what/how you would like us to repair this. We have temporarily put tape over the area to prevent water coming in if she were to open it. We will send a new tent canvass under warranty. Please make sure your tech follows the procedure in detail.

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Tofino Canvass Replacement

- 1) Raise the pop up roof on the Tofino
- 2) Support the roof with blocking or overhead straps.



- 3) Remove the gas struts from the sides of the roof. The gas strut is held in place by a locking wire ring.



- 4) Remove the gas struts from the rear of the roof.



- 5) Mark the hinges on the pop up roof to ensure they are replaced in the same location. Remove the six 1/2" nuts from the lower side of the right and left hinges.



- 6) Cut the tent canvass around the lower edge of the roof. Lift the roof and disconnect the wiring.



- 7) With the roof removed lift the grey plastic roof edge trim from the remaining roof pan and unscrew the aluminum track removing the remaining old canvass. Keep the roof edge track screws and gray plastic cover as you will reuse these items.



- 8) Flip the removed roof top over on a padded work surface. With the roof flipped over remove the snap buttons and unscrew the ceiling panels.



- 9) Remove the wood strips and the canvass from the pop up roof.

- 10) Clean all glue and sealant from the roof top.

- 11) Install the canvass and ceiling panels onto the pop up roof before reinstalling the roof on the van. (see the other instructions for installing the roof strips that was sent in a previous email)

- 12) Lift the pop top into place and install the hinges in the exact location that they were removed.

- 13) Connect the gas struts.

- 14) Pull the tent fabric down and secure it into place using the materials removed in step #7.

- 15) When the fabric is secured silicone the edges and allow it to cure.

- 16) Reconnect the wiring.

- 17) Test the pop top to ensure it moves freely up and down.