

FAQ

General

Do E-Z UP® portable shelters really set up in seconds?

They sure do! E-Z UP® Instant Shelters® can be set up in less than 60 seconds with just two people. Our patented one-piece frame with X-shape trusses creates an accordion-like structure that unfolds quickly for fast and E-Z set up. First time set-up requires the top to be installed. The top remains on the frame making every set up E-Z.

Can I use my E-Z UP® portable Instant Shelter® anywhere? What about outdoors?

E-Z UP® shelters stand securely on grass, dirt, or pavement without ropes or poles. In windy conditions however, we recommend using our Heavy-Duty Stake Kit or Deluxe Weight Bags to anchor and prevent your shelter from tipping over.

What size shelters do you have available?

We know your needs may vary, which is why we offer a full range of models and sizes to accommodate you and your lifestyle. Sizes range from our 5'x 5' VUE™ or spacious 16' x 16' HUB™. Most popular sizes for fun in the sun are 10'x10' or 12'x12', and for business use we recommend 10'x10' to 10'x20' depending on your needs.

I have a plain shelter now; can you add custom graphics to it for me?

We offer a wide range of award-winning custom printing styles to meet your needs and stay within budget. Unfortunately, we cannot print on a shelter you've already purchased. The reason for that is simple: we take pride in the quality and craftsmanship of each custom E-Z UP® shelter top and we can't promise you'll receive the level of quality we guarantee on a top we can't authenticate. If you purchased a canopy from company XYZ, we can help you replace it with a high-quality, custom printed E-Z UP® Instant Shelter®. We do not print on our stock color E-Z UP® shelter tops because the production process of our custom tops varies depending on your graphics and needs.

What other E-Z UP® products do you make?

E-Z UP® has a full array of products, including the E-Z UP® Instant Shelter®, E-Z UP® ProFlag™, ProUmbrella™, E-Z UP® Instant Table™, Directors Chairs, Bungalow® by E-Z UP and a variety of accessories. E-Z UP® products are used for fun in the sun, trade shows, corporate and community events, farmer's markets, sporting events and much more.

Do you have any accessories available?

Yes. Our full line of accessories includes custom sidewalls, railskirts, screen rooms, Deluxe Weight Bags or 25lb weight bags, Heavy-Duty Stake Kits, roller bags and more.

What Fire ratings do your fabric items have?

Our fabric meets CPAI-84 & NFPA-701 Fire Resistant Requirements as well as others.

How much wind will my shelter withstand and at what point are weight bags or stakes required?

We recommend using weight bags or stake kits in all environments. While stakes are ideal to keep your Instant Shelter® secure during all outdoor use, our professional weight bags hold up to 40lbs of sand, slate or similar material, and easily attach to your shelter for additional stability.

Does a vented top help with wind?

Vented tops are specifically designed for windy conditions, allowing wind to flow through the shelter, instead of directly hitting the top and tilting it over. Furthermore, our Dome® shelter combines wind vented peaks with new flex rod technology so the roof bends and flexes with the pounding force of the wind.

I have a canopy I purchased from company "XYZ"; will an E-Z UP top fit my current frame?

Our tops are designed to fit E-Z UP® brand frames. We do not recommend using our frame or top with another company's product.

How do I know what existing model I have?

Model numbers are placed on a sticker and located on inside of one shelter leg near the upper end.

Do you offer shelters with sports/collegiate team logos?

Unfortunately we do not have any shelters with logos already printed. In this situation, the most common choice is a shelter with the team's colors.

I purchased sidewalls, what are the zippers for?

The zippers are used to connect one sidewall to another. Many customers choose to purchase three sidewalls for a semi-enclosed space, or four for full enclosure.

Care & Maintenance

How do I wash the top/sidewall/table cover?

We recommend using a non-abrasive cleanser and scrub brush to gently spot clean the top of your shelter. Do not put the top in any washing machine as this may damage the coating(s) we apply for water and fire resistance, mildew resistance and UV inhibitors. Wash off soap and allow fabric to air dry completely before storing it. Excess water may cause mildew to grow.

Can I use a seam sealer or water proofing spray on the top?

You may apply any water proofing agents made for waterproofing tents and awnings. Please note however, the primary function of the shelter is to provide shade.

Can I send my E-Z UP Shelter in for repair?

E-Z UP provides replacement parts for many components of your shelter.