**Clam Customer Service Information**

**NOTICE:** Once used, this shelter cannot be returned to the store. If you have a warranty claim, please contact Clam Corporation directly.

- Customer Service Hrs: 9am to 4pm, Monday – Friday Central Standard Time
- Phone: 763-231-4120
- Fax: 763-231-4121
- Email: customerservice@clamcorp.com

**Clam Corporation cannot honor warranty without an original, dated receipt**

**Warranty Information:**

Clam Corporation warrants to the original retail purchaser (not transferable) its product to be free from manufacturers defects for one (1) year from the date of the original purchase. Warranty does not cover cracked windows, tent tears, broken or bent hoops due to high wind weather conditions or unattended use. Clam Corporation will replace or repair (Clam’s option) any part found defective within the one (1) year time frame. All parts must be returned to Clam Corporation. Before returning any parts, you must first contact Clam Corporation to obtain a RMA (Return Material Authorization). All returns must be returned postage-prepaid and include the original cash register receipt (date and purchase price).

To obtain a return authorization, please use one of the following methods:

- Email: CustomerService@ClamCorp.com (Preferred)
- Call: 763-231-4120
- Write: Clam Corporation
  Attn: Customer Service – Returns
  600 Clydesdale Trail
  Medina, MN 55340

**Information needed:** Full name, mailing address, phone number, copy of original receipt, product purchased, and pictures clearly showing the issue(s) if you have them. **Please write the return authorization number on the outside of the package to help ensure the transaction gets processed swiftly and accurately.**

**Limitation of Liability**

It is expressly understood that Clam Corporation’s liability for its products, whether due to breach of warranty, negligence, strict liability, or otherwise, is limited to the repair of the product as stated above. Clam Corporation is not liable for any injury, loss, damage, or expense, whether direct or consequential, including but not limited to loss of use, income, profit, or damage to material arising in connection with the sale, installation, use of, inability to use, or the repair or replacement of Clam Corporation products. Clam Corporation reserves the right to make alterations or modifications in its products at any time, which in its opinion, may improve the performance and efficiency of the product. It shall not be obligated to make such alterations or modifications to products already in service.
SAFETY INSTRUCTIONS

Please fully understand and follow all safety instructions outlined in this booklet. Failure to do so could result in severe injury.

• Do not use open flame heaters in your ice shelter. Open vents for cross ventilation.
• Ice Armor fabric will melt when contact is made with hot surfaces (i.e., heaters).
• Never leave shelter unattended when set up.
• Due to the increase in traffic (snowmobiles, autos, etc.) on area lakes, ice fishing can be hazardous at night. If you choose to fish at night or in poor visibility conditions, be sure to take precautions with lights or reflectors to show drivers your whereabouts.

WARNING

Death from asphyxiation may result from use of oxygen depleting heaters. Open all vents for fresh air ventilation.
Injury or death may result from fire if tent fabric is exposed to open flame.
Tent fabric is not fireproof. Fabric will burn with extended exposure to open flame. Do not use open flame products inside tent. Tent fabric is treated with fire retardant. Application of any foreign substance may render the flame retardant properties ineffective.
Night time: exterior reflectors must be visible to reduce risk of collisions.
This tent is made with flame resistant fabric which meets CPAI-84 specifications.

CLAM COMMAND POST PARTS LIST

If you need replacement parts, visit the web site at www.clamcorp.com or contact Clam Corporation’s Customer Service at 763-231-4120 or customerservice@clamcorp.com

Customer service hours:
9am – 4pm, weekdays, central time.

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<td>3</td>
<td>TIE DOWN ROPE</td>
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<td>4</td>
<td>POLE &amp; HUB KIT*</td>
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<td>CARRY BAG</td>
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*Hub & pole kits include 4 poles & 1 hub assembly
Ice Anchors and ropes included in small carry pouch.

ASSEMBLY INSTRUCTIONS

BEFORE ATTEMPTING TO USE THIS PRODUCT ON THE ICE practice setting up and taking down at home in the comfort of a heated area. Repeat several times until comfortable. This will make your on-ice set-up much easier.

NO TOOLS ARE NEEDED FOR ASSEMBLY OF YOUR CLAM COMMAND POST.

1. Unzip the storage bag completely and remove the shelter. Use care not to misplace the anchor & rope pouch (Photo 1).
2. Open the shelter so that the gray top is facing upward. Lay the shelter as flat on the ice as you can, making sure that the tent is not twisted or overlapping any of the poles (Photo 2). Do NOT force the shelter while unfolding.

3. Stand on the skirt of the shelter feet apart, grasp the loop sewn onto the eyelet in the center of one of the roof. Pull upward on the loop until the roof section pops up (Photo 3). Repeat for the second roof panel.

4. Grasp the loop sewn onto the eyelet in the center of one of the walls and pull outward until the wall pops out.

Walk around the entire shelter and pull each loop sewn onto the eyelet in the center of the wall until all sides are popped out (Photo 4).
ASSEMBLY INSTRUCTIONS

5. Your shelter should be standing up completely (Photo 5). Anchor the shelter to the ice by using the provided ice anchors and rope.

Screw two or more ice anchors into the ice several feet away from the shelter using Clam’s Ice Anchor Installation Tool PN 8348 (not included). Use the provided ropes to tie the hub eyelets to an anchor, and the adjustment slides on the rope to achieve proper tension. Next, screw two or more anchors through the windward corners & side shelter grommets completely. This will help keep the shelter in place. If more anchors are needed, order PN 102457.

TAKE-DOWN INSTRUCTIONS

1. Close all windows. Leave one or both doors open to allow air to escape.

2. Remove all ropes and ice anchors and store them in the provided pouch. In windy conditions, remove ice anchors after collapsing the roof and walls.

3. Push the center hub on any wall until it collapses inward (Photo 6). Continue pushing each wall inward until all the walls are collapsed. The shelter will fall to the ice on its own.

4. Push the hub of the roof panels inward until they both collapse.

5. The shelter will now be flat. Gather all corners of the shelter and fold together (Photo 7). Do NOT force the shelter when folding! Watch for entanglement of poles (Photo 8).

6. Place the folded shelter and the ice anchor/rope pouch back into the carrying case with the hubs toward the bottom end of the bag.