

ALPACKA RAFT OWNER'S MANUAL

#thisispackrafting



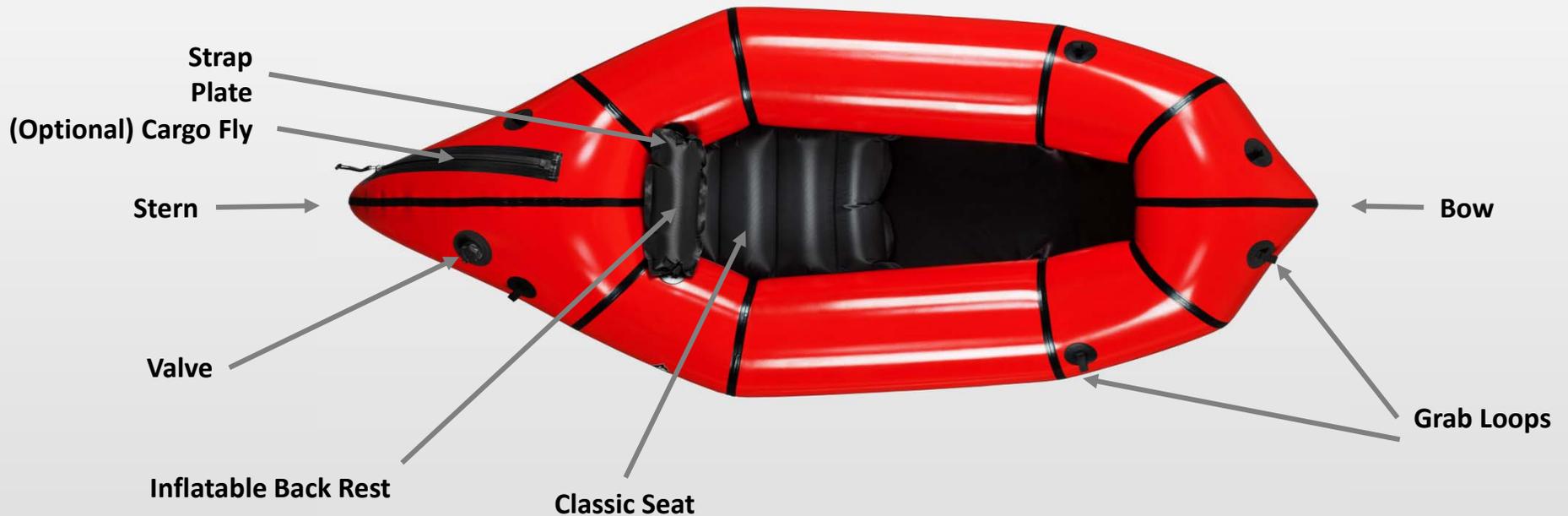
2019 Alpacka Series



Sheri Tingey and her son Thor built the first Alpacka Raft by hand in their Chugiak, Alaska basement in October of 2000. Their goal was to create a lightweight backpackable raft that could withstand the rigors of the Alaskan wilderness, like the 600-mile traverse of the Brooks Range that Thor and four friends had completed that summer. From that very first raft, Alpacka Raft has been the industry standard for design and innovation, materials, quality, and Made in USA manufacturing. From everyone at our factory in Mancos, Colorado, thank you for choosing Alpacka Raft!

This owner's manual and additional resources are available at www.alpackaraft.com.

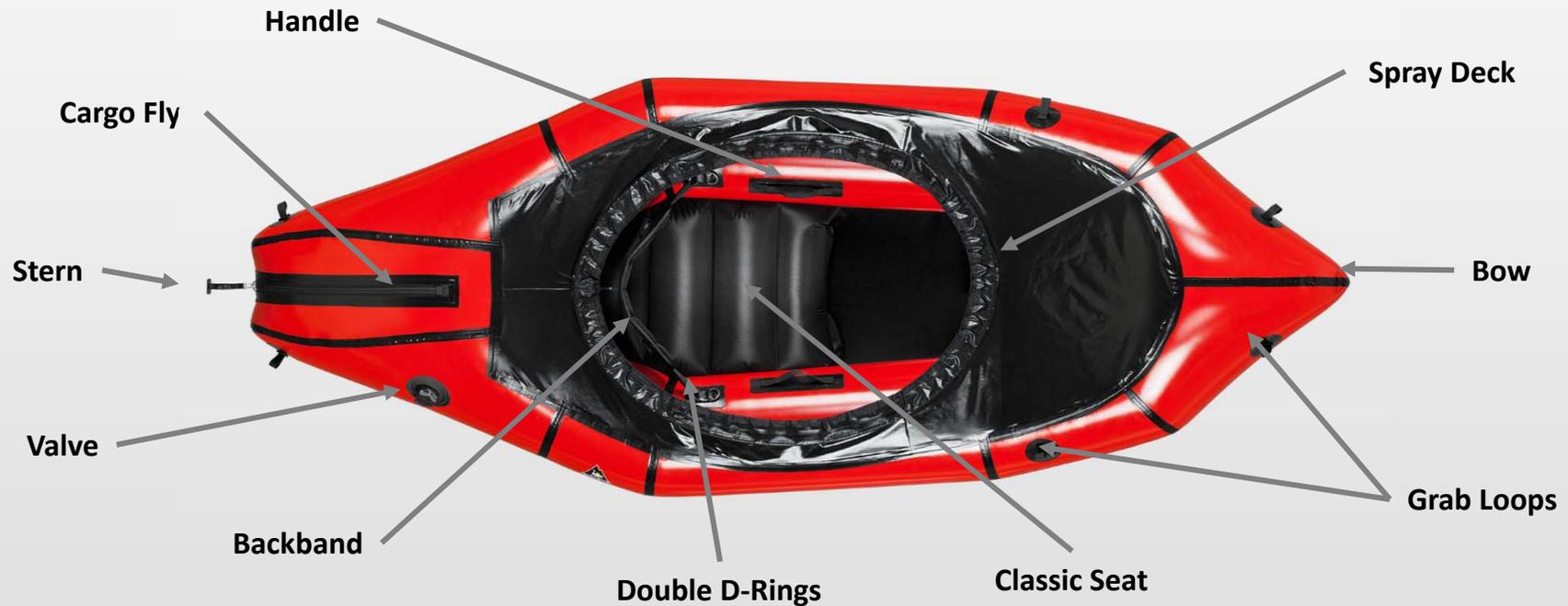
CLASSIC FEATURES



Features Description:

- **Hull:** 11.7-inch Classic Hull
- **Bow:** Front of the packraft
- **Stern:** Rear of the packraft.
- **Classic Seat:** Inflatable Classic Seat attaches to floor.
- **Inflatable Back Rest:** Lightweight inflatable back support.
- **Grab Loops:** For attaching grab lines and gear to packraft. 4 on bow, 2 on stern.
- **Valve:** Lightweight inflation assist valve allows inflation and deflation with a 1/4 turn of the valve core. Works with inflation bag and tempering by mouth.
- **Strap Plates:** 1-inch wide slot for attaching webbing on inflatable backrest to the boat.
- **(Optional) Cargo Fly:** Airtight Ti-Zip Superseal zipper allows internal gear storage. Keeps gear dry and improves weight distribution and stability. Internal Dry Bags optional.

EXPEDITION FEATURES



Features Description:

- **Hull:** 10.6-Inch Rally Hull
- **Bow:** Front of the packraft.
- **Stern:** Rear of the packraft.
- **Classic Seat:** Inflatable Classic Seat attaches to floor.
- **Backband:** Adjustable foam backband attaches to D-Rings.
- **Double D-Rings:** Lightweight anodized aluminum for attaching backband and (with optional upgrade) thigh straps.
- **Handles:** Allows easy carrying with left or right hand when inflated.
- **Valve:** Lightweight inflation assist valve allows inflation and deflation with a 1/4 turn of the valve core. Works with inflation bag and tempering by mouth.
- **Cargo Fly:** Airtight Ti-Zip Superseal zipper allows internal gear storage. Keeps gear dry and improves weight distribution and stability. Internal dry bags included.
- **Grab Loops:** For attaching grab lines and gear to packraft. 4 on bow, 2 on stern.
- **Spray Deck:** Keeps water out. Available with WW or WR decks.

MULE FEATURES



Features Description:

- **Hull:** 11.7-Inch Cargo Hull
- **Bow:** Front of the packraft.
- **Stern:** Rear of the packraft.
- **Classic Seat:** Inflatable Classic Seat attaches to floor.
- **Inflatible Back Rest:** Lightweight inflatable back support.
- **Handle:** Allows easy dragging up on shore or carrying from the front.
- **Strap Plates:** 1-inch wide slot for attaching webbing on inflatable backrest to the boat.
- **Valve:** Lightweight inflation assist valve allows inflation and deflation with a 1/4 turn of the valve core. Works with inflation bag and tempering by mouth.
- **(Optional) Cargo Fly:** Airtight Ti-Zip Superseal zipper allows internal gear storage. Keeps gear dry and improves weight distribution and stability. Internal Dry Bags optional
- **Grab Loops:** For attaching grab lines and gear to packraft. 4 on bow, 2 on stern.

SAFETY WARNING

Packrafting can be dangerous and physically demanding. The user or purchaser of packrafts & accessory equipment should understand that participating in packrafting might involve serious injury or death. You are responsible for your own actions and decisions. The fabric used to manufacture our packrafts is selected with lightweight and packability being the most important factor. Lightweight raft fabric can easily be punctured and this risk must be a constant consideration during raft use. Individual paddlers assume all responsibility for keeping their boats from being punctured or damaged by any of the obstacles and dangers present on rivers, lakes and oceans. The individual paddler is responsible for deciding whether it is safe to float in or across a body of water or float down a river. The individual paddler is responsible for the safe and appropriate use of accessory equipment, and for not using it in situations that the individual cannot control the boat safely. Do not float in any water in which you are not prepared to swim. A punctured tube will result in an immediate immersion in the water and you must be prepared to deal with the resulting danger. Familiarize yourself with your boat's capabilities and limitations. Due to the wide variability of water conditions and obstacles, Alpacka Raft makes no claims as to Alpacka rafts suitability for or durability against specific bodies of water and physical obstacles.

The following safety standards are recognized by the National Paddling Sports Association, and we recommend all users of this product adhere to these standards:

- Get paddle sports instruction specific to this type of craft.
- Obtain certified first aid training and carry first aid and rescue/safety equipment.
- Always wear a nationally approved personal flotation device.
- Always wear a helmet where appropriate.
- Dress appropriately for weather conditions; cold water and/or cold weather can result in hypothermia.
- Check your equipment prior to each use for signs of wear or failure.
- Never paddle alone.
- Do not paddle in flood conditions.
- Be aware of appropriate river water levels, tidal changes, dangerous currents and weather changes.
- Scout unfamiliar waters; portage where appropriate.
- Do not exceed your paddling ability; be honest with yourself.
- Consult a physician prior to your paddle sports training.
- You must not use alcohol or mind altering drugs prior to using this product.
- Follow the manufacturer recommendations for use of this product.
- If additional outfitting is added to this craft, use manufacturer's approved materials only; do not impair entry or exit access.
- Read owners information package prior to using this product.

The user of this product acknowledges both an understanding and an assumption of the risk involved in paddle sports. Alpacka Raft, LLC has no way to screen the experience, judgment, or abilities of buyers. Therefore, we recommend that all users adhere rigorously to these safety guidelines.

ALPACKA SERIES BASIC SETUP & INFLATION

Seat Installation: All Alpacka Series models other than self bailers include a standard inflatable seat. Install the seat by inserting the oval toggle attached to the floor of the boat through the plastic D-ring attached to the seat with the inflation nozzle facing up. Inflate the seat and push into place before tempering to desired firmness.

Inflatable Backrest Installation: All Classic and Mule models include an inflatable back rest. Install by threading the two webbing tabs on the seat back through the strap plates in the stern and back through the tri-glides on the webbing tabs.

Backband Installation: All Expedition models include an adjustable foam backband. The backband gives more comfort and adjustability than the inflatable backrest. Install the backband by inserting the plastic toggles attached to the stabilizer shock cord through the strap plates in the interior stern. Then thread the main backband straps through the two rear D-Rings from front to rear, then back through the aluminum ladder lock buckles on the back of the backband and adjust for fit. Shorten the stabilizer shock cord to increase tension with an overhand knot (you do not need to trim the excess).

Folding | Rolling: There is no right or wrong way to roll or fold your boat for transport. Do whatever fits best for your use and carrying method. We recommend the following ways:

- For a wide thinner roll, fold in half lengthwise and roll from the bow.;
- For a narrower thicker roll, fold into thirds lengthwise and roll from the bow;
- For a relatively square fold, try folding into quarters lengthwise and then folding in 1-foot length sections from the bow and secure with a strap.

Valve: Our Temper Assist Valve minimizes air loss while inflating and improves your ability to increase the air pressure in your packraft. It is not a true one-way valve that other inflatables may have, which requires a pump to engage the spring and allow air to pass through. The new valve is a complement to our lightweight inflation bag and to the air capacity of your lungs.

- Keep the valve clean and free of sand and other debris.
- Make sure the gasket is seated in the valve cap, an extra gasket is included in your basic repair kit.
- Colder weather may affect how the plastic flap engages.
- The valve itself does not fully seal, the valve cap with gasket will do this.
- As your boat ages, the performance of the valve may or may not decrease due to a buildup of sand or improper storage in the open position

Inflation:

- To inflate, turn the blue dial counterclockwise to the closed position and thread the inflation bag onto the valve.
- While using the inflation bag, the internal flap will close and prevent air loss as you near capacity. The flap will not engage until there is enough internal pressure to push against the flap. Remove the inflation bag after you have added as much air as you can with it. A hiss of air may still escape at this point.
- Blow directly into the valve by mouth until you have added enough pressure to make the tubes of your boat firm. Thread the valve cap onto the valve to make an air tight seal. Before you launch, temper your boat in the water and add air until the pressure stabilizes, this may take a few times depending upon water temperature and the volume of your boat.
- To deflate, turn the blue dial clockwise to the open position to release air.
- Store your boat with the valve in the counterclockwise closed position. This will release the pressure on the flap and prevent it from creating a memory from the open position.

ALPACKA SERIES CRUISER DECK FEATURES AND SETUP

Overview: The Cruiser Deck is available on the Classic and Mule models. It is ideal for paddling easy waters in temperate and cool climates. The Cruiser Deck functions as a splash guard and will keep you drier and warmer than an open boat in splashy water, wind, and rain, but is not as dry as the whitewater decks. The deck features a Velcro closure along the left side which easily comes apart in the event of a wet-exit. When not in use, the deck rolls away to the right and is secured with a low-profile slot and toggle system but is not removeable.



Use in Closed Position: The inflatable section in the center of the deck should be lightly inflated when in use to shed water off to the side and limit pooling. To enter the deck, pull open the Velcro® closure, enter the boat, and reclose the Velcro® closure around at a comfortable height around your mid-section. A higher closure will be drier, but slightly more difficult to wet exit. Before paddling, make sure that the deck closure cannot catch on your PFD which will impede your ability to wet exit. To exit the deck, pull open the Velcro® closure with the webbing loop at your left hip. In the event of a capsize, the Velcro® is designed to free itself as you exit the packraft and the webbing loop at your left hip can be used to pull the Velcro® open if necessary. We recommend that you always practice entering and exiting the deck before taking your packraft into any hazardous conditions or when paddling with a new style of PFD. **WARNING: Do not add any additional closures (hooks, buttons, snaps, zippers, etc.) to the Velcro® closure as these items can impair your ability to safely exit the packraft.**



Use in Open Position: The Cruiser Deck can be rolled to the right to provide a mostly open cockpit for sunny days when you do not need splash protection. The left side of the deck is secured with Velcro® while the front of the deck is secured with a water resistant zipper. Pull the Velcro free and unzip the front zipper. Roll the loose deck to the right with the coated (shiny) side on top (i.e. underroll) and secure the deck by inserting the blue aluminum toggles into the welded slots on the top of the deck. A toproll (uncoated side up) can also be used, but will be a little more bulky. Reverse the process to use the deck in closed position.

Care and Repair: The Cruiser Deck components require very little maintenance and there are no extra parts or pieces to keep track of. The fabric in the Cruiser Deck is selected for its lightweight and will wear out more quickly than the packraft. When it wears out or in the event that you accidentally damage the deck, we can fit a new replacement deck at the factory. The Velcro® in the Cruiser Deck is a polyester base (which is necessary for a water and UV exposed use), which has a shorter lifespan than a nylon based Velcro. When the loop nap of the Velcro® wears out, we can replace it at the factory.

ALPACKA SERIES WHITEWATER DECKS FEATURES AND SETUP



Overview: We offer both a fixed and removable Whitewater Deck on the Alpacka Series. The fixed version is our driest and warmest configuration and our recommendation for cold climates with significant whitewater and any paddler that wants to stay as dry and warm as possible. The Removable Whitewater Deck has the same cockpit as the fixed Whitewater Deck, but the entire deck can be removed with a water resistant zipper on the perimeter of the deck. The water resistant zipper is drier and warmer than the Cruiser Deck, but it is not sealed and will let water into the cockpit especially in significant waves and whitewater. All Whitewater Decks are a three piece system that includes the deck, coaming, and spray skirt.

Fitting the Coaming: The Whitewater Deck coaming is a 98-inch long 1/4-inch I.D. PEX pipe with an aluminum joint for connecting the coaming after threading onto the cockpit rim. To attach the coaming, unzip the two water resistant zippers on the cockpit rim and thread the coaming into the sleeve from the end without the aluminum sleeve. You may have to push and pull the PEX to work it all the way around the cockpit rim. Join the PEX with the aluminum joint and close the zippers to lock the coaming in place. Due to shrinkage of the deck fabric, you may need to trim the coaming pole to fit after a few weeks of use. Trim the end without the aluminum joint about 1/2-inch at a time until the coaming fits snugly in the cockpit rim when zipped closed. Keep the zippers closed except when inserting or removing the coaming.

Fitting the Spray Skirt: The spray skirt should be worn over your paddling clothing and under your PFD. To attach the spray skirt, start at either the back or front and work the opposite direction. It may take a few rounds of practice to get used to fitting the last bit of the skirt over the cockpit rim. If it is still too tight, trim the coaming pole as described above.

Care and Repair: You can order replacement spray skirts and coaming poles directly from Alpacka Raft. You can also pick up replacement coaming at most hardware stores. If you damage your deck, it will need to be repaired or replaced at the factory.



ALPACKA SERIES SELF BAILER FEATURES AND SETUP



Overview: The Self Bailer configuration is ideal for warmer climates, frequent entry and exit, and anyone that prefers a self-bailing style setup. Our self bailing design features a lightweight 3/4 length 7-inch thick seat in the rear that is protected by a sleeve and a heavy-duty baffled foot brace in the front that keeps your feet up and out of the water.

Setup: The main 3/4 length 7-inch thick seat has an indent on each side that allows the seat to insert into the sleeve installed on the floor of the raft. The sleeve also constrains the seat to provide a gap for water to drain out through the holes in the self bailing floor. The Classic SB Foot Rest is made of a heavier duty material and installs in front of the main seat to elevate your feet above the water line. The touring foot rest can be secured to the seat sleeve by threading the blue aluminum toggle on the foot rest through the strap plate in the front of the seat sleeve.

Care and Repair: Our two piece self bailing floor is designed to keep weight to an absolute minimum by putting our most durable materials in the foot rest where they will be getting the most abuse and lighter materials in the main seat which is protected by the seat sleeve. In the event that you damage the foot rest, the main seat will still keep the self bailing floor operable until you can perform a repair or purchase a replacement. Replacement seats are available on our website at www.alpackraft.com

CARGO FLY SETUP



Overview: The Cargo Fly is the ultimate packraft gear storage solution, which features an airtight zipper installed in the stern of the boat to allow you to load your gear inside the tubes. The system provides drier and more secure gear storage and improved paddling performance due to a lower center of gravity. The Internal Dry Bags clip in place along each side of the tubes with a side release buckle and allow for better organization and weight balance than placing the contents of your pack loose inside the Cargo Fly. They also act as additional balanced air chambers to make it easier to get to shore in the event of a puncture. The Cargo Fly is an optional upgrade on the Classic and Mule models and standard on all Expedition models.



Internal Dry Bags: We offer two styles of internal dry bags for the Cargo Fly System in the Alpacka Series.

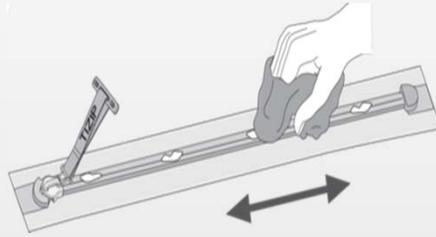
- **Roll Top Internal Dry Bags:** Included standard on all Expedition models and optional on all Classic and Mule models with a Cargo Fly. Feature a standard roll-top style closure.
- **Zippered Internal Dry Bags:** Sold separately. Feature an airtight zipper closure and inflation tube to act as additional air chambers.
- We recommend the Roll-Top Dry Bags for most packrafting trips and Zippered Dry Bags for river systems with multi-chamber permitting requirements. For extended river trips like the Grand Canyon and Middle Fork of the Salmon, we recommend a set of each and using one set for personal gear and the other set for food and group gear.



Installation: Both Roll Top and Zippered Internal Dry Bags can be secured inside the side tubes with the included 3/4-inch quick release buckles. On initial setup, the male buckle will need to be threaded onto the 3/4-inch webbing tab installed at the junction of the stern and side tubes.

Packing: Internal dry bags should be evenly weighted to balance the load on either side of the packraft. Heavier items can be packed towards the bow or stern depending on the paddler's preference. **Note:** All hard and sharp items (pots, fuel canisters, stoves, etc.) should be packed in a padded case or wrapped in clothing and placed to the top and inside of the internal dry bags to prevent pinch flattening your packraft in shallow rivers.

CARGO FLY CARE & MAINTENANCE



You must clean, dry, and lubricate your Cargo Fly Zipper after every trip and often while in the field!

MAINTENANCE KIT: You will need a small (about 3x3") clean rag, zipper lubricant, and a small brush. You can use old t-shirts to make new rags. Old toothbrushes make great cargo fly brushes. Keep your kit with you in the field and maintain often.

CLEANING: If you are having trouble getting your zipper to close, it is most likely due to an obstruction in the chain (i.e. the teeth). Therefore, you need to keep your zipper chain clean and free of sand, dirt, and debris. Because lubricant attracts sand, we do not recommend applying lubricant direct to the chain. If your zipper needs cleaning, start with a small brush and use warm soap and water for more difficult cleaning.

LUBRICATION STEPS: Your zipper should always run smooth and easy. If your zipper is difficult to move or feels sticky, it needs lubrication. Always make sure the zipper chain is clean before lubricating.

1. With the zipper CLOSED apply a lube to the rag and use the rag to work the lube into the urethane laminated exterior of the zipper. Do not apply lubricant directly to the zipper teeth!
2. Continue to use the rag to until all exterior surfaces of the closed zipper are coated.
3. Wipe down the zipper until all excess lubricant is removed. Excess lubricant will attract dirt and sand.
4. Open the zipper and use the rag to lightly lube the chain and sealing edges.
5. Apply a small amount of lube to the docking end.
6. Open and close the zipper several times, it should slide smoothly and close easily. Repeat the above steps if necessary.

The goal is to regularly maintain a very thin coat of lube along the length of the zipper allowing the head to slide freely and dock easily.

STORAGE: After each use, leave the zipper open and allow to dry thoroughly. Failure to dry will cause the zipper to rot and crack, which is not covered by warranty! If you need to travel home with a wet packraft, leave the zipper on the outside where it can breathe.

TROUBLESHOOTING:

- **Separating Behind Zipper Head:** If the zipper separates behind the head, it will self heal by pulling the zipper head behind the separation and reclosing. You may need to follow the cleaning and lubrication steps to make it reseal. If necessary, close the zipper by hand through the problem area.
- **Separating at Zipper Base:** If the zipper separates at the base, you will need to clean the area and manually close the first 3cm of the zipper by hand and then back the head over the closed area to reset.
- **Leak at Zipper Base:** Sometimes the zipper will close, but leave a small gap at the zipper base due to an obstruction in the teeth. You will need to separate the zipper by hand at the base, clean the area, and then reclose following the steps above.

WARRANTY & REPLACEMENT: Only the installation, not the Ti-Zip zipper, of the Cargo Fly is covered by our Warranty Policy. We offer a reduced cost replacement fee of \$100 for all Cargo Fly zippers through our Repair & Retrofit Services.

STORAGE | CARE | MAINTENANCE

Alpacka Rafts are Low-Fuss and Low-Maintenance

Our packrafts are designed for people who are hard on gear. Part of our goal has been to build boats that don't need a lot of attention either on the river or off it. Your boat will endure a lot of abuse. Very little is needed to keep your boat in good shape from year to year. However, simple preventative care will lengthen its life and keep it beautiful.

IN THE FIELD: Other than Cargo Fly Zipper care, very little needs to be done to keep your packraft in good working order while in the field.

Generally attaching your packraft to your back (or bicycle) in a way that it can fall off (this has happened) or is subject to excessive abrasion.

AT HOME:

- **Clean Your Packraft:** Washing with mild dish soap helps keep your boat clean and prevent the spread of invasive species across waterways.
- **Air Dry Your Packraft:** If your boat is stored wet, it will damage the Cargo Fly zipper and can develop a strong cat urine odor which can be very difficult to remove. In addition, a wet packraft can spread invasive species. We recommend hanging your boat to dry after every trip before storing.
- **Storing Your Packraft:** After it is clean and dry, we recommend storing your packraft in a cool dry place with good air flow. Hanging, loosely rolling or folding are good methods. We do not recommend storing your packraft in its stuffsack. To reduce UV aging, do not store your packraft in direct sunlight.
- **We recommend periodic Seaworthiness Checks:** These should be done when pulling the boat out after a period of storage, after any non-design use (ex: using it as a tarp or gear-sled), or after any event that might have damaged the boat.
- **Do not use "UV-Protectant" or similar sprays on your packraft:** These sprays create a hard outer coating that prevents repair materials and glue from sticking to the packraft. If you do accidentally use a UV protectant spray on your boat, it will wear off after use but you will have trouble with repairs or gluing any attachments to the boat until it does wear off.

REPAIR GUIDE

Always bring a repair kit and know how to use it. Almost all field repair is about knowing how the repair materials you have work and thinking through the repair that you need to perform. Most repair mistakes are made by not knowing the repair materials or rushing the repair. Be patient and use an extra pair of hands if available!

Common Repair Materials:

- **Alcohol Wipes:** Used to clean and prep surfaces before repair.
- **Patch-N-Go:** A strong, easy, and effective repair tape. Great for most tube and floor repairs.
- **Tyvek® Tape:** The easiest field repair material on the market. Be sure to remove Tyvek® Tape repairs soon as the tape will bond to the boat fabric if left for long periods.
- **Tenacious Tape®:** A strong repair tape for the uncoated side of raft and spray-deck fabrics and pinholes on the packraft.
- **Gorilla Tape®:** For backing the inside of tube repairs and quick spray-deck repairs, or a temporary tube or floor repair.
- **Aquaseal®:** Aquaseal is an air-curing adhesive sealant. It's great for patching small holes, reinforcing stitches, sealing seams, and much more. Minimum 8-hour cure or 2-hours with Cotol accelerant.
- **Aquaseal® UV:** Instant curing version Aquaseal, but less durable.
- **Carmo PVC-PUR SEAL® Glue:** Great for valve repair as well as bonding fabrics together.
- **Urethane tube and floor fabric:** Patch fabric is included in your repair kit. These can be cut to shape and glued on with Carmo glue in the field for long lasting repairs.
- **Clifton 1-part:** This is not a field repair material, but is an ideal glue for performing home repairs and attaching additional tie downs to your packraft.

Pinholes and Small Tube (<1") Tears

- Clean and dry the affected area.
- Effective repair materials are Tyvek Tape, Tenacious Tape, Patch-N-Go, Aquaseal UV, and Aquaseal
- Our preferred method is either (a) Aquaseal UV; or (b) Tyvek Tape to get you back on the water and a replace with Aquaseal overnight.

Medium (1"-3") Tube Tears

- Clean and dry the affected area.
- Effective field repair materials are Tyvek Tape, Patch-N-Go, Aquaseal, or a full fabric patch with Carmo PVC-PUR
- Our preferred field method is either (a) Tyvek Tape to get you back on the water and a replace with Aquaseal overnight; or (b) Patch-N-Go.

Large (3+") Tube Tears

- Clean and dry the affected area. Back with Tenacious or Gorilla tape.
- Effective field repair materials are Tyvek Tape, Patch-N-Go, Aquaseal, or a full fabric patch with Carmo PVC-PUR
- Our preferred field method is either (a) Tyvek Tape to get you back on the water and replace with a full patch when you get finished with your trip; (b) Patch-N-Go; or (c) a full fabric patch with Carmo PUR-PVC.

Floor Damage

- Clean and dry the affected area.
- Effective field repair materials are Tyvek Tape, Patch-N-Go, Aquaseal, or a full fabric patch with Carmo PVC-PUR

Uncoated Fabrics (Seats and Dry Suits)

- Clean and dry the affected area.
- Effective field repair materials are Aquaseal, Tenacious Tape, and Aquaseal UV.

LIMITED WARRANTY

Limited Lifetime Warranty

Except as otherwise set forth herein, Alpaca Raft, LLC warrants its products to be free from manufacturing defects in materials and workmanship for the life of the product. This warranty only applies to the original owner and is not transferable. Original proof of purchase is required. Claims under this warranty must be made directly to Alpaca Raft, Box 1091, Mancos, CO 81328. The customer's sole and exclusive remedy under this limited warranty will be for Alpaca Raft, LLC to repair or replace the defective product, at Alpaca Raft, LLC's sole discretion. Except as described herein, Alpaca Raft, LLC makes no other warranties, guaranties, or representations of any type (express or implied), and all warranties (including any implied warranties of reasonable care, merchantability, or fitness for a particular purpose) are hereby disclaimed.

Local law

This warranty statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state (USA), from province to province (Canada), and from country to country elsewhere in the world. To the extent that this warranty statement is inconsistent with the local law, this warranty shall be deemed modified to be consistent with such law, under such local law, certain disclaimers and limitations of this warranty statement may apply to the customer.

Limitations of Liability

To the extent allowed by applicable law, except for the obligations specifically set forth in this warranty statement, in no event shall Alpaca Raft, LLC or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages.

Limitations of Warranty

- Cargo Fly Zippers:
 - Cargo fly zippers require specialized care and maintenance to operate correctly. Failure to keep your Cargo Fly zipper properly maintained will void your Cargo Fly installation warranty.
 - Cargo Fly zippers are covered by a 1-year warranty for defects in materials and workmanship solely with respect to the installation of the zipper. The Ti-Zip zipper is not covered by this warranty.
 - We offer a reduced cost replacement fee of \$100 for all Cargo Fly zippers through our Repair & Retrofit Services.
- This warranty does not apply to products that have been modified or altered, except for modifications specifically authorized in writing by the manufacturer and performed to the manufacturer's specifications.
- This warranty does not apply to damage to the product caused by accident, improper care, abuse of the product, noncompliance with manufacturers specifications of usage or any other circumstances in which the product has been subjected to uses, forces or loads beyond its design.
- This warranty does not apply when the hull number or production code has been deliberately altered, defaced or removed.
- This warranty does not apply to normal wear and tear, including but not limited to wear and tear to seams, tubes, and floors. Wear and tear parts are subject to damage as a result of normal use, failure to maintain according to Alpaca Raft, LLC's recommendations and/or usage in conditions or applications other than recommended.
- Spray decks, seats, and all attachment points are covered by a 1-year warranty in materials and workmanship. These items are designed to be lightweight at the expense of durability and longevity under normal use.
- This warranty shall not cover damages caused by the use of parts of different manufacturers.
- This warranty shall not cover damages caused by the use of parts that are not compatible, suitable and/or authorized by Alpaca Raft for use with Alpaca Raft's products.
- This warranty shall not cover damages resulting from commercial and rental use.
- Scout and Caribou tube fabrics are covered by a 5-year warranty in materials and workmanship. After this warranty period expires, we will not warranty any defects in materials and workmanship on the Scout and Caribou tubes, but we may (in our sole discretion) offer a repair or replacement at a reduced cost.

SERVICE AND SUPPORT

Whether you have questions about your boat, need assistance with a repair or warranty claim, or just want to share some pictures of your latest adventure, you can contact us for assistance at:

Alpacka Raft
P.O. Box 1091
192 S. Main Street
Mancos, CO 81328

Phone: 970-533-7119

Email: workshop@alpackaraft.com

For specific repair questions, you can contact our repair specialists at service@alpackaraft.com

