



INFLATABLE PADDLE BOARD GETTING STARTED GUIDE



UK. INSTRUCTION MANUAL
DE. BEDIENUNGSANLEITUNG
ES. MANUAL DE INSTRUCCIONES
FR. GUIDE D'UTILISATION
IT. MANUALE DI ISTRUZIONI

INFLATABLE SUP
AUFPUMPBARES SUP
SUP HINCHABLE
SUP GONFLABLE
SUP GONFIABILE

WELCOME TO THE CLUB

Welcome to the world of Aquaplanet. Thank you for choosing one of our boards for your paddle boarding adventures. With care and maintenance your board will give you many years of paddling service.

These operating instructions should be read and followed carefully before using your SUP on the water. Take special care to follow up the correct sequence of inflating/deflating and assembly procedures inside.

If you require any further assistance please check out our extensive online **Knowledge Base**, or get in touch:



PHONE SUPPORT

01225 982555



EMAIL SUPPORT

SUPPORT@AQUAPLANETSPORTS.COM

Our expert support team is available Monday - Friday, 9am - 5pm.

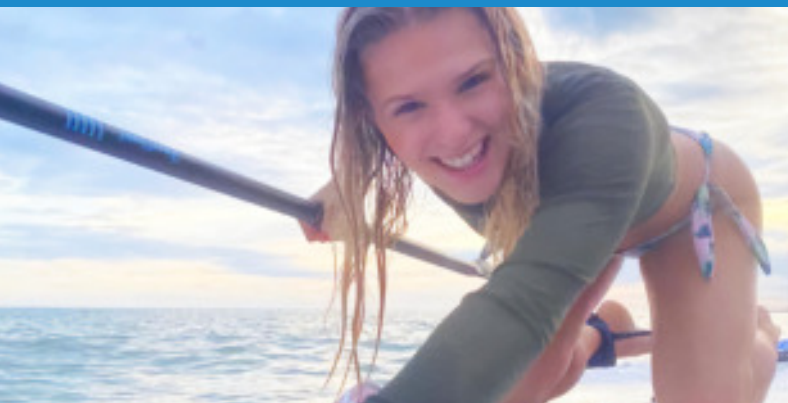
JOIN OUR *Community*

Come and join our Facebook group full of hundreds of like-minded SUP enthusiasts. Get more support, skills, tips and tricks and share your stories, photos and videos with our community.

As a member of this expanding online club you'll have the full support of Aquaplanet and board owners just like you!

THESUPTEAM FACEBOOK GROUP

[VIEW ONLINE](#)



AQUAPLANETSPORTS



AQUAPLANETSUP

SAFETY INFORMATION

FIRST TIME USER?

We strongly advise that you pump up your SUP at home and get to know all the individual parts and how everything works. This stops any surprises and will allow you to be quick and confident when you next use your board.



[VIEW ONLINE](#)

WARNING

Stand Up Paddleboarding is an outdoor activity with associated risks. The sport can be relaxed and rewarding but also dangerous and physically demanding. Users of our boards on flat or moving waters should understand that paddling without due care and attention could result in serious injury or death in certain situations. We **always** recommend wearing a **personal floatation device**, **taking your phone with you** and **wearing your leash** when out on the water.

GENERAL RULES

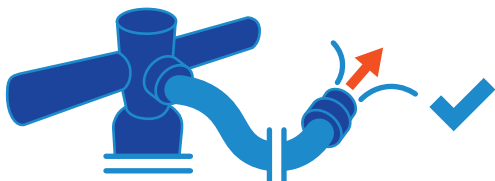
- ✓ Always check weather forecasts prior to using your SUP board. Never use the SUP board in thunderstorms or if there is any risk of lightning strikes.
- ✓ Wear the correct protective clothing for the conditions such as a wetsuit or a UV top. Wind protection is vital in cold weather. Cold conditions when wet can result in hypothermia.
- ✓ Attach the included leash to your SUP board and yourself at all times. Children should always be under adult supervision.
- ✓ Store your mobile phone in the dry bag provided or consider purchasing a waterproof phone case from our website. Also, consider packing a whistle or torch in case of an emergency.
- ✓ You should clean and maintain your board after each use. Hose down if necessary to prevent mildew build-up in storage. Do not use harsh chemicals for cleaning. Most dirt can be removed with mild soap and water.
- ✓ A repair kit is provided, with extra patches and a valve tightening tool. From time-to-time your valve may need tightening to prevent any air leaks.



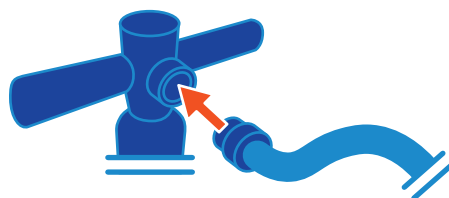
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USING YOUR PUMP

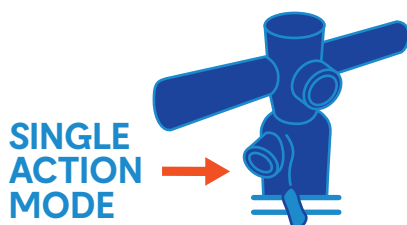
- 1 Attach the hose to the pump handle to begin inflating the board. Make sure that the hose is threaded onto the pump handle securely.



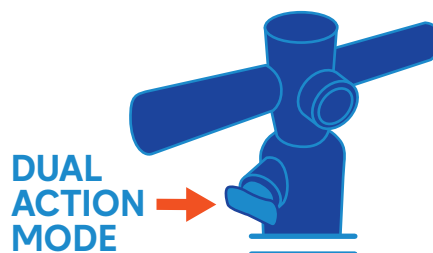
- 2 Test the pump - it should be blowing air out. If it is sucking air in, then switch the pump hose to the opposite port on the top of the pump handle.



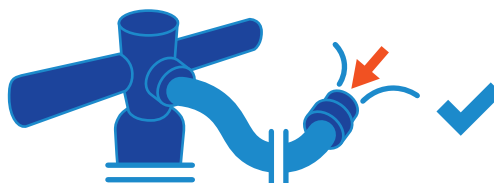
- 3 For quicker inflation, switch the pump from single action mode to dual action by inserting the grey plug on the pump shaft. When the pump is dual action mode, it inflates both on the downward push and upward pull.



- 4 When inflating your board, once you start to feel resistance from the pump, remove the grey plug to switch back to single action mode. This should make the last few strokes easier to achieve.



- 5 When deflating your board, switch the pump hose to the opposite port on the pump handle. This will aid removing the last remaining air out of the board when packing up.



BEFORE YOU INFLATE



If you notice air leaking from the valve, this is easy to fix using the supplied spanner in your repair kit. Remove the valve dust cover and insert the crown shaped end of the spanner into the valve. Turn the spanner clockwise until tight to reseal.

⚠ Be careful to not over-tighten and damage the valve.

For more information, and answers to common issues, search through our extensive online **Knowledge Base**.

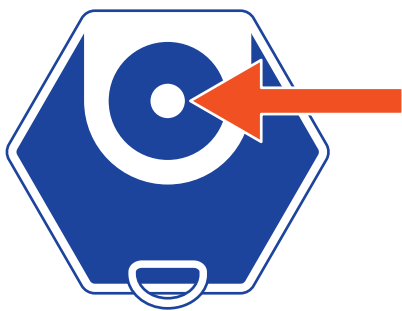
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INFLATING YOUR BOARD

⚠ WARNING

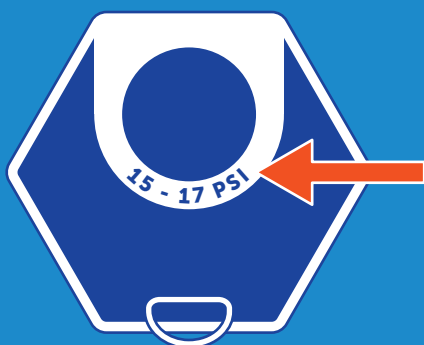
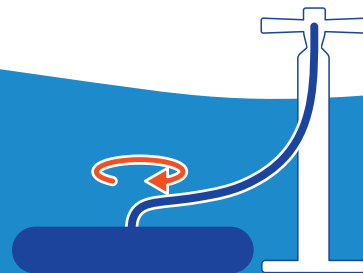
Please only use the pump provided or other recommended pumps. DO NOT use an air compressor as you will risk over-inflating the board and severely damaging your SUP beyond repair. Your warranty will be void in the event of damage via over-inflation. Please refer to the specific instructions written on the side of your pump before use.

- 1 Unroll the SUP and lay flat on a smooth surface - avoid standing on the board on rocky or rough areas before it is inflated.



- 2 Identify the inflation valve. Remove the valve cap and push down and quarter-turn the button to familiarise yourself with the open and closed positions of the valve. **Ensure the button is up (closed) before you attach the pump and begin inflation.**

- 3 Connect the air tap on your pump to the inflation valve on your SUP. Firmly push the air tap inwards and twist clockwise to secure the connection.



- 4 Before you begin to pump, please consult the recommended PSI on the valve(s) of your SUP and inflate to the appropriate value. DO NOT over-inflate your SUP.

⚠ The PSI may not register on your pump until you reach at least 7 PSI - keep pumping!

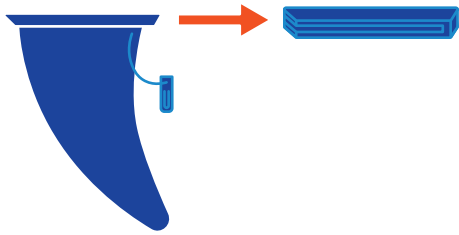
- 5 Once the desired air pressure has been reached, please safely disconnect the hose (pull the hose gently away from the board as you twist) and secure the valve cap on your SUP.

⚠ **It will take around 15 minutes to fully inflate even if the board feels solid. If the gauge has not moved - keep pumping!**

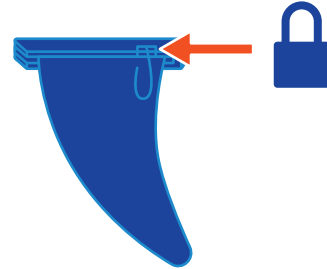


ATTACHING THE FIN

- 1 Ensure your fin is clean and free from any debris.



- 2 Insert the detachable slide-in fin to the attached fin box on the rear underside of the board. This can be done when inflated or deflated.



- 3 Lock the fin in place using the locking pin attached to the fin. This fits into a channel through the fin base.



- 4 When removing the fin after paddling or if using your SUP in very shallow waters, press the recessed catch inside the pin and slide out before sliding the fin itself out of the fin box.

THE PADDLE



TOP TIP: HOW HIGH?

Your paddle should be a hand's breadth (6") above your head.

- 1 The paddle will be in three parts; blade, shaft and handle. Connect the blade segment to the shaft by depressing the sprung pin in the blade tube and sliding into the shaft where the pin will pop out through a hole in the shaft.



- 2 Open the tension lever at the other end of the shaft and slide in the handle piece. Close the lever to clamp the handle in place. If the paddle handle is loose or twisting, you can tighten the clamp by lifting the tension lever and twisting this in a clockwise direction. Once tightened, close the lever.



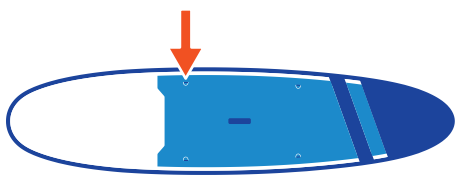
ATTACHING A KAYAK SEAT

PLEASE NOTE

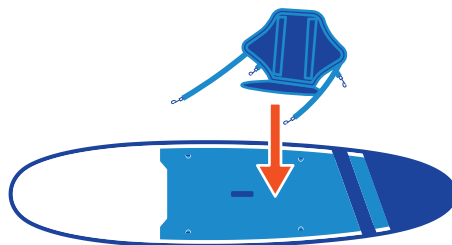
A kayak seat is only supplied with selected models but can be purchased separately. Convert your SUP into a sit-down kayak.

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- 1 For comfort, balance & performance, the kayak seat should be attached at the rear of the board, just behind the central carry handle.



- 2 Securely attach the top two straps to the forward-facing D-rings.



- 3 Attach remaining back straps and tighten all straps so that the seat is both comfortable and firmly upright.



KNOWLEDGE BASE

By purchasing an Aquaplanet paddle board, you've now got access to our extensive online **Knowledge Base**.

Filled to the brim with frequently asked questions, useful advice and tips and tricks, the Knowledge Base is a handy first port of call for any queries you may have about your new product.

[VIEW ONLINE](#)



PACKING AWAY

- 1 When you have finished your SUP session, if possible allow your board to dry before deflating and packing away. Remove the large central fin and ensure it is clean and free of sand and debris.



- 2 Detach the leash, carry strap and any other bags, straps or other items connected to your SUP.

- 3 Remove the valve cap and carefully push down the button in the valve - please note it is under high pressure and air will rush out with significant force and noise. Take care not to alarm people, children or animals who may be nearby. **Avoid having your head directly over the valve as you release the pressure.**



- 4 Once the air is evacuating more slowly, push down and twist the button to keep the valve in the open position - the board will now gradually deflate over a minute or two.

- 5 To ensure full deflation, you can kneel & crawl, or sit over parts of the board to force the remaining air out. Once fully deflated, please re-attach the valve caps.



- 6 If your SUP pump has two ports for the hose, you can connect the hose to the 'in' port and use the pump to completely deflate the board - this is optional but will help to roll the board down into a small package.

- 7 For compact storage your board should be as flat as possible. Once flattened, please roll and fold the board from the nose down.



- 8 Please pack and store the SUP in the backpack provided in a cool dry place and away from direct sunlight.

WARRANTY

We know that sometimes things go wrong so we provide a one year warranty on the board and all parts and accessories in our packages. This means you are covered for any manufacturing faults for 1 year from the date of despatch.

GENERAL TERMS AND CONDITIONS

IF YOU NOTICE A FAULT WITH ONE OF YOUR AQUAPLANET PRODUCTS, PLEASE LET US KNOW. IF WE AGREE THAT IT IS INDEED A FAULT COVERED BY OUR WARRANTY WE WILL REPAIR OR REPLACE THE DEFECTIVE PRODUCT.

THERE ARE SOME AREAS THAT WE DO NOT COVER, SUCH AS COSTS, LOSS OR DAMAGE INCURRED WHILST USING AN AQUAPLANET PRODUCT. HERE ARE A FEW MORE DETAILS ABOUT WHAT WE CAN AND CANNOT COVER.

WHAT DOES THE WARRANTY APPLY TO?

ALL OF OUR AQUAPLANET BRANDED PADDLEBOARDS AND ACCESSORIES.

ONLY PRODUCTS PURCHASED DIRECTLY FROM THE AQUAPLANET WEBSITE AND FROM AUTHORISED AQUAPLANET RESELLERS. WARRANTIES CANNOT BE TRANSFERRED.

IF YOU MODIFY OR ALTER THE PRODUCT, WITHOUT PRIOR AUTHORISATION FROM AQUAPLANET IN WRITING, THIS WILL VOID THE WARRANTY.

IF A REPAIR OR REPLACEMENT HAS TAKEN PLACE, THE WARRANTY ONLY APPLIES FOR THE REMAINDER OF THE PERIOD FROM THE ORIGINAL PURCHASE DATE.

REPAIRS WILL BE COMPLETED SUBJECT TO AVAILABLE PARTS. WE WILL DO OUR BEST TO MATCH THE ORIGINAL PRODUCT, BUT WE CANNOT GUARANTEE THAT YOU WILL RECEIVE THE EXACT PRODUCT BACK.

IF YOU HAVE NOT PURCHASED DIRECTLY FROM AQUAPLANET, ANY WARRANTY CLAIMS MUST BE SUPPORTED BY THE ORIGINAL PURCHASE RECEIPT, CLEARLY IDENTIFYING THE AUTHORISED SELLER.

IF A DEFECT IS FOUND IN THE MATERIALS OR CRAFTSMANSHIP, WE WILL COMPLETE A REPAIR, FREE OF CHARGE OR REPLACE AT OUR DISCRETION.

THIS WARRANTY IS IN ADDITION TO AND DOES NOT AFFECT YOUR LEGAL RIGHTS UNDER LAWS.

WHAT DOES THE WARRANTY NOT COVER?

NORMAL WEAR AND TEAR.

MISUSE, ABUSE, NEGLECT OR USER ERROR.

PUNCTURES.

EXCESSIVE UV/HEAT EXPOSURE (SHOWN BY DISTINCT YELLOW GLUE STAINING AROUND SEAMS OR FADING OF PARTS SUCH AS FINS AND LOGOS).

IMPROPER HANDLING OR STORAGE.

INTENTIONAL BREAKAGES.

LOST ITEMS.

DAMAGE CAUSED BY ANYTHING OTHER THAN DEFECTS IN MATERIAL OR WORKMANSHIP, THIS INCLUDES IMPROPER CUSTOMER REPAIRS OR ALTERATIONS.

FURTHER BREAKDOWN BY PRODUCT / ACCESSORY

PADDLES:

THINGS THAT ARE NOT COVERED - DAMAGED CAUSED BY IMPACT WITH OBJECTS, FALLING ON THE PADDLE, PADDLE SINKING, BREAKAGE OR DAMAGE TO THE MECHANISM DUE TO IMPROPER USE, NORMAL WEAR AND TEAR OR DAMAGE FROM USE OUTSIDE THE INTENDED PURPOSE.

BAG:

THINGS THAT ARE NOT COVERED - FADING, TEARS, RIPS, HOLES CAUSED BY ABUSE OR EXCESSIVE STRAIN. ZIP DAMAGE FROM IMPROPER CARE, NORMAL WEAR AND TEAR OR DAMAGE FROM USE OUTSIDE OF ITS INTENDED PURPOSE.

WARRANTY CONTINUED

FINS AND LEASHES:

THINGS THAT ARE NOT COVERED - DAMAGE CAUSED BY USE IN SURF ZONES, IMPACT WITH OBJECTS OR NORMAL WEAR AND TEAR OR DAMAGE FROM USE OUTSIDE THE INTENDED PURPOSE.

HOW TO MAKE A WARRANTY CLAIM

PLEASE SEND YOUR REQUEST BY EMAIL TO [SUPPORT@AQUAPLANETSPORTS.COM](mailto:support@aquaplanetsports.com), WITH YOUR ORDER NUMBER, FULL NAME AND ADDRESS, PROVIDING PROOF OF PURCHASE.

IT IS HELPFUL IF YOU ARE ABLE TO INCLUDE A PICTURE OR VIDEO DETAILING WHAT HAS GONE WRONG SO WE CAN SEE THE BEST WAY TO RESOLVE THIS FOR YOU.

THE CLAIM WILL BE REVIEWED BY OUR PRODUCT TEAM TO ESTABLISH IF THE DAMAGE IS COVERED BY OUR WARRANTY. IF THE DAMAGE IS DEEMED TO BE AS A RESULT OF MISUSE OR WEAR AND TEAR, WE WILL LET YOU KNOW AND AQUAPLANET WILL NOT HAVE ANY FURTHER RESPONSIBILITY TO REPAIR THIS, BUT MAY BE ABLE TO PROVIDE FURTHER ASSISTANCE AT A COST.

IF IT IS FOUND TO BE COVERED BY OUR WARRANTY, WE WILL COMPLETE A REPAIR, FREE OF CHARGE OR REPLACE AT OUR DISCRETION.

OR MINOR AESTHETIC ISSUES, WE MAY ASK YOU TO COMPLETE THE REPAIR YOURSELF, TO ENABLE YOU TO CONTINUE USING YOUR PRODUCT WITHOUT A PERIOD OF DISRUPTION. IF YOU DO NOT FEEL CONFIDENT TO COMPLETE THE REPAIR YOURSELF, WE WILL ARRANGE A COLLECTION OF THE PRODUCT AND COMPLETE A REPAIR WITHIN 28 DAYS. IF THE PRODUCT CANNOT BE REPAIRED IN THIS TIME, WE WILL ENDEAVOUR TO ISSUE A REPLACEMENT OF EQUAL QUALITY.

IF YOU ARE PREPARED TO COMPLETE THE REPAIR YOURSELF, WE WILL PROVIDE THE MATERIALS AND INSTRUCTION TO ENSURE THAT YOU CAN COMPLETE THIS.

IF A RETURN TO AQUAPLANET FOR REPAIR IS REQUIRED, WE WILL ASK YOU TO PACKAGE UP THE PRODUCT THAT REQUIRES REPAIR, READY FOR COLLECTION. ON RECEIPT OF THE PRODUCT, WE WILL CHECK THE PRODUCT FOR THE REPORTED DEFECTS AND COMPLETE THE REQUIRED REPAIRS. PLEASE NOTE, IT CAN TAKE UP TO 28 DAYS TO PROCESS A RETURN ONCE WE HAVE RECEIVED THIS. REFUNDS CAN ONLY BE ISSUED WITHIN THE FIRST 30 DAYS FROM THE START OF THE WARRANTY.

FOR MAJOR ISSUES, REPORTED WITHIN THE FIRST 6 MONTHS OF THE WARRANTY PERIOD, WHERE REPAIR BY YOU IS NOT FEASIBLE, WE WILL COLLECT THE PRODUCT AND ISSUE A NEW PRODUCT IN REPLACEMENT. IF THE SAME PRODUCT IS NOT AVAILABLE, YOU MAY BE OFFERED AN EQUIVALENT PRODUCT INSTEAD.

RETURNS POLICY - PADDLEBOARDS

WE PROVIDE A 14 DAY COOLING OFF PERIOD IF YOU WANT TO RETURN YOUR PRODUCT UNUSED. THE PRODUCT MUST BE RETURNED IN ITS ORIGINAL PACKAGING AND BE IN A CONDITION SUITABLE FOR RESALE.

SHOULD YOU CHOOSE TO RETURN YOUR NEW PRODUCT, YOU WILL ONLY HAVE TO PAY FOR THE RETURN OF YOUR BOARD - EITHER AT YOUR OWN COST OR WE CAN DEDUCT A COST OF £20 FROM YOUR REFUND AND ARRANGE A COLLECTION. PLEASE NOTE THIS IS FOR STANDARD MAINLAND UK ADDRESSES ONLY, HIGHER CHARGES MAY APPLY TO ADDRESSES IN THE HIGHLANDS, CHANNEL ISLANDS, OFF SHORE, OVERSEAS OR AREAS WHERE OUR COURIER WILL CHARGE MORE TO COLLECT FROM. PLEASE CHECK WITH US BEFORE AT THE TIME OF YOUR RETURN ENQUIRY.

PLEASE NOTE - ALTHOUGH OUR OFFICIAL POLICY IS 14 DAYS, WE DO APPRECIATE THAT GIVEN THE NATURE OF PADDLEBOARDING, THE BOARDS CAN BE PACKED AWAY AND NOT USED UNTIL A LONG TIME AFTER PURCHASE.

THEREFORE IF THE BOARD IS IN NEW CONDITION WE MAY AGREE TO RETURNS ON PURCHASES MADE OUTSIDE THE 14 DAYS ON A DISCRETIONARY BASIS.

RETURNS POLICY - ACCESSORIES AND OTHER ITEMS

WE PROVIDE A 14 DAY COOLING OFF PERIOD IF YOU WANT TO RETURN YOUR PRODUCT UNUSED. THE PRODUCT MUST BE RETURNED IN ITS ORIGINAL PACKAGING AND BE IN A CONDITION SUITABLE FOR RESALE.

SHOULD YOU CHOOSE TO RETURN YOUR NEW PRODUCT, YOU WILL NEED TO PAY TO RETURN THIS TO US. IF THERE IS A FAULT WITH THE ITEM, THIS WILL BE DEALT WITH UNDER THE WARRANTY.

PLEASE CONTACT US FOR THE RETURN ADDRESS AND INSTRUCTIONS.

AquaPlanet

LIFE IS SIMPLE
JUST ADD WATER

