

SEVENTHWAVE CARE & WARRANTY

Wetsuit information guide



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seventhwave.co.nz@gmail.com

congratulations!



Congratulations on your new Seventhwave wetsuit, and welcome to the family! Thanks again for choosing us and choosing to support a New Zealand made product.

We've put together a few first-time fitting tips, care instructions and other goodies in this guide to help you make the most of your Seventhwave wetsuit.

If you have any problems, questions or feedback you want to give us, please contact us—we love to hear stories about happy customers, or if there are any problems, to sort them out as quickly as possible.

Paul Zarifeh
Seventhwave Wetsuits Ltd

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THE FIRST FITTING

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1.1

PUTTING ON YOUR WETSUIT: AS EASY AS 123

OK—you've got your new suit and you're chompin' at the bit to get into it and test the fit. But before you do, know that: if your wetsuit feels tight at first, don't worry! Seventhwave wetsuits are made to be firm and then to give and mould to your body shape.

1. FIRST STEPS FOR ANY WETSUIT MODEL

Putting your wetsuit on and taking it off is the most likely time to damage, stress and stretch the seams—especially if you're rushing to get in the water! Superstretch, smoothie or mesh neoprenes are easily damaged from hard jabs like a pointed thumb, fingernails etc. so take your time. Here are a few easy steps for getting any kind of wetsuit on, whether it's a neck entry, back zip or even a Long John model.

TIP 1: FOLD YOUR WETSUIT

The easiest way to put a wetsuit on is to fold your wetsuit down before you start. Put both hands down the inside of your wetsuit and grab a hold of the inside at the waist level. Lift up with both hands while letting the top of the wetsuit fall down over the outside. You end up with what looks like pants—with the top folded down over the bottom. Starting from here is the easiest way to put on any wetsuit, no matter what style or model.

TIP 2: THE 'PLASTIC BAG' TRICK

An old supermarket plastic bag is one of the best accessories for helping you slide easily into your wetsuit. The plastic bag reduces the stickiness of your skin against the wetsuit's neoprene. It also prevents your heel doing long-term damage to your wetsuit.



STEP 1

Put your foot into the plastic bag.



STEP 2

Pass your foot through the wetsuit, and get the kneepad sitting in the correct place. Remove the bag gently and repeat on the other leg.



STEP 3

Once you have your wetsuit up nice and high in the correct position on your torso, and you're ready to put your arms through, put your hand into the plastic bag and then through the wetsuit.

It's also great for taking off a wetsuit.

Simply reverse the process and you'll be amazed at how much easier it is.

Watch the video: <http://www.youtube.com/watch?v=yTvrTrDtKvQ&t=0m10s>

2. ZIB BIB (ZB) - NECK ENTRY - CHEST ZIP - ZIPLESS WETSUITS

Entry into a zipless/neck entry wetsuit is much the same as any other wetsuit, but more care is needed. Zipless or neck entry wetsuits, by design and the material used, are even more susceptible to unnecessary stress.

ENTRY

1. Put your foot into the plastic bag and pass it through the wetsuit.
2. Remove the plastic bag, place it onto your other foot and do the same.
3. Once both feet are in, work the suit into position. Make sure the kneepads are facing forwards and are sitting nicely (no excess rolls or layers under the knee) and that the crutch is as high as possible before starting on the top half.
4. Work the suit up the torso before putting the arms in, all the way up to the armpits, again making sure it is as high as possible and sitting nicely.
5. Use the bag on your hands and push your arm through. Make sure the wetsuit is pulled all the way up to your shoulders, that your neck and shoulder panels are flat and not bunched at the back, and also that they aren't stretched out because they haven't been pulled far enough up.
6. Bend forward at the waist to flick the bib to an easier to reach position. While crouched, grab the bib from behind your head, pull it directly up and over your head.
7. Zip up the wetsuit from the right hand side, using your left hand to hold down the bib while the right hand fastens and slides across the zip.
8. Fasten down the dome to prevent zip from accidentally sliding open in the surf.

Taking off a neck entry wetsuit may feel like a struggle the first time. The key is to perfect steps 1 to 4 and to do them in exact order to make it easy.

EXIT

1. To take off your wetsuit, unzip the neck bib panel and hold each side of the zip, then carefully lift upwards and backwards over your head.
2. Using the opposite hand, peel each side down over each shoulder. Give it a good nudge down each shoulder for 60-90mm.
3. Standing at ease, put one arm around your back and gently pull the hanging bib towards your backside (approx 100-150mm) until you feel it pop over your shoulder blades. **DON'T PULL IT DOWN TOO FAR** as it will damage the bib.
4. Now go back to your shoulders, peel each sleeve down, turning it inside out as you go. Keep peeling both sides until you get one sleeve past the elbow.
5. With your hand in the plastic bag, pull your arm out of the sleeve, leaving the suit inside out. Remember not to rush and gently pull the wetsuit where needed. Repeat with other arm.
6. Peel or roll the suit over your torso and lower body towards your ankles.
7. Now's the time to put your foot back in the plastic bag to make it easier to pull your leg out. Repeat with the other leg. **DO NOT STAND ON THE WETSUIT AS YOU PULL YOUR LEG OUT.** This will unnecessarily stress the wetsuit seams.
8. Now that your wetsuit is off and inside out, rinse with fresh water and hang out of direct sunlight to dry. Turn it through the right way before storing.

Watch this process in action in our how to videos: <http://tinyurl.com/bbjq8qol>

3. BACK ZIP WETSUITS

ENTRY

1. Put your foot in the plastic bag and pass it through the wetsuit.
2. Remove the plastic bag, place it onto your other foot and do the same.
3. Once both feet are in, work the suit in to position. Make sure the kneepads are sitting nicely (no excess rolls or layers under the knee) and that the crutch is as high as possible before starting on the top half.
4. Work the suit up the torso before putting the arms in, all the way up to the armpits, again making sure it is as high as possible and sitting nicely.
5. Use the bag on your hands and push your arm through. Make sure the wetsuit is pulled all the way up to your shoulders, and that your shoulder panels are flat and not bunched.
6. To do the zip up, hook one thumb through the loop at the bottom of the zip and pull gently downwards. With your other hand pull the zip cord up while arching your shoulders backwards. **DO NOT FORCE THE ZIP.** If the zip flap gets jammed, slide it down and start again.
7. Once the zip is up, fasten the collar to a firm but comfortable position. A loose collar will let water in and can cause some chaffing.

EXIT

1. Unhook the velcro collar and undo the zip. Do not use the collar as a handle.
2. Grab onto the shoulder or upper back area and pull towards the front of your body.
3. Lift your arm upwards and backwards to peel off.
4. Roll or peel the suit down your torso and to your ankles.
5. Now's the time to put your foot back in the plastic bag to make it easier to pull your leg out. Repeat with the other leg. **DO NOT STAND ON THE WETSUIT AS YOU PULL YOUR LEG OUT.** This will unnecessarily stress the wetsuit seams.
6. Now that your wetsuit is off and inside out, rinse with fresh water and hang out of direct sunlight to dry. Turn it through the right way before storing.



Again, watch our fitting videos for more information: <http://www.seventhwave.co.nz/wetsuits101/how+to+videos.html>

1.2

WHAT IF MY WETSUIT DOESN'T FIT?

After doing all the measuring, ordering, waiting for it to arrive and then it finally does, most of us just want to get our new wetsuit on as quick as we can. "Awesome, perfect, great!" are the usual replies, but sometimes we've had small problems that affect the perfect fit the first time round.

Don't stress. Our goal is to get it sorted and fitting just right to get you in the water as soon as possible.

To make sure we get it right there are a few steps to take **before** you send it back:

1. CONTACT US FIRST

Firstly, please contact us. Send us a email with your invoice number and with the problem or concern, or phone us and explain. We will advise what to check so that we can identify the exact issue and get your wetsuit corrected.

2. BEFORE YOU SEND IT BACK

- **PLEASE NOTE: Try it on at least twice, especially if its a neck entry model and you haven't had one before. More often than not the problem has been that the wetsuit has not been put on correctly.** If you have any questions about getting it on properly please contact us, or watch our How-To-Videos. It's usually about getting the technique right, and the wetsuit high on the body and sitting in all the right areas.
- Take some photos of you in the wetsuit. A front, back, side and area specific photo makes it easier for us to identify what changes need to be made. If you don't have someone to take the pictures for you, stand in front of a tall mirror and take it off yourself.
- Email us the photos. We might have a few more things we need to ask you or need you to do before you send it so wait for us to get back to you.

3. SEND IT TO US

Once we have confirmed that we have all the information and details we need, re-pack the wetsuit and send it to us:

Seventhwave Wetsuits Ltd
243 Dyers Road
Christchurch 8062
New Zealand

You will be required to pay the postage. If you're in New Zealand you can post or courier. If you're an International customer, it's usually easiest and most economical to post it.



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2.1

OUR WARRANTY POLICY

Everyday we build quality products. We expect our wetsuits' life to be measured in years and thousands of hours of water-sport time, because it's over that lifetime of use that our customers experience the real value of a Seventhwave wetsuit.

Materials are covered by a one year warranty, but with careful use and regular maintenance you should expect 2-4 seasons (or more) from your Seventhwave wetsuit. We have a parts and repair service to keep your wetsuit running for many years (see *page 12*), but that is at your cost unless the wetsuit has a serious defect under 1 year old. When in doubt, contact us first with your enquiry.

What Does This Warranty Cover?

The warranty covers the neoprene, taping, stitching, glueing, splitting, delamination, knee pad compression, elbow compression, for one year from date of purchase to the original purchaser.

The warranty also covers the stitching for the lifetime of the wetsuit to any owners.

What Does This Warranty Not Cover?

The warranty does not cover zips, colour fading, dog bites, heater burns, general or excessive wear and tear, mistreatment or abuse.

What is the Period of Coverage?

The 'Full Warranty' period is 1 year from date of purchase. The Limited Warranty period is for the lifetime of the wetsuit.

What Will We Do to Correct Problems?

We will repair or alter the item to your complete satisfaction. We will provide, at the consumer's choice, either a replacement or a full refund if we are unable, after a reasonable number of tries, to repair your product.

What Will We Not Do?

We will not replace wetsuits that have obviously been mistreated and trashed. Pee-d in and on, never washed and stink. OK, you've gone on a bender and become a real surf-pig! Seriously less people seem to do that these days, ces't la vie!

How Do You Get Service?

You have to pay for shipping back to Seventhwave. If the item is faulty or being exchanged we will gladly ship the exchanged item to you for free. If the item is faulty we will reimburse you for the cost of your postage with a gift or coupon. If the item is being exchanged or being sent for repair or alteration the cost is yours.

What Must You Do to Keep the Warranty in Effect?

The warranty period is automatically started on any purchase from www.seventhwave.co.nz or in the shop. An email address is required by the customer for registration and communication purposes. You do not need to return a warranty registration card. Look after your wetsuit. Give it the care and maintenance it deserves and you will get an awesome life out of your Seventhwave wetsuit.

2.2

HOW TO GET THE MAXIMUM LIFE FROM YOUR WETSUIT

Below are some simple tips for looking after your wetsuit and giving it a longer life-span. If possible, avoid or limit using your wetsuit in a chlorinated pool. Chlorine, sun, and salt are the biggest killers of neoprene's strength and flexibility!

AFTER USE

Rinse your wetsuit out with fresh water, especially after use in sea water. Salt left to dry on the wetsuit may crystalize causing 'wetsuit rash' and can, over time reduce the stretch factor of the neoprene. Do not use hot water to rinse your suit—in hot water neoprene loses some of its flexibility, so if you are changing in a shower, use cool water to rinse the wetsuit and then soak yourself in warmth. And never wash your wetsuit in a washing machine!

Allow to dry by hanging your wetsuit in a ventilated area away from direct sunlight. UV rays cause the neoprene to age more quickly, which can make it hard, faded and cracked. Do not use clothes pegs or narrow hangers as these can cause damage—use a special wetsuit hanger or a heavy, padded hanger. Once dry, turn the wetsuit in the right way. Lubricate the zipper every so often to keep it working smoothly (salt can build up on the zipper teeth or the slider).

STORAGE

Hang your wetsuit on a wide coat hanger when not in use. This is the best way to store your wetsuit to avoid creasing the neoprene. Do not use a narrow wire hanger. Keep it away from oil, gasoline, chemical solvents and aerosols because these stains can be impossible to remove and will weaken the fabric. Do not leave in direct sunlight or wet, in a bag or car boot, for any extended length of time. Do not fold the wetsuit for extended periods as the neoprene cells can crease and damage.

STAINS/SMELLS

Remove stains and odors with a little detergent or wetsuit cleaner in a bucket of fresh, cool water. Rinse thoroughly afterwards and dry in a shady, ventilated area.

TRAVELLING

To pack your wetsuit in a bag or to send away, always fold correctly:

1. Lie the wetsuit flat on the front side.
2. Fold legs back at the knees.
3. Fold arms in, over the back.
4. Fold the whole top half of the body back over the bottom half. This size and shape makes it easy to slide into a bag or lay into a suitcase or cargo bag.
5. As soon as possible, hang the wetsuit back up on a hanger.

2.3

REPAIRS & SERVICE



Every so often you should check over your wetsuit and look for small tears, loose stitching, fin cuts, loose tape etc. It's best to take action before any rips get too big or frayed as you'll likely face a bigger repair. Remember the saying: 'a stitch in time saves nine.'

During the 25 years we've been manufacturing new wetsuits we performed repairs and alterations to thousands of other wetsuits, for a variety of problems that have frustrated their owners. We've put wetsuits back together that have been cut off patient's by Helicopter Rescue Crew. We've repaired wetsuits that have accidentally been put into the washing machine (a real no no!), added alterations for amputees, lopped fingers off gloves, arms off wetsuits, and even amputated pizzles...

There are a number of wetsuit repairs that can be prevented through care and technique; others like fin cuts and dog bites, unfortunately, are out of your control. We repair all brands of wetsuits and can remedy most kinds of wetsuit problems. So if you want to get the maximum out of your suit by having it serviced, or have a repair that needs doing, send it to Seventhwave.

HOW TO GET YOUR WETSUIT REPAIRED

1. Send it to us.
2. Tell us what you want done.
3. We will confirm and quote.
4. We repair the wetsuit.
5. We deliver back to you.

Just pack your wetsuit into a carton or courier bag and send it to us with your contact details and a note on what needs to be fixed. Upon receipt we will assess the damage and contact you with a quote for the repair cost. Check out our 'how we repair wetsuits' page for approximate costs (http://www.seventhwave.co.nz/about/wetsuit_repair/wetsuit_repairs.html), but please note that **quotes can differ as they totally depend on what you need or want done** (ie the size of the job). If you want to go ahead with the wetsuit repair, we will repair your wetsuit and courier back to you. Usually within 7-10 days.

Please note: Don't send us your wetsuit repair if your wetsuit is just plain old, or stiff and faded from sun and UV rays and the neoprene is starting to crack—there is not much we can do. This kind of damage is not repairable.

2.4

QUIVER OPTIONS

Although Seventhwave are known for making super warm winter wetsuits, we also offer a range of lite gear perfect for creating the ultimate quiver. On their own or as a combo, our lite gear provide essential items to extend your comfort, flexibility and protection.



TITANIUM HOT TOP
<http://tinyurl.com/ctb2nr5>



SURF ALL DAY VEST
<http://tinyurl.com/czj9wb8>



BUOYANCY VEST
<http://tinyurl.com/ckz9zww>



SUP WATERSHORTS
<http://tinyurl.com/c4y2j9u>



TITANIUM PANTS
<http://tinyurl.com/d7scwf2>



RETRO JACKET
<http://tinyurl.com/cxqaajx>



Watch our lite gear video for more on these products: <http://youtu.be/Y5323h2ULK4>



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3.1

YOUR FEEDBACK

We love feedback, good and not-so-good; it's the only way we can improve. Feedback also means that others like you can join in, and know what to expect. So if you are delighted with our products and service or have any suggestions for improvement, or simply want to share the Seventhwave love, we want to hear from you.

From a simple one-liner to a full testimonial, your feedback is very welcome. Photo's or video of you in action in your Seventhwave gear is awesome too. Simply email us seventhwave.co.nz@gmail.com, or messgae us on Facebook.

WORLDWIDE FEEDBACK



Check out what others have said about their Seventhwave experience: <http://www.seventhwave.co.nz/family/feedback.html>

SPREAD THE LOVE



Seventhwave gear has made people happy in the water in over 20 countries. But to spread the love even further, we'd be stoked if you told the world about your Seventhwave experience. Yarn with the person next to you in the water; tell you friends, family or neighbours; write a blog post, send a tweet—share the stoke!

3.2

GET SOCIAL

For wetsuit tips and tricks, videos, news and other water-sport content, you can connect with us in a number of ways.



FACEBOOK

<http://www.facebook.com/seventhwavewetsuits>



TWITTER

http://twitter.com/seventhwave_nz



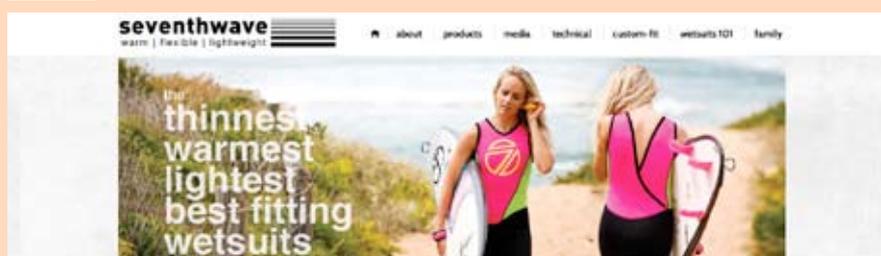
YOU TUBE

<http://www.youtube.com/user/SeventhwaveWetsuits>



NEWSLETTER

<http://www.seventhwave.co.nz/media/newsletter+archive.html>



BLOG

Check out our blog for new content, contests, video and great water related content:

<http://www.seventhwave.co.nz/blog>

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warmest
lightest
best fitting
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