

# STOPBYUS

## Troubleshooting Guide – Automotive Covers

| ISSUE                         | RESOLUTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TOO SMALL<br>TOP TO<br>BOTTOM | Please ensure the part number tag that is sewn to the cover hemline is placed at the driver's side of the vehicle.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| TOO SHORT                     | Our covers are not intended to reach the ground and cover all tires. Some tire and wheel exposure is expected on most vehicles.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| HEMLINE LIFTS<br>UP           | Our automotive covers install over the top of base model vehicle features only. If aftermarket accessories are in use on your vehicle such as (but not limited to) an optional spoiler, hood ornament, mirror extenders, louvers, rack lights, or styled body kit panels, the cover may not fit properly.<br><br>If hemline lifting is problematic, consider removing any aftermarket or optional accessories (if possible) while the cover is in use, or upgrade to a larger cover that can accommodate them.                                                                                                                                                  |
| TRAILERING                    | Our automotive covers are not travel safe and must be removed for trailering.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| LOOSE FABRIC                  | Our cover is not designed to support itself over open areas such as open moon roofs, open sunroofs, open t-tops, convertible tops in the down/stored position, open truck beds, or similar. If you require coverage on large open areas, the cover will need support (board, plywood, closed window glass, truck cap, etc.) in these areas to prevent sagging, water accumulation, and damage to the cover and/or vehicle.                                                                                                                                                                                                                                      |
| COVER STUCK<br>TO VEHICLE     | In rare cases, the cover may adhere to the vehicle due to ice and freezing conditions. Do not forcibly remove the cover in this situation. Instead, use a cup of warm water to melt the ice in the adhered areas permitting removal of the cover. Repeat application as needed. Ensure both cover and vehicle are thoroughly dried before re-installation.<br><br>Fresh paint should never be covered until it is fully cured. Consult the manufacturer of the paint you are using to determine full cure time. If you are unable to determine the appropriate cure time needed, please do not cover the freshly painted vehicle for a minimum of three months. |

| ISSUE                                               | RESOLUTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COVER BLOWS OFF<br><br>TOO BIG<br><br>LOOSE HEMLINE | <p>Our semi-custom covers are designed to give the best fit for the relative size of the vehicle. They are not custom fitted to the vehicle. If you have strong gusts of wind in your area, consider using a bungee or cable in the hemline grommets (grommets are centrally placed along the hem).</p> <p>Consider adding clipped bungees (“gust guards”) to the front or rear wheel wells to snug up the cover, eliminate slack, and prevent parachuting/lifting of the cover.</p>                                                |
| NO ANTENNA HOLE                                     | <p>Our covers are designed to fit a range of vehicles with similar features and dimensions. Since every vehicle's antenna is in a different spot, our covers do not come with pre-cut antenna holes.</p> <p>You can easily add a hole for your antenna by piercing the cover with a sharp object. To reinforce the opening, simply heat-seal the edges and apply reinforcement to the underside. While duct tape works great, a canvas repair/reinforcement patch kit (sold separately) provides a tidier, more aesthetic look.</p> |
| LEAKING                                             | <p>Look for stressed seams and adjust the cover hemline tension to eliminate stress. Stressed seams can also be sealed with seam tape, or with a light coating of candle wax.</p> <p>Consider treating especially problematic areas with a waterproofing spray. CAUTION: these sprays reduce cover breathability. If you use one, plan to remove the cover from your vehicle more often to let it air out.</p>                                                                                                                      |

## REPLACEMENT PARTS AND ACCESSORIES

| PART DESCRIPTION               | PART NO      |
|--------------------------------|--------------|
| STORAGE BAG (MESH ONLY)        | MESHBAG (EA) |
| GUST GUARD (2 clips, 2 bungee) | 101167       |
| STEEL CABLE W/ LOCK            | CBL-1        |

Submit replacement part inquiries to [salesstopbyusinc@gmail.com](mailto:salesstopbyusinc@gmail.com)

Please provide the following:

- A photo of the hemline part number tags
- Your order number
- Which part number(s) you require
- Your shipping address

You will receive a cost and shipping estimate. Allow up to two business days for a response.