

Frequently Asked Questions about SofTopper

1-Where are Softoppers manufactured? Softoppers are manufactured in Boulder, Colorado. The fabric is made in the USA and the canopies are cut and sewn right here in Boulder. We are very proud of the fact that we buy as many of the materials that go into a Softopper as possible from companies that manufacture here in the USA.

2-Are Softoppers water tight? The material we use is a coated automotive convertible fabric and it is completely waterproof. As with any sewn top there is a chance of thread-wicking at the seams. Some customers report wicking. We do supply a bottle of seam sealer with every top so if you do see any wicking at the seam you can apply the sealer to the affected area. Overall the tops keep the bed pretty much weather tight and most people are very satisfied.

3-Can you drive at highway speeds with a Softopper up? Sure you can. It is well protected by the cab and can be driven at normal highway speeds.

4-What fabric is used for the cover? The fabric is a premier, automotive convertible topping, which consists of an exterior grade woven fabric, with a UV stabilized PVC coating for water resistance. It's been proven against, wind, rain, sunlight, fading, mildew and rot, and will remain beautiful for years. It is also the chosen fabric used by many major OEM convertible manufacturers such as Jeep, Ford and Chrysler.

5-What is the frame made of? The folding frames and bedrails are made with marine grade aluminum for its ability to withstand harsh weather conditions, but be strong and lightweight at the same time. Everything on the frame is either aluminum or stainless steel so there is nothing that will ever rust. All of the nylon fittings and fasteners are also used in the marine industry, because of their ability to withstand harsh conditions, much worse than you should ever put your pickup through.

6-What colors do they come in? Black, Charcoal Grey and Saddle (tan).

7-How much does a Softopper weigh? Between 34 - 49 lbs depending on the model.

8-How does a Softopper attach to my truck? The bedrails are mounted to the top edge of the truck and held on with purpose built clamps. There are 2 or 3 clamps on each side depending on the model. The folding frame mounts on pivot pins on the bedrails and the canopy is fastened to the bedrail with stainless steel snaps.

9-Do I have to drill holes in my truck? Generally not. In some cases if you have a plastic or spray-on bed liner then you may have to drill 3 small 1/8 holes at the front of the bed to install snaps to attach the front window flap. If you have no liner and just the bare metal bed then you would use the supplied Velcro in place of the snaps.

10-Can I install a Softopper on a truck that has an over the rail bed liner? Yes you can. In the case of one piece drop-in over the bedrail liners you will have to cut holes in the side of the liner to allow the clamps to get in under the top edges of the bed to hold the Softopper bedrails on. We recommend using a 2/14 inch hole saw.

11-Can I install a Softopper on a truck that has an over the rail toolbox? The Softopper bedrails need to sit flat on the top on the top of the truck's bedrail. Tool boxes that hang up and over each side of the bed will have to be removed. Tool boxes that sit down on the floor of the bed and have at least 2 inches of space between the edge of the bed and the tool box are usually fine.

12-Do Softopper make noise or flap at highway speeds? No. The material we use stays nice and tight and does not flap.

13-Does the fabric fade? The fabric is UV protected at the factory and should hold its color for years. Depending on where you live and the intensity of the sun it may fade over time but in our 7 years in business we haven't had any comments or complaints from customers about fading. The material is designed to be on vehicles and thus exposed to the elements 12 months of the year.

14-Does the fabric shrink or stretch? When you initially get your Softopper and install it, it may be quite tight. It will stretch out over the first few days and finds its happy place. After that it shouldn't stretch anymore. In cold weather you may notice it's a little tighter to put on but not a problem.

15-How much snow can the Softopper hold? The Softopper is quite strong but you do have to think about snow loads. It can certainly hold light fluffy snow but wet snow can be very heavy. We recommend that if you're expecting snow that you should clean it off before there is too much accumulation.

16-Can you put a canoe or kayak on top of the Softopper? No, the Softopper frame is not designed to have any object put directly on it. We do sell an optional truck rack for that purpose.

17-Do Softoppers have side windows? No. We only have front and rear windows. Side windows present a problem over time. When the top is retracted, the sides are flipped up onto the roof and then get folded tightly over the cross bars as the top is closed. In very cold climates the window material becomes stiff and has the probability to crack if folded too tightly or then unfolded when cold. We know it would be a problem so has chosen not to do it. We want a problem free top for our customers. Note: We do offer one of our models, (Toyota 4Runner) with side windows because people ride in the back but we recommend that it only be used in the summer months if you live in wintry climate.

18-How long does it take to install a Softopper? Most people seem to take about 45 - 60 minutes to do the initial install. It's not difficult at all and usually only requires a wrench or socket to tighten the clamps.

19-How long does it take to retract and remove the Softopper? About 2 minutes. For more information, click on www.softopper.com.

20-How long does it take to re-install the Softopper to my truck? If you leave the frame together and canopy on the frame, it takes about 2 min to put it back on the truck.

21-What if I break the frame or damage the cover? We can supply any replacement parts and can handle repairs.

22-What is the warranty? There is a 1 year warranty on the Softopper and 90 days on the windows.