

Big Air General FAQ's

What is the warranty?

We will repair or replace any defective part at no charge to you for a period of 1 year. After 1 year we ask that you contact us so we can review your situation. Typically we can extend warranties for years as long as there is no negligence.

What is the refund policy?

We provide a 30 day return policy. If you are not satisfied with the product, simply ship it back and we will refund your money minus our shipping cost. If the items have been modified in some way (i.e. drilled, cut, etc.) there may be a 10-15% restock fee. Please contact us for an RA# before returning any products.

Tower FAQ's

What types of towers do you offer?

Our 2011 Line Up will consist of the:

H2O Tower - Starting at \$795 – custom made to fit all boats over 16 feet

Plasma Tower - Starting at \$895 – custom made to fit all boats over 16 feet

Wave Tower - \$1395 – fits wide range of boats

Vapor Tower - \$795 – fits boats between 79" and 108" width at mount points

Torrent Tower \$1090 – fits boats between 79" and 108" width at mount points

Ice Tower \$590 – fits boats between 76" and 105" width at mount points

Can I pull more than one person from the tower at a time?

No, the towers are designed to accommodate only one rider at a time.

Can I pull a tube from your towers?

No, tubes and other inflatables displace so large an area of water that the surface tension creates a drag force that well exceeds the safety limits for the towers. The towers are only recommended for one skier, wakeboarder, kneeboarder, and air-chair rider at a time.

What are the differences between the towers?

The main differences between the towers are material and design. The towers fall into two groups: custom stainless steel and universal aluminum.

Custom Stainless Steel

The H2O and Plasma Towers are a combination stainless steel and aircraft grade aluminum. They feature side cross braces to reduce front to back torque and quick release knobs on all four mounts for easy collapsibility.

These towers are custom built to measurements that your provide from your boat and can be built anywhere from 55" to 108" wide.

The main difference between the H2O and Plasma is that the Plasma Tower was designed to be a “Reverse Arch” tower while the H2O is a traditional arch Tower

Universal Aluminum

The Wave, Vapor, Torrent, and Ice Towers are true universal towers that can fit any boat width between 79" and 108" (76" and 105" for the Ice Tower). All of our universal aluminum towers are made with 2.25" aircraft grade aluminum pipe.

- The Wave Tower is a reverse arch tower with truly unique styling. It features optional integrated board racks. It collapses by removing two bolts on the rear supports and loosening two bolts on the front legs.
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- The Torrent Tower features a bottom bar that reduces front to rear torque on the tower. The Torrent comes with integrated board racks capable of holding up to four wakeboards. It collapses by removing bolts from the front and rear legs.
- The Vapor Tower features a bottom bar that follows the line of your boat's windshield for added styling and strength. It collapses by removing bolts from the front legs and top of the tower and loosening bolts on the rear legs.
- The Ice Tower is made completely of aluminum and does not have any side support or quick release features. The Ice tower does collapse although you will need to unscrew some bolts each time.

Will your towers fit my boat?

The Wave, Torrent, Vapor and Ice Towers are designed to fit boats that are between 79" and 108" (76" to 105" for the Ice) wide at the points where the front and back legs will attach. It is completely adjustable within that range.

The H2O and Plasma towers are custom built to the measurements that the customers provides and can fit virtually any boat.

Please note that all towers require boats to be 16 feet or longer and have access under the gunnels.

How far apart should I place the legs of the tower (from bow to stern)?

The stance for the Wave, Torrent, and Vapor Towers is non-adjustable and consists of the following:

- Vapor – 72" between front and rear mount
- Torrent - 70" between front and rear mount
- Wave – 38" between front and rear mount

Optimal positioning for the legs of the Ice Tower is somewhere between 40 to 50 inches apart.

The legs of the H2O Tower will need to be between 42 to 48 inches (fully adjustable within that range).

The legs of the Plasma Tower will need to be between 50 to 58 inches (fully adjustable within that range).

What kind of measurements do you need for the H2O and Plasma Towers?

We will need two measurements from your boat.

- Width across the boat's hull where you plan to mount the front legs of the tower
- Width across the hull where you plan to mount the rear legs

Again, these measurements must be taken within 42 to 48 inches of each other for the H2O and 50 to 58 inches for the Plasma.

Is there any adjustability in the measurements for the H2O and Plasma Towers?

Yes, you will have 3 to 5 inches of adjustability in the width of the tower when you start to install.

Where should I take the measurements for the H2O and Plasma Towers?

The placement of the tower is completely up to personal preferences. The most popular place to mount tends to be somewhere mid-ship, often straddling the windshield, but farther forward or aft mountings work equally well. One thing to consider: you will need to install a 2" x 4" backer plate for each mount on the inside of the hull. Make sure to take measurements at a place where you have access under the gunnel.

If I give you my boat's make and model, can you determine measurements for the Towers?

While we do keep a database of the measurements of the boats we have fit in the past, we cannot guarantee a good fit if we use database measurements. We have no idea where previous customers chose to mount their tower on their boat and, if the tower was placed fairly far forward or aft, the measurements can vary widely. If you do choose to use database measurements and there is a fit problem with your boat, we can switch out either the H-member (top central cross-piece) or the corners of the tower until the tower fits precisely how you want it. However, the customer will have to pay for both the shipping of the new piece(s) to them and the return shipment of the old piece(s) to us.

I have the exact same boat as one pictured in your gallery. Can you use those measurements for my boat?

While we do keep a database of measurements for the H2O tower (as mentioned above) we have no idea which measurements go with the boats in our gallery. All of those pictures were sent in by our customers and we don't keep track of which boat belonged to which customer.

Are the towers collapsible?

Yes. The Ice Tower will collapse to below the height of your windshield. The Vapor Tower and Torrent Tower will collapse to a height of 18 inches. The H2O Tower and

Plasma Tower will collapse to a height between 24 to 28 inches. The Wave Tower will collapse to a height of around 26 inches.

Big Air Bimini FAQ's

Will your tower fit around my factory bimini?

It depends on the boat and on the bimini. For us to determine whether or not our tower will bind your bimini, we will need four measurements from you.

- Width of the boat where the front legs of the tower will attach.
- Width of the boat where the rear legs of the tower will attach.
- Height of the bimini from the ***tower mount*** locations.
- Width of bimini at the top.

Email us your name and phone number along with those four measurements and the type of tower you are interested in. We will call you and let you know if the tower will bind your bimini or not.

Can I get a Big Air Custom Bimini shipped with my tower?

No. Even when we have measurements from a boat to build a tower, there is too much built in adjustability in the tower to make a custom bimini for it before it is installed on a boat. All Big Air Custom Biminis must be made to measurements taken directly from an installed tower.

How is the Big Air Super Shadow different from the Big Air Custom Bimini?

The Super Shadow is a universal bimini that is only offered in one size (76 inches square) and a limited number of colors. The Big Air Custom Bimini is made specific to your tower and can be made in a variety of color options.

Installation FAQ's

Do you know of any installers in my region?

We do keep lists of dealers, marinas, etc. that we have dealt with in the past; however the vast majority of our customers choose to do the installation themselves. If you do chose to have a dealer or marina do the install, our best advice is to find someone local that you trust with a drill and your boat's fiberglass.

How hard is the tower to install?

The towers generally will take two people around 4 to 6 hours to install. Most of that time will be drilling the various installation holes. Please contact our sales office at info@bigairwaketowers.com or 580-252-5314 and we will gladly email a copy of the instructions to you.

Billing and Shipping FAQ's

How long will the tower take to ship?

Build time on the H2O and Plasma Towers varies according to how many orders have been placed with us, but it averages to around a week. After it is built, it is shipped via UPS Ground (to the continuous 48 states) which usually takes three to five days.

The Wave, Torrent, Vapor and Ice Towers will usually ship the same day/next day depending on when the order is placed. They also will go UPS Ground. We cannot guarantee UPS shipping speed.

Can I get it shipped faster?

There is no way to rush production, but you can choose to upgrade your shipping to 3-Day Select, 2-Day Air, or Overnight. Please contact the Sales Office to get a quote on these prices.

Do you ship overseas?

Yes. Please contact our Sales Office for a quote to your area.

Are there any customs fees?

Yes. Most governments will charge a tax or fee on the item when it crosses the boarder. Since this fee is billed directly to the receiver, Big Air rarely knows how much these fees will be.

When will my card be charged?

We will charge your credit card on the day your item ships.

Will I receive a tracking number?

Provided that you give an email address when you place your order, we will forward a UPS tracking number to you the afternoon your tower ships or early in the morning the day after.