

SummerSpace Retractable Awning – Installation & Owners Manuals

Simple Shade – Traditional



Simple Shade Cassettes



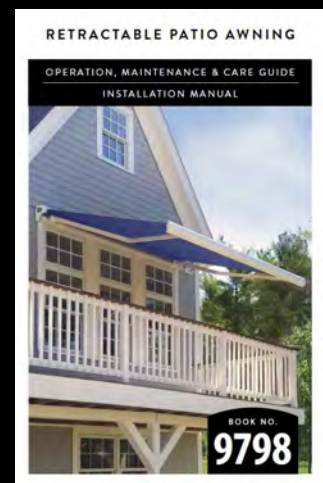
Pro Series - Traditional



Pro Series-Traditional w/ Flexpitch



Pro Series-Cassettes



Performance - Traditional



Performance - Semi Cassette



Performance – Full Cassette





RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

INSTALLATION MANUAL



BOOK NO.

77



TRADITIONAL RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

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OPERATION, MAINTENANCE & CARE GUIDE

1. INTRODUCTION

Congratulations and thank you for purchasing a Retractable Awning. We are confident of your satisfaction and years of enjoyment with our product. In order to make the best of your investment, be certain to familiarize yourself with the contents of the entire owner's manual before operation.

IMPORTANT: *Improper operation of your awning can result in severe personal injury as well as product failure not covered by warranty.*

If you experience any problems, first try the solutions suggested in the troubleshooting section of this manual or call your dealer.



IMPORTANT WARNING!

Your new awning is intended as a protection against the sun only. It is not to be used during periods of strong wind, rain, hail, or snow. The warranty will not cover use during these periods or corrosion caused by salt water environments at any time. See warranty for full details.





2. OPERATING INSTRUCTIONS – OWNER

Depending on your selection at the time of order, your awning will have a gear or motor on the right or left end.

Manual Gear Operation, if equipped:

To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**.

Turn the hand crank in a circular motion until the awning is fully extended and the arms “lock” in place, then retract the awning slightly to tension the fabric.

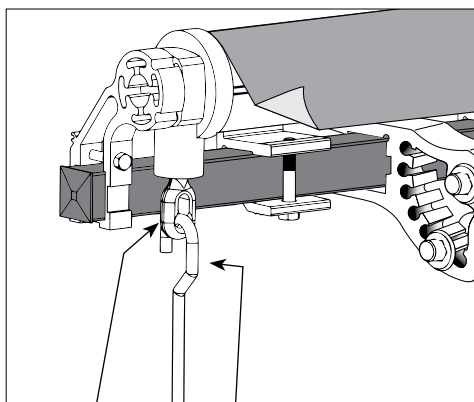
When the awning is fully extended, the arms will not be straight.



WARNING!

If you continue to unwind fabric off the roller tube, the fabric will sag and eventually start to roll up from the underside of the roller tube. This can cause the fabric to come out of alignment or damage the fabric.

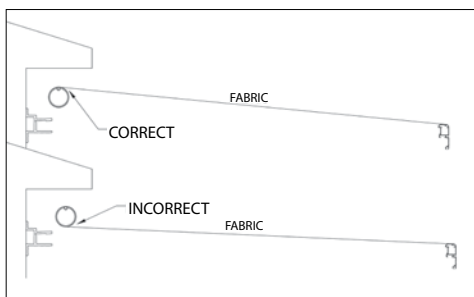
The fabric should **always** roll over the top of the roller tube, see **Detail #2**. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully closed.



Detail #1

Gear loop to extend and retract

Crank handle



Detail #2

Motorized Operation, if equipped:

If you purchased the motorized version, your Retractable Awning has been equipped with a state-of-the-art electric remote control operated motor that requires no maintenance. A hand-held transmitter is provided for ease of operation.

Your awning has also been equipped with a manual override shaft on the motor. The manual override feature allows you to retract the awning during power loss and protect the awning from storm and wind damage. If there is NO power going to the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**. Turn the hand crank in a circular motion until the awning is fully retracted. Be certain the fabric rolls over the top of the roller tube, see **Detail #2**.

DO NOT operate the manual override while the awning is under power or severe damage will occur.

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Your new motorized retractable awning has been equipped and preset with factory limit switches. These settings will allow you to extend or retract your awning to any position at the touch of a button, without the worry of over extending or retracting your awning. This system uses a remote-controlled transmitter to operate the awning.

Pressing the “up” button will retract the awning, pressing “down” will extend the awning, and to stop the awning mid-way, simply press the center button.

Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10 and 15 minutes. Once the motor has cooled, the awning can be operated normally.

Your hand-held transmitter is battery operated and replacement batteries (#CR2430) are available at most electronic retail stores and should be replaced annually. ***Do not*** leave the transmitter out in the rain.



IMPORTANT!

If the awning does not fully open or close, or in the unlikely event that once open the awning continues to run, unrolling the fabric: STOP THE AWNING and contact your dealer!

Do not leave your awning open while unattended. Roll it closed with the hand crank and manual override shaft.

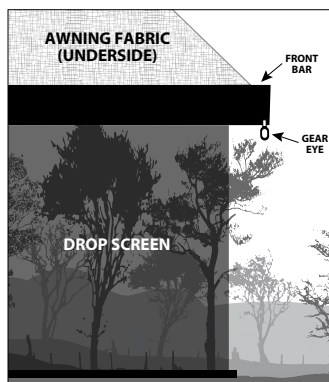
Sensors, if equipped:

If your awning is equipped with an optional wind/motion sensor, please refer to the specific product operating instructions or contact your dealer.

Front Bar Drop Screen, if equipped:

The optional front bar drop screen is operated by turning the gear eye located at one end of the front bar with the small hand crank, see **Detail #3**. The screen will roll down approximately 48” to provide additional shade or privacy. When not needed or before closing the awning, simply wind the screen back up into the front bar.

If the screen is difficult to roll or binds, you may have rolled it up backwards. To correct, unroll the screen — pulling down gently on the weight bar if necessary — until you can see the silver roller tube inside the front bar. Then wind the screen up, making sure the fabric rolls up the front side of the roller tube, away from the building.



Detail #3



3. CARE & MAINTENANCE

Fabric Care and Cleaning:

The fabric on your awning is made from 100% solution-dyed acrylic yarns. Solution dyeing is the process of adding color to acrylic fibers during manufacturing while they are in a liquid state. By following a few simple steps, the fabric will maintain its good looks for years. Because the fabric is woven, it is also highly breathable, which is why it dries quickly with only air exposure.

The fabric has also been treated with a fluorocarbon finish, which enhances water repellency. It will not support the growth of mildew, however dirt on the fabric can lead to mildew growth, which makes regular cleanings necessary. Your local environment has a great deal to do with determining cleaning frequency. A dry environment requires less cleaning than a humid one.

You can delay the need for vigorous cleaning by simply hosing the fabric off on a monthly basis. This will help prevent dirt from becoming embedded in the fabric. A thorough, vigorous cleaning should be done every year.

Important Reminders:

1. Always use a natural soap, never detergent.
2. Water should be cold-to-lukewarm.
3. Air dry only; never apply heat.

Cleaning Steps:

1. Brush off loose dirt and debris.
2. Hose fabric down.
3. Mix ½ cup of natural soap and water.
4. Use a soft bristle brush to clean.
5. Allow soap to soak in.
6. Rinse thoroughly.
7. Air dry.

For stubborn stains, mix a ¼ cup chlorine bleach and ¼ cup of natural soap with water. Apply and let soak for no more than 20 minutes, scrub vigorously with a soft bristle brush then rinse thoroughly and air dry.

As part of the finishing process, fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish is designed to last for several years, but must be replenished after a thorough cleaning. Based on test results, we recommend 303 High Tech Fabric Guard™ as the preferred re-treatment product for fabrics. Fabrics should be re-treated after thorough cleaning or after five years of use.

Frame Cleaning

The frame is composed of powder coated steel or aluminum components with a stainless steel chain arm-tensioned system, which is virtually maintenance-free. All the hardware is made of high quality, corrosion-resistant materials. Over time, dust and dirt will collect on the frame and

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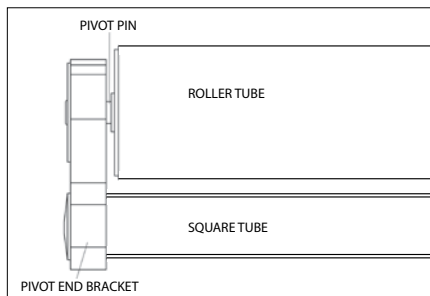
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will require periodic cleaning to maintain its appearance. A mild spray cleaner or water/detergent mixture may be applied to the frame and then wiped clean.

In salt water environments, this cleaning method should be performed monthly to reduce corrosion. **Salt water corrosion is not covered by our warranty at any time.**

Lubrication

In most situations, it should not be necessary to lubricate the moving component parts of your awning. However, installation near salt water may require the use of silicone or Teflon spray, available at your local retailer, if squeaking occurs.



Detail #4

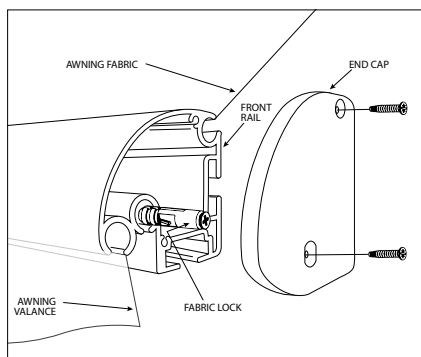
One area of note would be the pivot end of the roller tube (the opposite end from the gear or motor). Using silicone spray with a straw attached to the spray nozzle, carefully lubricate the area between the end of the roller tube and the end bracket (pivot pin), see **Detail #4**.

IMPORTANT: Do not use any petroleum-based spray lubricant. Take care not to over-spray on the fabric material.

continued on next page

Valance removal

You may wish to remove and store the valance during long periods when the awning will not be in use, such as the winter months. As this portion of the fabric is exposed to the weather, even while the awning is retracted, it will wear and discolor sooner than the main top. To remove the valance, simply remove the screws from one front rail end cap with a Phillips screwdriver, see **Detail #5**. Next, remove the fabric locks by loosening the set screws with a 2.5mm Allen wrench, located in the hem on both sides of the valance and slide it out of the channel.



Detail #5: A 2.5mm Allen wrench is required

Roll up the valance and place in a plastic bag (be sure valance is dry) along with the fabric locks and store for the winter. Re-attach the front rail end caps. To install, simply reverse the process.



4. TROUBLESHOOTING – OWNER

1. Your motorized awning does not move in or out.

SOLUTION: Be sure there is power to the outlet. Check to see if there is a reset button on the exterior outlet or if a circuit breaker is off.

SOLUTION: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 15 and 20 minutes. Once the motor has cooled, the awning can be operated normally. In the meantime, you can use your motor's manual override loop and the hand crank provided to operate the awning.

2. The fabric sags and is not tight.

SOLUTION: The fabric can stretch over time or if rainwater is allowed to pool on the awning. Remember, your awning is designed for shade, not as a rain cover; **this is not covered by the warranty.** Contact your dealer to have the motor limit adjusted or retract your awning a few inches once fully open. If the awning is wet, retract the awning and on the next sunny day extend the awning and allow it to dry thoroughly. Your awning should not be rolled up wet for long periods of time.

SOLUTION: You have rolled the fabric out too far, allowing the fabric to unwind off the roller tube. Reverse the cranking direction slightly until the fabric is taut.

SOLUTION: The awning is not fully extended. The fabric will be most taut when the awning is extended to its maximum projection.

IMPORTANT: The fabric should always roll over the top of the roller tube, not from underneath. (See **Detail #2** on page 4)

3. The fabric bunches up or wrinkles in places when retracted.

SOLUTION: It is common for the fabric to bunch or pucker slightly on wider awnings. This will not harm the fabric. This can possibly occur in wider awnings that have a center support. Center supports are mounted to the square tube and positioned around the roller tube to prevent it from bowing out, while keeping the fabric taut when extended; this may require adjustment by your dealer.



WARNING!

Never use any type of grill, patio heater or fireplace under your Retractable Awning. Doing so could result in the fabric burning or melting, as well as serious personal injury.



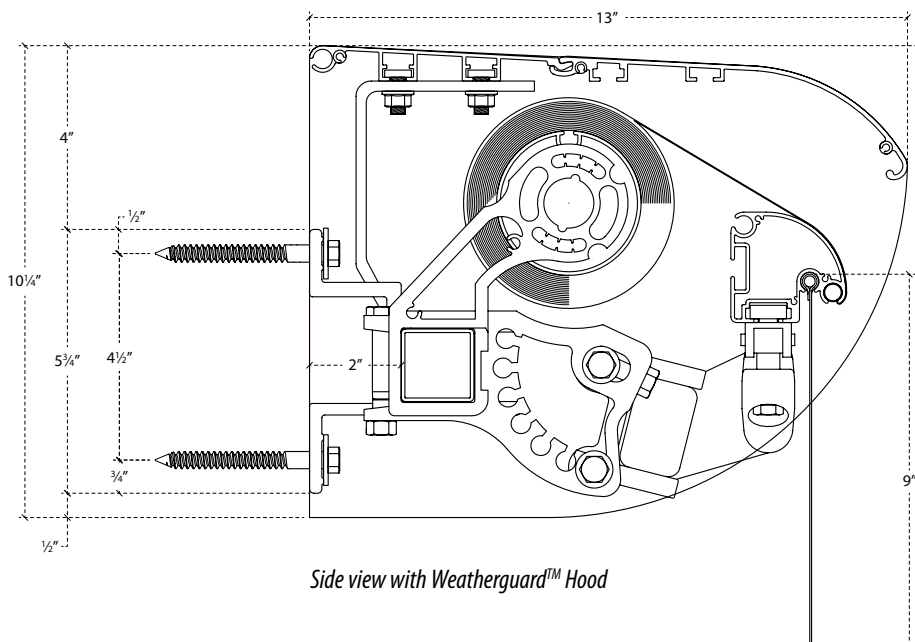


5. NOTES



INSTALLATION MANUAL

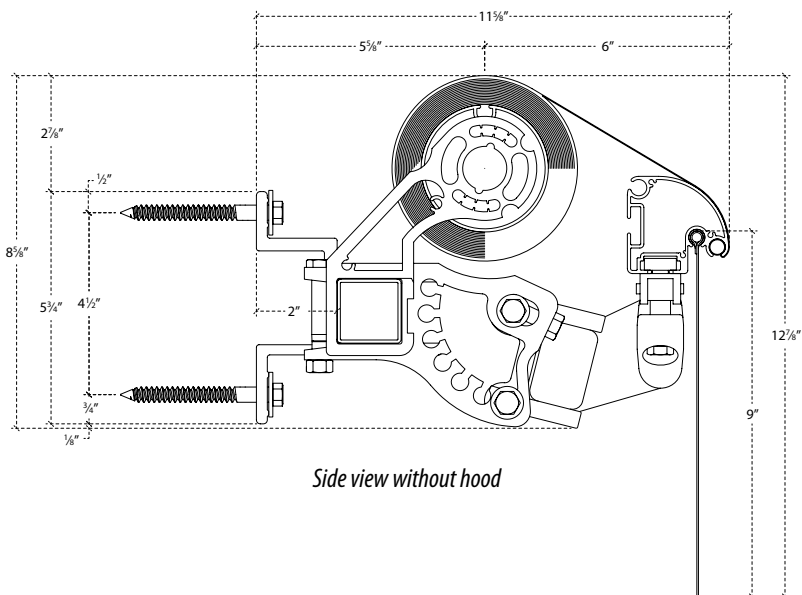
6. MEASUREMENTS & TECHNICAL DRAWINGS



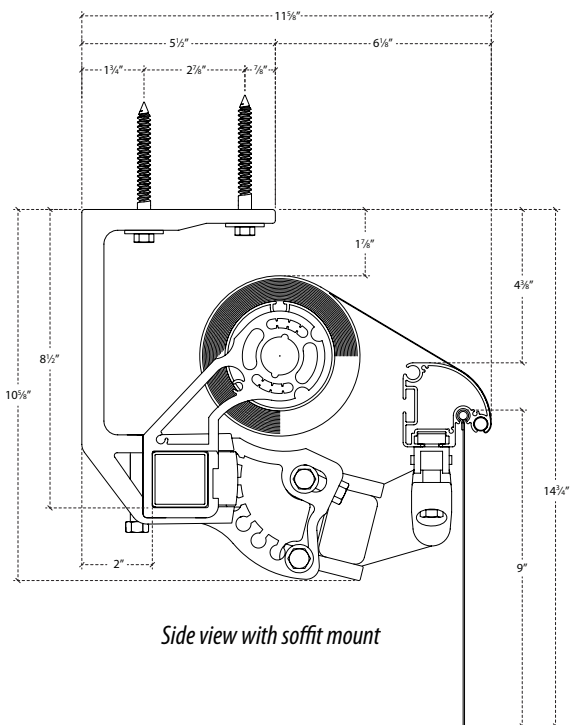
Roof mount awning with Weatherguard™ hood



Wall mount awning, side view



Side view without hood



Side view with soffit mount



7. INSTALLATION INSTRUCTIONS

TOOLS NEEDED:

For awning assembly & installation:

- ☐ Drill and bits
- ☐ Level
- ☐ Tape measure
- ☐ Screw drivers
- ☐ Soft blow hammer
- ☐ String
- ☐ Adjustable wrench

Additional tools required for this series:

- ☐ 13mm, 1/4", 9/16" socket and ratchet wrenches
- ☐ 13mm, 15mm, 19mm open end wrenches
- ☐ 2.5mm, 8mm, 3/16" Allen wrenches

MOUNTING

Please read these instructions carefully before proceeding with assembly and installation.



It is critical that the mounting lag bolts be installed into a stud or double header board. Plywood sheathing or equivalent will not support the awning. If mounting to any surface other than a wood framed structure, please consult with a fastener supply company for the proper fastener recommendation.

1 Installation Methods

Wall & Soffit Mount Installation Instructions:

Determine your awning mounting location on the wall or soffit (Fig. 1A & 1B). Measure the location of the awning shoulders and transfer that to the wall or soffit. The awning is shipped with two brackets per arm. Be sure to use all supplied brackets. It is critical you install one bracket between the outermost shoulders and the end of the awning. Install another bracket as close as possible on the inside of the outermost shoulders. If your awning has more than two arms, install a bracket on each side of all additional shoulders. If there is not a stud or solid header between the outer shoulders and the end of the awning, then a ledger board must be used with the wall brackets through bolts to the ledger board in their proper locations. Then, attach the ledger board to the wall at least every 48" with appropriate fasteners. **DO NOT SPREAD THE BRACKETS EVENLY ACROSS THE AWNING. ON WOOD STRUCTURES, THE LAG BOLTS MUST BE IN THE EXACT CENTER OF THE STUDS AND PENETRATE AT LEAST 2 1/2" INTO THE STUD.**

Roof Mount Installation Instructions:

Determine your awning mounting location on the roof. Measure the location of the awning shoulders and transfer that to the roof. The roof brackets are adjustable for the variable roof

Fig. 1A - Wall Mount Installation

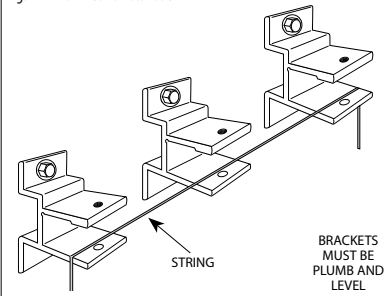
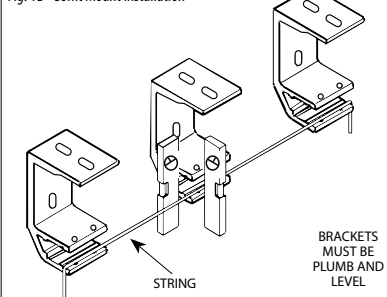


Fig. 1B - Soffit Mount Installation

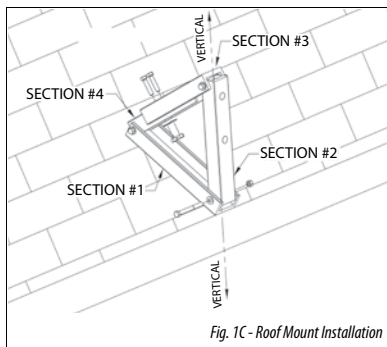




itches and should be assembled so that the front of the roof bracket is perpendicular to the ground when mounted on the sloped roof. Two 3/8" holes will need to be drilled through the overlapping sections #3 and #4 once the front section #2 is perpendicular to the ground to secure them in place (Fig 1C).

Bracket location is the same as stated above for wall mount. On an asphalt shingle roof, drill into the center of the rafter and fill with silicone grade caulk, run an inverted "U" of caulk around the holes in the base of the roof bracket and securely fasten to the roof at the desired locations. On roofing other than asphalt shingles, we recommend consulting a licensed roofing contractor for mounting and sealing recommendations.

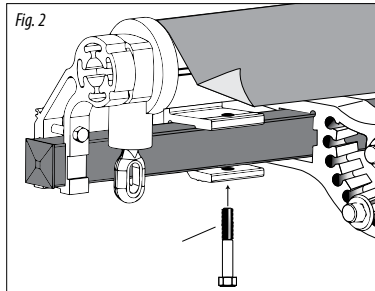
The wall brackets may be mounted directly to each roof bracket or to a ledger board if desired or required. If using a 2" x 10" mounting board, the wall brackets must be through bolted, NOT Lag bolted to the board. DO NOT SPREAD THEM EVENLY ACROSS THE AWNING.



NOTE: It is extremely important that all brackets are mounted plumb, square and level.

2 Securing the Awning to the Wall

Once all the mounting brackets have been installed on the wall, it is time to place the awning in the brackets. This step will require at least two people. Lift the completely assembled awning and slide the mounting bar (support tube) into the mounting brackets. Secure the mounting bar to the mounting brackets with the bolts supplied. Be sure the mounting bar is seated flush to the back of the bracket. Slide the bolts up through from the bottom of the bracket (Fig. 2) and thread into the top hole. Be sure to tighten completely so that the locking lip on the inside of the mounting bracket locks down over the mounting bar. At this time you can remove any remaining protective packaging, wraps and ties from the under side of the awning.





3 Optional: Weatherguard™ Hood Installation Instructions

The optional Weatherguard Hood Cover is designed to protect your awning from the elements when closed, and provide a more finished appearance. If your awning is motorized, it will also serve as protection from moisture, which could damage the internal components of the motor. The Weatherguard Hood may be installed before or after the awning has been installed on the home. We recommend that it is installed after because it will add less overall weight and will be less cumbersome when the awning is lifted into place.

Lay the two hood sections upside down on a flat clean surface. Insert the end of the tongued front section of the hood into the end of slotted back section, lifting up slightly on the front edge. The two pieces will slide together (Fig. 3A). Measure the location of the awning shoulder and wall brackets along the installed awning. Slide the hood brackets onto the hood by inserting the head of the "T" nut on each bracket into the slots on the back half of the hood; make sure the flat back of the bracket is aligned with the back of the hood. Spread them evenly across the hood, making sure they will not interfere with the shoulders or wall brackets when installed. Tighten nuts on "T" bolts to lock in place (Fig. 3B). Install the two end covers with the supplied screws. Remove the Allen head bolts from the "H" section of the roof bracket. Carefully lower the assembled hood onto the awning, guiding the "H" section of the brackets over the square mounting bar; secure with the Allen head bolts.

Fig. 3A - Front view

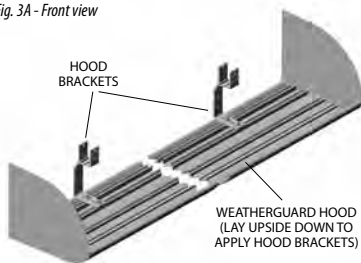
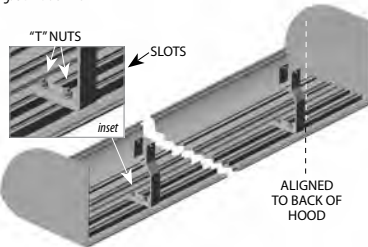


Fig. 3B - Back view





4 Adjustments

Pitch: 7 pin Shoulder

TOOLS: 13mm, 15mm, 17mm wrenchs or sockets, 8mm Allen wrench

The factory-set pitch will work well for most installations with just a leveling adjustment needed. To level, with the awning fully extended, loosen the top cross bolt on the shoulder with a 17mm wrench or socket. Take some pressure off the shoulder by lifting up on the front bar and turn the leveling bolt on the front of the shoulder with the 8mm Allen wrench. Once level, securely tighten the cross bolt.

If a significantly larger pitch adjustment is required, have your assistant hold the front bar taking pressure off the shoulder. Loosen both shoulder cross bolts and remove the bottom cross bolt. Raise or lower the front bar to the desired pitch and replace the lower cross bolt. Use the leveling bolt for precise adjustment and securely tighten cross bolts (Fig. 4A).

Arm/Elbow Leveling Adjustment (if needed):

The arms are adjusted and leveled during the factory assembly process, however shipping and installation may require an adjustment. With the awning closed, insert a 2.5mm Allen wrench into the small access hole on the outside awning shoulder where the arm attaches to the shoulder (Fig. 4B). Make sure the Allen wrench is full seated in the Allen screw. Lift up on the arm elbow and turn the screw in or out to level and align with the opposing elbow.

Fig. 4A

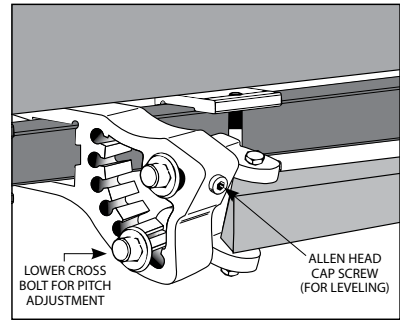
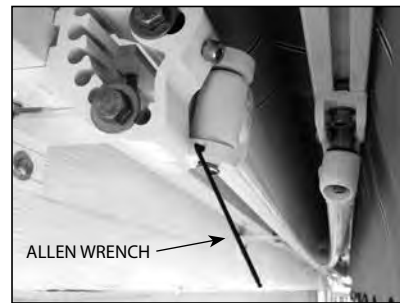


Fig. 4B



IMPORTANT TIP: When loosening the cross bolt to adjust the pitch, be sure to turn only the bolt head — NOT THE NUT. The nut is knurled and will gouge the powder coat, possibly causing the threads to bind.



8. OPERATING INSTRUCTIONS - INSTALLER

Motorized Operation (if equipped):

Motorized awnings ordered with the default motor will have an 19' grounded cord with a NEMA plug approved for outdoor use. Simply plug it into a code compliant outlet. Use the included remote control transmitter to operate the awning. The limits have been preset at the factory. The motor will automatically stop at its open and closed position but should be monitored during its first cycle as setting can change during shipping. Motors ordered other than the default remote operated motor may require an electrician for wiring. If you are not sure which motor is in your awning, **call our Customer Service department at 1-800-858-5818.**

REMOTE CONTROL: This system uses a remote control transmitter (see Fig. 19A on page 19) to operate the awning.

- Press the "UP" button to retract the awning.
- Press the "DOWN" button to extend the awning.
- Press the center button ("STOP") to stop the awning mid-way.

Manual Gear Operation:

To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning.

Turn the crank in a circular motion until the awning is fully extended and the arms "lock" in place. When the awning is fully extended the arms will not be straight. Retract the awning one inch to two inches to achieve maximum fabric tension. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully retracted.



NOTE: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10-15 minutes. Once the motor has cooled the awning can be operated normally.



WARNING: If you continue to unwind the fabric off the roll tube, the fabric will sag and eventually start to roll up from the underside of the roll tube. This can cause the fabric to come out of alignment or damage the fabric. The fabric should always run over the top of the roll tube.



9. TROUBLESHOOTING - INSTALLER

Resetting the Limits

Awnings equipped with a motor are preset at the factory. In the event they need to be adjusted or reset, please follow these instructions or call Customer Service for assistance. These instructions are for the default motor used on this awning series; however, there are other motors that may be used or substituted as ordered or required. If you are not sure which motor is in the awning, please call Customer Service at (800) 858-5818 before attempting to make any adjustments.

Deleting outer or both limits – *Limits cannot be adjusted; delete and reset if needed*

This procedure will also delete the favorite position. To set a new outer limit, please refer to "Setting the limits" on the next page.

This deletes all limits.





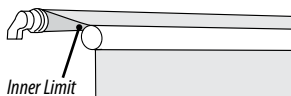
Setting the limits – Manual inner and outer limit:



IMPORTANT: Inner limit must be set first!

1: Set the awning's inner limit:

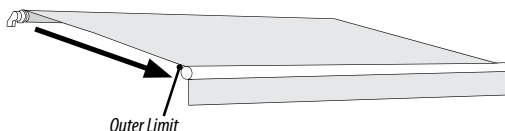
Retract the awning to its closed position with the hand crank or motor. **Do not over-tighten.**



Awning confirms with rotation

2: Set the awning's outer limit:

Use the remote (not the hand crank) to open the awning and stop at the desired outer position leaving a 3/8" gap between the elbow.



Awning confirms with rotation



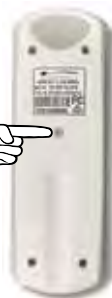
To add an additional remote or channel:

Active remote or
channel



OR

Additional remote
or channel



If motor is not responding to the transmitter (these steps do not affect the motor limits):

- Verify the outlet has power by plugging in a lamp and making sure the GFCI is not tripped.
- Verify the red light on the transmitter lights when any button is pressed. If not, replace battery #CR2430 (available at most electronic retail stores).

If no response occurs, please call Customer Service at (800) 858-5818 for additional guidance.

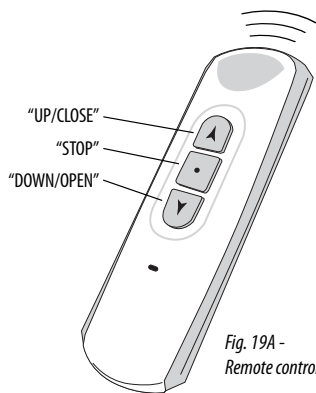


Fig. 19A -
Remote control





RETRACTABLE PATIO AWNING

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INSTALLATION MANUAL



BOOK NO.

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OPERATION, MAINTENANCE & CARE GUIDE

1. INTRODUCTION

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To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**.

Turn the hand crank in a circular motion until the awning is fully extended and the arms “lock” in place, then retract the awning slightly to tension the fabric.

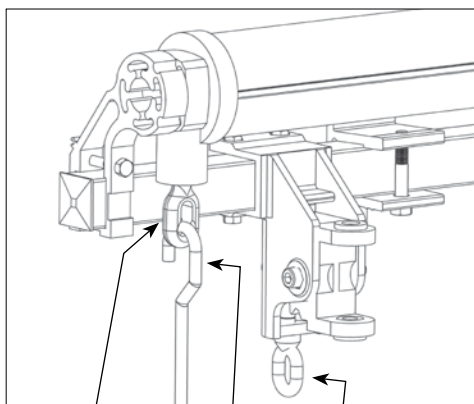
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WARNING!

If you continue to unwind fabric off the roller tube, the fabric will sag and eventually start to roll up from the underside of the roller tube. This can cause the fabric to come out of alignment or damage the fabric.

The fabric should always roll over the top of the roller tube, see **Detail #2**. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully closed.

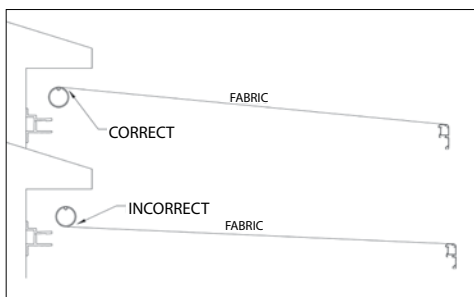


Detail #1

Gear loop to extend and retract

Crank handle

Flex pitch loop



Detail #2

Motorized Operation, if equipped:

If you purchased the motorized version, your Retractable Awning has been equipped with a state-of-the-art electric remote control operated motor that requires no maintenance. A hand-held transmitter is provided for ease of operation.

Your awning has also been equipped with a manual override shaft on the motor. The manual override feature allows you to retract the awning during power loss and protect the awning from storm and wind damage. If there is NO power going to the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**. Turn the hand crank in a circular motion until the awning is fully retracted. Be certain the fabric rolls over the top of the roller tube, see **Detail #2**.

DO NOT operate the manual override while the awning is under power or severe damage will occur.

continued on next page



continued from previous page

Your new motorized retractable awning has been equipped and preset with factory limit switches. These settings will allow you to extend or retract your awning to any position at the touch of a button, without the worry of over extending or retracting your awning. This system uses a remote-controlled transmitter to operate the awning.

Pressing the “up” button will retract the awning, pressing “down” will extend the awning, and to stop the awning mid-way, simply press the center button.

Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10 and 15 minutes. Once the motor has cooled, the awning can be operated normally.

Your hand-held transmitter is battery operated and replacement batteries (#CR2430) are available at most electronic retail stores and should be replaced annually. ***Do not*** leave the transmitter out in the rain.



IMPORTANT!

If the awning does not fully open or close, or in the unlikely event that once open the awning continues to run, unrolling the fabric: STOP THE AWNING and contact your dealer!

Do not leave your awning open while unattended. Roll it closed with the hand crank and manual override shaft.

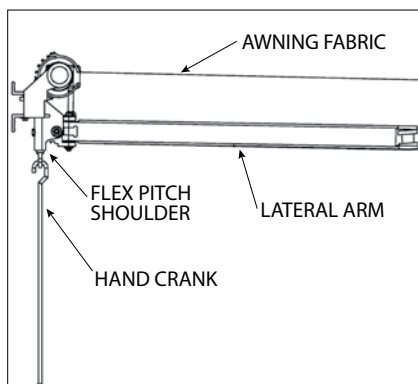
Sensors, if equipped:

If your awning is equipped with an optional wind/motion sensor, please refer to the specific product operating instructions or contact your dealer.

Pitch Adjustment

Flex Pitch Shoulder

This patented shoulder system allows you to adjust the angle of your awning to compensate for changes in the angle of the sun as the seasons change, with only the use of your hand crank. To adjust the pitch (angle) of your awning, extend the awning no more than $\frac{1}{4}$ its full projection. Insert the hook end of your hand crank into the pitch adjustment loop on the bottom of each shoulder, see **Detail #3**. Turn the hand crank in a counter-clockwise direction to lower the pitch or a clockwise direction to raise the pitch. Follow the same procedure until all the arms have been adjusted to the desired level.



Detail #3

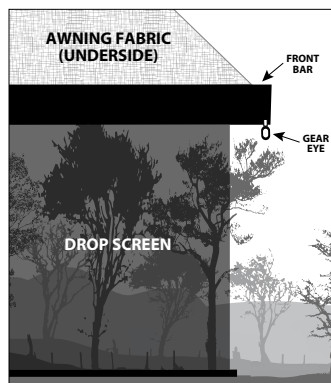
IMPORTANT: The flex pitch shoulder has limitations to consider when operating. Once you have achieved the highest possible range of pitch, the loop cannot be turned any farther. Do not force it! Failure to follow these instructions can damage the flex pitch shoulder and void the warranty.



Front Bar Drop Screen, if equipped:

The optional front bar drop screen is operated by turning the gear eye located at one end of the front bar with the small hand crank, see **Detail #4**. The screen will roll down approximately 48" to provide additional shade or privacy. When not needed or before closing the awning, simply wind the screen back up into the front bar.

If the screen is difficult to roll or binds, you may have rolled it up backwards. To correct, unroll the screen — pulling down gently on the weight bar if necessary — until you can see the silver roller tube inside the front bar. Then wind the screen up, making sure the fabric rolls up the front side of the roller tube, away from the building.



Detail #4

3. CARE & MAINTENANCE

Fabric Care and Cleaning:

The fabric on your awning is made from 100% solution-dyed acrylic yarns. Solution dyeing is the process of adding color to acrylic fibers during manufacturing while they are in a liquid state. By following a few simple steps, the fabric will maintain its good looks for years. Because the fabric is woven, it is also highly breathable, which is why it dries quickly with only air exposure.

The fabric has also been treated with a fluorocarbon finish, which enhances water repellency. It will not support the growth of mildew, however dirt on the fabric can lead to mildew growth, which makes regular cleanings necessary. Your local environment has a great deal to do with determining cleaning frequency. A dry environment requires less cleaning than a humid one.

You can delay the need for vigorous cleaning by simply hosing the fabric off on a monthly basis. This will help prevent dirt from becoming embedded in the fabric. A thorough, vigorous cleaning should be done every year.

Cleaning Steps:

1. Brush off loose dirt and debris.
2. Hose fabric down.
3. Mix ½ cup of natural soap and water.
4. Use a soft bristle brush to clean.
5. Allow soap to soak in.
6. Rinse thoroughly.
7. Air dry.

For stubborn stains, mix ¼ cup chlorine bleach and ¼ cup of natural soap with water. Apply and let soak for no more than 20 minutes, scrub vigorously with a soft bristle brush, then rinse thoroughly and air dry.

As part of the finishing process, fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish is designed to last for several years, but must be replenished after

Important Reminders:

1. Always use a natural soap, never detergent.
2. Water should be cold-to-lukewarm.
3. Air dry only; never apply heat.

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a thorough cleaning. Based on test results, we recommend 303 High Tech Fabric Guard™ as the preferred re-treatment product for fabrics. Fabrics should be re-treated after thorough cleaning or after five years of use.

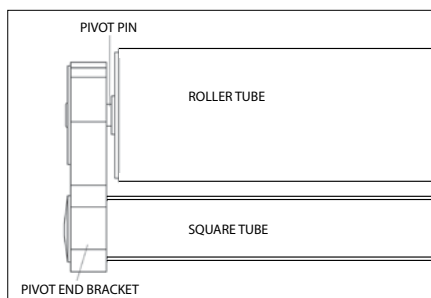
Frame Cleaning

The frame is composed of powder coated steel or aluminum components with a stainless steel chain arm-tensioned system, which is virtually maintenance-free. All the hardware is made of high quality, corrosion-resistant materials. Over time, dust and dirt will collect on the frame and will require periodic cleaning to maintain its appearance. A mild spray cleaner or water/detergent mixture may be applied to the frame and then wiped clean.

In salt water environments, this cleaning method should be performed monthly to reduce corrosion. **Salt water corrosion is not covered by our warranty at any time.**

Lubrication

In most situations, it should not be necessary to lubricate the moving component parts of your awning. However, installation near salt water may require the use of silicone or Teflon spray, available at your local retailer, if squeaking occurs.



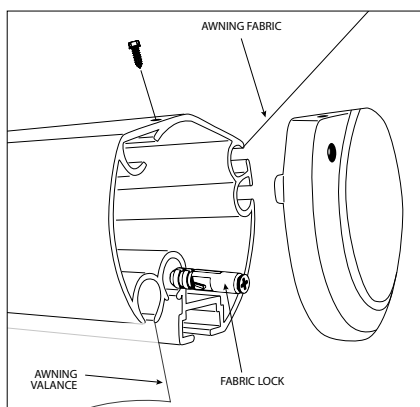
Detail #5

One area of note would be the pivot end of the roller tube (the opposite end from the gear or motor). Using silicone spray with a straw attached to the spray nozzle, carefully lubricate the area between the end of the roller tube and the end bracket (pivot pin), see **Detail #5**.

IMPORTANT: Do not use any petroleum-based spray lubricant. Take care not to over-spray on the fabric material.

Valance removal

You may wish to remove and store the valance during long periods when the awning will not be in use, such as the winter months. As this portion of the fabric is exposed to the weather, even while the awning is retracted, it will wear and discolor sooner than the main top. To remove the valance, simply remove the screw from one front rail end cap with a ¼" hex driver or adjustable wrench, see **Detail #6**. Next, remove the fabric locks by loosening the set screws with a 2.5mm Allen wrench, located in the hem on both sides of the valance and slide it out of the channel.



Detail #6: A 2.5mm Allen wrench and ¼" hex driver is required

Roll up the valance and place in a plastic bag (be sure valance is dry) along with the fabric locks and store for the winter. Re-attach the front rail end caps. To install, simply reverse the process.



4. TROUBLESHOOTING – OWNER

1. Your motorized awning does not move in or out.

SOLUTION: Be sure there is power to the outlet. Check to see if there is a reset button on the exterior outlet or if a circuit breaker is off.

SOLUTION: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 15 and 20 minutes. Once the motor has cooled, the awning can be operated normally. In the meantime, you can use your motor's manual override loop and the hand crank provided to operate the awning.

2. The fabric sags and is not tight.

SOLUTION: The fabric can stretch over time or if rainwater is allowed to pool on the awning. Remember, your awning is designed for shade, not as a rain cover; **this is not covered by the warranty.** Contact your dealer to have the motor limit adjusted or retract your awning a few inches once fully open. If the awning is wet, retract the awning and on the next sunny day extend the awning and allow it to dry thoroughly. Your awning should not be rolled up wet for long periods of time.

SOLUTION: You have rolled the fabric out too far, allowing the fabric to unwind off the roller tube. Reverse the cranking direction slightly until the fabric is taut.

SOLUTION: The awning is not fully extended. The fabric will be most taut when the awning is extended to its maximum projection.

IMPORTANT: The fabric should always roll over the top of the roller tube, not from underneath. (See **Detail #2** on page 4)

3. The fabric bunches up or wrinkles in places when retracted.

SOLUTION: It is common for the fabric to bunch or pucker slightly on wider awnings. This will not harm the fabric. This can possibly occur in wider awnings that have a center support. Center supports are mounted to the square tube and positioned around the roller tube to prevent it from bowing out, while keeping the fabric taut when extended; this may require adjustment by your dealer.



WARNING!

Never use any type of grill, patio heater or fireplace under your Retractable Awning. Doing so could result in the fabric burning or melting, as well as serious personal injury.



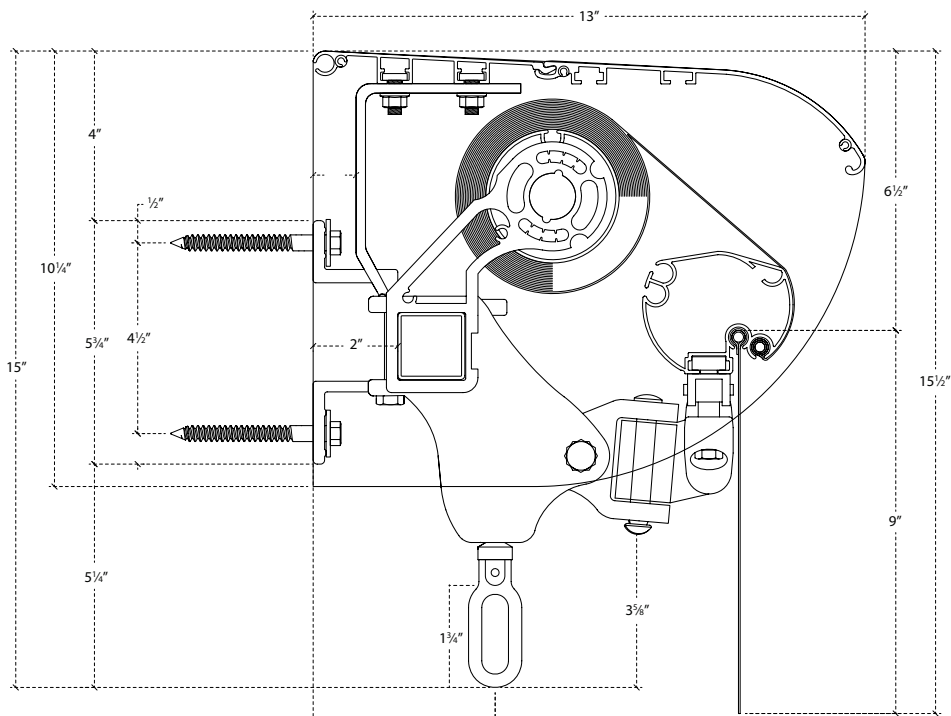


5. NOTES



INSTALLATION MANUAL

6. MEASUREMENTS & TECHNICAL DRAWINGS



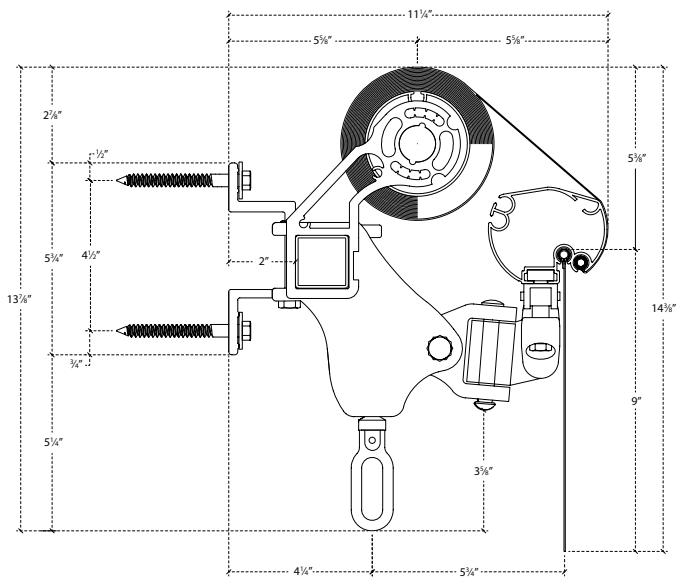
Side view with hood



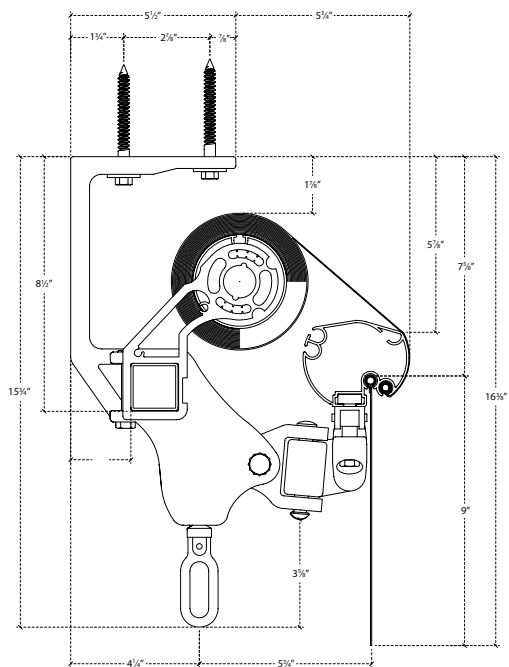
*Underside view shows
Flex Pitch shoulder with
gear loop*



*Roof mount awning with
Weatherguard™ hood*



Side view without hood



Side view with soffit mount



7. INSTALLATION INSTRUCTIONS

TOOLS NEEDED:

For awning assembly & installation:

- ☐ Drill and bits
- ☐ Level
- ☐ Tape measure
- ☐ Screw drivers
- ☐ Soft blow hammer
- ☐ String
- ☐ Adjustable wrench

Additional tools required for this series:

- ☐ 13mm, 1/4", 9/16" socket and ratchet wrenches
- ☐ 13mm open end wrench
- ☐ 2.5mm, 3/16" Allen wrenches

MOUNTING

Please read these instructions carefully before proceeding with assembly and installation.



It is critical that the mounting lag bolts be installed into a stud or double header board. Plywood sheathing or equivalent will not support the awning. If mounting to any surface other than a wood framed structure, please consult with a fastener supply company for the proper fastener recommendation.

1 Installation Methods

Wall and Soffit Mount Installation Instructions:

Determine your awning mounting location on the wall or soffit (Fig. 1A & 1B). Measure the location of the awning shoulders and transfer that to the wall or soffit. The awning is shipped with two brackets per arm. Be sure to use all supplied brackets. It is critical you install one bracket between the outermost shoulders and the end of the awning. Install another bracket as close as possible on the inside of the outermost shoulders. If your awning has more than two arms, install a bracket on each side of all additional shoulders. If there is not a stud or solid header between the outer shoulders and the end of the awning, then a ledger board must be used with the wall brackets through bolts to the ledger board in their proper locations. Then, attach the ledger board to the wall at least every 48" with appropriate fasteners. DO NOT SPREAD THE BRACKETS EVENLY ACROSS THE AWNING. ON WOOD STRUCTURES, THE LAG BOLTS MUST BE IN THE EXACT CENTER OF THE STUDS AND PENETRATE AT LEAST 2½" INTO THE STUD.

Roof Mount Installation Instructions:

Determine your awning mounting location on the roof. Measure the location of the awning shoulders and transfer that to the roof. The roof brackets are adjustable for the variable roof

Fig. 1A - Wall Mount Installation

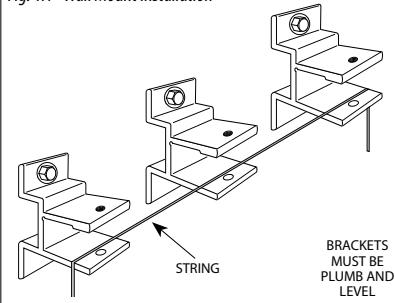
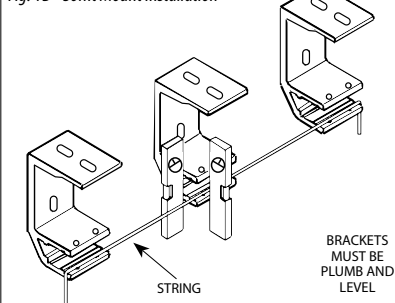


Fig. 1B - Soffit Mount Installation





itches and should be assembled so that the front of the roof bracket is perpendicular to the ground when mounted on the sloped roof. Two 3/8" holes will need to be drilled through the overlapping sections #3 and #4 once the front section #2 is perpendicular to the ground to secure them in place (Fig #1C).

Bracket location is the same as stated above for wall mount. On an asphalt shingle roof, drill into the center of the rafter and fill with silicone grade caulk, run an inverted "U" of caulk around the holes in the base of the roof bracket and securely fasten to the roof at the desired locations. On roofing other than asphalt shingles, we recommend consulting a licensed roofing contractor for mounting and sealing recommendations.

The wall brackets may be mounted directly to each roof bracket or to a ledger board if desired or required. If using a 2" x 10" mounting board, the wall brackets must be through bolted, NOT Lag bolted to the board. DO NOT SPREAD THEM EVENLY ACROSS THE AWNING.

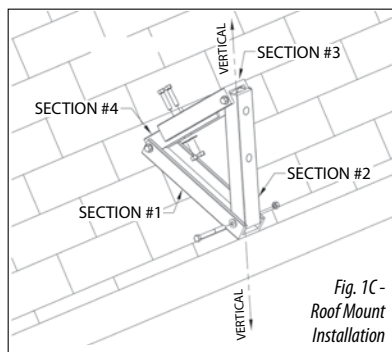


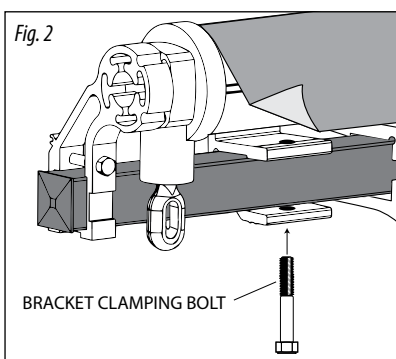
Fig. 1C -
Roof Mount
Installation



NOTE: It is extremely important that all brackets are mounted plumb, square and level.

2 Securing the Awning to the Wall

Once all the mounting brackets have been installed on the wall, it is time to place the awning in the brackets. This step will require at least two people. Lift the completely assembled awning and slide the mounting bar (support tube) into the mounting brackets. Secure the mounting bar to the mounting brackets with the bolts supplied. Be sure the mounting bar is seated flush to the back of the bracket (Fig. 2). Slide the bolts up through from the bottom of the bracket and thread into the top hole. Be sure to tighten completely so that the locking lip on the inside of the mounting bracket locks down over the mounting bar. At this time you can remove any remaining protective packaging, wraps and ties from the under side of the awning.





3 Optional: Weatherguard™ Hood Installation Instructions

The optional Weatherguard Hood Cover is designed to protect your awning from the elements when closed, and provide a more finished appearance. If your awning is motorized, it will also serve as protection from moisture, which could damage the internal components of the motor. The Weatherguard Hood may be installed before or after the awning has been installed on the home. We recommend that it is installed after because it will add less overall weight and will be less cumbersome when the awning is lifted into place.

On a flat, clean, protected surface, lock the front and back hood sections together by inserting the tongued front section into the slotted back section. Carefully turn the assembled hood upside down (Fig. 3A). Measure the location of the awning shoulder and wall brackets along the installed awning. Slide the hood brackets onto the hood by inserting the head of the "T" nut on each bracket into the slots on the back half of the hood; make sure the flat back of the bracket is aligned with the back of the hood. Spread them evenly across the hood, making sure they will not interfere with the shoulders or wall brackets when installed. Tighten nuts on "T" bolts to lock in place (Fig. 3B). Install the two end covers with the supplied screws. Remove the Allen head bolts from the "H" section of the roof bracket. Carefully lower the assembled hood onto the awning, guiding the "H" section of the brackets over the square mounting bar; secure with the Allen head bolts.

Fig. 3A - Front view

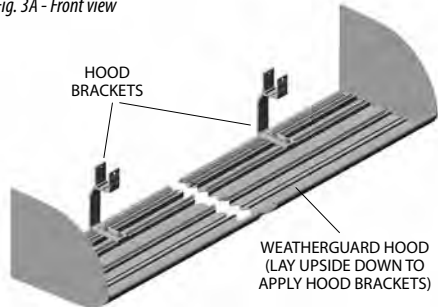
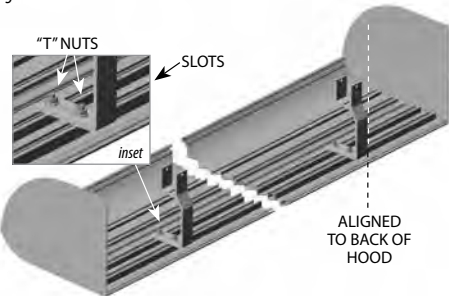


Fig. 3B - Back view





4 Adjustments

The Flex Pitch Shoulder: This patented shoulder system allows you to adjust the angle of your awning to compensate for changes in the angle of the sun as the seasons change with only the use of your hand crank. Install the included plastic eye loops to the bottom of each shoulder securing with the included roll pin (see Fig. 4A). To adjust the pitch (angle) of your awning, extend the awning no more than 1/4 its full projection. Next, insert the hook end of your hand crank into the pitch adjustment loop on the bottom of each shoulder (Fig 4B). Turn the hand crank in either a counter-clockwise direction to lower the pitch or a clockwise direction to raise the pitch. Follow the same procedure until all the arms have been adjusted to the desired level.

Arm/Elbow Leveling Adjustment (if needed):
The arms are adjusted and leveled during the factory assembly process, however shipping and installation may require an adjustment. With the awning closed, insert a 2.5mm Allen wrench into the small access hole on the outside awning shoulder where the arm attaches to the shoulder (Fig. 4C). Make sure the Allen wrench is full seated in the Allen screw. Lift up on the arm elbow and turn the screw in or out to level and align with the opposing elbow.

Fig. 4A

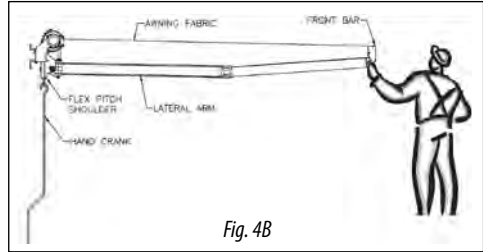
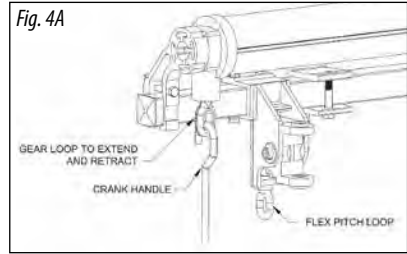


Fig. 4B

Fig. 4C



IMPORTANT: The Flex Pitch Shoulder has limitations to consider when operating. Once you have reached the highest possible range of pitch, the loop cannot be turned any further. **DO NOT FORCE IT!**



8. OPERATING INSTRUCTIONS - INSTALLER

Motorized Operation (if equipped):

Motorized awnings ordered with the default motor will have an 19' grounded cord with a NEMA plug approved for outdoor use. Simply plug it into a code compliant outlet. Use the included remote control transmitter to operate the awning. The limits have been preset at the factory. The motor will automatically stop at its open and closed position but should be monitored during its first cycle as setting can change during shipping. Motors ordered other than the default remote operated motor may require an electrician for wiring. If you are not sure which motor is in your awning, **call our Customer Service department at 1-800-858-5818.**

REMOTE CONTROL: This system uses a remote control transmitter (see Fig. 19A on page 19) to operate the awning.

- Press the "UP" button to retract the awning.
- Press the "DOWN" button to extend the awning.
- Press the center button ("STOP") to stop the awning mid-way.

Manual Gear Operation:

To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning.

Turn the crank in a circular motion until the awning is fully extended and the arms "lock" in place. When the awning is fully extended the arms will not be straight. Retract the awning one inch to two inches to achieve maximum fabric tension. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully retracted.



NOTE: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10-15 minutes. Once the motor has cooled the awning can be operated normally.



WARNING: If you continue to unwind the fabric off the roll tube, the fabric will sag and eventually start to roll up from the underside of the roll tube. This can cause the fabric to come out of alignment or damage the fabric. The fabric should always run over the top of the roll tube.



9. TROUBLESHOOTING - INSTALLER

Resetting the Limits

Awnings equipped with a motor are preset at the factory. In the event they need to be adjusted or reset, please follow these instructions or call Customer Service for assistance. These instructions are for the default motor used on this awning series; however, there are other motors that may be used or substituted as ordered or required. If you are not sure which motor is in the awning, please call Customer Service at (800) 858-5818 before attempting to make any adjustments.

Deleting outer or both limits – *Limits cannot be adjusted; delete and reset if needed*

This procedure will also delete the favorite position. To set a new outer limit, please refer to "Setting the limits" on the next page.

This deletes all limits.





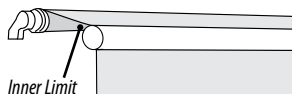
Setting the limits – Manual inner and outer limit:



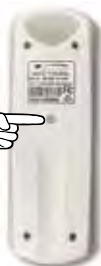
IMPORTANT: Inner limit must be set first!

1: Set the awning's inner limit:

Retract the awning to its closed position with the hand crank or motor. **Do not over-tighten.**



2x



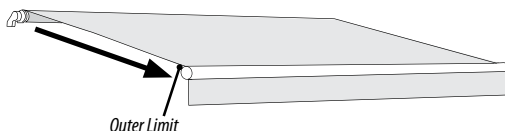
1x



Awning confirms with rotation

2: Set the awning's outer limit:

Use the remote (not the hand crank) to open the awning and stop at the desired outer position leaving a 3/8" gap between the elbow.



2x



1x



Awning confirms with rotation



To add an additional remote or channel:

Active remote or
channel

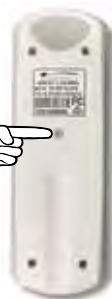
8x



OR

Additional remote
or channel

1x



If motor is not responding to the transmitter (these steps do not affect the motor limits):

- Verify the outlet has power by plugging in a lamp and making sure the GFCI is not tripped.
- Verify the red light on the transmitter lights when any button is pressed. If not, replace battery #CR2430 (available at most electronic retail stores).

If no response occurs, please call Customer Service at (800) 858-5818 for additional guidance.

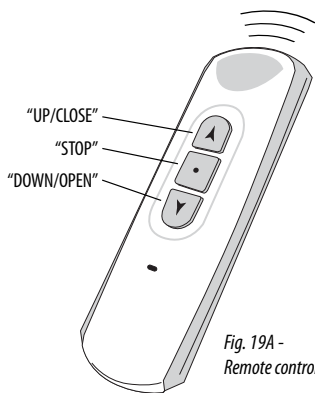


Fig. 19A -
Remote control





RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

INSTALLATION MANUAL



BOOK NO.

9798



TRADITIONAL RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

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INSTALLATION MANUAL

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Semi-Cassetted with Valance (shown with roof mount)





OPERATION, MAINTENANCE & CARE GUIDE

1. INTRODUCTION

Congratulations and thank you for purchasing a Retractable Awning. We are confident of your satisfaction and years of enjoyment with our product. In order to make the best of your investment, be certain to familiarize yourself with the contents of the entire owner's manual before operation.

IMPORTANT: *Improper operation of your awning can result in severe personal injury as well as product failure not covered by warranty.*

If you experience any problems, first try the solutions suggested in the troubleshooting section of this manual or call your dealer.



IMPORTANT WARNING!

Your new awning is intended as a protection against the sun only. It is not to be used during periods of strong wind, rain, hail, or snow. The warranty will not cover use during these periods or corrosion caused by salt water environments at any time. See warranty for full details.

Casnetted (shown with wall mount)





2. OPERATING INSTRUCTIONS – OWNER

Depending on your selection at the time of order, your awning will have a gear or motor on the right or left end.

Manual Gear Operation, if equipped:

To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**.

Turn the hand crank in a circular motion until the awning is fully extended and the arms “lock” in place, then retract the awning slightly to tension the fabric.

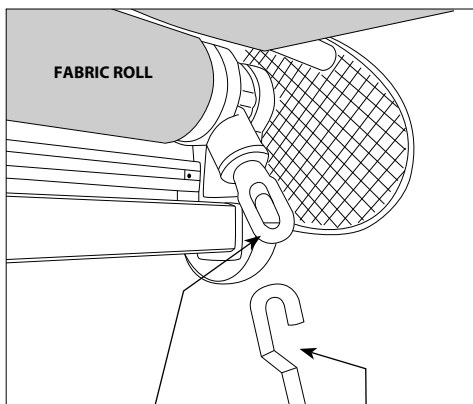
When the awning is fully extended, the arms will not be straight.



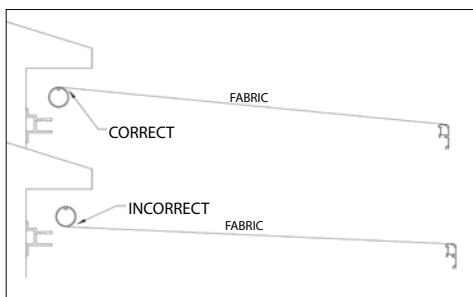
WARNING!

If you continue to unwind fabric off the roller tube, the fabric will sag and eventually start to roll up from the underside of the roller tube. This can cause the fabric to come out of alignment or damage the fabric.

The fabric should ***always*** roll over the top of the roller tube, see **Detail #2**. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully closed.



Detail #1



Detail #2

Motorized Operation, if equipped:

If you purchased the motorized version, your Nulmage Retractable Awning has been equipped with a state-of-the-art electric remote control operated motor that requires no maintenance. A hand-held transmitter is provided for ease of operation.

Your awning has also been equipped with a manual override shaft on the motor. The manual override feature allows you to retract the awning during power loss and protect the awning from storm and wind damage. If there is NO power going to the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**. Turn the hand crank in a circular motion until the awning is fully retracted. Be certain the fabric rolls over the top of the roller tube, see **Detail #2**.

DO NOT operate the manual override while the awning is under power or severe damage will occur.

continued on next page



continued from previous page

Your new motorized retractable awning has been equipped and preset with factory limit switches. These settings will allow you to extend or retract your awning to any position at the touch of a button, without the worry of over extending or retracting your awning. This system uses a remote-controlled transmitter to operate the awning.

Pressing the “up” button will retract the awning, pressing “down” will extend the awning, and to stop the awning mid-way, simply press the center button.

Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10 and 15 minutes. Once the motor has cooled, the awning can be operated normally.

Your hand-held transmitter is battery operated and replacement batteries (#CR2430) are available at most electronic retail stores and should be replaced annually. **Do not** leave the transmitter out in the rain.



IMPORTANT!

If the awning does not fully open or close, or in the unlikely event that once open the awning continues to run, unrolling the fabric: STOP THE AWNING and contact your dealer!

Do not leave your awning open while unattended. Roll it closed with the hand crank and manual override shaft.

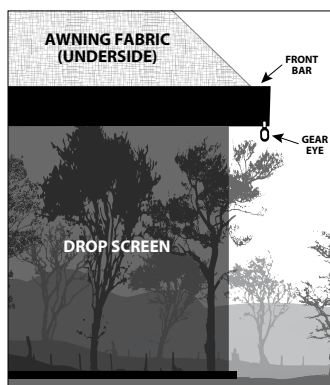
Sensors, if equipped:

If your awning is equipped with an optional wind/motion sensor, please refer to the specific product operating instructions or contact your dealer.

Front Bar Drop Screen, if equipped:

The optional front bar drop screen is operated by turning the gear eye located at one end of the front bar with the small hand crank, see **Detail #3**. The screen will roll down approximately 48” to provide additional shade or privacy. When not needed or before closing the awning, simply wind the screen back up into the front bar.

If the screen is difficult to roll or binds, you may have rolled it up backwards. To correct, unroll the screen — pulling down gently on the weight bar if necessary — until you can see the silver roller tube inside the front bar. Then wind the screen up, making sure the fabric rolls up the front side of the roller tube, away from the building.



Detail #3



3. CARE & MAINTENANCE

Fabric Care and Cleaning:

The fabric on your awning is made from 100% solution-dyed acrylic yarns. Solution dyeing is the process of adding color to acrylic fibers during manufacturing while they are in a liquid state. By following a few simple steps, the fabric will maintain its good looks for years. Because the fabric is woven, it is also highly breathable, which is why it dries quickly with only air exposure.

The fabric has also been treated with a fluorocarbon finish, which enhances water repellency. It will not support the growth of mildew, however dirt on the fabric can lead to mildew growth, which makes regular cleanings necessary. Your local environment has a great deal to do with determining cleaning frequency. A dry environment requires less cleaning than a humid one.

You can delay the need for vigorous cleaning by simply hosing the fabric off on a monthly basis. This will help prevent dirt from becoming embedded in the fabric. A thorough, vigorous cleaning should be done every year.

Cleaning Steps:

1. Brush off loose dirt and debris.
2. Hose fabric down.
3. Mix ½ cup of natural soap and water.
4. Use a soft bristle brush to clean.
5. Allow soap to soak in.
6. Rinse thoroughly.
7. Air dry.

Important Reminders:

1. Always use a natural soap, never detergent.
2. Water should be cold-to-lukewarm.
3. Air dry only; never apply heat.

For stubborn stains, mix a ¼ cup chlorine bleach and ¼ cup of natural soap with water. Apply and let soak for no more than 20 minutes, scrub vigorously with a soft bristle brush then rinse thoroughly and air dry.

As part of the finishing process, fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish is designed to last for several years, but must be replenished after a thorough cleaning. Based on test results, we recommend 303 High Tech Fabric Guard™ as the preferred re-treatment product for fabrics. Fabrics should be re-treated after thorough cleaning or after five years of use.

Frame Cleaning

The frame is composed of powder coated steel or aluminum components with a chain arm-tensioned system, which is virtually maintenance-free. All the hardware is made of high quality, corrosion-resistant materials. Over time, dust and dirt will collect on the frame and will require periodic cleaning to maintain its appearance. A mild spray cleaner or water/detergent mixture may be applied to the frame and then wiped clean.

In salt water environments, this cleaning method should be performed monthly to reduce corrosion. **Salt water corrosion is not covered by our warranty at any time.**

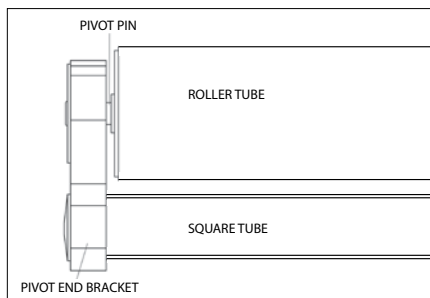
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Lubrication

In most situations, it should not be necessary to lubricate the moving component parts of your awning. However, installation near salt water may require the use of silicone or Teflon spray, available at your local retailer, if squeaking occurs.



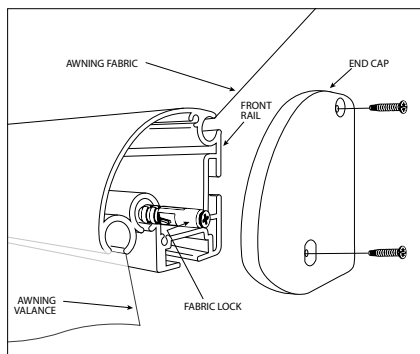
Detail #4

One area of note would be the pivot end of the roller tube (the opposite end from the gear or motor). Using silicone spray with a straw attached to the spray nozzle, carefully lubricate the area between the end of the roller tube and the end bracket (pivot pin), see **Detail #4**.

IMPORTANT: Do not use any petroleum-based spray lubricant. Take care not to over-spray on the fabric material.

Valance removal (Semi-cassetted)

You may wish to remove and store the valance during long periods when the awning will not be in use, such as the winter months. As this portion of the fabric is exposed to the weather, even while the awning is retracted, it will wear and discolor sooner than the main top. To remove the valance, simply remove the screws from one front rail end cap with a Phillips screwdriver, see **Detail #5**. Next, remove the fabric locks by loosening the set screws with a 2.5mm Allen wrench, located in the hem on both sides of the valance and slide it out of the channel.



Detail #5: A 2.5mm Allen wrench is required

Roll up the valance and place in a plastic bag (be sure valance is dry) along with the fabric locks and store for the winter. Re-attach the front rail end caps. To install, simply reverse the process.



4. TROUBLESHOOTING – OWNER

1. Your motorized awning does not move in or out.

SOLUTION: Be sure there is power to the outlet. Check to see if there is a reset button on the exterior outlet or if a circuit breaker is off.

SOLUTION: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 15 and 20 minutes. Once the motor has cooled, the awning can be operated normally. In the meantime, you can use your motor's manual override loop and the hand crank provided to operate the awning.

2. The fabric sags and is not tight.

SOLUTION: The fabric can stretch over time or if rainwater is allowed to pool on the awning. Remember, your awning is designed for shade, not as a rain cover; **this is not covered by the warranty.** Contact your dealer to have the motor limit adjusted or retract your awning a few inches once fully open. If the awning is wet, retract the awning and on the next sunny day extend the awning and allow it to dry thoroughly. Your awning should not be rolled up wet for long periods of time.

SOLUTION: You have rolled the fabric out too far, allowing the fabric to unwind off the roller tube. Reverse the cranking direction slightly until the fabric is taut.

SOLUTION: The awning is not fully extended. The fabric will be most taut when the awning is extended to its maximum projection.

IMPORTANT: The fabric should always roll over the top of the roller tube, not from underneath. (See **Detail #2** on page 4)

3. The fabric bunches up or wrinkles in places when retracted.

SOLUTION: It is common for the fabric to bunch or pucker slightly on wider awnings. This will not harm the fabric. This can possibly occur in wider awnings that have a center support. Center supports are mounted to the square tube and positioned around the roller tube to prevent it from bowing out, while keeping the fabric taut when extended; this may require adjustment by your dealer.



WARNING!

Never use any type of grill, patio heater or fireplace under your Retractable Awning. Doing so could result in the fabric burning or melting, as well as serious personal injury.

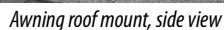
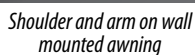


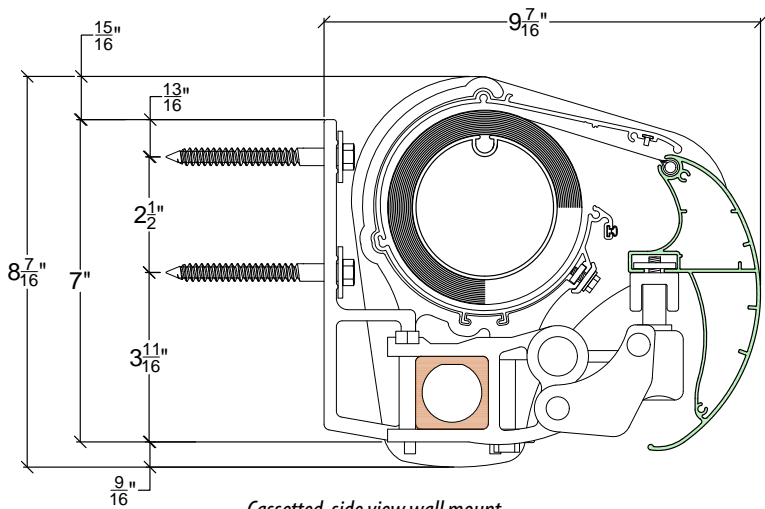


5. NOTES

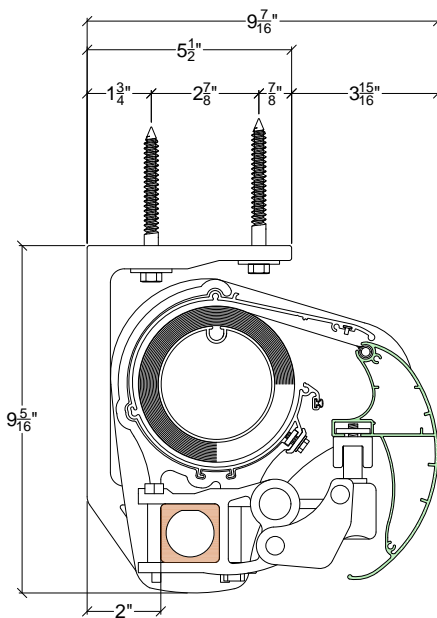


Semi-cassette, side view wall mount





Casseted, side view wall mount



Casseted, side view soffit mount



7. INSTALLATION INSTRUCTIONS

TOOLS NEEDED:

For awning assembly & installation:

- ☐ Drill and bits
- ☐ Level
- ☐ Tape measure
- ☐ Screw drivers
- ☐ Soft blow hammer
- ☐ String
- ☐ Adjustable wrench

Additional tools required for this series:

- ☐ 13mm, 9/16" socket and ratchet wrenches
- ☐ 13mm open end wrench
- ☐ 3mm, 6mm Allen wrenches

MOUNTING

Please read these instructions carefully before proceeding with assembly and installation.



WEIGHT CAUTION! Due to the weight of these awnings, extra installers are needed.

1 Installation Methods

Wall & Soffit Mount Installation Instructions:

Determine your awning mounting location on the wall or soffit. Measure the location of the awning shoulders and transfer that to the wall or soffit. The awning is shipped with two brackets per arm. Be sure to use all supplied brackets. It is critical you install one bracket between the outermost shoulders and the end of the awning. Install another bracket as close as possible on the inside of the outermost shoulders. If your awning has more than two arms, install a bracket on each side of all additional shoulders. If there is not a stud or solid header between the outer shoulders and the end of the awning, then a ledger board must be used with the wall brackets through bolts to the ledger board in their proper locations. Then, attach the ledger board to the wall at least every 48" with appropriate fasteners. **DO NOT SPREAD THE BRACKETS EVENLY ACROSS THE AWNING.** ON WOOD STRUCTURES, THE LAG BOLTS MUST BE IN THE EXACT CENTER OF THE STUDS AND PENETRATE AT LEAST 2½" INTO THE STUD.

Fig. 1A - Wall Mount Installation

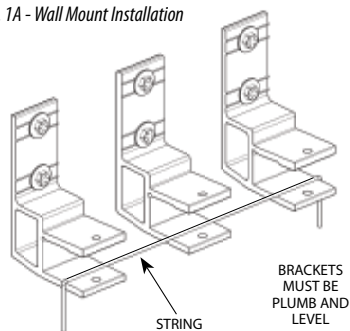
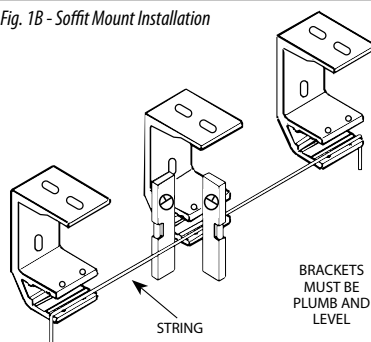


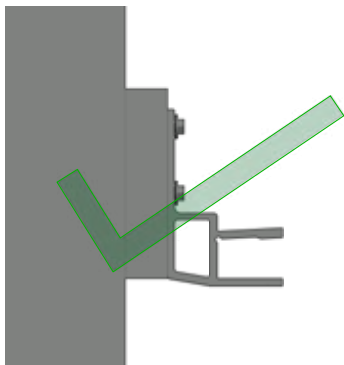
Fig. 1B - Soffit Mount Installation





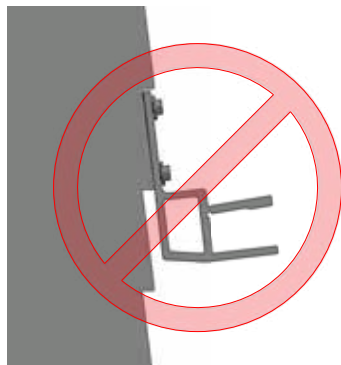
IMPORTANT THINGS TO REMEMBER DURING WALL MOUNT:

ALL installation brackets **MUST** be supported the entire length of the back. Depending on mounting surface this may require nothing at all or may require shims or a ledger board. The weight of an extended awning on the bottom of the bracket is enormous. Use of improper, unsupported or improperly installed mounting brackets will void all warranties. Any and all liability will become the dealer's sole responsibility.



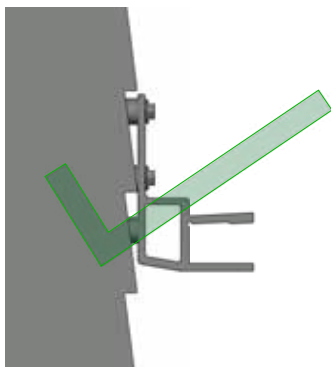
CORRECT!

This wall mount bracket is affixed upright, flush to a flat surface (wall or ledgerboard).



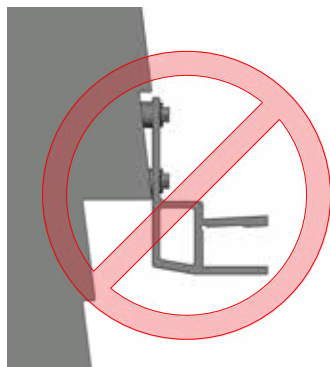
INCORRECT!

This wall mount bracket is angled and unsupported on the siding behind the torsion bar.



CORRECT!

This wall mount bracket is affixed with shims and supported behind the torsion bar.



INCORRECT!

This wall mount bracket is mounted with shims, but unsupported behind the torsion bar.



Roof Mount Installation Instructions:

Determine your awning mounting location on the roof. Measure the location of the awning shoulders and transfer that to the roof. The roof brackets are adjustable for the variable roof pitches and should be assembled so that the front of the roof bracket is perpendicular to the ground when mounted on the sloped roof. Two 3/8" holes will need to be drilled through the overlapping sections #3 and #4 once the front section #2 is perpendicular to the ground to secure them in place. (Fig #1C)

Bracket location is the same as stated above for wall mount. On an asphalt shingle roof, drill into the center of the rafter and fill with silicone grade caulk, run an inverted "U" of caulk around the holes in the base of the roof bracket and securely fasten to the roof at the desired locations. On roofing other than asphalt shingles, we recommend consulting a licensed roofing contractor for mounting and sealing recommendations.

The wall brackets may be mounted directly to each roof bracket or to a ledger board if desired or required. If using a 2" x 10" mounting board, the wall brackets must be through bolted, NOT Lag bolted to the board. DO NOT SPREAD THEM EVENLY ACROSS THE AWNING.

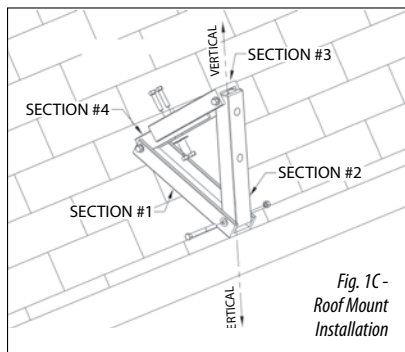


Fig. 1C -
Roof Mount
Installation



NOTE: It is extremely important that all brackets are mounted plumb, square and level.

2 Securing the Awning to the Wall

Once all the mounting brackets have been installed on the wall, it is time to place the awning in the brackets. This step will require at least two people. Lift the completely assembled awning and slide the mounting bar (support tube) into the mounting brackets. Secure the mounting bar to the mounting brackets with the bolts supplied. Be sure the mounting bar is seated flush to the back of the bracket. Slide the bolts up through from the bottom of the brackets (Fig. 2) and thread into the top hole. Be sure to tighten completely with a 9/16" socket so that the locking lip on the inside of the mounting bracket locks down over the mounting bar. You can now remove any remaining protective packaging, wraps and ties from the underside of the awning.



Fig. 2

3 Opening the Awning

Using your remote control or hand crank, open the awning roughly 4". This enables you to carefully remove the remaining packaging materials from the arms inside. Then close the awning with the remote to verify the inner limit before opening fully.



4 Adjustments

This awning series has a set screw located within each shoulder that locks the pitch adjuster securely in place (Fig 4A). Failure to use the proper adjusting procedure can result in damage to the adjusting mechanism, rendering it inoperable.

Tools Needed:

- 3mm Allen wrench or T-Handle
- 6mm Allen wrench or T-Handle
- Level

Procedure:

- 1) Extend the awning to its outer limit.
- 2) Using the 3mm Allen wrench, loosen the set screw located within the barrel of the shoulder approximately 1-2 full turns, enough to allow the pitch adjusting bolt to turn freely (Fig 4A)
- 3) Using the 6mm Allen wrench, turn the pitch adjusting bolt counter-clockwise to reduce pitch or clockwise to increase pitch. (Fig 4B). Repeat for all shoulders until the desired pitch has been reached.
Pro Tip: Have an assistant support the weight of the front bar and associated arm while turning the adjusting bolt; this will reduce the effort required to turn the adjuster while also preventing excess wear to the mechanism)
- 4) Once the desired pitch has been attained, use the level to check that the front bar is oriented correctly.
- 5) Tighten the set screw (Fig 4A) on each shoulder to securely lock the pitch adjusters in place.

Arm/Elbow Leveling Adjustment (if needed):

The arms are adjusted and leveled during the factory assembly process, however after shipping and installation, they may require an adjustment. With the awning half way open, use a 3mm Allen wrench to access the small holes on the inside and outside, top of the arm where it attaches to the shoulder (Fig. 4C). Make sure the Allen wrench is full seated in the Allen screw. Loosen the outside set screw to allow for adjustment. Lift up on the arm elbow and turn the inside screw in or out to level and align with the opposing elbow. Tighten the outside set screw to lock in place.

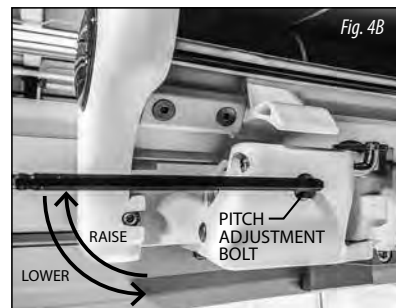


Fig. 4C



8. OPERATING INSTRUCTIONS - *INSTALLER*

Motorized Operation (if equipped):

If your awning is equipped with an optional motor, the “in” and “out” limits would have been set at the factory. If your awning does not close or open completely, please **call our Customer Service department at 1-800-858-5818.** for limit setting instructions since they vary based on the particular motor installed. (PLEASE NOTE: It is normal for the arms to have a slight bend when open.)



9. TROUBLESHOOTING - INSTALLER

Resetting the Limits

Awnings equipped with a motor are preset at the factory. In the event they need to be adjusted or reset, please follow these instructions or call Customer Service for assistance. These instructions are for the default motor used on this awning series; however, there are other motors that may be used or substituted as ordered or required. If you are not sure which motor is in the awning, please call Customer Service at (800) 858-5818 before attempting to make any adjustments.

Deleting outer or both limits – *Limits cannot be adjusted; delete and reset if needed*

This procedure will also delete the favorite position. To set a new outer limit, please refer to "Setting the limits" on the next page.

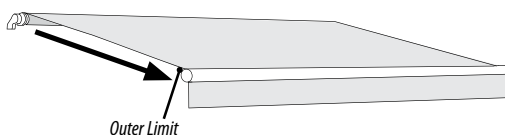
This deletes all limits.



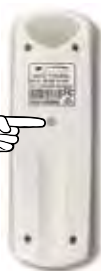


Setting the limits

1: Use the remote to open the awning and stop at the desired outer position leaving a 3/8" gap between the elbow.



2x



1x



Awning confirms with rotation

2: Press the UP button to retract the awning to its closed position, which automatically sets the inner limit.

To add an additional remote or channel:

Active remote or channel

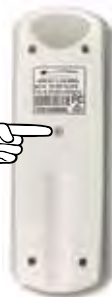
8x



OR

Additional remote or channel

1x

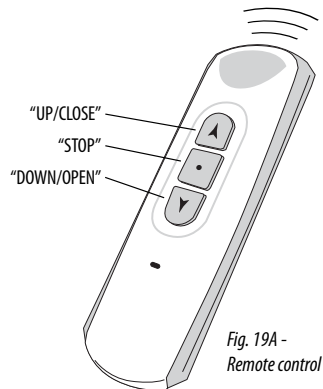




If motor is not responding to the transmitter (these steps do not affect the motor limits):

- Verify the outlet has power by plugging in a lamp and making sure the GFCI is not tripped.
- Verify the red light on the transmitter lights when any button is pressed. If not, replace battery #CR2430 (available at most electronic retail stores).

If no response occurs, please call Customer Service at (800) 858-5818 for additional guidance.



*Fig. 19A -
Remote control*





RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

INSTALLATION MANUAL



BOOK NO.

150



TRADITIONAL RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

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INSTALLATION MANUAL

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OPERATION, MAINTENANCE & CARE GUIDE

1. INTRODUCTION

Congratulations and thank you for purchasing a Retractable Awning. We are confident of your satisfaction and years of enjoyment with our product. In order to make the best of your investment, be certain to familiarize yourself with the contents of the entire owner's manual before operation.

IMPORTANT: *Improper operation of your awning can result in severe personal injury as well as product failure not covered by warranty.*

If you experience any problems, first try the solutions suggested in the troubleshooting section of this manual or call your dealer.



IMPORTANT WARNING!

Your new awning is intended as a protection against the sun only. It is not to be used during periods of strong wind, rain, hail, or snow. The warranty will not cover use during these periods or corrosion caused by salt water environments at any time. See warranty for full details.





2. OPERATING INSTRUCTIONS – OWNER

Depending on your selection at the time of order, your awning will have a gear or motor on the right or left end.

Manual Gear Operation, if equipped:

To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**.

Turn the hand crank in a circular motion until the awning is fully extended and the arms “lock” in place, then retract the awning slightly to tension the fabric.

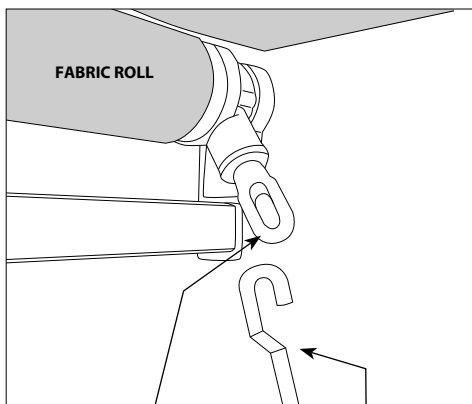
When the awning is fully extended, the arms will not be straight.



WARNING!

If you continue to unwind fabric off the roller tube, the fabric will sag and eventually start to roll up from the underside of the roller tube. This can cause the fabric to come out of alignment or damage the fabric.

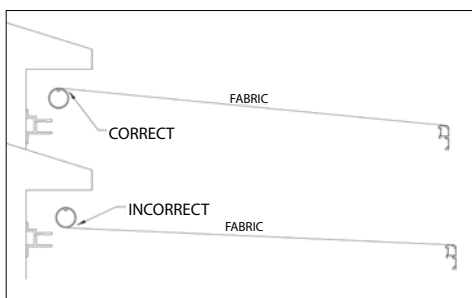
The fabric should ***always*** roll over the top of the roller tube, see **Detail #2**. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully closed.



Detail #1

Gear loop to extend and retract

Crank handle



Detail #2

Motorized Operation, if equipped:

If you purchased the motorized version, your Retractable Awning has been equipped with a state-of-the-art electric remote control operated motor that requires no maintenance. A hand-held transmitter is provided for ease of operation.

Your awning has also been equipped with a manual override shaft on the motor. The manual override feature allows you to retract the awning during power loss and protect the awning from storm and wind damage. If there is NO power going to the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**. Turn the hand crank in a circular motion until the awning is fully retracted. Be certain the fabric rolls over the top of the roller tube, see **Detail #2**.

DO NOT operate the manual override while the awning is under power or severe damage will occur.

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Your new motorized retractable awning has been equipped and preset with factory limit switches. These settings will allow you to extend or retract your awning to any position at the touch of a button, without the worry of over extending or retracting your awning. This system uses a remote-controlled transmitter to operate the awning.

Pressing the “up” button will retract the awning, pressing “down” will extend the awning, and to stop the awning mid-way, simply press the center button.

Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10 and 15 minutes. Once the motor has cooled, the awning can be operated normally.

Your hand-held transmitter is battery operated and replacement batteries (#CR2430) are available at most electronic retail stores and should be replaced annually. **Do not** leave the transmitter out in the rain.



IMPORTANT!

If the awning does not fully open or close, or in the unlikely event that once open the awning continues to run, unrolling the fabric: STOP THE AWNING and contact your dealer!

Do not leave your awning open while unattended. Roll it closed with the hand crank and manual override shaft.

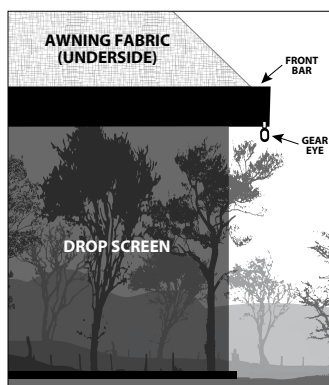
Sensors, if equipped:

If your awning is equipped with an optional wind/motion sensor, please refer to the specific product operating instructions or contact your dealer.

Front Bar Drop Screen, if equipped:

The optional front bar drop screen is operated by turning the gear eye located at one end of the front bar with the small hand crank, see **Detail #3**. The screen will roll down approximately 48” to provide additional shade or privacy. When not needed or before closing the awning, simply wind the screen back up into the front bar.

If the screen is difficult to roll or binds, you may have rolled it up backwards. To correct, unroll the screen — pulling down gently on the weight bar if necessary — until you can see the silver roller tube inside the front bar. Then wind the screen up, making sure the fabric rolls up the front side of the roller tube, away from the building.



Detail #3



3. CARE & MAINTENANCE

Fabric Care and Cleaning:

The fabric on your awning is made from 100% solution-dyed acrylic yarns. Solution dyeing is the process of adding color to acrylic fibers during manufacturing while they are in a liquid state. By following a few simple steps, the fabric will maintain its good looks for years. Because the fabric is woven, it is also highly breathable, which is why it dries quickly with only air exposure.

The fabric has also been treated with a fluorocarbon finish, which enhances water repellency. It will not support the growth of mildew, however dirt on the fabric can lead to mildew growth, which makes regular cleanings necessary. Your local environment has a great deal to do with determining cleaning frequency. A dry environment requires less cleaning than a humid one.

You can delay the need for vigorous cleaning by simply hosing the fabric off on a monthly basis. This will help prevent dirt from becoming embedded in the fabric. A thorough, vigorous cleaning should be done every year.

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1. Brush off loose dirt and debris.
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3. Mix ½ cup of natural soap and water.
4. Use a soft bristle brush to clean.
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Important Reminders:

1. Always use a natural soap, never detergent.
2. Water should be cold-to-lukewarm.
3. Air dry only; never apply heat.

For stubborn stains, mix a ¼ cup chlorine bleach and ¼ cup of natural soap with water. Apply and let soak for no more than 20 minutes, scrub vigorously with a soft bristle brush then rinse thoroughly and air dry.

As part of the finishing process, fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish is designed to last for several years, but must be replenished after a thorough cleaning. Based on test results, we recommend 303 High Tech Fabric Guard™ as the preferred re-treatment product for fabrics. Fabrics should be re-treated after thorough cleaning or after five years of use.

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The frame is composed of powder coated steel or aluminum components with a chain arm-tensioned system, which is virtually maintenance-free. All the hardware is made of high quality, corrosion-resistant materials. Over time, dust and dirt will collect on the frame and will require periodic cleaning to maintain its appearance. A mild spray cleaner or water/detergent mixture may be applied to the frame and then wiped clean.

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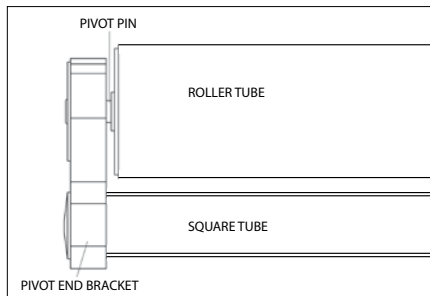
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Lubrication

In most situations, it should not be necessary to lubricate the moving component parts of your awning. However, installation near salt water may require the use of silicone or Teflon spray, available at your local retailer, if squeaking occurs.



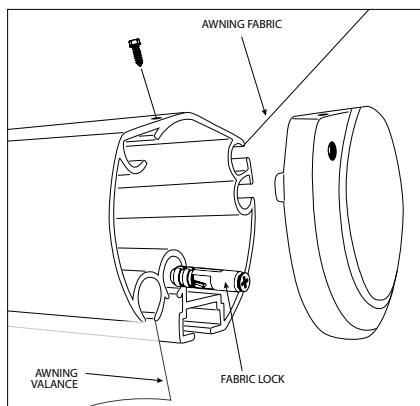
Detail #4

One area of note would be the pivot end of the roller tube (the opposite end from the gear or motor). Using silicone spray with a straw attached to the spray nozzle, carefully lubricate the area between the end of the roller tube and the end bracket (pivot pin), see **Detail #4**.

IMPORTANT: Do not use any petroleum-based spray lubricant. Take care not to over-spray on the fabric material.

Valance removal

You may wish to remove and store the valance during long periods when the awning will not be in use, such as the winter months. As this portion of the fabric is exposed to the weather, even while the awning is retracted, it will wear and discolor sooner than the main top. To remove the valance, simply remove the screw from one front rail end cap with a 1/4" hex driver or adjustable wrench, see **Detail #5**. Next, remove the fabric locks by loosening the set screws with a 2.5mm Allen wrench, located in the hem on both sides of the valance and slide it out of the channel.



Detail #5: A 2.5mm Allen wrench and 1/4" hex driver is required

Roll up the valance and place in a plastic bag (be sure valance is dry) along with the fabric locks and store for the winter. Re-attach the front rail end caps. To install, simply reverse the process.





4. TROUBLESHOOTING – OWNER

1. Your motorized awning does not move in or out.

SOLUTION: Be sure there is power to the outlet. Check to see if there is a reset button on the exterior outlet or if a circuit breaker is off.

SOLUTION: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 15 and 20 minutes. Once the motor has cooled, the awning can be operated normally. In the meantime, you can use your motor's manual override loop and the hand crank provided to operate the awning.

2. The fabric sags and is not tight.

SOLUTION: The fabric can stretch over time or if rainwater is allowed to pool on the awning. Remember, your awning is designed for shade, not as a rain cover; **this is not covered by the warranty.** Contact your dealer to have the motor limit adjusted or retract your awning a few inches once fully open. If the awning is wet, retract the awning and on the next sunny day extend the awning and allow it to dry thoroughly. Your awning should not be rolled up wet for long periods of time.

SOLUTION: You have rolled the fabric out too far, allowing the fabric to unwind off the roller tube. Reverse the cranking direction slightly until the fabric is taut.

SOLUTION: The awning is not fully extended. The fabric will be most taut when the awning is extended to its maximum projection.

IMPORTANT: The fabric should always roll over the top of the roller tube, not from underneath. (See **Detail #2** on page 4)

3. The fabric bunches up or wrinkles in places when retracted.

SOLUTION: It is common for the fabric to bunch or pucker slightly on wider awnings. This will not harm the fabric. This can possibly occur in wider awnings that have a center support. Center supports are mounted to the square tube and positioned around the roller tube to prevent it from bowing out, while keeping the fabric taut when extended; this may require adjustment by your dealer.



WARNING!

Never use any type of grill, patio heater or fireplace under your Retractable Awning. Doing so could result in the fabric burning or melting, as well as serious personal injury.



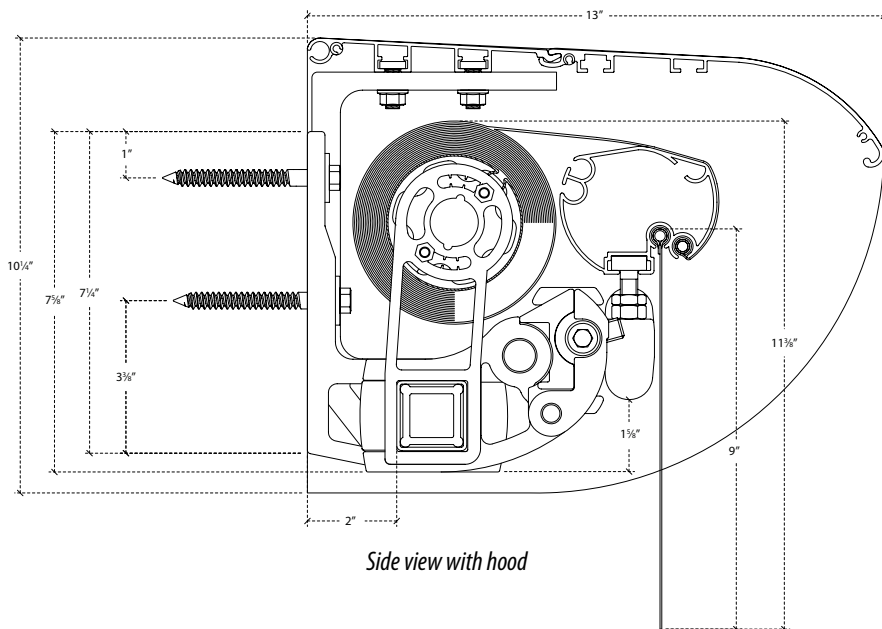


5. NOTES



INSTALLATION MANUAL

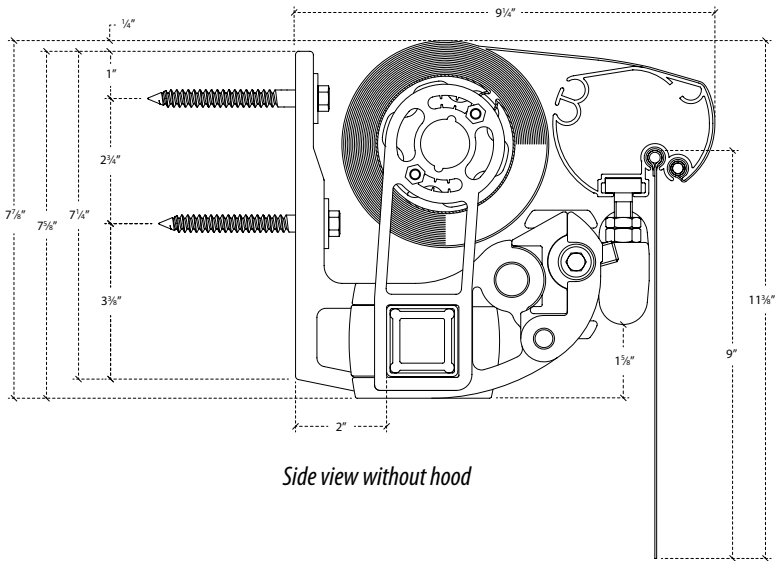
6. MEASUREMENTS & TECHNICAL DRAWINGS



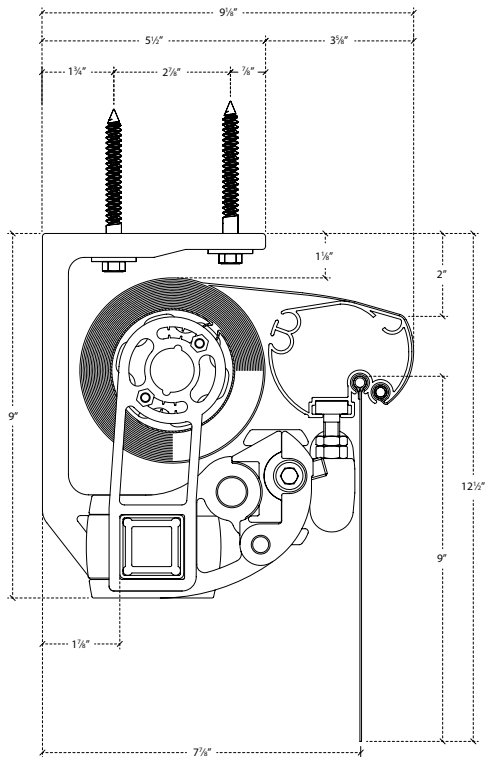
Shoulder and arm on wall mounted awning



Awning underside view with roof mount



Side view with
soffit mount





7. INSTALLATION INSTRUCTIONS

TOOLS NEEDED:

For awning assembly & installation:

- ☐ Drill and bits
- ☐ Level
- ☐ Tape measure
- ☐ Screw drivers
- ☐ Soft blow hammer
- ☐ String
- ☐ Adjustable wrench

Additional tools required for this series:

- ☐ 13mm, 1/4", 9/16" socket and ratchet wrenches
- ☐ 13mm, 17mm, 19mm open end wrenches
- ☐ 2.5mm, 4mm, 6mm, 8mm Allen wrenches

MOUNTING

Please read these instructions carefully before proceeding with assembly and installation.



WEIGHT CAUTION! Due to the weight of these awnings, extra installers are needed.

1 Installation Methods

Wall & Soffit Mount Installation Instructions:

Determine your awning mounting location on the wall or soffit. Measure the location of the awning shoulders and transfer that to the wall or soffit. The awning is shipped with two brackets per arm. Be sure to use all supplied brackets. It is critical you install one bracket between the outermost shoulders and the end of the awning. Install another bracket as close as possible on the inside of the outermost shoulders. If your awning has more than two arms, install a bracket on each side of all additional shoulders. If there is not a stud or solid header between the outer shoulders and the end of the awning, then a ledger board must be used with the wall brackets through bolts to the ledger board in their proper locations. Then, attach the ledger board to the wall at least every 48" with appropriate fasteners. **DO NOT SPREAD THE BRACKETS EVENLY ACROSS THE AWNING. ON WOOD STRUCTURES, THE LAG BOLTS MUST BE IN THE EXACT CENTER OF THE STUDS AND PENETRATE AT LEAST 2½" INTO THE STUD.**

Roof Mount Installation Instructions:

Determine your awning mounting location on the roof. Measure the location of the awning shoulders and transfer that to the roof. The roof brackets are adjustable for the variable roof pitches and should be assembled so that the front of the roof bracket is perpendicular to the

Fig. 1A - Wall Mount Installation

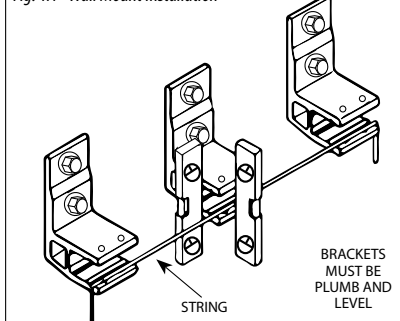
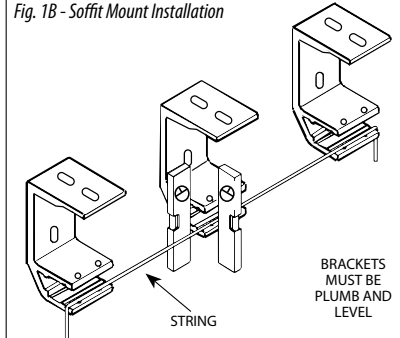


Fig. 1B - Soffit Mount Installation





ground when mounted on the sloped roof. Two 3/8" holes will need to be drilled through the overlapping sections #3 and #4 once the front section #2 is perpendicular to the ground to secure them in place (Fig 1C).

Bracket location is the same as stated above for wall mount. On an asphalt shingle roof, drill into the center of the rafter and fill with silicone grade caulk, run an inverted "U" of caulk around the holes in the base of the roof bracket and securely fasten to the roof at the desired locations. On roofing other than asphalt shingles, we recommend consulting a licensed roofing contractor for mounting and sealing recommendations.

The wall brackets may be mounted directly to each roof bracket or to a ledger board if desired or required. If using a 2" x 10" mounting board, the wall brackets must be through bolted, NOT Lag bolted to the board. DO NOT SPREAD THEM EVENLY ACROSS THE AWNING.

If you are installing the optional Weatherguard® Hood, proceed to Step 2 below. If you are NOT installing a hood, proceed directly to Step 3.

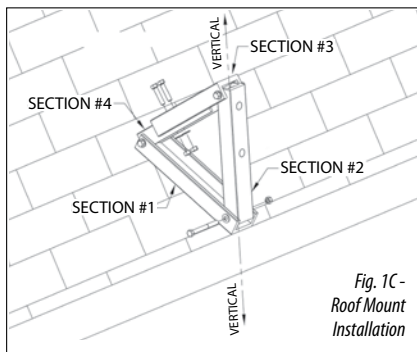


Fig. 1C -
Roof Mount
Installation



NOTE: It is extremely important that all brackets are mounted plumb, square and level.

2

Optional: Weatherguard™ Hood Installation Instructions

- 2A: Before installing the awning on the wall, install the hood brackets evenly along the torsion bar (Fig. 2A).
- 2B: Install the back half of the hood on the brackets, loosely tightening the "T" bolts to allow for adjustment later (Fig. 2B). Now, the awning is ready to be secured onto the wall.

Proceed to Step 3 below: "Securing the Awning on the Wall". When Step 3 is completed, come back and proceed with Step 2C:



Fig. 2A

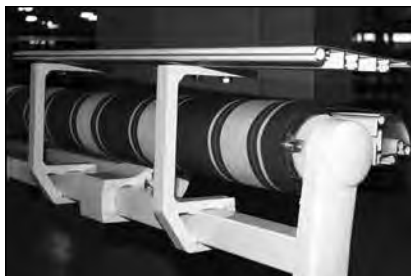


Fig. 2B



2C: Center the back half of the hood on the awning and securely tighten the 1/2" nuts. Lock the front half of the hood onto the back half by tilting it at a 45° angle and inserting the lip into the slot on the back half (Fig. 2C).

2D: Install the hood end covers to lock the two pieces together (Fig. 2D).

Now that you've successfully installed your Weatherguard Hood, proceed to Step 4 below: "Opening the Awning".



Fig. 2C



Fig. 2D

3 Securing the Awning to the Wall

Place the Awning into the brackets. DO NOT FORCE. Adjust brackets if necessary so the square bar is fully seated. Install the mounting bracket safety plates and secure using a 6mm Allen socket on a ratchet, as shown below (Fig. 3). Using a small Allen wrench will NOT result in sufficiently tight bracket bolts.



Fig. 3



WARNING: When less than 6" of space is available between the roller tube end bracket and the shoulder, there will not be room for the keyway to slide into the bracket. Filing/grinding the top or bottom leg of the keyway will allow it to be installed from the front, otherwise it cannot be used and the bolts will be exposed.



4 Opening the Awning

Using your remote control or hand crank, open the awning roughly 4". This enables you to carefully remove the remaining packaging materials from the arms and frame.

5 Adjustments

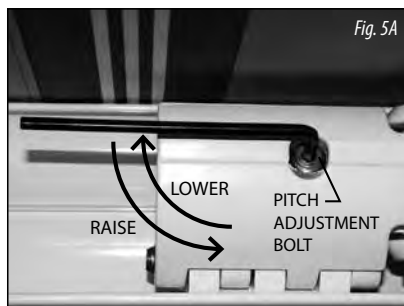
Shoulder Pitch Adjustment: This awning shoulder does not require any loosening of bolts to adjust the pitch of the shoulders. Lift the arm upward to relieve pressure, then use a 6 mm Allen wrench to turn the pitch adjustment bolt. The pitch adjustment bolt is located on the front of the shoulder.

To RAISE the pitch, turn the pitch adjustment bolt counter-clockwise.

To LOWER the pitch, turn the pitch adjustment bolt clockwise (Fig. 5A).

Arm/Elbow Leveling Adjustment (if needed): The arms are adjusted and leveled during the factory assembly process, however shipping and installation may require an adjustment if the arms are not aligned evenly. Open the awning about 6". Loosen the large locking nut on the bottom of the arm shoulder attachment bolt with a 19mm wrench (Fig. 5B).

Insert an 8mm Allen wrench in the top of the bolt. Lift up on the elbow and turn the Allen wrench up to $\frac{1}{2}$ of a turn to raise or lower the elbow until the top of the arm is parallel with the bottom of the front bar and aligned with the opposing elbow. Securely tighten the locking nut and test.





8. OPERATING INSTRUCTIONS - *INSTALLER*

Motorized Operation (if equipped):

If your awning is equipped with an optional motor, the “in” and “out” limits would have been set at the factory. If your awning does not close or open completely, please **call our Customer Service department at 1-800-858-5818.** for limit setting instructions since they vary based on the particular motor installed. (PLEASE NOTE: It is normal for the arms to have a slight bend when open.)



9. TROUBLESHOOTING - INSTALLER

Resetting the Limits

Awnings equipped with a motor are preset at the factory. In the event they need to be adjusted or reset, please follow these instructions or call Customer Service for assistance. These instructions are for the default motor used on this awning series; however, there are other motors that may be used or substituted as ordered or required. If you are not sure which motor is in the awning, please call Customer Service at (800) 858-5818 before attempting to make any adjustments.

Deleting outer or both limits – *Limits cannot be adjusted; delete and reset if needed*

This procedure will also delete the favorite position. To set a new outer limit, please refer to "Setting the limits" on the next page.

This deletes all limits.





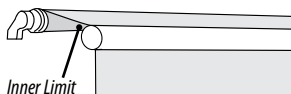
Setting the limits – Manual inner and outer limit:



IMPORTANT: Inner limit must be set first!

1: Set the awning's inner limit:

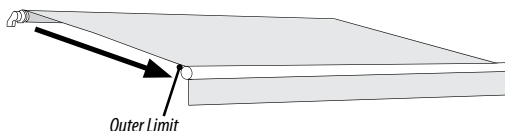
Retract the awning to its closed position with the hand crank or motor. **Do not over-tighten.**



Awning confirms with rotation

2: Set the awning's outer limit:

Use the remote (not the hand crank) to open the awning and stop at the desired outer position leaving a 3/8" gap between the elbow.



Awning confirms with rotation



To add an additional remote or channel:

Active remote or
channel

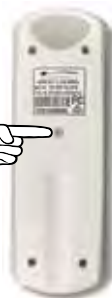
8x



OR

Additional remote
or channel

1x



If motor is not responding to the transmitter (these steps do not affect the motor limits):

- Verify the outlet has power by plugging in a lamp and making sure the GFCI is not tripped.
- Verify the red light on the transmitter lights when any button is pressed. If not, replace battery #CR2430 (available at most electronic retail stores).

If no response occurs, please call Customer Service at (800) 858-5818 for additional guidance.

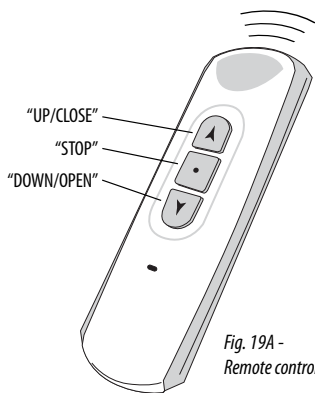


Fig. 19A -
Remote control





RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

INSTALLATION MANUAL



BOOK NO.

250



TRADITIONAL RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

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INSTALLATION MANUAL

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OPERATION, MAINTENANCE & CARE GUIDE

1. INTRODUCTION

Congratulations and thank you for purchasing a Retractable Awning. We are confident of your satisfaction and years of enjoyment with our product. In order to make the best of your investment, be certain to familiarize yourself with the contents of the entire owner's manual before operation.

IMPORTANT: *Improper operation of your awning can result in severe personal injury as well as product failure not covered by warranty.*

If you experience any problems, first try the solutions suggested in the troubleshooting section of this manual or call your dealer.



IMPORTANT WARNING!

Your new awning is intended as a protection against the sun only. It is not to be used during periods of strong wind, rain, hail, or snow. The warranty will not cover use during these periods or corrosion caused by salt water environments at any time. See warranty for full details.



RETRACTABLE PATIO AWNING



2. OPERATING INSTRUCTIONS – OWNER

Depending on your selection at the time of order, your awning will have a gear or motor on the right or left end.

Manual Gear Operation, if equipped:

To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**.

Turn the hand crank in a circular motion until the awning is fully extended and the arms “lock” in place, then retract the awning slightly to tension the fabric.

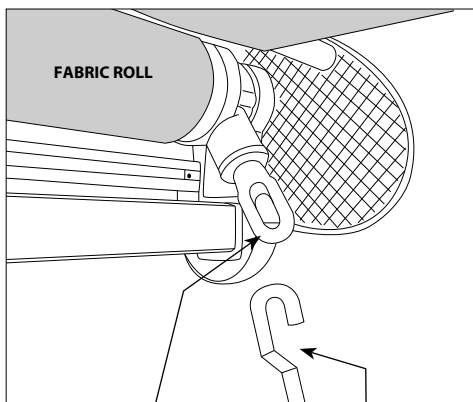
When the awning is fully extended, the arms will not be straight.



WARNING!

If you continue to unwind fabric off the roller tube, the fabric will sag and eventually start to roll up from the underside of the roller tube. This can cause the fabric to come out of alignment or damage the fabric.

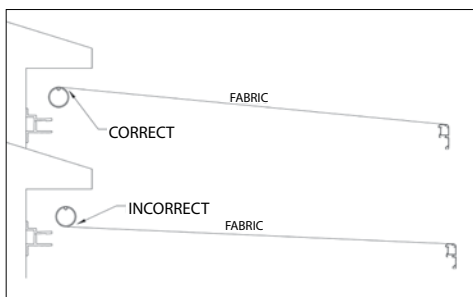
The fabric should ***always*** roll over the top of the roller tube, see **Detail #2**. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully closed.



Detail #1

Gear loop to extend and retract

Crank handle



Detail #2

Motorized Operation, if equipped:

If you purchased the motorized version, your Nulmage Retractable Awning has been equipped with a state-of-the-art electric remote control operated motor that requires no maintenance. A hand-held transmitter is provided for ease of operation.

Your awning has also been equipped with a manual override shaft on the motor. The manual override feature allows you to retract the awning during power loss and protect the awning from storm and wind damage. If there is NO power going to the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**. Turn the hand crank in a circular motion until the awning is fully retracted. Be certain the fabric rolls over the top of the roller tube, see **Detail #2**.

DO NOT operate the manual override while the awning is under power or severe damage will occur.

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Your new motorized retractable awning has been equipped and preset with factory limit switches. These settings will allow you to extend or retract your awning to any position at the touch of a button, without the worry of over extending or retracting your awning. This system uses a remote-controlled transmitter to operate the awning.

Pressing the “up” button will retract the awning, pressing “down” will extend the awning, and to stop the awning mid-way, simply press the center button.

Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10 and 15 minutes. Once the motor has cooled, the awning can be operated normally.

Your hand-held transmitter is battery operated and replacement batteries (#CR2430) are available at most electronic retail stores and should be replaced annually. ***Do not*** leave the transmitter out in the rain.



IMPORTANT!

If the awning does not fully open or close, or in the unlikely event that once open the awning continues to run, unrolling the fabric: STOP THE AWNING and contact your dealer!

Do not leave your awning open while unattended. Roll it closed with the hand crank and manual override shaft.

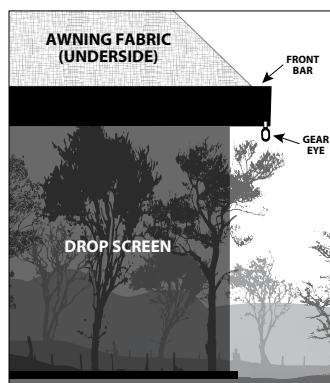
Sensors, if equipped:

If your awning is equipped with an optional wind/motion sensor, please refer to the specific product operating instructions or contact your dealer.

Front Bar Drop Screen, if equipped:

The optional front bar drop screen is operated by turning the gear eye located at one end of the front bar with the small hand crank, see **Detail #3**. The screen will roll down approximately 48” to provide additional shade or privacy. When not needed or before closing the awning, simply wind the screen back up into the front bar.

If the screen is difficult to roll or binds, you may have rolled it up backwards. To correct, unroll the screen — pulling down gently on the weight bar if necessary — until you can see the silver roller tube inside the front bar. Then wind the screen up, making sure the fabric rolls up the front side of the roller tube, away from the building.



Detail #3



3. CARE & MAINTENANCE

Fabric Care and Cleaning:

The fabric on your awning is made from 100% solution-dyed acrylic yarns. Solution dyeing is the process of adding color to acrylic fibers during manufacturing while they are in a liquid state. By following a few simple steps, the fabric will maintain its good looks for years. Because the fabric is woven, it is also highly breathable, which is why it dries quickly with only air exposure.

The fabric has also been treated with a fluorocarbon finish, which enhances water repellency. It will not support the growth of mildew, however dirt on the fabric can lead to mildew growth, which makes regular cleanings necessary. Your local environment has a great deal to do with determining cleaning frequency. A dry environment requires less cleaning than a humid one.

You can delay the need for vigorous cleaning by simply hosing the fabric off on a monthly basis. This will help prevent dirt from becoming embedded in the fabric. A thorough, vigorous cleaning should be done every year.

Cleaning Steps:

1. Brush off loose dirt and debris.
2. Hose fabric down.
3. Mix ½ cup of natural soap and water.
4. Use a soft bristle brush to clean.
5. Allow soap to soak in.
6. Rinse thoroughly.
7. Air dry.

Important Reminders:

1. Always use a natural soap, never detergent.
2. Water should be cold-to-lukewarm.
3. Air dry only; never apply heat.

For stubborn stains, mix a ¼ cup chlorine bleach and ¼ cup of natural soap with water. Apply and let soak for no more than 20 minutes, scrub vigorously with a soft bristle brush then rinse thoroughly and air dry.

As part of the finishing process, fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish is designed to last for several years, but must be replenished after a thorough cleaning. Based on test results, we recommend 303 High Tech Fabric Guard™ as the preferred re-treatment product for fabrics. Fabrics should be re-treated after thorough cleaning or after five years of use.

Frame Cleaning

The frame is composed of powder coated steel or aluminum components with a chain arm-tensioned system, which is virtually maintenance-free. All the hardware is made of high quality, corrosion-resistant materials. Over time, dust and dirt will collect on the frame and will require periodic cleaning to maintain its appearance. A mild spray cleaner or water/detergent mixture may be applied to the frame and then wiped clean.

In salt water environments, this cleaning method should be performed monthly to reduce corrosion. **Salt water corrosion is not covered by our warranty at any time.**

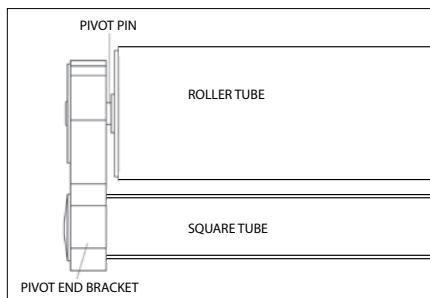
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Lubrication

In most situations, it should not be necessary to lubricate the moving component parts of your awning. However, installation near salt water may require the use of silicone or Teflon spray, available at your local retailer, if squeaking occurs.



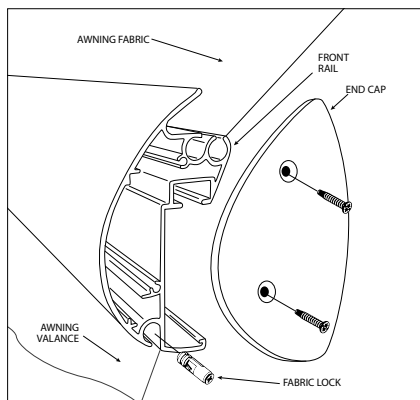
Detail #4

One area of note would be the pivot end of the roller tube (the opposite end from the gear or motor). Using silicone spray with a straw attached to the spray nozzle, carefully lubricate the area between the end of the roller tube and the end bracket (pivot pin), see **Detail #4**.

IMPORTANT: Do not use any petroleum-based spray lubricant. Take care not to over-spray on the fabric material.

Valance removal, if equipped

You may wish to remove and store the valance during long periods when the awning will not be in use, such as the winter months. As this portion of the fabric is exposed to the weather, even while the awning is retracted, it will wear and discolor sooner than the main top. To remove the valance, simply remove the screws from one front rail end cap with a Phillips screwdriver, see **Detail #5**. Next, remove the fabric locks by loosening the set screws with a 2.5mm Allen wrench, located in the hem on both sides of the valance and slide it out of the channel.



Detail #5: A 2.5mm Allen wrench is required

Roll up the valance and place in a plastic bag (be sure valance is dry) along with the fabric locks and store for the winter. Re-attach the front rail end caps. To install, simply reverse the process.





4. TROUBLESHOOTING – OWNER

1. Your motorized awning does not move in or out.

SOLUTION: Be sure there is power to the outlet. Check to see if there is a reset button on the exterior outlet or if a circuit breaker is off.

SOLUTION: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 15 and 20 minutes. Once the motor has cooled, the awning can be operated normally. In the meantime, you can use your motor's manual override loop and the hand crank provided to operate the awning.

2. The fabric sags and is not tight.

SOLUTION: The fabric can stretch over time or if rainwater is allowed to pool on the awning. Remember, your awning is designed for shade, not as a rain cover; **this is not covered by the warranty.** Contact your dealer to have the motor limit adjusted or retract your awning a few inches once fully open. If the awning is wet, retract the awning and on the next sunny day extend the awning and allow it to dry thoroughly. Your awning should not be rolled up wet for long periods of time.

SOLUTION: You have rolled the fabric out too far, allowing the fabric to unwind off the roller tube. Reverse the cranking direction slightly until the fabric is taut.

SOLUTION: The awning is not fully extended. The fabric will be most taut when the awning is extended to its maximum projection.

IMPORTANT: The fabric should always roll over the top of the roller tube, not from underneath. (See **Detail #2** on page 4)

3. The fabric bunches up or wrinkles in places when retracted.

SOLUTION: It is common for the fabric to bunch or pucker slightly on wider awnings. This will not harm the fabric. This can possibly occur in wider awnings that have a center support. Center supports are mounted to the square tube and positioned around the roller tube to prevent it from bowing out, while keeping the fabric taut when extended; this may require adjustment by your dealer.



WARNING!

Never use any type of grill, patio heater or fireplace under your Retractable Awning. Doing so could result in the fabric burning or melting, as well as serious personal injury.



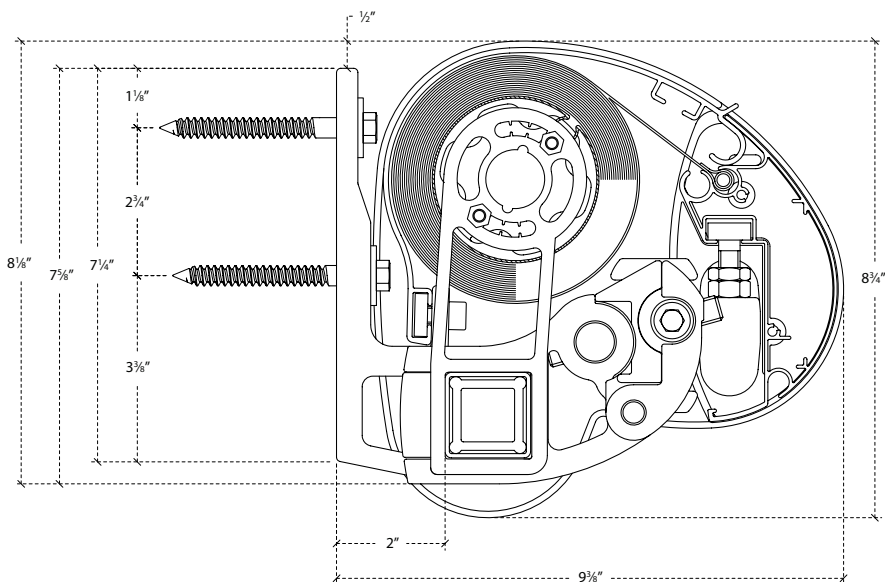


5. NOTES



INSTALLATION MANUAL

6. MEASUREMENTS & TECHNICAL DRAWINGS



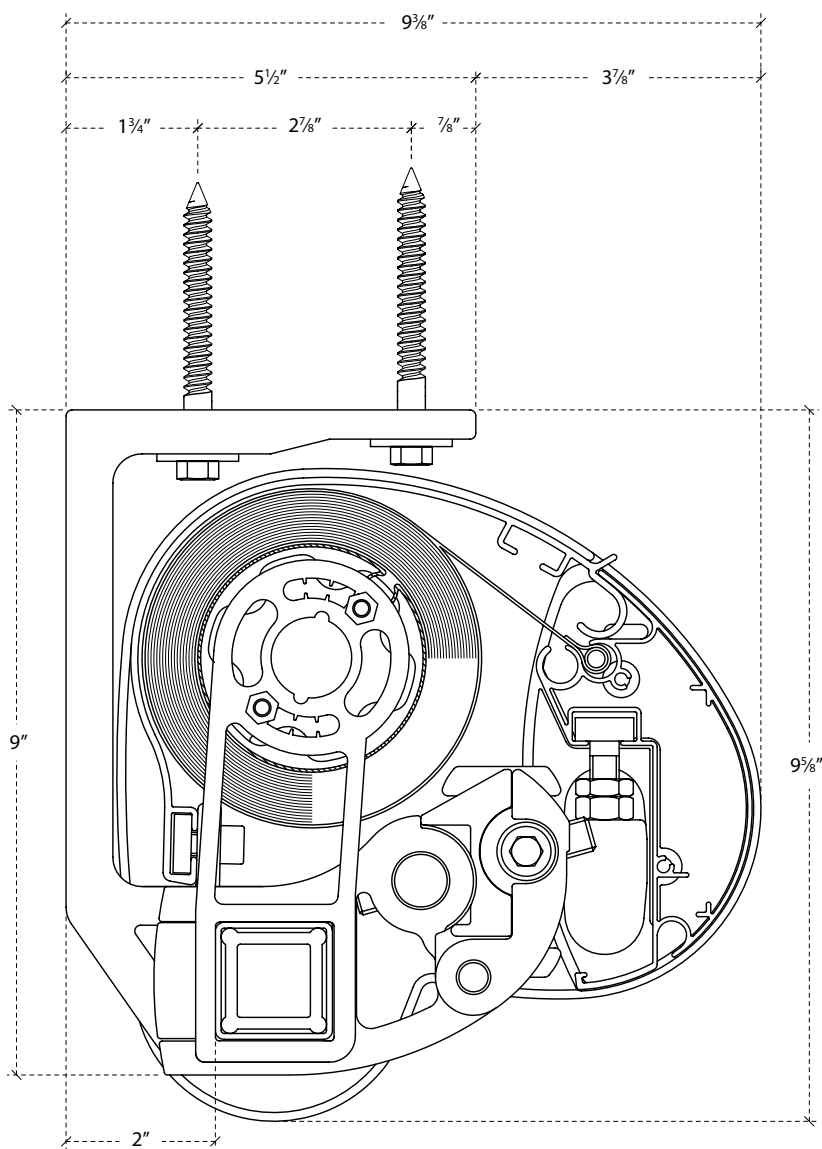
Side view wall mount



Shoulder and arm on wall mounted awning



Awning roof mount, side view



*Side view with
soffit mount*



7. INSTALLATION INSTRUCTIONS

TOOLS NEEDED:

For awning assembly & installation:

- ☐ Drill and bits
- ☐ Level
- ☐ Tape measure
- ☐ Screw drivers
- ☐ Soft blow hammer
- ☐ String
- ☐ Adjustable wrench

Additional tools required for this series:

- ☐ 4mm, 13mm, 1/4", 9/16" socket and ratchet wrenches
- ☐ 13mm, 17mm, 19mm open end wrenches
- ☐ 2.5mm, 4mm, 6mm, 8mm Allen wrenches

MOUNTING

Please read these instructions carefully before proceeding with assembly and installation.



WEIGHT CAUTION! Due to the weight of these awnings, extra installers are needed.

1 Installation Methods

Wall & Soffit Mount Installation Instructions:

Determine your awning mounting location on the wall or soffit. Measure the location of the awning shoulders and transfer that to the wall or soffit. The awning is shipped with two brackets per arm. Be sure to use all supplied brackets. It is critical you install one bracket between the outermost shoulders and the end of the awning. Install another bracket as close as possible on the inside of the outermost shoulders. If your awning has more than two arms, install a bracket on each side of all additional shoulders. If there is not a stud or solid header between the outer shoulders and the end of the awning, then a ledger board must be used with the wall brackets through bolts to the ledger board in their proper locations. Then, attach the ledger board to the wall at least every 48" with appropriate fasteners. **DO NOT SPREAD THE BRACKETS EVENLY ACROSS THE AWNING.** ON WOOD STRUCTURES, THE LAG BOLTS MUST BE IN THE EXACT CENTER OF THE STUDS AND PENETRATE AT LEAST 2½" INTO THE STUD.

Fig. 1A - Wall Mount Installation

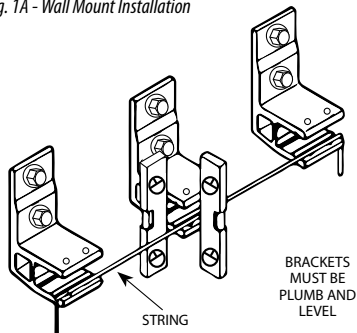
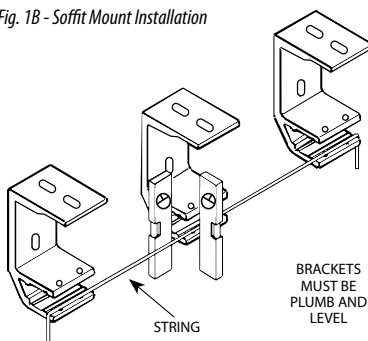


Fig. 1B - Soffit Mount Installation



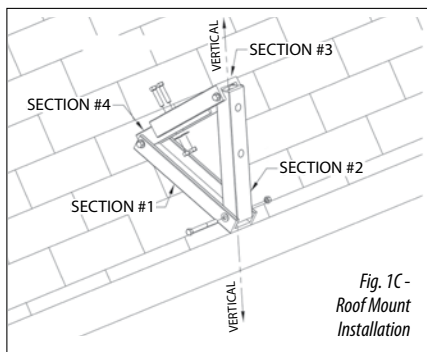


Roof Mount Installation Instructions:

Determine your awning mounting location on the roof. Measure the location of the awning shoulders and transfer that to the roof. The roof brackets are adjustable for the variable roof pitches and should be assembled so that the front of the roof bracket is perpendicular to the ground when mounted on the sloped roof. Two 3/8" holes will need to be drilled through the overlapping sections #3 and #4 once the front section #2 is perpendicular to the ground to secure them in place. (Fig #1C)

Bracket location is the same as stated above for wall mount. On an asphalt shingle roof, drill into the center of the rafter and fill with silicone grade caulk, run an inverted "U" of caulk around the holes in the base of the roof bracket and securely fasten to the roof at the desired locations. On roofing other than asphalt shingles, we recommend consulting a licensed roofing contractor for mounting and sealing recommendations.

The wall brackets may be mounted directly to each roof bracket or to a ledger board if desired or required. If using a 2" x 10" mounting board, the wall brackets must be through bolted, NOT Lag bolted to the board. DO NOT SPREAD THEM EVENLY ACROSS THE AWNING.



NOTE: It is extremely important that all brackets are mounted plumb, square and level.



2 Securing the Awning to the Wall

Place the Awning into the brackets. DO NOT FORCE. Adjust brackets if necessary so the square bar is fully seated. Install the mounting bracket safety plates and secure using a 6mm Allen socket on a ratchet, as shown below (Fig. 3). Using a small Allen wrench will NOT result in sufficiently tight bracket bolts.



Fig. 2



WARNING: When less than 6" of space is available between the roller tube end bracket and the shoulder, there will not be room for the keyway to slide into the bracket. Filing/grinding the top or bottom leg of the keyway will allow it to be installed from the front, otherwise it cannot be used and the bolts will be exposed.

3 Opening the Awning

Using your remote control or hand crank, open the awning roughly 4". This enables you to carefully remove the remaining packaging materials from the arms inside.



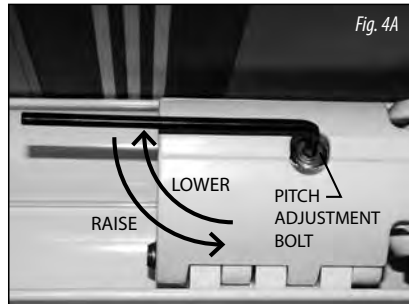
4 Adjustments

Shoulder Pitch Adjustment: This awning shoulder does not require any loosening of bolts to adjust the pitch of the shoulders. Lift the arm upward to relieve pressure, then use a 6 mm Allen wrench to turn the pitch adjustment bolt. The pitch adjustment bolt is located on the front of the shoulder.

To RAISE the pitch, turn the pitch adjustment bolt counter-clockwise.

To LOWER the pitch, turn the pitch adjustment bolt clockwise (Fig. 4A).

Arm/Elbow Leveling Adjustment (if needed): The arms are adjusted and leveled during the factory assembly process, however shipping and installation may require an adjustment if the elbow(s) hit the top or bottom of the front bar cavity when closing. Open the awning about 6". Loosen the large locking nut on the bottom of the arm shoulder attachment bolt with a 19mm wrench (Fig. 4B). Insert an 8mm Allen wrench in the top of the bolt. Lift up on the elbow and turn the Allen wrench up to $\frac{1}{2}$ of a turn to raise or lower the elbow to align with the center of the front bar cavity. Securely tighten the locking nut and test.





8. OPERATING INSTRUCTIONS - *INSTALLER*

Motorized Operation (if equipped):

If your awning is equipped with an optional motor, the “in” and “out” limits would have been set at the factory. If your awning does not close or open completely, please **call our Customer Service department at 1-800-858-5818.** for limit setting instructions since they vary based on the particular motor installed. (PLEASE NOTE: It is normal for the arms to have a slight bend when open.)



9. TROUBLESHOOTING - INSTALLER

Resetting the Limits

Awnings equipped with a motor are preset at the factory. In the event they need to be adjusted or reset, please follow these instructions or call Customer Service for assistance. These instructions are for the default motor used on this awning series; however, there are other motors that may be used or substituted as ordered or required. If you are not sure which motor is in the awning, please call Customer Service at (800) 858-5818 before attempting to make any adjustments.

Deleting outer or both limits – *Limits cannot be adjusted; delete and reset if needed*

This procedure will also delete the favorite position. To set a new outer limit, please refer to "Setting the limits" on the next page.

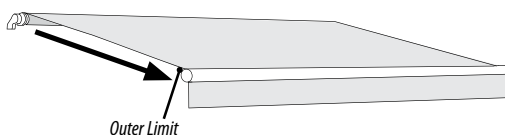
This deletes all limits.



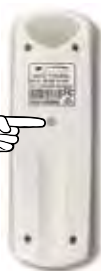


Setting the limits

1: Use the remote to open the awning and stop at the desired outer position leaving a 3/8" gap between the elbow.



2x



1x



Awning confirms with rotation

2: Press the UP button to retract the awning to its closed position, which automatically sets the inner limit.

To add an additional remote or channel:

Active remote or channel

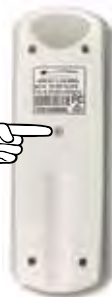
8x



OR

Additional remote or channel

1x

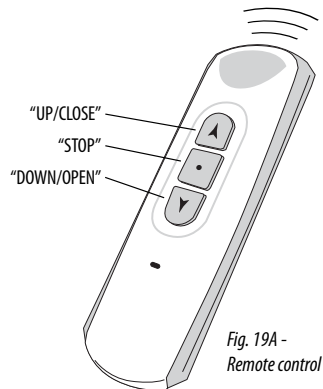




If motor is not responding to the transmitter (these steps do not affect the motor limits):

- Verify the outlet has power by plugging in a lamp and making sure the GFCI is not tripped.
- Verify the red light on the transmitter lights when any button is pressed. If not, replace battery #CR2430 (available at most electronic retail stores).

If no response occurs, please call Customer Service at (800) 858-5818 for additional guidance.



*Fig. 19A -
Remote control*

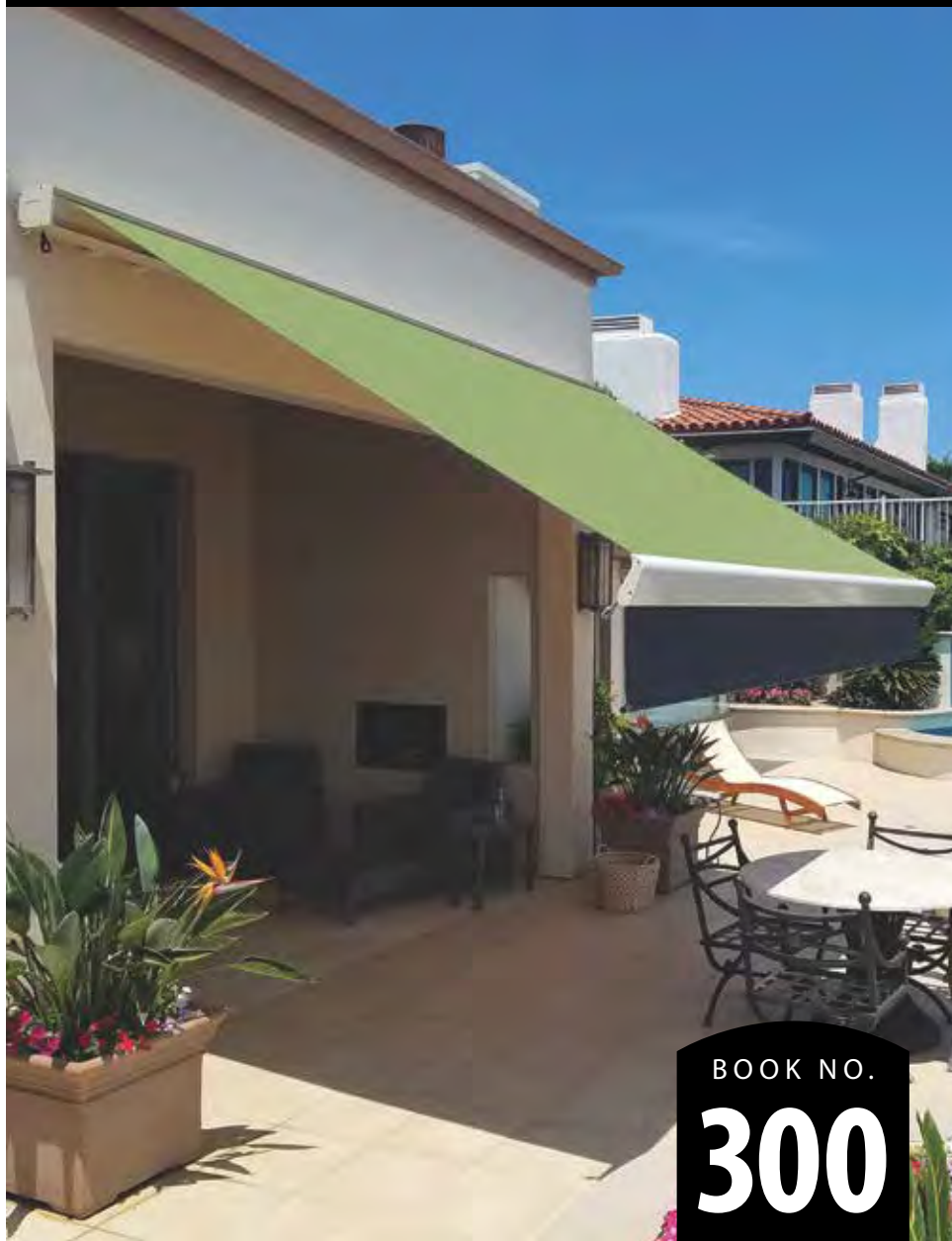




RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

INSTALLATION MANUAL



BOOK NO.

300



TRADITIONAL RETRACTABLE PATIO AWNING

OPERATION, MAINTENANCE & CARE GUIDE

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INSTALLATION MANUAL

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OPERATION, MAINTENANCE & CARE GUIDE

1. INTRODUCTION

Congratulations and thank you for purchasing a Retractable Awning. We are confident of your satisfaction and years of enjoyment with our product. In order to make the best of your investment, be certain to familiarize yourself with the contents of the entire owner's manual before operation.

IMPORTANT: *Improper operation of your awning can result in severe personal injury as well as product failure not covered by warranty.*

If you experience any problems, first try the solutions suggested in the troubleshooting section of this manual or call your dealer.



IMPORTANT WARNING!

Your new awning is intended as a protection against the sun only. It is not to be used during periods of strong wind, rain, hail, or snow. The warranty will not cover use during these periods or corrosion caused by salt water environments at any time. See warranty for full details.





2. OPERATING INSTRUCTIONS - OWNER

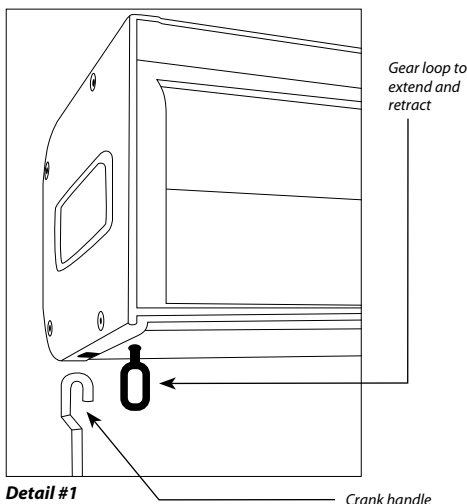
Depending on your selection at the time of order, your awning will have a gear or motor on the right or left end.

Manual Gear Operation, if equipped:

To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**.

Turn the hand crank in a circular motion until the awning is fully extended and the arms "lock" in place, then retract the awning slightly to tension the fabric.

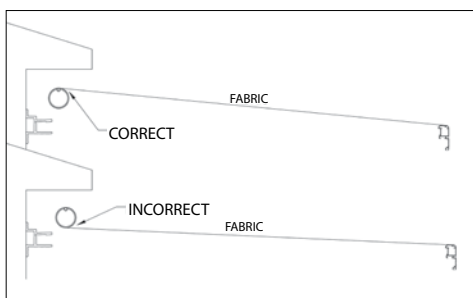
When the awning is fully extended, the arms will not be straight.



WARNING!

If you continue to unwind fabric off the roller tube, the fabric will sag and eventually start to roll up from the underside of the roller tube. This can cause the fabric to come out of alignment or damage the fabric.

The fabric should always roll over the top of the roller tube, see **Detail #2**. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully closed.



Motorized Operation, if equipped:

If you purchased the motorized version, your Retractable Awning has been equipped with a state-of-the-art electric remote control operated motor that requires no maintenance. A hand-held transmitter is provided for ease of operation.

Your awning has also been equipped with a manual override shaft on the motor. The manual override feature allows you to retract the awning during power loss and protect the awning from storm and wind damage. If there is NO power going to the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning, see **Detail #1**. Turn the hand crank in a circular motion until the awning is fully retracted. Be certain the fabric rolls over the top of the roller tube, see **Detail #2**.

DO NOT operate the manual override while the awning is under power or severe damage will occur.

continued on next page



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Your new motorized retractable awning has been equipped and preset with factory limit switches. These settings will allow you to extend or retract your awning to any position at the touch of a button, without the worry of over extending or retracting your awning. This system uses a remote-controlled transmitter to operate the awning.

Pressing the “up” button will retract the awning, pressing “down” will extend the awning, and to stop the awning mid-way, simply press the center button.

Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10 and 15 minutes. Once the motor has cooled, the awning can be operated normally.

Your hand-held transmitter is battery operated and replacement batteries (#CR2430) are available at most electronic retail stores and should be replaced annually. **Do not** leave the transmitter out in the rain.



IMPORTANT!

If the awning does not fully open or close, or in the unlikely event that once open the awning continues to run, unrolling the fabric: STOP THE AWNING and contact your dealer!

Do not leave your awning open while unattended. Roll it closed with the hand crank and manual override shaft.

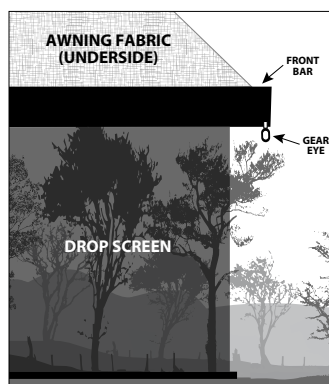
Sensors, if equipped:

If your awning is equipped with an optional wind/motion sensor, please refer to the specific product operating instructions or contact your dealer.

Front Bar Drop Screen, if equipped:

The optional front bar drop screen is operated by turning the gear eye located at one end of the front bar with the small hand crank, see **Detail #3**. The screen will roll down approximately 36" to provide additional shade or privacy. When not needed or before closing the awning, simply wind the screen back up into the front bar.

If the screen is difficult to roll or binds, you may have rolled it up backwards. To correct, unroll the screen — pulling down gently on the weight bar if necessary — until you can see the silver roller tube inside the front bar. Then wind the screen up, making sure the fabric rolls up the front side of the roller tube, away from the building.



Detail #3



3. CARE & MAINTENANCE

Fabric Care and Cleaning:

The fabric on your awning is made from 100% solution-dyed acrylic yarns. Solution dyeing is the process of adding color to acrylic fibers during manufacturing while they are in a liquid state. By following a few simple steps, the fabric will maintain its good looks for years. Because the fabric is woven, it is also highly breathable, which is why it dries quickly with only air exposure.

The fabric has also been treated with a fluorocarbon finish, which enhances water repellency. It will not support the growth of mildew, however dirt on the fabric can lead to mildew growth, which makes regular cleanings necessary. Your local environment has a great deal to do with determining cleaning frequency. A dry environment requires less cleaning than a humid one.

You can delay the need for vigorous cleaning by simply hosing the fabric off on a monthly basis. This will help prevent dirt from becoming embedded in the fabric. A thorough, vigorous cleaning should be done every year.

Cleaning Steps:

1. Brush off loose dirt and debris.
2. Hose fabric down.
3. Mix ½ cup of natural soap and water.
4. Use a soft bristle brush to clean.
5. Allow soap to soak in.
6. Rinse thoroughly.
7. Air dry.

Important Reminders:

1. Always use a natural soap, never detergent.
2. Water should be cold-to-lukewarm.
3. Air dry only; never apply heat.

For stubborn stains, mix a ¼ cup chlorine bleach and ¼ cup of natural soap with water. Apply and let soak for no more than 20 minutes, scrub vigorously with a soft bristle brush then rinse thoroughly and air dry.

As part of the finishing process, fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish is designed to last for several years, but must be replenished after a thorough cleaning. Based on test results, we recommend 303 High Tech Fabric Guard™ as the preferred re-treatment product for fabrics. Fabrics should be re-treated after thorough cleaning or after five years of use.

Frame Cleaning

The frame is composed of powder coated steel or aluminum components with a chain arm-tensioned system, which is virtually maintenance-free. All the hardware is made of high quality, corrosion-resistant materials. Over time, dust and dirt will collect on the frame and will require periodic cleaning to maintain its appearance. A mild spray cleaner or water/detergent mixture may be applied to the frame and then wiped clean.

In salt water environments, this cleaning method should be performed monthly to reduce corrosion. **Salt water corrosion is not covered by our warranty at any time.**

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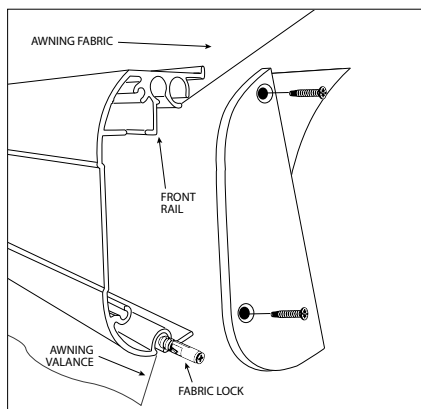
Lubrication

In most situations, it should not be necessary to lubricate the moving component parts of your awning. However, installation near salt water may require the use of silicone or Teflon spray, available at your local retailer, if squeaking occurs.

Valance removal, if equipped

You may wish to remove and store the valance during long periods when the awning will not be in use, such as the winter months. As this portion of the fabric is exposed to the weather, even while the awning is retracted, it will wear and discolor sooner than the main top. To remove the valance, simply remove the screws from one front rail end cap with a Phillips screwdriver, see **Detail #5**. Next, remove the fabric locks by loosening the set screws with a 2.5mm Allen wrench, located in the hem on both sides of the valance and slide it out of the channel.

Roll up the valance and place in a plastic bag (be sure valance is dry) along with the fabric locks and store for the winter. Re-attach the front rail end caps. To install, simply reverse the process.



Detail #5: A 2.5mm Allen wrench is required





4. TROUBLESHOOTING – OWNER

1. Your motorized awning does not move in or out.

SOLUTION: Be sure there is power to the outlet. Check to see if there is a reset button on the exterior outlet or if a circuit breaker is off.

SOLUTION: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 15 and 20 minutes. Once the motor has cooled, the awning can be operated normally. In the meantime, you can use your motor's manual override loop and the hand crank provided to operate the awning.

2. The fabric sags and is not tight.

SOLUTION: The fabric can stretch over time or if rainwater is allowed to pool on the awning. Remember, your awning is designed for shade, not as a rain cover; **this is not covered by the warranty.** Contact your dealer to have the motor limit adjusted or retract your awning a few inches once fully open. If the awning is wet, retract the awning and on the next sunny day extend the awning and allow it to dry thoroughly. Your awning should not be rolled up wet for long periods of time.

SOLUTION: You have rolled the fabric out too far, allowing the fabric to unwind off the roller tube. Reverse the cranking direction slightly until the fabric is taut.

SOLUTION: The awning is not fully extended. The fabric will be most taut when the awning is extended to its maximum projection.

IMPORTANT: The fabric should always roll over the top of the roller tube, not from underneath. (See **Detail #2** on page 4)

3. The fabric bunches up or wrinkles in places when retracted.

SOLUTION: It is common for the fabric to bunch or pucker slightly on wider awnings. This will not harm the fabric. This can possibly occur in wider awnings that have a center support. Center supports are mounted to the square tube and positioned around the roller tube to prevent it from bowing out, while keeping the fabric taut when extended; this may require adjustment by your dealer.



WARNING!

Never use any type of grill, patio heater or fireplace under your Retractable Awning. Doing so could result in the fabric burning or melting, as well as serious personal injury.



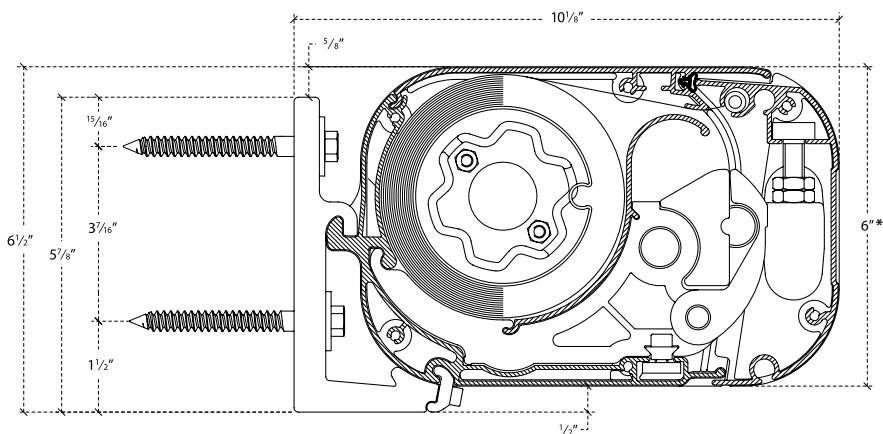


5. NOTES



INSTALLATION MANUAL

6. MEASUREMENTS & TECHNICAL DRAWINGS



Side view wall mount

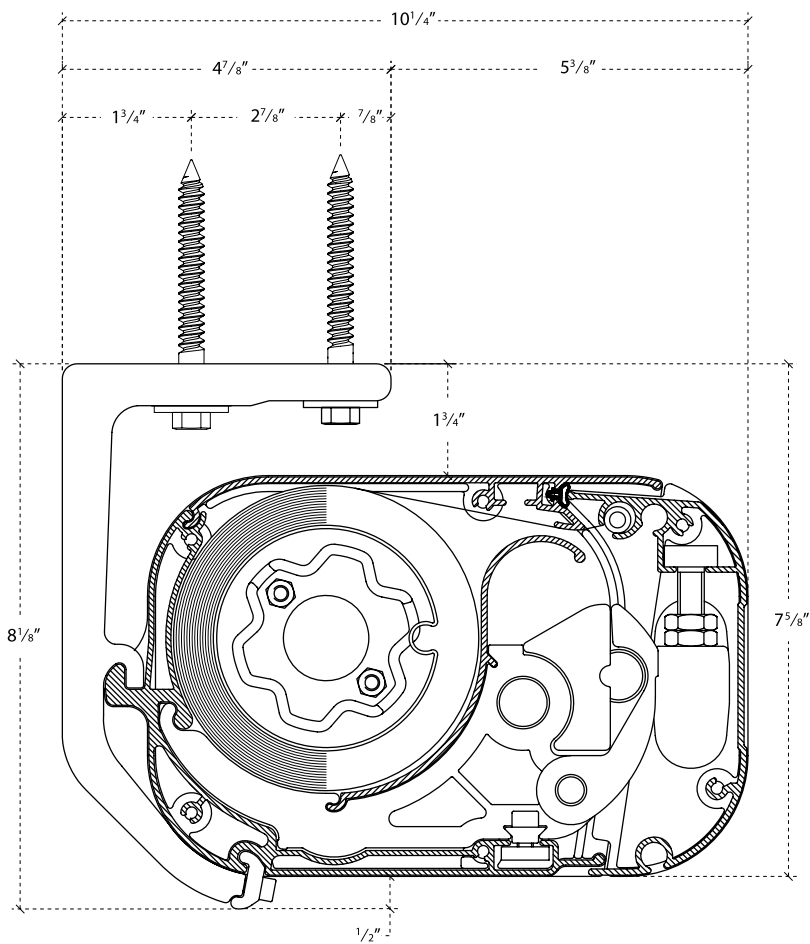
** 7 1/4" required if an obstacle is above cassette*



Wall mount, side view



Awning roof mount, side view



Side view with soffit mount



7. INSTALLATION INSTRUCTIONS

TOOLS NEEDED:

For awning assembly & installation:

- ☐ Drill and bits
- ☐ Level
- ☐ Tape measure
- ☐ Screw drivers
- ☐ Soft blow hammer
- ☐ String
- ☐ Adjustable wrench

Additional tools required for this series:

- ☐ 4mm, 13mm, 1/4", 9/16" socket and ratchet wrenches
- ☐ 13mm, 17mm, 19mm open end wrenches
- ☐ 2.5mm, 4mm, 6mm, 8mm Allen wrenches

MOUNTING

Please read these instructions carefully before proceeding with assembly and installation.



WEIGHT CAUTION! Due to the weight of these awnings, extra installers may be needed.

IMPORTANT! This awning does not have a square bar, which makes the bracket placement and accuracy of all measurements critically important.

1 Installation Methods

Wall & Soffit Mount Installation Instructions:

Determine and mark the awning location on the wall. Measure the distance from the end of the awning to all of the shoulder locations marked by the stickers on the bottom of the cassette (Fig. 1A). Transfer these dimensions to the mounting surface. This will give the positioning of the mounting brackets required for proper shoulder support. Install one bracket directly behind each shoulder (Fig. 1B) with the second bracket located between the shoulder and the end of the awning. If there are not studs in the required locations then use a 2" x 8" mounting ledger board. The wall brackets must be through bolted, NOT Lag bolted, to the board. Awnings over 20' will have three (3) arms/shoulders and six wall mount brackets. If provided, mount the middle brackets with one directly under the shoulder and the second bracket on the closest adjacent stud. DO NOT SPREAD THEM EVENLY ACROSS THE AWNING.

Fig. 1A

SHOULDER

STICKER

MOUNTING
BRACKET

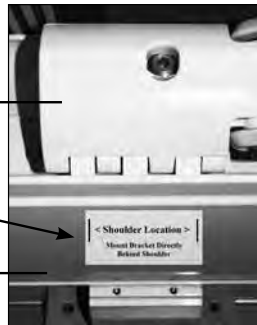


Fig. 1B



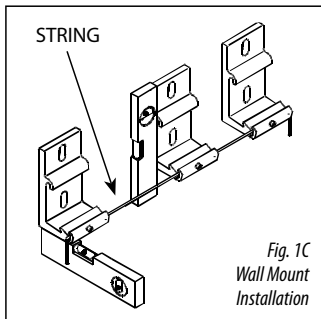
It is extremely important that all brackets are mounted plumb, square and level. The Awning Cassette does not have any 'give' for mis-aligned brackets and will not function properly unless the brackets are PERFECTLY aligned during installation.

Always mount the two outside brackets first; then mount all middle brackets. Run a string line between the two outside brackets to ensure proper alignment of the middle bracket(s) (Fig. 1C & 1D).

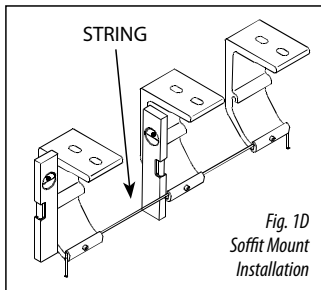
Roof Mount Installation Instructions:

Determine your awning mounting location on the roof. Follow the instructions for wall mounting to determine proper bracket location. The roof brackets are adjustable for the variable roof pitches and should be assembled so that the front of the roof bracket is perpendicular to the ground when mounted on the sloped roof. Two 3/8" holes will need to be drilled through the overlapping sections #3 and #4 once the front section #2 is perpendicular to the ground to secure them in place (Fig #1E).

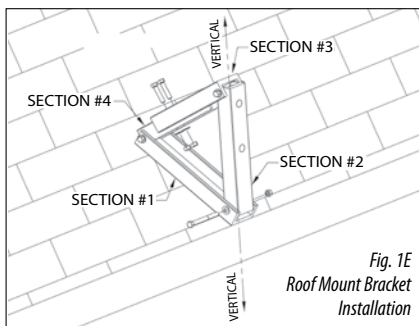
The wall brackets may be mounted directly to each roof bracket or to a mounting ledger board if desired or necessary. If using a 2" x 10" mounting board, the wall brackets must be through bolted, NOT Lag bolted, to the board.



*Fig. 1C
Wall Mount
Installation*



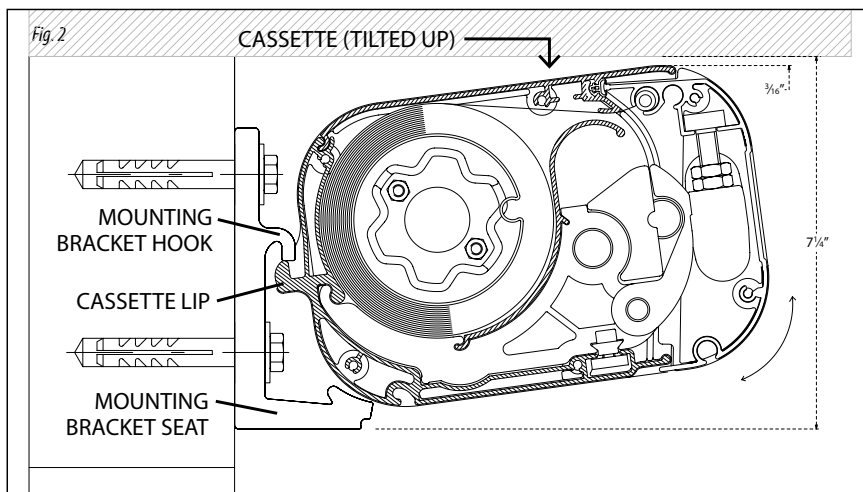
*Fig. 1D
Soffit Mount
Installation*



*Fig. 1E
Roof Mount Bracket
Installation*



2 Hanging the Awning



Tilt the front of the cassette up and insert the 'back lip' of the Awning cassette into the mounting bracket hook (Fig. 2). Be sure the back lip is fully inserted into the hook on ALL mounting brackets. Lower the front of the awning allowing it to rest on the 'seat' of the mounting brackets. The unit is now just 'sitting' on the mounting bracket hooks, but is still NOT fully secured!



WARNING: DO NOT LIFT UP ON THE AWNING! Lifting up on the front of the Awning at this stage will cause it to release from the mounting brackets. The Awning IS NOT SECURE until the Slide Plates are in place and the screws are tightened!



3 Securing the Awning to the Wall

Insert and hold the mounting bracket 'Slide Plate' into the 'groove' on the underside of the awning cassette next to the mounting bracket. Slide it over the lip of the mounting bracket (Fig. 3A) until the holes align. Insert the two Allen screws and tighten with a 4mm Allen wrench (Fig. 3B). If necessary, gently tap it into place with the soft blow hammer. If more than gentle force is required, then recheck your mounting bracket alignment with the string. If any brackets are out of alignment, do not force the mounting plate. Take the awning down, adjust the brackets and re-hang the awning.

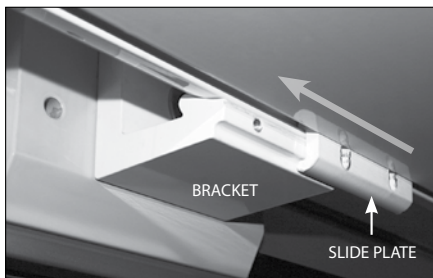


Fig. 3A



Fig. 3B

Override shaft installation if motorized:

If your awning was ordered with a manual override motor, then the override shaft needs to be installed before mounting the awning. Locate the override shaft (Fig. 3C) package in the parts box. Screw the small "Christmas tree shaped" plastic clip (provided in the bag) as far into the end of the override shaft as possible. Carefully insert the shaft into the motor through the round hole drilled in the bottom of the awning near the motor cord until it clips into place (Fig. 3D). Test by turning the shaft and noticing the front awning cover open when you let out a small amount of fabric.

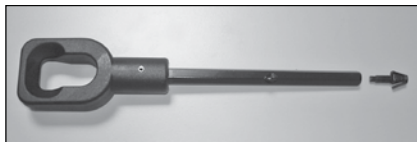


Fig. 3C



Fig. 3D



4 Opening the Awning

Using your remote control or hand crank, open the awning roughly 4". This enables you to carefully remove the remaining packaging materials from the arms inside.

5 Adjustments

Shoulder Pitch Adjustment: The pitch adjustment bolt is located on the front of the shoulder. This awning shoulder does not require any loosening of bolts to adjust the pitch of the shoulders. Using a 6mm Allen wrench or socket, simply turn the pitch adjustment bolt. You may adjust the pitch of the awning without assistance if open less than three feet. To adjust the pitch when fully open, have an assistant lift up on the front bar to relieve the pressure before turning the adjustment bolt.

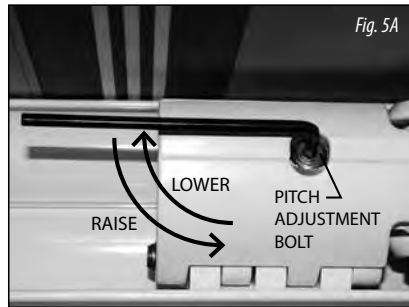
To RAISE the pitch, turn the pitch adjustment bolt counter-clockwise.

To LOWER the pitch, turn the pitch adjustment bolt clockwise (Fig. 5A).

Arm/Elbow Leveling Adjustment (if needed):

The arms are adjusted and leveled during the factory assembly process, however shipping and installation may require an adjustment if the elbow(s) hit the top or bottom of the front bar cavity when closing. Open the awning about 6". Loosen the large locking nut on the bottom of the arm shoulder attachment bolt with a 19mm wrench (Fig. 5B).

Insert an 8mm Allen wrench in the top of the bolt. Lift up on the elbow and turn the Allen wrench up to $\frac{1}{2}$ of a turn to raise or lower the elbow to align with the center of the front bar cavity. Securely tighten the locking nut and test.





9. TROUBLESHOOTING - INSTALLER

Resetting the Limits

Awnings equipped with a motor are preset at the factory. In the event they need to be adjusted or reset, please follow these instructions or call Customer Service for assistance. These instructions are for the default motor used on this awning series; however, there are other motors that may be used or substituted as ordered or required. If you are not sure which motor is in the awning, please call Customer Service at (800) 858-5818 before attempting to make any adjustments.

Deleting outer or both limits – *Limits cannot be adjusted; delete and reset if needed*

This procedure will also delete the favorite position. To set a new outer limit, please refer to "Setting the limits" on the next page.

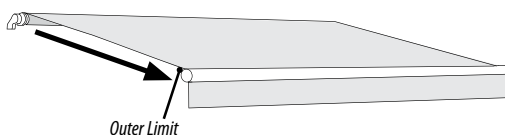
This deletes all limits.



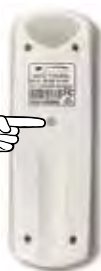


Setting the limits

1: Use the remote to open the awning and stop at the desired outer position leaving a 3/8" gap between the elbow.



2x



1x



Awning confirms with rotation

2: Press the UP button to retract the awning to its closed position, which automatically sets the inner limit.

To add an additional remote or channel:

Active remote or channel

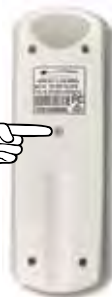
8x



OR

Additional remote or channel

1x

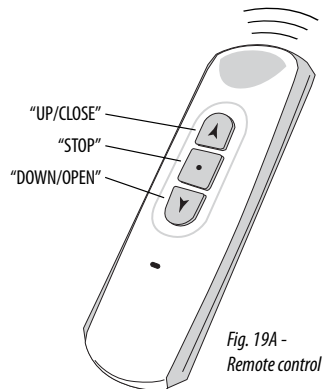




If motor is not responding to the transmitter (these steps do not affect the motor limits):

- Verify the outlet has power by plugging in a lamp and making sure the GFCI is not tripped.
- Verify the red light on the transmitter lights when any button is pressed. If not, replace battery #CR2430 (available at most electronic retail stores).

If no response occurs, please call Customer Service at (800) 858-5818 for additional guidance.



*Fig. 19A -
Remote control*

