# RETRACTABLE AWNINGS

## OWNER'S MANUAL & INSTALLATION INSTRUCTIONS

**NOTE**: Please inspect the parts for damage from shipping and/or any missing parts from the manufacturer. If you suspect there may be damage to your awning, contact Awntech within **5-days** of delivery. If you suspect there may be missing parts, contact Awntech within **30-days** of delivery to request replacement(s) of the missing part(s) under warranty.

# Contents

## ATTENTION: Warning Statement

⚠ **Warning**: Assembly kit contains parts with sharp points, sharp edges, and small parts that can present choking hazards to children**.**

⚠ **Warning**: Components are packed in plastic bags that are a suffocation hazard.

⚠ **Warning:** Do not leave the awning extended during extreme weather conditions such as wind, rain, snow and ice. Extreme weather conditions may cause the arms to break and can cause personal or property damage. Awntech® does not take any responsibility for weather related damages and or improper use or handling.

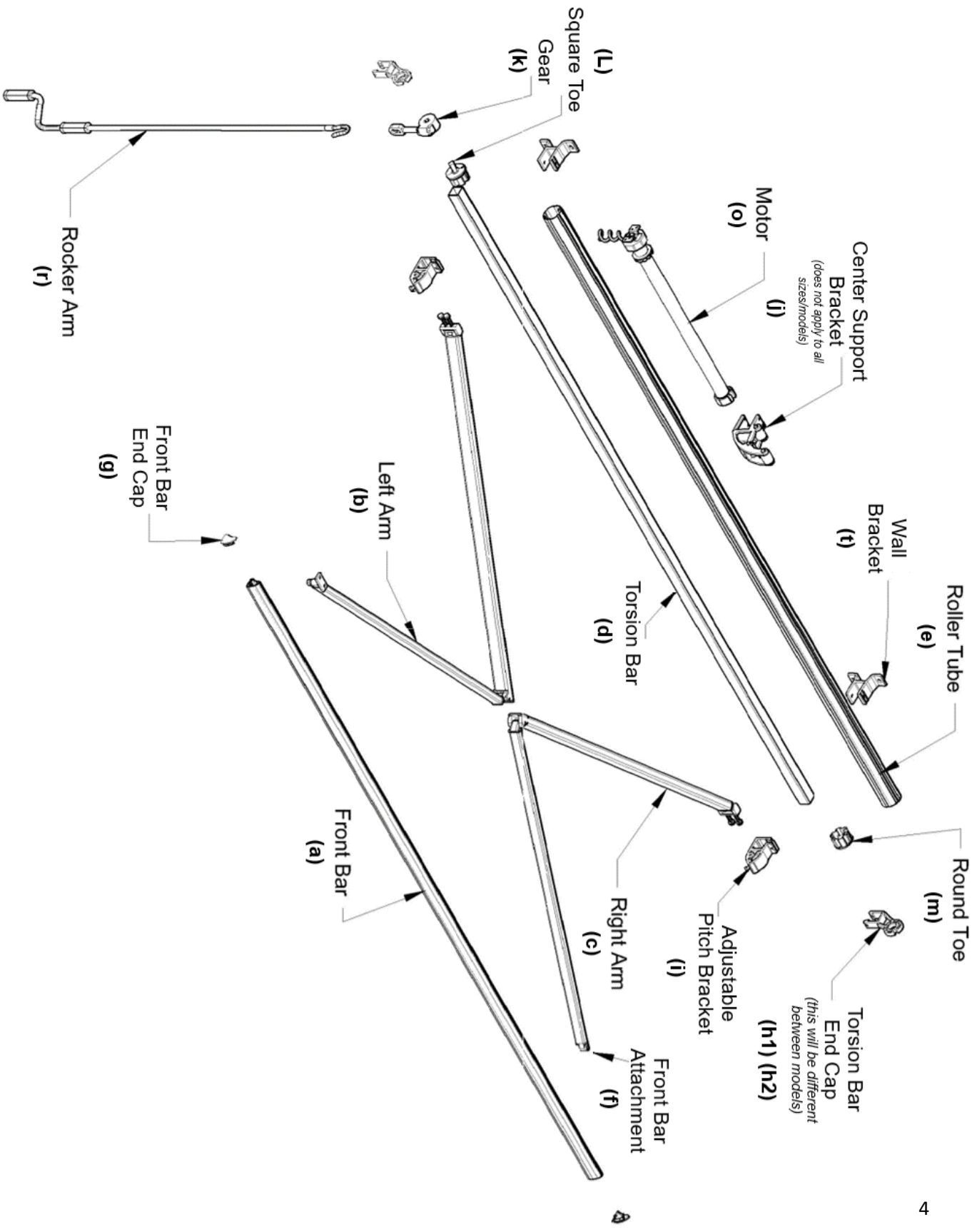
**NOTE**: Please inspect the parts for damage during shipping and/or for any missing items. If you suspect that there may be damage or a shortage, contact us and we will send replacement parts if needed. At this time, visualize how the components fit together and make sure that you have identified the various parts.

## Hardware for different surface applications

Congratulations, and thank you for purchasing your retractable awning by Awntech®. We at Awntech® wish you, your family and friends many enjoyable gatherings beneath it. As you will see, the awning is fully assembled, so all you have to do is install the brackets, slide the awning into the brackets, secure the awning into the brackets, make some adjustments…and enjoy!

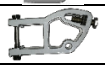
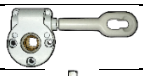
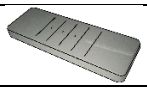
Different building materials utilize different hardware. Awntech provides limited advice on installation hardware and processes. If you are uncertain about necessary hardware or the installation process for your structure, please seek professional guidance in regards to necessary hardware and installation process for your specific structure and material requirements.

## Assembly Parts Diagram



# Parts List (Mounting Hardware not included)

**NOTE**: A bottle of touch up paint is included with each awning for your convenience. After assembly, please inspect your awning for scratches or exposed metal. If you notice exposed metal, liberally apply touchup paint to the afflicted areas. Please note that the touchup paint not only conceals the damages, but also protects the metal from corrosion or rust.

| PART IMAGE | PART NAME | PART# |
|---|---|---|
|  | **Front Bar**<br>*(style varies between models)* | **a** |
|  | **Left Arm** | **b** |
|  | **Right Arm** | **c** |
|  | **Torsion Bar** | **d** |
|  | **Roller Tube** | **e** |
|  | **Front Bar Attachment**<br>*(style varies between models)* | **f** |
|  | **Front Bar End Cap**<br>*(style varies between models)* | **g** |
|  | **Torsion Bar End Cap**<br>*(Maui)* | **h1** |
|  | **Torsion Bar End Cap**<br>*(Destin)* | **h2** |
|  | **Adjustable Pitch Bracket** | **i** |
|  | **Center Support Bracket**<br>*(Full Cassette sizes 16+)*<br>*(Maui/Destin sizes 14+)* | **j** |
|  | **Gear**<br>*(manual units only)* | **k** |
|  | **Square Toe**<br>*(manual units only)* | **L** |
|  | **Round Toe** | **m** |
|  | **Tubular Motor**<br>*(motorized units only)* | **o** |
|  | **Remote Control**<br>*(motorized units only)* | **p** |
|  | **Motor Limit Adjustment Tool**<br>*(motorized units only)* | **q** |
|  | **Rocker Arm**<br>*(for motorized units, use **only** when motor is **not** under power)* | **r** |
|  | **Hood**<br>*(Destin and Full Cassette models only)* | **s** |
|  | **Wall Brackets**<br>*(see "Installation Instructions" below)* | **t** |

# Pre-Install Instructions

**BEFORE YOU BEGIN**: Please read through the installation instructions fully prior to installation. Damages to the awning during installation are not covered under Awntech's warranty (see final pages of manual for your warranty coverage). After reading through the manual, if you feel that you will need installation assistance, we recommend immediately getting in contact with a local professional contractor. Please note that PLACEMENT OF THE BRACKETS IN THE OPTIMUM LOCATION WILL GREATLY AFFECT YOUR LONG-TERM HAPPINESS WITH YOUR AWNING.

**TIME REQUIRED FOR INSTALLATION: 1-2 hours**
**NUMBER OF INSTALLERS REQUIRED: 2-3 depending on size**

**UNDESIRABLE DROP OF AWNING WHEN EXTENDED**: Your mounting surface may not be 90° perpendicular to the ground. Use a level to check before installing. The weight of the awning when fully extended may cause unforeseen torque/force/depression on certain wall materials. Although it may not compromise the mounting surface, this will result in excess drop/drag of the awning when extended. It is important to make adjustments at the time of bracket installation if you desire zero drop/drag of the front bar when the awning is extended. See "Pitch Issues Arising from Installation" under the Troubleshooting Guide.

The following list of wall materials may require correction to avoid excess drop/drag:

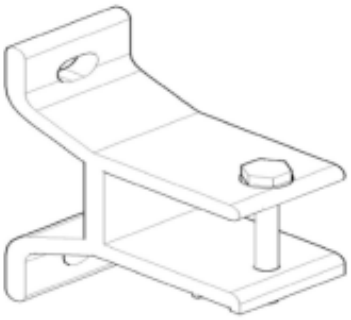
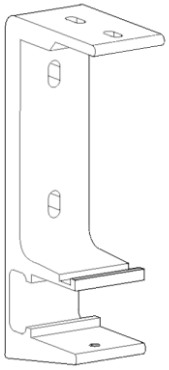
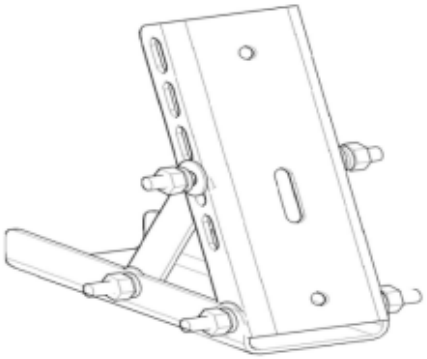
1. **Wood**: The awning weight will force the wood to bow/twist. Place enough (2-4) large washers between the wall and the bottom holes of the brackets to artificially pitch up the bracket. Changing the angle of the brackets will help to compensate for unwanted drop/drag of front bar when awning is extended.

2. **Siding**: The awning weight will force siding material to compress/warp/twist as there is a gap between siding and structural supports in the wall. Place enough washers (2-4) between siding and bottom holes of the brackets to artificially pitch up the bracket. Changing the angle of the brackets will help to compensate for unwanted drop/drag of front bar when awning is extended.

3. **Brick**: Bricks may be uneven. Place a board or flat surface across installation plane to determine whether brackets will be level. Place enough washers (2-4) between siding and bottom holes of the brackets to artificially pitch up the bracket. Changing the angle of the brackets will help to compensate for unwanted drop/drag of front bar when awning is extended.

**DUE TO VARIOUS WALL TYPES, WE DO NOT PROVIDE THE HARDWARE TO MOUNT THE WALL BRACKETS TO MOUNTING SURFACE.**

## Mounting Bracket Styles

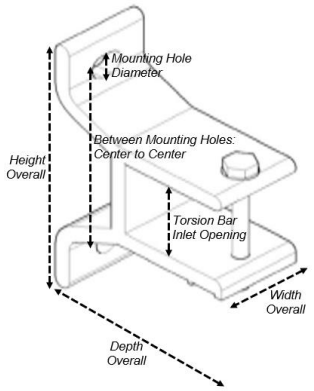
| Wall Mounting Brackets (STANDARD) | Eave Mounting Brackets (OPTIONAL) | Roof Mounting Brackets (OPTIONAL) |
|---|---|---|
|  |  |  |
| These are the most commonly used brackets. They are included with all awnings, unless the customer has purchased soffit brackets separately. This bracket is designed for any flat exterior wall mounting surface with a horizontal band at least 10" and at least 8' height for head room allowance from the eave to the surface of the patio. It can also be mounted on a fascia (with guttering removed) 8'+ from the patio to the bottom of the facia. | This bracket is designed for any application where there is not a 10" tall horizontal vertical band to mount the awning to and there is an eave (or bottom of a beam) at least 8' head room allowance from the surface of the patio to the bottom of the eave. The eave (or bottom of the beam) must be at least 4.5" wide. It is also an effective tool if eaves are deep and you want to maximize the projection of your awning. | This bracket works in tandem with a Wall Mounting Bracket and is designed for any application where the wall mounting and eve mounting bracket conditions are either not met or acceptable and a roof mounting application is desired. It is not designed for wafer board or plywood decking. (At this time, we have no solution for clay tile, slate, or cedar shake applications over lath.) **NOTE: WE HIGHLY RECOMMEND THE PURCHASE OF A MOTOR FOR THIS APPLICATION.** Awntech highly recommends that a professional roofing contractor perform roof installations. |
| Additional wall brackets may be purchased at www.Awntech.com. | Soffit Brackets may be purchased at www.Awntech.com. | Roof Brackets may be purchased at www.Awntech.com. |

## Mounting Bracket Requirements and Specifications

| Awning Sizes and Brackets Quantity | | | | | |
|---|---|---|---|---|---|
| **Width** | **Projection** | **Brackets** | **Width** | **Projection** | **Brackets** |
| 8 | 7’ | 2 | 16 | 10’ (12’ Optional) | 4 |
| 10 | 8’ | 2 | 18 | 10’ (12’ Optional) | 5 |
| 12 | 10’ | 3 | 20 | 10’ (12’ Optional) | 5 |
| 14 | 10’ (12’ Optional) | 3 | 24 | 10’ (12’ Optional) | 6 |
| **Projection measured from the wall to the front bar. Optional projection available at additional cost.** | | | | | |

## BRACKET DIMENSIONS

| **SOFFIT BRACKET Measurements in Inches:** | |
|---|---|
| *Height* | 10 5/8 |
| *Width* | 2 5/16 |
| *Depth* | 4 3/8 |
| *Torsion Bar Inlet Opening* | 1 5/8 |
| *Mounting Hole Diameter* | 1/2 |
| *Between the Holes (Top)* | 2 1/2 |
| *Between the Holes (Back)* | 5 1/2 |




| **ROOF BRACKET Measurements in inches:** | |
|---|---|
| *Height* | 9 1/4 |
| *Width* | 9 1/4 |
| *Depth* | 9 |
| *Distance Between Bracket Mounting Holes* | Range: 3 1/4 4 3/4 |

| **WALL BRACKET (WB1) **Special Order Only** Measurements in Inches:** | |
|---|---|
| *Height Overall* | 5 1/8 |
| *Width Overall* | 2 3/16 |
| *Depth Overall* | 3 1/4 |
| *Torsion Bar Inlet Opening* | 1 5/8 |
| *Mounting Hole Diameter* | 1/2 |
| *Between Mounting Holes: Center to Center* | 3 3/4 |

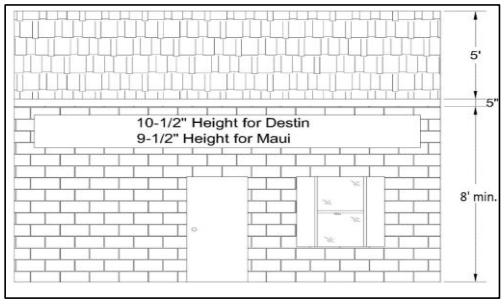
| **WALL BRACKET (WB2) Standard Wall Bracket Measurements in Inches:** | |
|---|---|
| *Height Overall* | 5 1/2 |
| *Width Overall* | 1 3/4 |
| *Depth Overall* | 4 |
| *Torsion Bar Inlet Opening* | 1 5/8 |
| *Mounting Hole Diameter* | 1/2 |
| *Between Mounting Holes: Center to Center* | 4 |

| **WALL BRACKET (WB3) California Wall Bracket Measurements in Inches:** | |
|---|---|
| *Height Overall* | 5 3/8 |
| *Width Overall* | 1 11/16 |
| *Depth Overall* | 3 11/16 |
| *Torsion Bar Inlet Opening* | 1 3/8 |
| *Mounting Hole Diameter* | 1/2 |
| *Between Mounting Holes: Center to Center* | 4 |

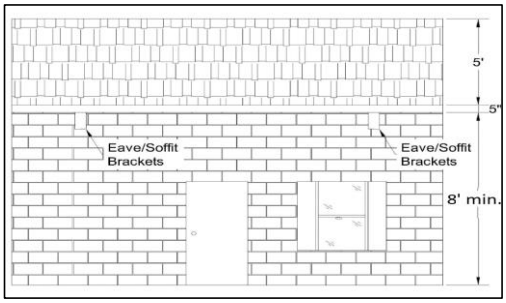
## Determining Bracket Placement

Please refer to the following drawings to
determine your particular mounting application

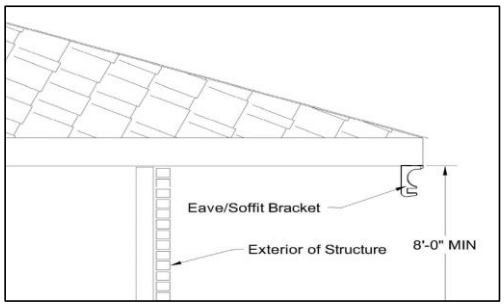
A



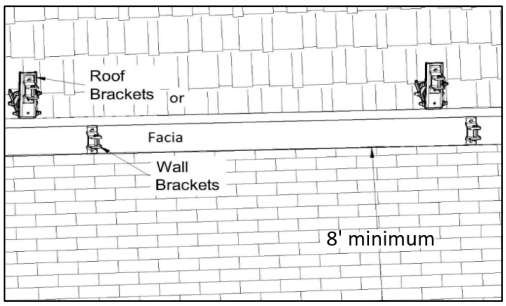

B




C




D




*NOTE: Height and materials vary between structures*

If **A** most closely reflects your application, this requires Wall Brackets, which are included with your awning.

If **B** or **C** most closely reflect your desired application, this requires that you purchase one Soffit Bracket to replace each Wall Bracket. For example, a Destin 12' wide awning requires 3 wall brackets (see *Mounting Bracket Requirements and Specifications* above). For applications B and C, 3 soffit brackets will need to be purchased separately to replace the 3 standard wall brackets that came with your awning.

If **D** most closely reflects your desired application, you will need Wall Brackets for both applications (which come with your awning); However, should you choose a roof mounted application, you must purchase one Roof Bracket per Wall Bracket required. (Wall bracket works in tandem with roof bracket). For example, a Destin 12' wide awning requires 3 wall brackets (see *Mounting Bracket Requirements and Specifications* above). For application D where the brackets are placed on the roof, 3 roof brackets will need to be purchased separately. The roof brackets are ***combined*** with the wall brackets.

# Installation Instructions

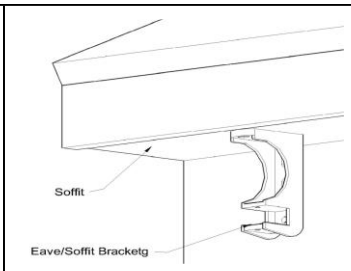
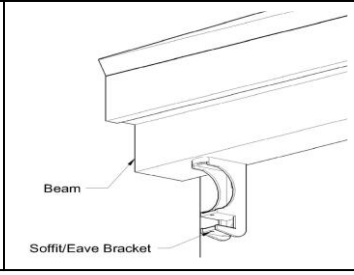
## Hardware for different surface applications

Prior to assembly, please take a moment to understand the type of mounting surface you are working with. There are a variety of installation surfaces as shown in the tables below. Given the wide variety of mounting surfaces, please be aware that Awntech® **does not** supply mounting hardware for your brackets. You will need to purchase installation hardware at your local hardware store tailored to your structure. Once you have secured your proper installation hardware, please be aware of the following when installing your brackets:

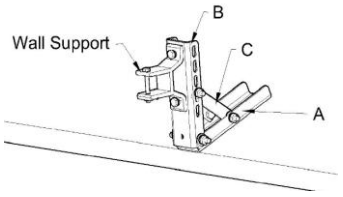
- Awntech® is not liable for damages resulting from improper installations.
- All brackets should be horizontally even across to allow the awning to easily slide into all brackets. See awning installation instructions in the following pages.
- Be aware of your mounting surface type as it relates to the Pre-Install Instructions. If additional pitch is required to bring your brackets even with your mounting surface, consider having additional washers on hand to artificially raise your bracket pitch.
- It is highly recommended to place your brackets evenly across the awning to allow for an equal distribution of weight.
- It is highly recommended to place one bracket on each side within 12” of their respective ends. As an example, we would recommend a bracket placement as follows:


If you have any concerns regarding the installation process or necessary hardware for your specific application, please consult a professional. We have advised you on the following installation methods:

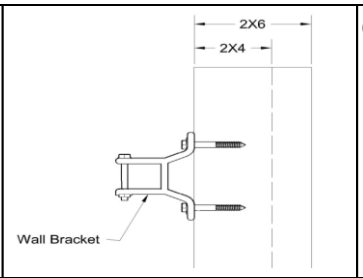
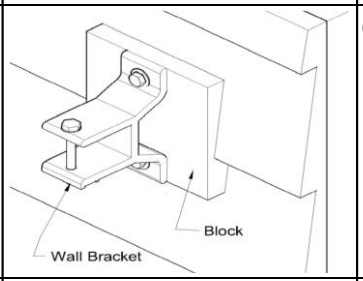
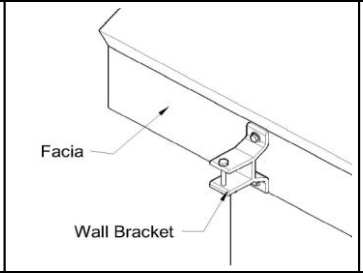
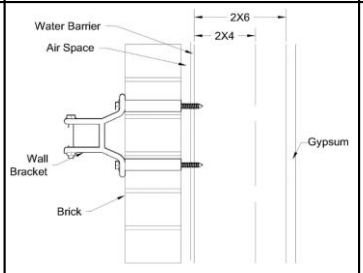
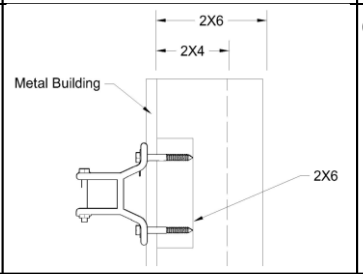
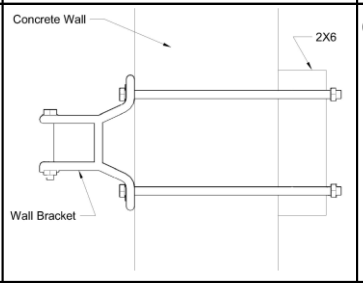
## Soffit Mount Installation Applications

| | | |
|---|---|---|
| Eave |  | 3/16” Drill bit<br>3/8”x3” Lag Screws λΩ<br>3/8” Washers |
| Beam |  | 3/16” Drill bit<br>3/8”x3” Lag Screws λΔ<br>3/8” Washers |
| *λ Awntech® is not liable for damages resulting from improper installations.*<br>*Δ Brackets must be fastened securely to a structural beam or studs inside the wall.*<br>*Ω Brackets must be fastened securely to rafters or beams.*<br>**AWNTECH RECOMMENDS A MINIMUM MOUNTING HEIGHT OF 8’ FOR HEAD CLEARANCE** | | |

## Roof Mount Installation Applications

| | | |
|---|---|---|
| Roof: a motorized unit is recommended for all roof applications |  | Consult a Professional λΩ |
| You must center and secure your brackets into the center of studs or rafters. These are hidden from view behind your wall surfaces or roof surface. A stud finder is a tool that finds nails with an internal magnet. Nails are an indicator of where studs and rafters are, but not a guarantee. It is extremely important that you test your conclusions. Nails will be found in vertical lines. Fully install a bolt in the location where you have concluded your stud or rafter is located; if at any time it becomes easy to turn the ratchet, you ARE NOT in the stud or rafter. For guide purposes only; most studs and rafters are 12”, 16”, or 24” apart. | | |
| *λ Awntech® is not liable for damages resulting from improper installations.*<br>*Ω Brackets must be fastened securely to rafters or beams.*<br>**AWNTECH RECOMMENDS A MINIMUM MOUNTING HEIGHT OF 8’ FOR HEAD CLEARANCE** | | |

## Wall Mount Installation Applications

| | | |
|---|---|---|
| Flat Siding<br>Stucco<br>Cement<br>Cultured Stone |  | Consult a Professional λΔ |
| Aluminum<br>Vinyl<br>Hardboard<br>Lap Siding |  | Consult a Professional λΨ |
| Facia |  | Consult a Professional λΩ |
| Brick<br>Stone<br>Wood |  | 3/8” Masonry Bit λΔ<br>Screws: λΔ<br>3/8”x3” Wedge Anchors; or<br>3/8”x3” Tapcon Screws; or<br>3/8”x3” Lag Screws<br>3/8” Washers (1 per screw) |
| Metal |  | Consult a Professional λΔ |
| Concrete/Cinder Blocks |  | Consult a Professional λ |

*λ Awntech® is not liable for damages resulting from improper installations.*

*Δ Brackets must be fastened securely to a structural beam or studs inside the wall.*

*Ψ Wood Blocks must be fastened securely to a structural beam or studs inside the wall.*

*Ω Brackets must be fastened securely to rafters or beams.*

**AWNTECH RECOMMENDS A MINIMUM MOUNTING HEIGHT OF 8’ FOR HEAD CLEARANCE**

## Installing the Awning into the Brackets

1. Begin by inspecting the awning to make sure all moving pieces are securely fastened:
    - **Throughout this process, ensure the awning arms are closed and tied to the cassette of the frame. Do not loosen the bindings until after the awning is securely fastened to its brackets.**
    - Ensure the roller tube (part **e** on the parts list) is securely fastened to the inside end caps (part **h1** on the parts list) or end brackets (part **n** on the parts list). The roller tube should not be able to freely move on either end of the awning.
2. Once the awning is confirmed to be securely closed, set up the installation area by placing two ladders on a flat, dry, stable surface underneath both ends of the install surface. **As a reminder, please ensure that the awning is in the closed position and the arms are tied closed at all stages of this process**. This will prevent the unit from inadvertently opening while being lifted into the brackets.
3. With the help of an assistant (or 2+ assistants if your awning is more than 12’ long), lift the awning up and slip the torsion bar (part **d** on the parts list) into its brackets. Make sure the torsion bar slides all the way to the back of the bracket. If the torsion bar does not easily slip into the brackets, we recommend that you immediately pull off the awning and rest it on the ladder. Double check that all brackets on your mounting surface are horizontally aligned before reperforming this step.
4. Once the awning is secured into its brackets, slide the retaining bolts (bolts that come with the wall mounting brackets) into the pre-drilled bracket holes. Horizontally center the unit as needed, then tighten the nuts on the remaining bolts.
5. Once the awning is fully secure, retighten the nuts on the brackets and carefully cut the bindings from all arms.

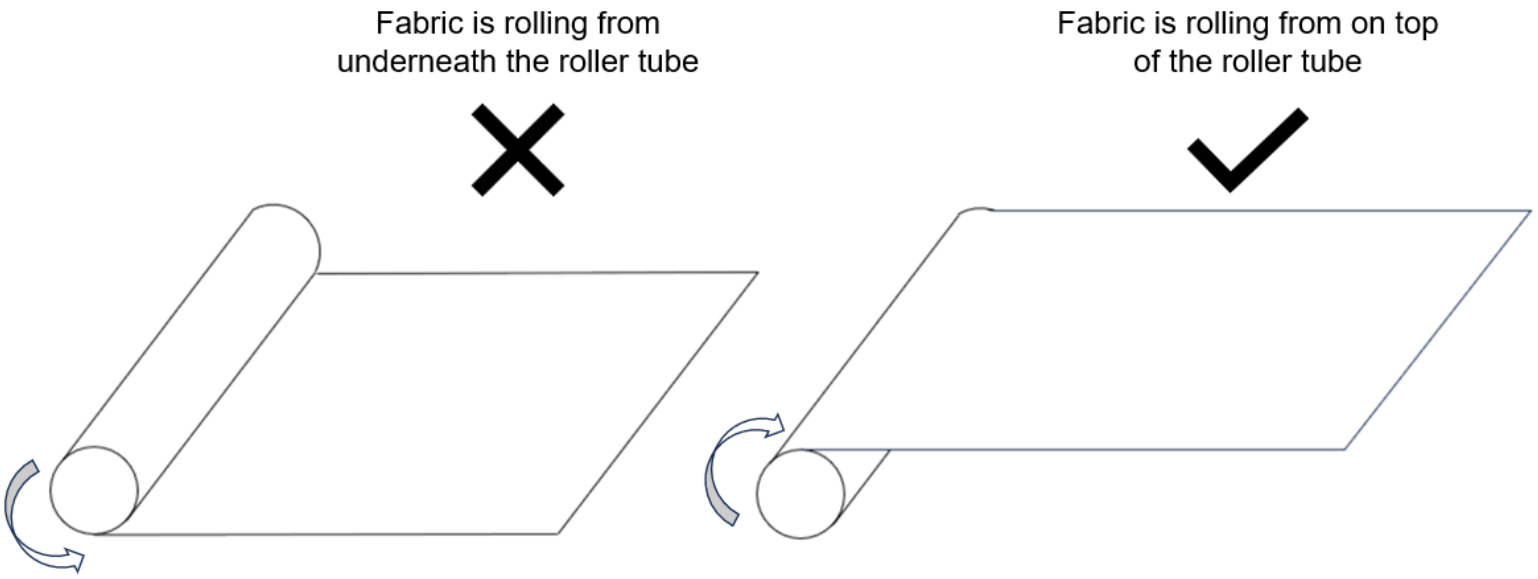
## Post-Install Adjustments

Once your awning is installed into the mounting brackets and you are able to extend it, you may notice aspects of it that you wish to alter. Awntech® retractable awnings' functionality can be adjusted in several ways, whether it be your motor limits (see your electronic accessory guide for more information on this), fabric tightness, or awning pitch at full extension to name a few. Please refer to the *Table of Contents* above for a list of desired adjustments. Although all of these adjustments can be performed without the need of additional assistance, **should you need help we ask that you contact techsupport@awntech.com**. Our technical support team can arrange a time to schedule a live call for real-time assistance over the phone. We've walked through a few common adjustments herein.

Following install but before the awning is operated, please be aware of the following:

- At all times, the awning fabric must roll in from the top of the roller tube. If the awning fabric rolls in from the bottom of the roller tube, significant damage to the awning fabric may occur. **Please be aware that Awntech® is not responsible for damages resulting from incorrect orientation of the fabric.**

- If the awning is motorized, the awning must not be under power/must be unplugged before the rocker arm can be used to manually open and close the awning. Manually operating the awning while the motor is under power can cause significant damage to the internal hardware of the awning motor. **Please be aware that Awntech® is not responsible for damages to the motor resulting from manually operating the awning while under power/while plugged in.**



## Adjustable Pitch Bracket

Before performing pitch adjustments, you will want to make sure your awning wall brackets are flush against your mounting surface at full extension. **Ensure your awning isn't pitching forward as a result of misaligned wall brackets. Please review the Pre-Installation Instructions above for more information.** The pitch bracket allows the customer to adjust their awning pitch from near-zero (~0) degrees, up to fifteen (15) degrees in downward pitch.

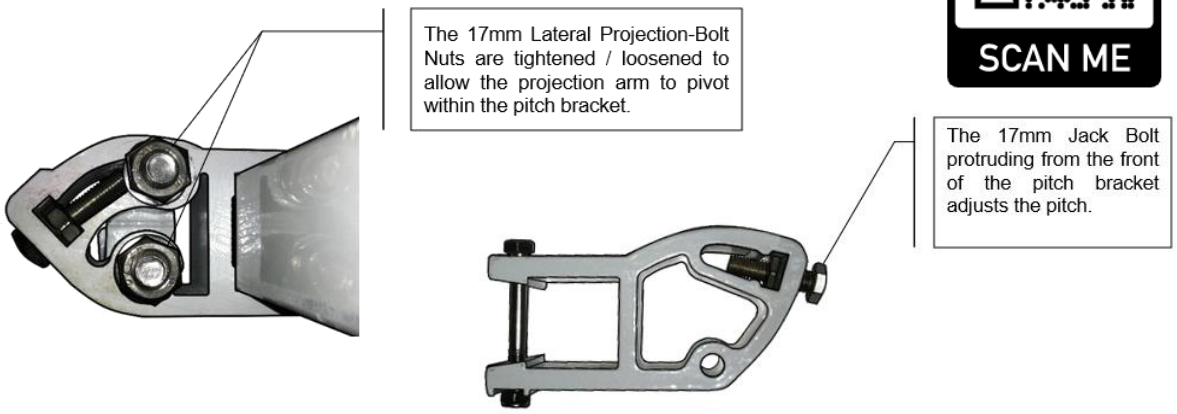
These adjustments require that the awning be fully deployed for up to 30 minutes. For this reason, only adjust the pitch bracket in calm weather conditions. **Please note that Awntech® does <u>not</u> cover weather-related damages under its manufacturer warranty.**

These adjustments require that the awning be fully deployed for up to 30 minutes. Significant torque is applied to the supporting hardware within the pitch bracket under these conditions. Improperly following the steps below (not loosening the projection arms, or not removing the load off of the pitch bracket by raising the arms) can cause the supporting pitch bracket hardware to strip / cross-thread when making pitch adjustments. **Please note that Awntech® does <u>not</u> cover stripping/cross threading damages to the pitch bracket under its manufacturer warranty.**

To make pitch bracket adjustments, please review the following procedures:

| TOOLS NEEDED | PART # |
|---|---|
| Hand Ratchet + 17mm Socket | N/A |
| A second person to assist | N/A |

SCAN ME




1. *Prepare the awning*: Begin by fully extending the awning. Have one person (Person1) at the end of the awning holding the front bar, and another person (Person2) at the respective pitch bracket. As a reminder, only perform these adjustments in calm weather conditions.

2. *Loosen the projection arms' connection to the pitch bracket*: Using a hand ratchet + 17mm socket, have Person2 begin by loosening both Lateral Projection-Bolt Nuts (see left image above). This will give the projection arm room to pivot forwards and backwards in the pitch bracket in steps 3-5 below.

⚠ **Failure to perform this step can cause the Jack Bolt to strip/cross thread. Awntech is <u>not</u> responsible for pitch bracket damages resulting from improper adjustments to the pitch bracket.**

3. *Release the load off of the jack bolt*: Have Person1 raise the front bar on the side being adjusted. For example, if the left pitch bracket is being adjusted, Person1 should raise the front bar on the left side of the awning to relieve the pressure on the left pitch bracket's jack bolt.

⚠ **Failure to perform this step can cause the Jack Bolt to strip/cross thread. Awntech is <u>not</u> responsible for pitch bracket damages resulting from improper adjustments to the pitch bracket.**

4. *Adjust the height of the front bar*:
   - **INCREASE HEIGHT OF AWNING**: With Person1 still raising the respective end of the front bar, Person2, using their fingers, must turn the Jack Bolt **CLOCKWISE**  to **INCREASE** the awning height at the front bar. This adjustment allows the jack bolt to sit further inside the pitch bracket, which prevents the lateral projection arm bolts from pitching forward. This increases the height at the front bar. **If the jack bolt cannot be turned by hand, <u>do not use force to turn the jack bolt</u>. Immediately repeat steps 2 and 3 above to ensure the load is removed off of the jack bolt. Using force on the jack bolt risks cross-threading the jack bolt, rendering the pitch bracket useless.**

   - **DECREASE HEIGHT OF AWNING**: With Person1 still raising the respective end of the front bar, Person 2, using their fingers, must turn the Jack Bolt **COUNTER-CLOCKWISE**  to **DECREASE** the awning height at the front bar. This adjustment pulls the jack bolt further outside of the pitch bracket, which allows the lateral projection arm bolts to pitch forward. This reduces the height at the front bar. **If the jack bolt cannot be turned by hand, <u>do not use force to turn the jack bolt</u>. Immediately repeat steps 2 and 3 above to ensure the load is removed off of the jack bolt. Using force on the jack bolt risks cross-threading the jack bolt, rendering the pitch bracket useless.**

5. *Measure and adjust*: After each adjustment, have Person1 slowly release the front bar. This will allow the projection arms to pitch forward / rest in the pitch bracket. Measure the distance from the front bar to the ground. Repeat this process (steps 3 and 4) until both ends of the front bar measure the same desired distance from the ground (assuming that the awning is installed over a flat area). Once both ends of the front bar match in height, you should see that the front bar is parallel with the ground when viewed from a distance.

6. Once the front bar is parallel with the ground and you are comfortable with the pitch of the awning, have Person2 tighten up the Lateral Projection-Bolt Nuts. Please note that as you tighten the Lateral Projection-Bolt Nuts, the awning arms move up and down on the frame with respect to the torsion bar. This is not noticeable until the awning is retracted / the arms are closed. See section "Adjusting the Evenness of the Arms on the Frame" below.

## Adjusting the Evenness of the Arms on the Frame

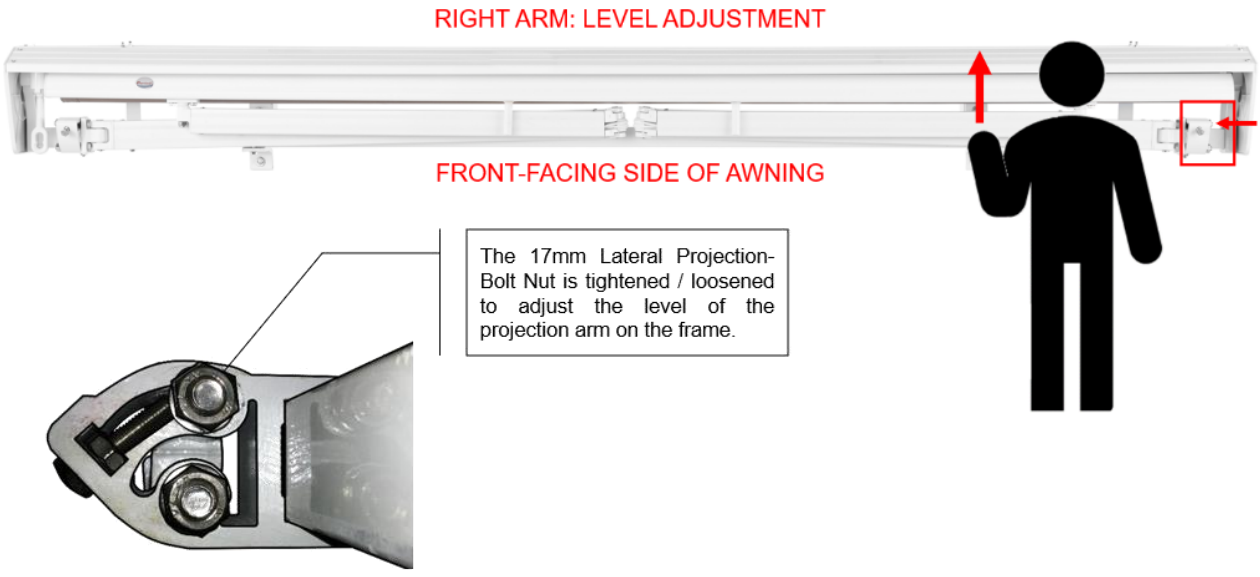
When fully retracted, rattling in shipping or pitch bracket adjustments (see above) may result in one of the projection arms sitting higher / dropping lower than the other(s). If this is the case, you will need to adjust the level of the arm using the adjustable pitch bracket (part **i** on the parts list). The desired outcome of these adjustments is to have your projection arms sit even / parallel with the torsion bar of the awning. Note that the torsion bar is the long steel square tubing that sits in the brackets connected to the wall. The torsion bar makes up the base of the awning frame.

The steps below require adjustments directly to the arms. Please note that any time you are making adjustments to your arms and the supporting hardware, that you **must** tie down the spring-loaded arms. This is a general safety precaution for when you are working on your arms. Improperly following the steps below (not binding the arms) can result in serious injury or death. **Please note that under its manufacturer warranty, Awntech® does not cover damages from improperly securing the projection arms while making adjustments to the projection arms.**

To adjust the evenness of the projection arms when fully retracted, please review the following procedures:

| TOOLS NEEDED | PART # |
|---|---|
| Hand Ratchet + 17mm Socket | N/A |

SCAN ME



1. Begin by fully retracting the awning. Once closed, secure the arms by binding them to prevent them from releasing.

   ⚠ **Failure to bind the projection arms when making the below adjustments can result in serious injury or death. Awntech is not responsible for damages from improperly securing the projection arms while making adjustments to the projection arms.**

2. Using the diagram above of a right-arm adjustment, begin by standing with the left hand on the projection arm, and the right hand within reach of the top Lateral Projection-Bolt Nut shown in the profile-view of the pitch bracket above.

3. **RAISE THE ARM**: Lift the arm using the left hand. This will relieve pressure on the Lateral Projection-Bolt Nut. Using the right hand and the hand ratchet + 17mm socket, tighten/turn **CLOCKWISE** the Lateral Projection-Bolt Nut. Once tightened, release the left arm and determine if any further adjustments are necessary.

4. **LOWER THE ARM**: Lift the arm using the left hand. This will relieve pressure on the Lateral Projection-Bolt Nut. Using the right hand and the hand ratchet + 17mm socket, loosen/turn **COUNTER-CLOCKWISE** the Lateral Projection-Bolt Nut. Once loosened, release the left arm and determine if any further adjustments are necessary.

   ⚠ **Do not fully remove the Lateral Projection-Bolt Nut. Removal can cause significant tension on the bottom lateral bolt if the arm is released, which may result in catastrophic damage, serious injury, or even death. Awntech is not responsible for damages from improperly securing the projection arms while making adjustments to the projection arms.**

5. Continue adjusting the arms until the desired evenness is achieved, typically when the projection arms run in parallel with the torsion bar. Once complete, ensure the awning is fully retracted before removing the binding off of the arms.

# TROUBLESHOOTING GUIDE

**NOTE**: Fabric and Frame Issues as an example, the troubleshooting guide can be read as follows:

**FABRIC AND FRAME ISSUES_Issue2**: Fabric is sagging at full extension. Common causes for this issue include (1) the awning is over-extended, (2) excessive water pooling on the fabric, or (3) issues as a result of the frame components. Solutions for these issues under *Issue2* are shown under "SOLUTIONS".

**MOTOR ISSUES**

Please consult your electronic accessory guide for more information regarding your motor, remote, wind sensor, or vibration sensor (as applicable).

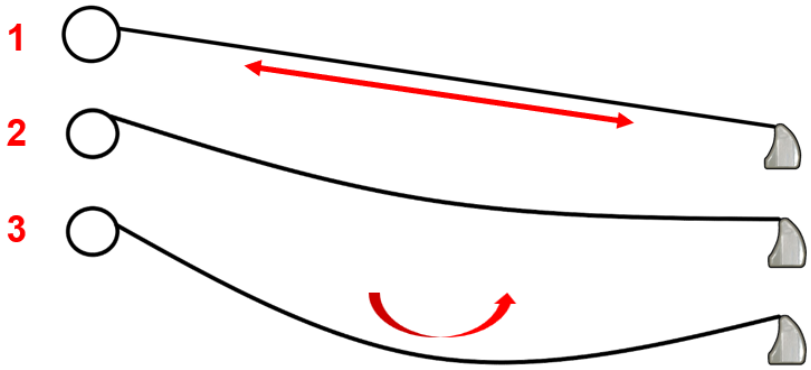
**REMOTE ISSUES**

Please consult your electronic accessory guide for more information regarding your motor, remote, wind sensor, or vibration sensor (as applicable).

| | **FABRIC AND FRAME ISSUES** | **CAUSES** | **SOLUTIONS** |
|---|---|---|---|
| **1** | Frame/front bar is lopsided at full extension. | One or more mounting brackets are pitched forward, or are not properly secured to the mounting surface. | Begin by reviewing the mounting brackets. Ensure that all brackets are flush against the mounting surface, and that all bracket hardware is secure. Review *Pitch Issues Arising from Installation* in the user manual herein.<br><br>If the issue persists, review the *Lubrication Diagram* in the user manual herein. There may be too much friction in the hinging points across the projection arms.<br><br>If the issue persists, review the *Adjustable Pitch Bracket* instructions in the user manual herein. The pitch bracket may be set too low or too high.<br><br>If the issue persists, review *Front Bar Attachment* instructions under the *Fabric Sagging* section in the user manual herein.<br><br>If the issue persists, contact TechSupport@Awntech.com for assistance. |
| | | Lack of lubricant in one or more projection arms. | |
| | | Adjustable pitch brackets are not adjusted properly. | |
| | | Lack of tension in one or more projection arms. | |
| | | One or more projection arm hinges have too much play, allowing for the related projection arm to drop. | |
| **2** | Fabric is sagging at full extension. | Over-extended. | **Motorized**: The opening motor-limits will need to be adjusted so that the awning doesn't keep extending past the projection arms' full extension. See your electronic accessory guide.<br><br>**Manual**: Manually retract awning back in until the tightness returns to the fabric. |
| | | Water pooling. | Another cause for sagging is deformation caused by water pooling. Leaving the awning deployed during rainy weather allows water to pool, which weighs down the unsupported sections of the awning fabric. Contact TechSupport@Awntech.com for assistance. |
| | | See causes under #1 above. | If neither cause/solution above matches your situation, please refer to the causes/solutions under #1 above. |
| | | | Contact TechSupport@Awntech.com for assistance. |
| **3** | Fabric rolling from underside of roller tube. | Awning was over-extended past full extension. If extended past full extension, it will incorrectly begin to roll in from underneath the roller tube. | **Motorized**: See motor-limit adjustments in the electronic accessory guide. |
| | | | **Manual**: Manually extend awning back out. Continue past the point of full extension so it starts retracting back in from the top of the roller tube. |
| | | | Contact TechSupport@Awntech.com for assistance. |
| **4** | Tearing. | N/a | Contact TechSupport@Awntech.com for assistance. |
| | **ARM ISSUES** | **CAUSES** | **SOLUTIONS** |
| **1** | When the awning is fully retracted in, one arm sits lower than the other. | The Lateral Projection-Bolt Nut is too loose. | *See Adjusting the Evenness of the Arms on the Frame* in the user manual herein. |
| **2** | Arms collide violently when Arms jam the awning preventing it from fully retracting back in. | Front bar attachments are misaligned from their original starting positions on the front bar. | Contact TechSupport@Awntech.com for assistance. |
| | | Front bar has shifted to the left or right from its original position from the factory. | |
| | **GEAR ISSUES** | **CAUSES** | **SOLUTIONS** |
| **1** | Awning violently and spontaneously deploys and will not close. | **Manual**: Gear failure. | **Manual**: Contact TechSupport@Awntech.com in regards to gear failure. |
| | | **Motorized**: Motor separation from motor-end-bracket. | **Motorized**: Contact TechSupport@Awntech.com in regards to motor-end-bracket separation. |
| | | | **ALL**: Immediately force the front bar back into the cassette of the awning. Have a second person aid by binding the arms together to prevent them from deploying once released. |
| | **PITCH ISSUES** | **CAUSES** | **SOLUTIONS** |
| **1** | Jack Bolt will not turn. | Jack Bolt was adjusted without relieving the weight of the projection arm off of it. The weight of the projection arm can prevent it from moving, and in the worst of circumstances can cause it to become stripped or cross-threaded. | Raise arm to take weight off of hinge bolts before adjusting the pitch. |
| | | | See *Adjustable Pitch Bracket* in the user manual herein. |
| | | | Contact TechSupport@Awntech.com if bolt is stripped or frozen in position. |
| | **PAINT ISSUES** | **CAUSES** | **SOLUTIONS** |
| **1** | Corrosion/Rust. | Salt in the air. | Apply Touch-Up Paint to any exposed metal area; scratches, dings, dents or otherwise potentially compromised coating. |
| | | Scrapes that expose the steel or aluminum to the elements. | Contact TechSupport@Awntech.com and provide photos of damage. |

## Fabric Sagging

Ideally, many customers desire and expect a flat, rigid fabric cover at full extension. Realistically, a properly set up fabric canopy will inevitably have some bow to it. Because the fabric is not rigid and has no means of maintaining a flat, straight plane across its width, a gentle bow in the center of the fabric is to be expected even under perfect circumstances. The bow in the fabric should not be too severe, somewhere between awnings 1 and 2 in the diagram below. The greater the awning width the greater the bow in the fabric, but not to exceed what's seen in awning 2 below.




If the awning fabric takes on a similar shape to what's seen in awning 3 above, please perform the following steps:

1. **Lubrication**: Lubricate the awning projection arms at the hinge, elbow, and front bar attachment pivot pieces. See lubrication guidelines on the following page.

2. **Over-extended**: Ensure the aluminum roller tube is not exposed at full awning extension. The awnings are manufactured so that even at full extension of the projection arms, there remains some fabric on the roller tube. If the awning continues to "deploy" past full extension of the projection arms, there is no longer any tension to keep the fabric tight since the arms can no longer extend outwards. It will drop all tension and sag severely.
    a. **Motorized**: If this is a motorized unit, the opening motor-limits will need to be adjusted so that the awning doesn't keep extending past the projection arms' full extension. See your electronic accessory guide.

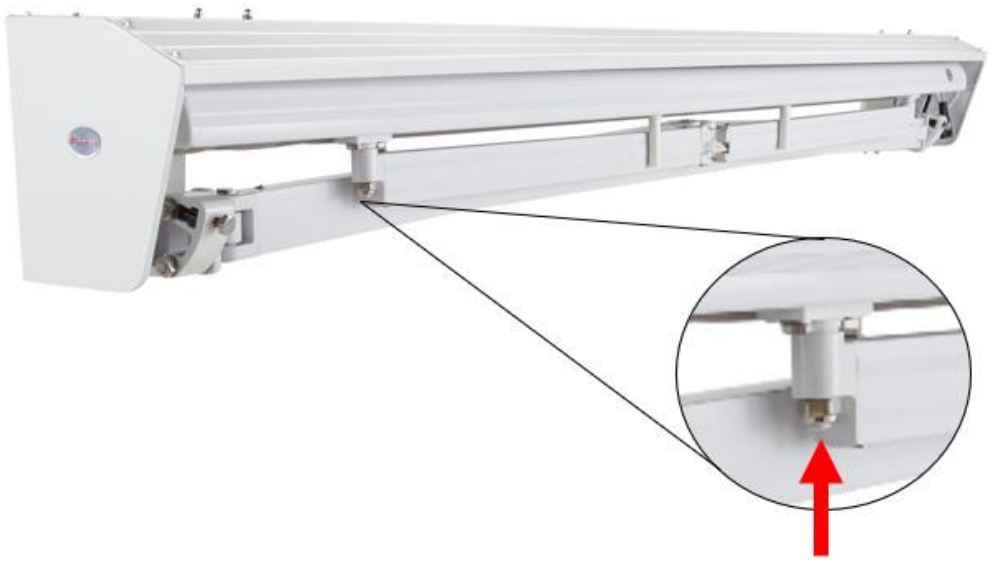
3. **Top vs Bottom**: Ensure the fabric is unrolling from the top of the roller tube, not from underneath. If the fabric is rolling from underneath, you will lose several inches of height and the fabric will lay on the arms at full extension.
    a. **Motorized**: If this is a motorized unit, both the opening and closing motor-limits will need a drastic adjustment so that the awning doesn't retract and deploy from the bottom of the roller tube. If the opening limits are set beyond the full extension, the roller tube continues to turn the same direction, which, after reaching full extension, winds the fabric under the roller tube back toward closed position. See your electronic accessory guide.

4. **Tensile Strength**: At full extension, push against the projection arms to see if any of the projection arms feel comparatively more or less tense than the others. If, for example, the leftmost projection arm loses its tension, the fabric will sag on that side, which can cause

the fabric to spool, creating a cone shape on either end of the roller tube. Speak with techsupport@awntech.com should you notice a difference in tension between projection arms.

5. **Water Pooling**: Another cause for sagging is deformation caused by water pooling. Leaving the awning deployed during rainy weather allows water to pool, which weighs down the unsupported sections of the awning fabric. Over time, this weight causes undue stretching and stresses on the fabric causing it to sag even in dry conditions. This damage is not repairable. **Please note that under its manufacturer warranty, Awntech® does not cover damages from weather-related incidents. We advise all retractable owners to retract their awning during strong winds and rain.**

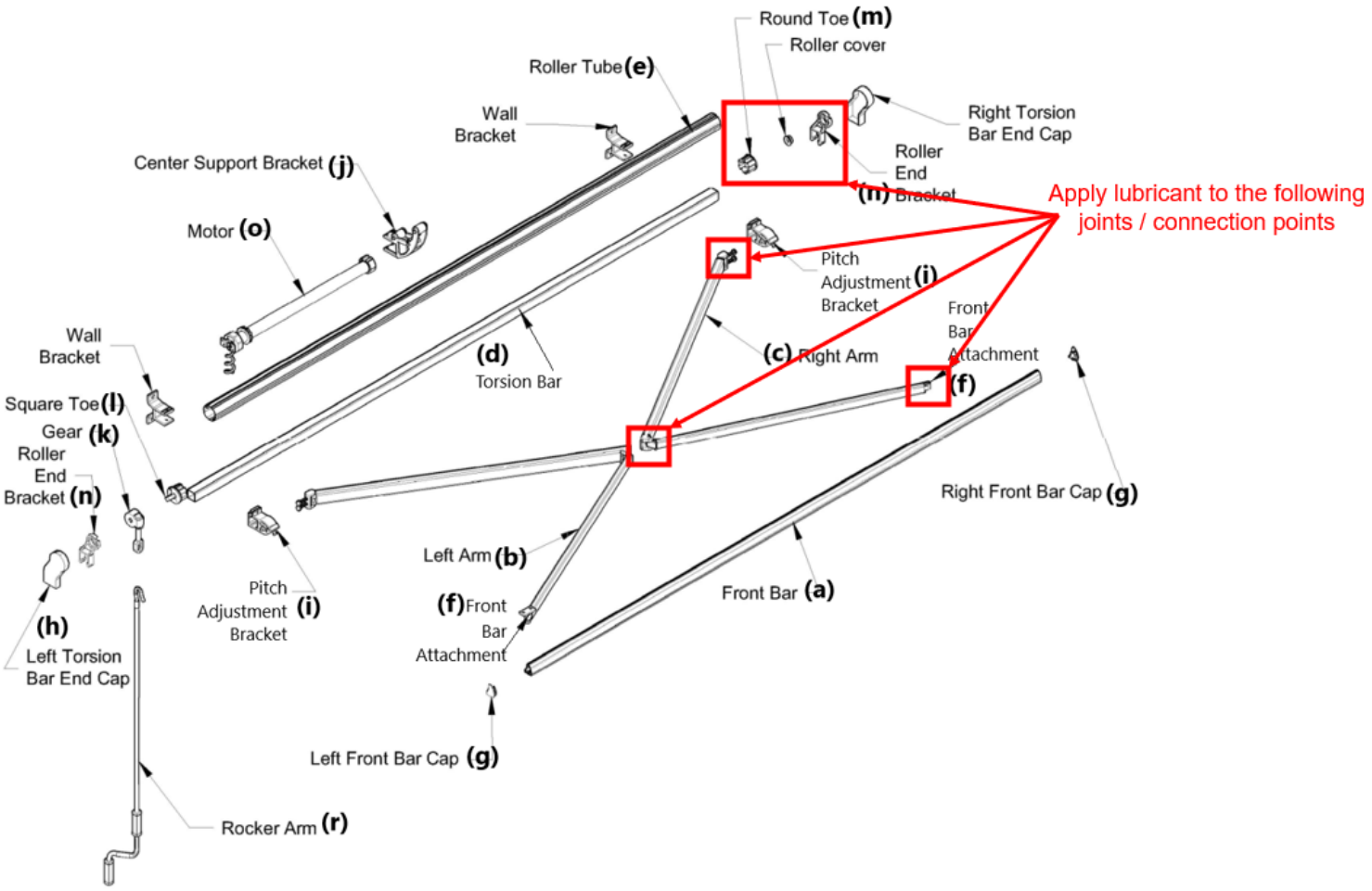
6. **Front Bar Attachment:** If the connection point between the projection arm and the front bar attachment are too tight, the projection arm will have a difficult time hinging at this point. The friction between the front bar attachment and the projection arm will prevent the projection arm from fully deploying. We recommend loosening up the bottom stopper nut on the front bar attachment (see diagram and arrow indicator below). **Please DO NOT remove the bottom stopper nut indicated below. Only loosen the bottom stopper nut in its current position. Removing the bottom stopper nut entirely will cause the projection arm to deploy as it will not longer be secured to the front bar attachment. Serious injury or harm to person or property can occur should this happen. Please note that under its manufacturer warranty, Awntech® does not cover damages related to these adjustments.**



## Lubrication Diagram

When lubricating the awning joints, we recommend placing a piece of cardboard/non-permeable layer between the frame and the fabric to prevent the lubricant from splashing onto the fabric. Use WD40, Lithium Grease, or Silicone Spray at the following projection arm joints:

1. Apply at the hinge connecting to the pitch bracket
2. Apply at the elbow
3. Apply at the front bar attachment
4. Apply at the contact point between the Round Toe and the Roller End Bracket. This can be applied if you start to hear your awning making a “creaking” noise from the cassette



## Excessive Pitch Drop

As mentioned in the pre-install instructions, the weight of the awning when fully extended may cause unforeseen torque/force/depression on certain wall materials. Although it may not compromise the mounting surface, this will result in excess drop/drag of the awning when extended. It is important to make adjustments at the time of bracket installation if you desire zero drop/drag of the front bar when the awning is extended.

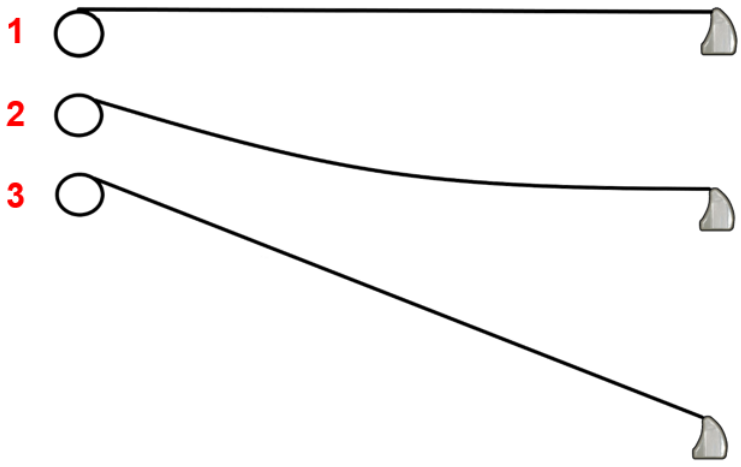
In the diagram below, we see three scenarios:

1. Awning 1 shows a 0° pitch. This configuration assumes a fully tightened pitch bracket and a perfectly perpendicular 90° wall bracket installation.
2. Awning 2 shows a 15° pitch. This configuration assumes a fully loosened pitch bracket and a perfectly perpendicular 90° wall bracket installation.
3. Awning 3 shows a severe pitch. Regardless of the pitch bracket condition, the awning will not be able to meet the pitch shown in awning 1 or 2. If awning 3 configuration is the immediate result after installation, the installation surface is most likely not 90° and as a result, the mounting brackets are angled slightly downward. This can be fixed by adding a washer behind the mounting brackets on the bottom side between the mounting surface and the bracket as demonstrated further under *Pitch Issues Arising from Installation*.

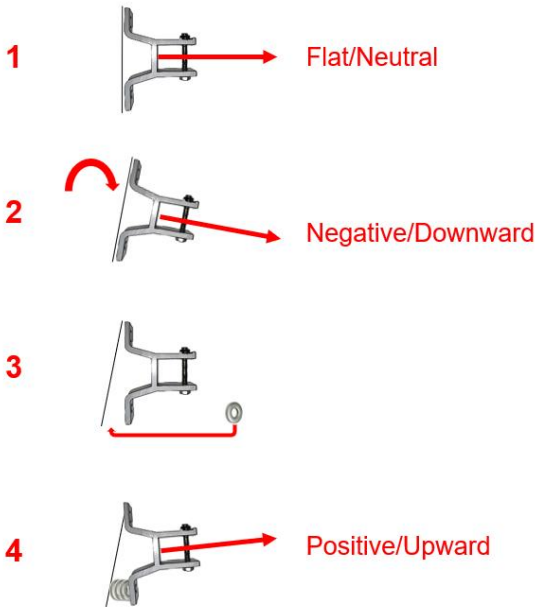
Over time, if the pitch of the awning progresses to the configuration shown in awning 3, it is likely the result of one of the following:

- The weight of the awning depressing the structural material over time, causing it to warp outside of a perfect 90° angle respective to the ground;
- Bent projection arm to pitch bracket hinges from wind damage; or
- The weight of pooled water placing stress on the arm hinges.

Structural depressions can be addressed further under *Pitch Issues Arising from Installation*. **Please note that under its manufacturer warranty, Awntech® does <u>not</u> cover damages from weather-related incidents. We advise all retractable owners to retract their awning during rain and / or strong winds.**



## Pitch Issues Arising from Installation




When initially installing the awning, the awning is installed while fully retracted. When it's placed on its brackets, all of the weight is applied downward close to the wall. This allows for a flat, neutral default angle from the wall. As the awning extends, however, the awning acts as a lever and applies significant torque against the wall. With certain flexible wall materials, the wall material will flex in response to the weight of the extended awning. Although it is unlikely that it will compromise the structure of the wall, it does allow the awning to pitch forward creating a negative, downward default angle from the wall. Note that a slight downward angle beginning from the wall can translate into a significant drop when the awning is fully extended. **This cannot be corrected by adjusting the pitch bracket**. See progression from 1>2 in the left diagram herein.

To compensate for this negative, downward angle, we recommend reinstalling the mounting brackets with a ⅛" spacer/washer between the bottom mounting hole and the wall. This creates a positive/upward default angle from the wall, making it significantly easier to adjust the pitch to your desired height. See progression from 3>4 in the left diagram herein. Some situations may require fewer than the shown three spacers/washers.

# Frequently Asked Questions

1. ***Are my awning's arms supposed to be straight when the awning is fully opened?***
   No, Awntech® Retractable Awning Projection Arms are designed to maintain an angle at full extension.

2. ***Why doesn't my retractable awning drain rainwater?***
   Awntech® Retractable Awnings are designed to function as sun-shades and are not warrantied for damage resulting from the weight of pooled water. Awntech® strongly advises you against leaving your retractable awning open during high winds or rain storms as these damages are not covered by warranty.

3. ***Why am I receiving an invoice with an unpaid balance for my replacement parts? Don't I have a warranty?***

   Awntech® 5-year limited warranty covers the cost of shipping for the first 6 months, the total cost of parts for the first 12 months, and provides a discounted, pro-rated cost by the month on all parts after the first 12 months up to 60 months. (Pro-Rated Price = Total cost of parts divided by 60 months, multiplied by the amount of months since delivery of product)

4. ***I tried manually cranking my motorized awning and it doesn't work, why not?***
   The backup manual crank is designed to be used if and when there is a loss of power. Disconnect the awning from the power source to disengage the motor.

5. ***Do you have someone who can come to my house and install or repair the awning?***
   No. Awntech® provides limited installation advice and recommends consulting a professional contractor. Awntech® is not affiliated with any field technicians or contractors. If your purchase was through a 3rd party vendor, you should ask them for any recommended PRO services they may provide.

6. ***I bought a manual retractable awning. Can I add a motor or is it too late?***
   Yes, you can motorize a manual awning. Should you decide that you want to add a motor to your manual retractable awning, you can order the motor kit through www.Awntech.com which includes the installation instructions, necessary parts, and wireless remote. Installation of the motor will be the responsibility of the customer. Awntech® can provide video tutorials on the process.

7. ***I'm interested in the wind-sensor or vibration-sensor. Is it compatible with my awning? How does it work?***

   All Awntech® electronic accessories are compatible with one another. The Awntech® Wireless Wind-Sensor and Vibration-Sensor both automatically close your awning when wind above a set threshold is detected.

8. ***I would like to attach a screen to keep the bugs out, does Awntech® offer anything like that?***
   Awntech® does not offer any detachable sun or bug screens. If forgotten while retracting, extra fabric attachments can create hazards when retracting the awning, such as wrapping around moving parts, potentially causing destruction to the assembly that is not covered by warranty.

9. ***My awning faces West and as the sun sets in the evening the awning doesn't block the sun as much as I would like. Can I get a longer valance?***
   Yes, Awntech® can provide you with a custom length valance at your request for a fee.

10. ***How do I know which side of the awning the motor or crank should be on?***
    Awntech® determines which side is which from the perspective of the person facing the mounted awning. The motor features a 12-foot power cord; however, you should specify which side will be appropriate for your unique structure's electrical outlet location in relation to your desired mounting surface, as well as accessibility to the manual crank. All retractable awnings default to a left-side crank orientation unless specified otherwise.

11. ***Can I mount my retractable awning on an RV, boat, or food truck?***
    You may mount your awning anywhere you wish, but be aware that Awntech® does not warranty or assume any product & injury liability for any retractable awning that has been installed onto a moving object, be it a vehicle, trailer, or other mobile structure.

12. ***The pitch is too low. Can I decrease the angle so it doesn't slant downward as much?***
    Awntech® retractable awnings feature adjustable pitch brackets on each arm that can be used to increase or decrease the slant of your awning canopy from 0° – 15°. Follow instructions on page 23 to correct pitch issues.

13. ***Why is the minimum recommended installation height 8 feet?***
    At a standard pitch of 15 degrees, a 10-foot projection will decline approximately 2-feet from the mounting position. An 8-foot-high installation at 15 degrees would put the front bar at approximately 6-feet high.

# Cleaning Chart

**NORMAL WEAR & TEAR:** Certain regions of the country are extremely hard on awnings of any kind. If you live in these areas, (High maintenance areas: FL, TX, NM, AZ, NV, coastal or high-altitude areas) you probably already know how the sun and salty ocean air can take a toll. Normal wear and tear is not covered in our warranty and should be expected. Damages caused by improper anchoring, strong winds, snow or ice are not considered defects. We offer replacement fabric at affordable prices.

**CLEANING & CARE:** Awnings should be cleaned at least once a year in low maintenance areas or twice a year in high maintenance areas (see high maintenance areas above). Cleaning consists of brushing off debris with broom, brushing on a non-detergent cleaning compound (such as 1/2 Vinegar, 1/2 water), letting it sit for 20 minutes and rinsing Remember that your awning is an exterior product, you must clean your awning to preserve and extend its beauty and life. Please refer to the cleaning and care chart below if you acquire a stain from one of the ingredients on the list.

| STAIN | RECOMMENDED CLEANING SOLUTIONS |
|---|---|
| CHARCOAL | Vacuum, then liquid detergent |
| CHEWING GUM | Acetone |
| SODA | Liquid detergent |
| CAR GREASE | Acetone |
| IRON RUST | Oxalic or citrus acids, water |
| MILDEW | 1 cup of bleach and ¼ mild soap per gallon of water |
| OIL | Acetone |
| PAINT (LATEX) WET | Liquid detergent, water |
| PAINT (LATEX) DRIED | Paint, oil or grease remover |
| PAINT (OIL OR LACQUER) | Paint, oil or grease remover |
| SUNTAN LOTION | Pine Power® or pine oil detergent |
| TREE SAP | Turpentine, liquid detergent |

# DIY Video Tutorials

## FABRIC

**Adding Fabric: Maui/Destin**


**Removing Fabric: Maui/Destin**


**Re-seating Fabric**


**Adding Fabric: Full Cassette/ Hampton/ Key West**


**Removing Fabric: Full Cassette/ Hampton/ Key West**


## PROJECTION ARM & PITCH BRACKET

**Projection Arm Replacement**


**Resetting the Front Bar Attachment**


**Pitch Bracket Adjustment**


**Hinge Assembly Replacement (PA1)**


**Hinge Assembly Replacement (PA2)**


**Hinge Assembly Replacement (PA3)**


## ACCESSORIES

**Breeze Supports: Hardware**


**Breeze Supports: Installation**

# WARRANTY: Retractable Awnings

5-Year Manufacturer's Limited Warranty

1-Year Manufacturer's Limited Warranty for all the electrical/electronic components including Motor and Transmitter

Obtaining necessary permits is the sole responsibility of the purchaser.

Purchaser/customer agrees he/she/company will NOT hold Awntech liable for improper installation, maintenance and repairs.

Replacements for missing parts within 30 days of receipt of awning. Please refer to E below for limitations.

**A. RETRACTABLE AWNING WARRANTY:**
5 Year Limited Manufacturer Warranty (Prorated by the month)

**B. WHO GIVES THIS WARRANTY?**
Awntech Corporation, 10950 S. Pipeline Road, Euless, TX 76040

**C. WHO IS ENTITLED TO THIS WARRANTY?**
This Warranty applies only to the original purchaser who paid for the product and may not be assigned or transferred to subsequent owners. This Warranty applies only to products purchased and installed in the United States.

**D. WHAT ARE THE RESPONSIBILITIES OF AWNTECH UNDER THIS WARRANTY?**
Subject to the terms and conditions set forth herein, Awntech Corporation will furnish replacements for parts found by Awntech Corporation to be defective in design, manufacture or assembly, under each specific component or product warranty as set forth below.

**E. WHAT ARE THE RESPONSIBILITIES OF THE ORIGINAL PURCHASER UNDER THE WARRANTY?**

- For missing parts or pieces of the awning received, the customer must notify Awntech within 30 days of receipt. Failure to notify Awntech within the 30-day period will void warranty replacements for missing pieces. It is strongly recommended that customers fully inspect the contents of the package for damaged or missing pieces as soon as the awning is received.
- Before any claims may be made under this Warranty, the original purchaser must have paid in full for the product covered under the Warranty, according to the terms and conditions of the pay-plan defined in the original order. IF THE PURCHASER HAS FAILED TO MAKE FULL PAYMENT, THIS WARRANTY SHALL BE NULLIFIED AND AWNTECH CORPORATION SHALL BE RELIEVED FROM ANY RESPONSIBILITY OR LIABILITY UNDER THIS WARRANTY. The purchaser agrees and acknowledges that this Warranty agreement constitutes an executor contract.
- The purchaser must use care in installation, maintenance, operation, use, and storage of the product in accordance with the instructions contained in the owner's manual. ANY FAILURE TO INSTALL, MAINTAIN, OPERATE, USE AND STORE THE PRODUCT IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE OWNER'S MANUAL WILL NULLIFY THIS WARRANTY AND RELIEVE AWNTECH CORPORATION FROM ANY RESPONSIBILITY OR LIABILITY UNDER THIS WARRANTY.
- Promptly notify Awntech Corporation of any claims.
- The purchaser may be required to provide a photograph or videos of any defective parts. The purchaser may also be required to pay a deposit until the defective parts are returned to Awntech Corporation for inspection. The purchaser must obtain a return authorization form from Awntech Corporation's customer service department prior to the return of any merchandise and after having received such authorization, return the part or product, freight prepaid, to Awntech Corporation.

**F. WHAT IS COVERED UNDER THIS WARRANTY?**
The following components of Awntech® models and their accessories (defined as accessories attached to the awning) are covered under this Warranty, subject to the limitations set forth below. These components have a five (5) year limited (prorated) warranty, against manufacturer's defects as outlined below:

a) Should the purchaser promptly notify Awntech Corporation of such defects within one year (12 months) from the date of the original purchase, the defective component will be replaced at no charge to the purchaser. Awntech reserves the right to ask for the defective part to be returned and/or photos/videos of the defective part.
b) After one year but within five years (60 months) from the date of the original purchase, a defective component will be replaced upon the purchaser's payment of 1/60th of the full retail cost of the component for each month of use prior to the claim.
c) Structural Supports: all supporting components are warranted not to fail for five (5) years, excluding the Lateral Projection Arms (see G below).
d) Acrylic Fabric: prorated warranty for five (5) years against:
    a. Excessive fading under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owner's manual.
    b. Mildew on acrylic fabric. Mildew will not form on the fabric itself, but may form on dirt and dust that have not been removed from it. Please see maintenance instructions for proper cleaning—outlined in owner's manual.
e) Electrical/Electric Components: This includes the awning motor, transmitter, and electronic accessories where applicable. All stated electrical components are warranted not to fail for one (1) year.

**G. WHAT IS NOT COVERED UNDER THIS WARRANTY?**

- Lateral Projection Arms are not covered by this Warranty.
- The Awntech Manual & Motorized retractable awnings up to 24 feet long are designed for residential uses only, and not for commercial/moving vehicle uses. The Awntech Retractable Awnings are also not designed to be used for carports. Any damage that results from the purchaser's use of the Awntech Retractable awnings for commercial uses or for carports is not covered by this Warranty.
- Any failure or damage of the components that results from any intentional or negligent actions by the purchaser or by any other person is not covered by this Warranty. This includes leaving retractable awnings extended during harsh weather.
- It is the responsibility of the purchaser to securely fasten the awning to studs, joists, headers or other structural members. Any failure or damage that results from the awning falling from its installed position is not covered by this Warranty.
- Labor charges associated with the installation of full unit replacement awnings and/or labor charges associated with the installation of replacement awning parts are not covered by this Warranty.
- Freight expenses to and from Awntech Corporation are not covered by this Warranty and must be paid by the purchaser.
- Stretching of fabric or damage to any structural component caused by wind or water pooling on the fabric or any other weather is not covered by this Warranty.
- Failure or damage to the lateral arms or their components are not covered by this Warranty.

**H. GENERAL PROVISIONS AND LIMITATIONS**

- The warranty granted herein is the exclusive remedy for the purchaser. Awntech Corporation makes no other warranties to the purchaser, express, statutory, implied or otherwise and all implied warranties, including without limitations, implied warranties of merchantability and fitness for a particular purpose, are hereby disclaimed.
- To the extent permitted by law, Awntech Corporation shall have no liability to the purchaser or any other person for incidental, special, consequential, indirect or similar damages of any kind or nature whatsoever, whether arising out of breach of warranty or other breach of contract, negligence or other tort, or otherwise, even if Awntech corporation shall have been advised of the possibility or likelihood of such potential loss or damage. In no event shall Awntech Corporation be liable for loss of profits and/or wages.
- Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.
  This warranty gives you specific rights, and you may have other rights, which vary from state to state.

  Awntech Corporation, 10950 S. Pipeline Rd., Bldg. 1, Euless, TX 76040 / Ph. 817-354-9600; Fax 817-354-9612 / Warranty@awntech.com

## RETURNS & DAMAGES

**RETURN QUALIFICATION:**
You can only return a product without recourse if it is defective upon arrival. If you simply do not like the product, or if you did not measure correctly, you will only be qualified for a merchandise credit and you will be required to pay for shipping the product back to Awntech in re-stock condition. There will be a 25% restock fee applicable. Customers have up to 30 days from delivery to return their product, otherwise they will qualify only for warranty replacements, subject to the restrictions set forth herein. Customized awnings (dimensions outside of Awntech's standard offerings) cannot be returned and will qualify only for warranty replacements, subject to the restrictions set forth herein.

**DAMAGED MATERIAL:**
Damage occasionally occurs during shipping. Scrapes dents and rips in the outer packaging that could indicate possible damage should be described to the carrier at the time of delivery. If damage to the product seems apparent, the shipment should be refused. Concealed shipping damages must be reported within **5 days** from the receipt of the awning.

**FABRIC DYE-LOT AND LIGHTING VARIATION:**
Fabric dyes may carry slightly from run to run. This is a normal and unavoidable. Different lighting types and lighting direction may cause the fabric you choose on the website to appear slightly different than the actual fabric does in full sunlight.

**RETURNS/ORDER EXCEPTION CONTRACT:**
Phone :817-354-9600, Fax 817-354-9612, E-mail warranty@awntech.com TO ACQUIRE A RETURN OR REPAIR AUTHORIZATION NUMBER YOU MIGHT GO THROUGH THE WARRANTY PROCESS: E-mail Photos of damaged parts to: customers@awntech.com or mail to: Awntech Corporation, 10950 S. Pipeline Rd., Bldg 1, Euless, TX 76040

Authorized returns should be shipped to:
**Returns Department**: Awntech Corporation, 10950 S. Pipeline Rd., Bldg 1, Euless, TX 76040

## RISKS & WARNINGS

Please handle with care when you open the package and during assembly and installation. The frame parts are made of metal and parts may have sharp corners. Please keep children away during assembly and installation of awning.

**Caution**: improper installation of mounting brackets can cause damage or personal injury. The bracket bolts must be secured to a stud. The brackets should be secured with lag screws as close to the center of the stud. When fully extended, the weight of the awning exerts significant torque on the torsion bar and studs. Failure to center bolts to studs will cause premature failure and result in collapse and/or injury.

Never attempt to repair or disassemble the Lateral Projection Arms. The Lateral Projection Arms that support the canopy are manufactured with structural grade stainless steel cables and high-tension springs within the arms. Serious injury or property damage can occur if attempting to make repairs without restraining the Lateral Projection Arms. If you have any questions, please contact us at 817-354-9600.

## DAMAGE DUE TO STRONG WINDS, RAIN, SNOW, OR ICE

Awntech ® Corporation does not guarantee its retractable awnings against weather-related damages (such as strong winds, rain, snow, or ice) under any circumstances. Retractable awnings are designed to protect the customer from UV and sunlight exposure. They are not designed to hold snow load, ice load, water load (from pooling water on the fabric), or debris load such as leaves/branches. Do not leave the awning extended during extreme weather conditions such as high winds, rain, snow, and ice. Extreme weather conditions may cause the Lateral Projection Arms to break under heavy strain. Awntech does not take responsibility for any weather-related damages or damages resulting from negligence/improper handling of the awning.

When not in use, it is best to keep your awning fully retracted at all times. If moderate to severe weather is predicted, or weather that brings rain/ice/snow/wind speeds of 30MPH+, retract your awning in immediately.