



## **Brasilia Athena**

Installation guide



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## **2 Read Me!**

**This section contains IMPORTANT WARNINGS concerning YOUR SAFETY and the INTEGRITY OF YOUR AWNING AND INSTALLATION.**

**WARNING:** The wind sensor is not a security device to prevent damages caused by high winds and rainwater accumulation; accumulated water, snow or ice, can severely damage your awning (a simple power outage will render the automatic closing of the awning impossible).

**NEVER LEAVE YOUR AWNING IN THE OPEN POSITION WITHOUT PROPER SURVEILLANCE.**

**BE CAREFUL!** Your awning is not meant to cope with high winds, water, snow or ice accumulations since this can cause the awning's arms to break or to make it fall causing severe corporal and material - property damage.

**NEVER LEAVE YOUR AWNING IN THE OPEN POSITION WITHOUT PROPER SURVEILLANCE.**

**BE CAREFUL!** A correct and proper installation of the brackets as well as the integrity of the wall or eaves onto which they will be affixed is the sole responsibility of the customer – user. All houses are different; and the anchoring devices supplied with the awning might not be suited for your situation – installation. IF YOU ARE IN DOUBT, DO NOT HESITATE TO CONSULT A PROFESSIONAL CONTRACTOR.

## 3 Getting Ready

### 3.1 Tools and help you will need

- Security knife for unpacking
- ladders or step ladders
- Chalk line
- Measuring tape
- Pencil (Ink marker or carpenter's pencil)
- Ratchet and Socket (9/16")
- Philips screwdriver to open the tube
- 6 mm Allen key to adjust the pitch
- Drill
- Level
- To install in wooden structures: 3/16" bit
- To install in masonry structures: 3/8" masonry bit



#### Optional:

- Stud finder
- Masking tape
- Nylon or metal spacers (shims)
- Zip tool (to remove siding)
- Caulking

**You will need help to install the brackets.** It takes **two persons to safely install an awning** on the brackets, but **we strongly recommend three persons.** You can also rent a manual lift.

## 3.2 Revision of installation requirements

Properly evaluate the required space to install the awning by following the steps explained from section **3.2.1** to **3.2.4** included.

If you have 2 Athena installed side-by-side or close from a corner: You must keep a 2" space between the awnings and 3" on the motor or manual crank side if it is located close to a corner of an internal wall. Doing so will allow you to install easily the decorative cap.

### 3.2.1 Required height

Your awning has an adjustable pitch and will be set to a minimum of 18" when opened, for a 10' projection awning. You may need to give it more slope if your installation or surface is not perfectly level. Please consider this when selecting the height of installation.

We **recommend a mounting height of 108" inches**; but it should be at least **96" inches: the MINIMAL required height**. You will need a **free unencumbered space of 9.5 inches high on top of the total width of the awning's structure**.

For a motorized awning, the length of the electrical cord is 15 feet long and it **must be plugged into a GFI outlet**.

**The motor's amperage requirement is less than 2 amps.**

### 3.2.2 Required width

The number of brackets for an Athena awning varies in regards to the width of the awning in question (see figure 6). The weight of the awning is solely supported at these anchoring points. Consequently, studs or other structural parts of the house are mandatory at these anchor points.

Whether you are installing on siding, masonry or other types of wall, **be advised that the far corner of walls have a few inches without structural studs, this is regardless of the type of exterior cladding. Consider this if you have limited space to install the brackets if your installation is on a narrow wall or windows close to the corners.**

You will then need to **find the studs, the headers or joists to install your brackets.**

Be advised that many recent constructions have **i BEAMS or METAL WEB JOISTS instead of the solid wood joists. These joists ARE NOT APPROPRIATE AS BRACKETS FOR AWNINGS.**

### 3.2.3 Masonry

**Masonry walls are weaker near the top.** You will need to have **at least 4 rows of bricks over the top of the bracket for a secure installation.** The weight of the rows above prevents the awning from pulling the bricks loose.

#### **IMPORTANT SAFETY NOTICE:**

**SOME BRICK WALLS MIGHT NOT BE STRONG ENOUGH TO SAFELY SUPPORT AN AWNING. THE SUPPLIED FASTENERS ARE NOT DESIGNED TO ATTACH THE AWNING TO VENEER BRICK WALLS, DECORATIVE BRICKS OR TO « SOFT BRICKS».**

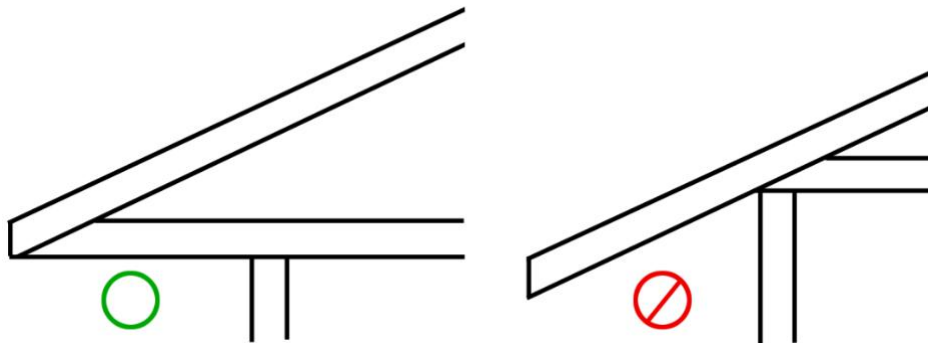
**IN DOUBT? CONSULT A CERTIFIED CONTRACTOR TO CONFIRM IF THE SUPPLIED FASTENERS ARE ADEQUATE FOR THE TYPE OF WALL ONTO WHICH YOU ARE PLANNING YOUR INSTALLATION. IF THEY ARE NOT HE WILL BE ABLE TO INFORM YOU ON YOUR INSTALLATION'S SPECIFIC REQUIREMENTS.**

### 3.2.4 Under Eaves - Soffit installation

You need to **open your soffit to see inside your eaves** and plan before you can even consider installing a soffit awning. You need to see if your **joists or rafters are level or slanted** and if they are **strong enough to support the awning**.

If your **trusses are slanted**, you will need to **purchase adapters for rafters** or to **install a leveled beam**; please **consult a certified contractor** on this subject if this is the case for your type of installation.

***PLEASE NOTE that Levelled Beams and Rafter Adaptors are not included in the price of your awning.***



***Figure 1***

If your eaves are **cantilevered on both sides**, the corners of the eaves are not strong enough to support the awning. See Figure 2

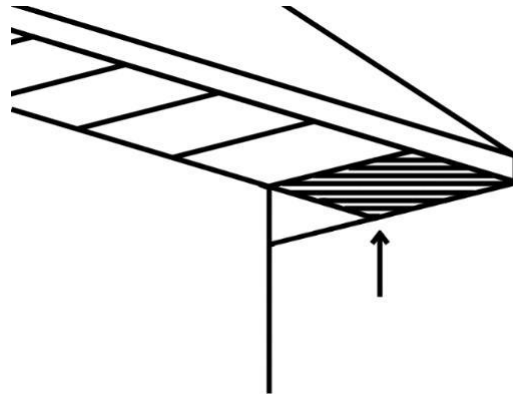


Figure 2

This means that **your awning cannot be wider than the wall, even if the eaves are wider than the wall and you had planned the installation under eaves.** See figure 3.

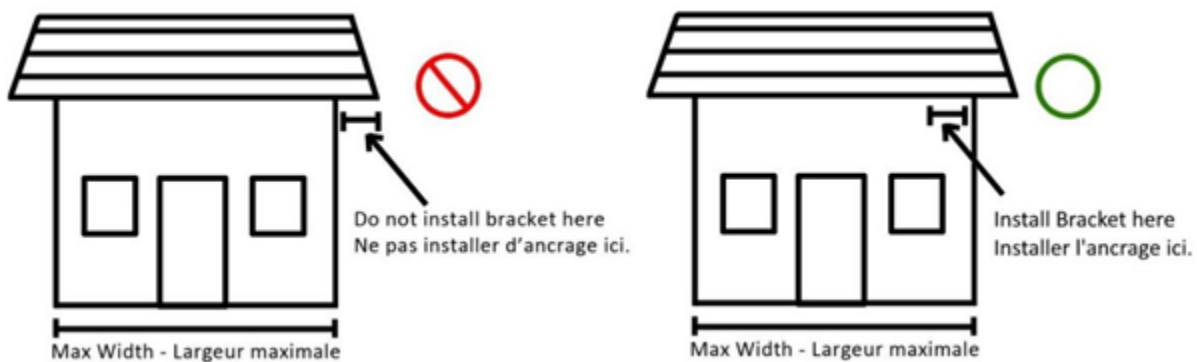


Figure 3

### 3.3 Unpacking the awning

**Make sure that the weight of the Awning is towards the ground (gravity will help this process). Unscrew and remove completely** all 12 screws; 4 at each end of the tube and also the 4 screws of the hardware compartment; put them aside for storage. **Make sure that all**



**screws are removed since they may damage the awning if left on the tube.** Once the screws are removed, remove the end caps and the accessory compartment cover. Afterwards, cut and remove the two green straps and pull the awning out of the tube, on your lawn or on a canvas. **A second person will be needed to safely perform this operation.**

Rest the awning on stands, on a canvas (tarp) or two stable chairs with the brackets and the hand crank upwards. **Remove the accessories packed on the awning. Carefully remove the plastic wrapping, there is a groove behind the awning, this is the place to insert the security knife. Do not use a regular knife or exacto as this can damage the awning.**

**CAUTION:** The Athena's arms are spring-loaded and could open without warning. They were closed in the factory, but if damaged during transportation, they could abruptly open while being unwrapped.

### 3.4 Parts list

**Wrapped on the Awning:**

- 1 hand crank

**In the box:**

- 1 remote control (if motorized)
- 1 wind sensor (if motorized, installed inside the front bar and only visible when the Awning is opened)
- Plastic screwdriver to adjust motor

**10'-13'**

- 3 brackets (wall or soffit)
- 6 lag bolts (3/8" x 4")
- 6 masonry bolts
- 3 sets of retainer hardware (bolt, nut and washer)
- 6 washers (3/8")

**14'-16'**

- 4 brackets (wall or soffit)
- 8 lag bolts (3/8" x 4")
- 8 masonry bolts
- 4 sets of retainer hardware (bolt, nut and washer)
- 8 washers (3/8")

**17'-20'**

- 6 brackets (wall or soffit)
- 12 lag bolts (3/8" x 4")
- 12 masonry bolts
- 6 sets of retainer hardware (bolt, nut and washer)



## 4 Overview and brackets

In this section, we will be examining the installation procedure. Installation of the brackets can be done by one person, **but you will need at least one other person to install the awning onto its brackets. The installation of the brackets is the crucial portion of work that requires the most time and attention to details.**

### 4.1 Siding walls made of wood, vinyl or aluminum

**For all buildings with wooden structures, and sidings that cannot support awnings, wooden screws must be solidly anchored into a structural part of the house.**

#### 4.1.1 Where to install

##### Installation height

Do make certain to leave at least 9 1/2" between the top of the brackets and the bottom of the eaves. See figure 4.

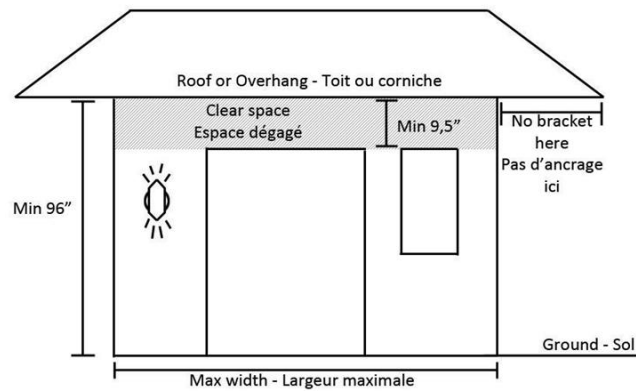
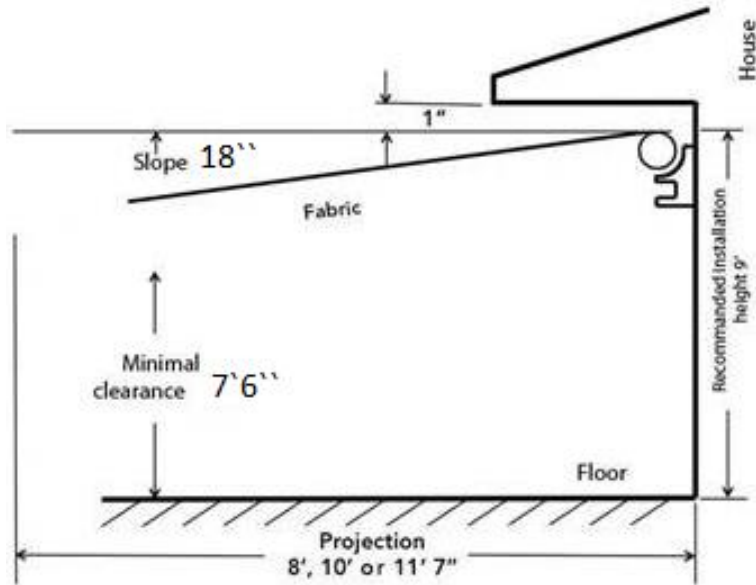


Figure 4

Your awning's pitch (angle) is pre-set at the highest possible position at the factory with an approximate drop of 15" from the top of the wall bracket to the lowest point at the front bar of the awning. For example : If you mount the Awning on the wall at 9' from the deck or patio, the lowest point at the bottom of the front bar of the fully opened awning will be 7'9". See figure 5.

If the need be, the pitch can be re-adjusted, see section 7.A.



**Figure 5**

Measure up from the deck/patio floor on one side and make a mark at your desired mounting height **less 1"** (should be at least 96" inches but **we recommend 108"**).

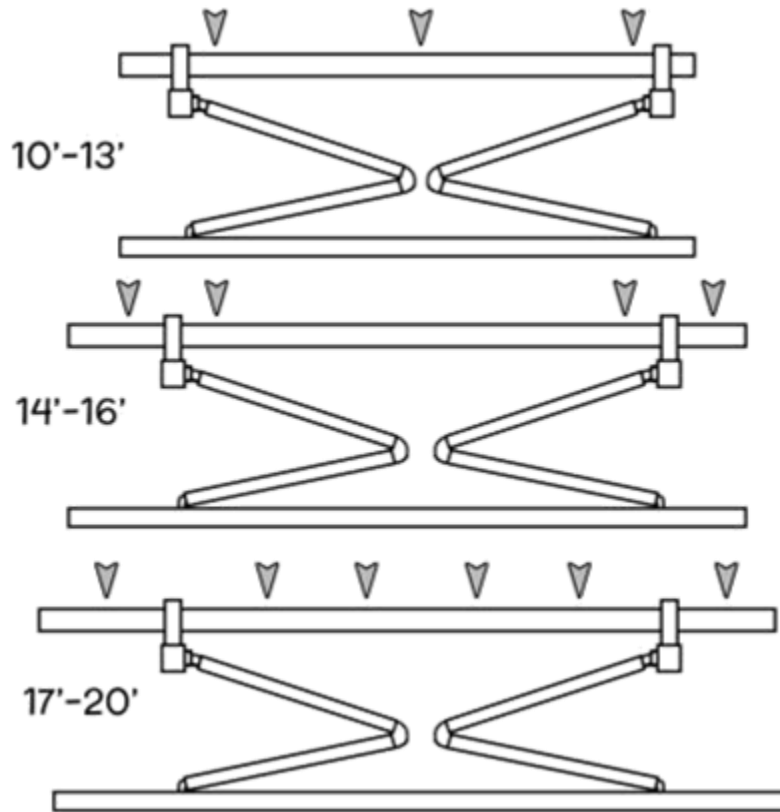
Make a second mark at 9.5" below the first mark. The space between these marks must be clear of all obstructions (light fixtures, etc.) on the wall. Using a chalk line or a string, snap a line on the lower mark for the full length of the awning. The bottom of the wall bracket will rest on the lower line.

If you decide to install a soffit bracket on the wall, the top of the soffit bracket can touch the eaves.

### **Width**

With a chalk line, mark vertically the middle point as well as both left and right extremities of the awning. Then, mark 2 horizontal lines with 9.5" space between, the limits of the installation zone, right on the mounting height and bottom mark. You'll get the awning mounting area showing a rectangle sizes of the width of the awning x 9.5" high.

Refer to **figure 6** to choose the position of the brackets. **These positions are approximate; brackets must always be installed into studs or a structural part of the house.**



**Figure 6**

#### 4.1.2 Finding the studs, joists or headers

You must now **locate the studs, joists or headers** in the area in which each screw must be anchored and similarly **to where the holes of the brackets must be drilled**, as explained below.

#### 4.1.2.1 Method A

**Your brackets will be installed within the length of the awning, in the positions indicated on figure 6, depending on the size of the awning.**

If your **Awning** will be **installed on a wall which has a window or a door, use this opportunity to locate the studs in your home** and transfer those measurements to the outside:

Use a roll of masking tape. From the inside of your home, upon the wall that your Awning will be installed, place a strip (about 6" strip) of masking tape vertically on the windowpane.

Now using a stud finder locate the stud on the same inside wall and mark the center of the stud. Measure from the tape or the door to the center of the stud, and write the measurement down. Continue to locate the additional studs and record those measurements.

On the outside wall, using the inside measurements, measure from the tape or the door to the location of the center of the studs. Mark the center of each stud on which a bolts will be fixed with a 6 1/2" vertical line.

**NOTE: To facilitate the mounting of the awning on its brackets, it is very important that the line be straight and properly leveled.**

**CAUTION: PROPER INSTALLATION OF THE WALL BRACKETS IS THE MOST CRITICAL ASPECT OF THE AWNING MOUNTING. IT IS CRITICAL THAT ALL BOLTS BE FASTENED TO STUDS, JOISTS, HEADERS OR OTHER MAJOR STRUCTURAL PARTS OF YOUR WALL.**

**Even a moderate wind exerts great force on the Awning and the wall support brackets.**

This is why it is important that **all brackets be fastened properly and securely**. Proper location will also make it easier to insert the pre-assembled Awning into the supporting brackets.

**WARNING: FAILURE TO SECURELY FASTEN ALL REQUIRED SCREWS TO FIX THE BRACKETS TO THE WALL COULD RESULT IN THE COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY.**

**NOTE: The majority of constructions have a spacing of 16” between the wall studs, but some of the more recent constructions will have 24” spacing between the wall studs.**

#### *4.1.2.2 Method B:*

To find the studs if the above method (method A) does not work, you will have to lift your siding (using a Zip Tool). The insulation material often ends with a stud; test this location by hammering a long nail, screwing in a long screw or by drilling a small hole. A Zip Tools will permit you to lift the siding without damaging it.

When defining the location of your brackets, the wall may be uneven or slightly curved/arched.

In this case, you will have to use more shims depending on the location of the brackets. **It is critical that your brackets be level both on the depth and on the height.**

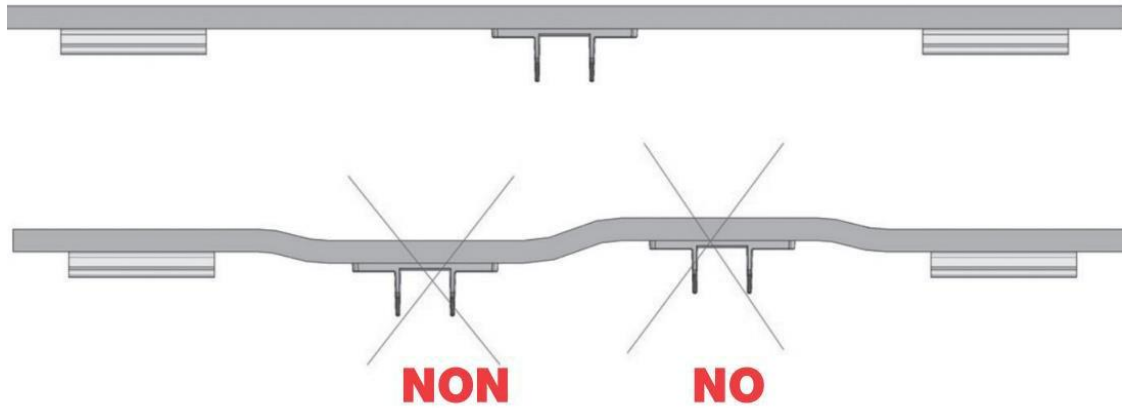


Figure 7

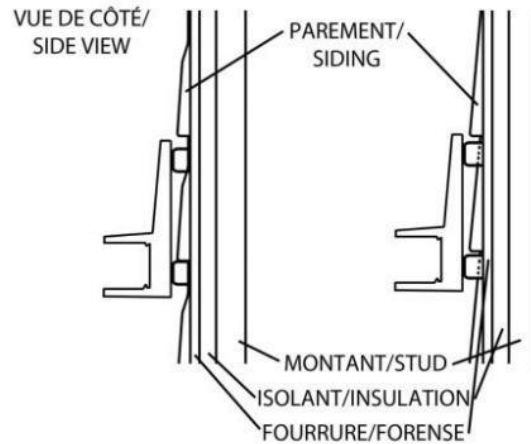
#### 4.1.3 Shims and solidity

Sidings, corrugated metal, stucco, decorative bricks and wood often have some empty space between the structural components and the siding. If the Awning crushes the siding, the latter can move. **If the awning moves, the result will be an uneven installation, the awning falling off and therefore cause personal injurie as well as material damages to the wall and awning.**

In order to have a solid installation, **use appropriate shims**. A good way to shim the brackets is to use **tubular spacers** or washers, either nylon or metal.

The spacer can be installed on top of the siding if a sufficiently large surface is in direct contact against a solid surface. Otherwise, the spacer can be installed underneath the siding where a hole can be cut into the siding for the spacer to be inserted in.



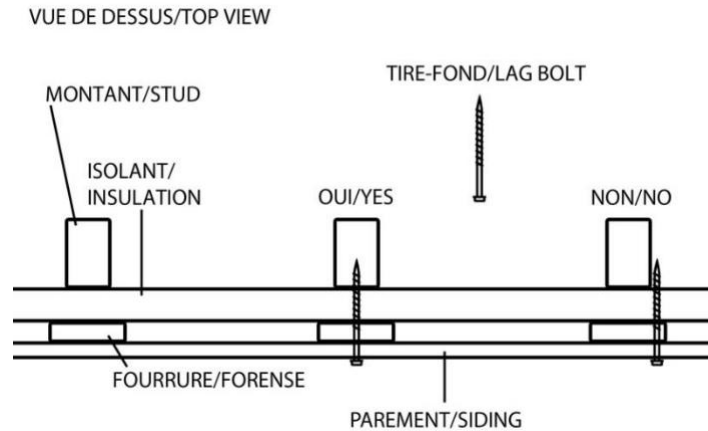


**Figure 8**

**Decide if the spacer should go on top, under or through the siding.**

**If the spacer goes on top of the siding, it is important that it is resting against a solid surface. The shim or spacer should NEVER rest on fiberboard (ten-test), insulating foam or mineral wool.**

If there is sheet insulation, fiberboard or mineral wool in between the bracket location and solid surface, remove a square of the insulation material and replace it with a piece of solid wood on top of the solid surface (wood etc.). That piece of wood needs to be well attached and will serve to support the spacer or the bracket. Be careful, **there is often a forens on top of the fiberboard**, wider than the stud. **The lag bolt MUST be installed in the stud**, not just in the piece of wood and not just in the **forens**. Probe the chosen spot with a small drill bit before installing, this will avoid shattering the stud by drilling too close to its edge. **See figure 9.**



**Figure 9**

**IT IS MANDATORY TO PUT CAULKING AROUND THE SPACERS OR SHIMS TO PREVENT WATER INFILTRATION.**

#### 4.1.4 Brackets installation

Once the studs, joist or headers have been found and the appropriate shims have been chosen comes the installation of the brackets.

##### 4.1.4.1 Brackets

Make sure that every single bracket necessary is installed exactly in the middle of a stud.

Use 3/16" drill bit to drill 3" deep holes throughout the siding and the shims into the studs or joists. Doing so will help to prevent the studs from splitting or eroding while doing the installation of the lag bolts.

Using a drill or a ratchet wrench, install the brackets with the 3/8" x 4" lag bolts. Use the included washers between the heads of the bolts and the brackets. While tightening the bolts, use a level to keep the bracket to level.

**Do not over tighten the bolts as this could split the wooden structure or weaken the bolt.**

## 4.2 Masonry

This installation method is meant for solid brick walls (this excludes all types of decorative brick) where the masonry brick brackets/ties are in perfect order. **If the brick wall is weak**, you will need to find studs, and you might need to purchase longer lag bolts than those supplied with the awning. If this is the case, **consult a certified contractor** since you will **need to use shims to prevent crushing the bricks against the studs while tightening.**

**WARNING: SOME BRICK WALLS MIGHT NOT BE STRONG ENOUGH TO SAFELY SUPPORT AN AWNING. THE SUPPLIED FASTENERS ARE NOT DESIGNED TO ATTACH THE CERTAIN TYPES OF BRICK WALLS OR ONTO DECORATIVE BRICKS. IF THIS IS THE CASE, CONSULT A CERTIFIED CONTRACTOR FOR PROPER MOUNTING. SOME CONSTRUCTIONS WILL REQUIRE MORE SCREWS WHICH ARE NOT INCLUDED WITH YOUR AWNING.**

**You will need to install shims if the brick surface is uneven.**

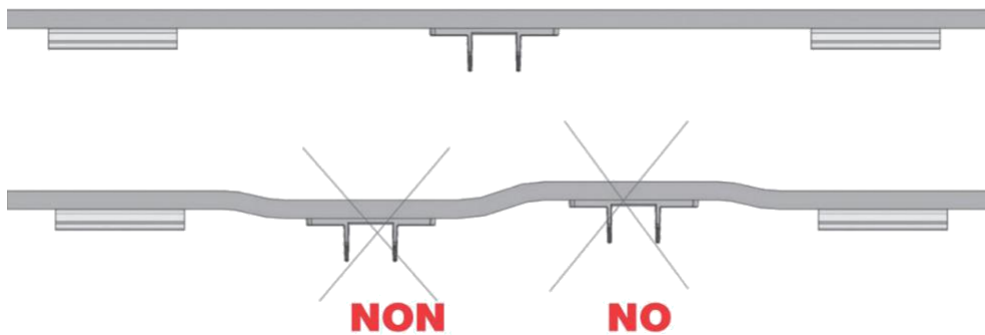


Figure 10

#### 4.2.1 Choosing the position

Make sure to leave at least a 9 1/2" space between the bottom of the brackets and the eave. The awning is higher than the bracket.

**IMPORTANT NOTE: NEVER INSTALL BRACKETS ON THE TOP 4 ROWS OF BRICKS NEAR THE ROOF SINCE THESE ROWS ARE NOT STRONG ENOUGH TO SUPPORT THE AWNING.**

#### 4.2.2 Installation on bricks

Based on the awning size chart (**see figure 6**), choose the correct position to install on bricks. **It is more important to ensure a secure bracket installation than following exactly the position on the drawing.**

Ensure also that **all the bolts are inserted at least 1/2" from the brick edges and that the brackets do not interfere with the arm support position.** Place each bracket at the right height, using the bottom chalk line and trace every bracket and every hole position while making sure that the brackets are level.

**WARNING: The provided masonry fasteners cannot be used in the joint between two bricks. Install them in the brick body, not within 1/2" an edge of the brick. The fasteners are also not designed for hollow surfaces. Visit a hardware store for proper fasteners that must be used for your type of installation.**

**Do not use supplied fasteners on stucco walls.**

## 4.2.3 Installation

### 4.2.3.1 Brackets

**WARNING: The holes must be drilled in two separate steps. Not following these steps may result in holes that are too large. Masonry bolts will not be anchored properly if the holes are too large.**

While making sure they are level, put in position the first bracket at the required height (in reference to the lower chalk line). Locate the brick joints and mark the area where the screws will hold the bracket while respecting the minimal distance between the edge of the brick and the bracket holes. Repeat the same operation for all the brackets.

**First, use a 1/8" masonry drill bit to drill holes 3" deep throughout the masonry or the concrete wall.**

Afterwards, use a 3/8" drill bit to drill holes 3" depth throughout the masonry or the concrete wall. While drilling, ensure that the drill bit is as stable as possible. This will prevent the holes from having a flared shape or from becoming too large. **See figure 11.**

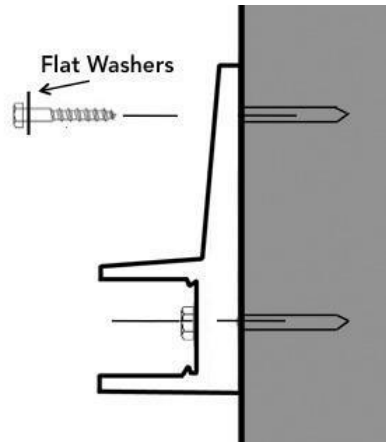


Figure 11

Using a 9/16" socket, install the brackets. Use the 3/8" x 4" bolts and the flat washers provided under the head of the screw to do so. While tightening the bolts, keep the bracket level using a level. **Do not overtighten the masonry bolts; doing so may erode the wall or weaken the bolt.**

**WARNING: YOU MUST MAKE SURE THAT THE MASONRY BOLTS ARE WELL ANCHORED IN THE HOLES. IF NOT, REMOVE THEM AND VISIT A HARDWARE STORE FOR APPROPRIATE MASONRY BOLTS.**

#### 4.3 Under Soffit or Eaves

It is **imperative to properly evaluate the distance between the trusses or joists and the soffit cover or other decorative siding in order to choose appropriate shims.** It is often easier to find structural support close to the end of the eaves than close to the wall.

The following instructions are for eaves or soffits that are **PERFECTLY HORIZONTAL AND LEVEL.** For slanted eaves or rafters, it might be necessary to use an adapter or angled shims.

### 4.3.1 Choosing the position

Using the chalk line, **draw a straight horizontal line under the eaves and longer than the length of the awning.** This line represents the rear of the bracket. The brackets are 3.22" deep.

**When drawing your line under the eaves, consider that when retracted, the awning will still extend 10" forward from the chalk line. See figure 12.**

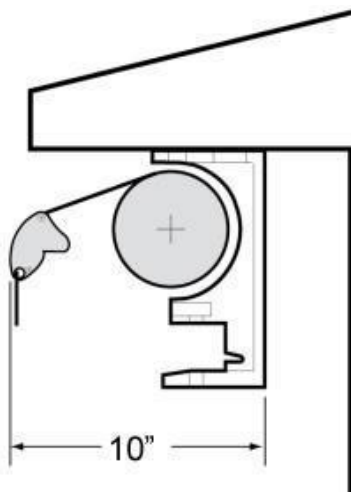


Figure 12

**NOTE: To facilitate the installation of the awning on the brackets, it is very important to make the line perfectly straight.**

**CAUTION: PROPER LOCATION OF THE BRACKETS IS THE MOST IMPORTANT ASPECT OF THE AWNING MOUNTING. IT IS CRITICAL THAT YOU FASTEN ALL THE SCREWS TO THE RAFTERS OR OTHER MAJOR STRUCTURAL ELEMENTS.**

Even a **moderate wind** exerts great force on the Awning and the brackets. This is why **it is MOST IMPORTANT THAT THE BRACKETS BE FASTENED PROPERLY AND SECURELY.**

#### 4.3.2 Finding the trusses, joists or rafters

Now, locate the structural parts in the awning mounting area. You will probably have to remove some of the soffit or decorative covering from your eaves. Mark with a 6" line, down the center of each rafter on which a bracket will be installed.

Based on the awning size chart, choose the correct position to install on the rafters or trusses. **It is more important to ensure secure bracket installation than following exactly the position on the drawing. See Figure 6.**

Using brackets and chalk lines, choose the final location of the awning. **Make sure that EACH AND EVERY REQUIRED SCREW IS POSITIONED AT THE CENTER OF THE RAFTERS.**

#### 4.3.3 Shims and solidity

Sometimes, there is a good distance between the soffit or other decorative cover and the trusses. To make absolutely certain that you have a solid installation, use appropriate shims.

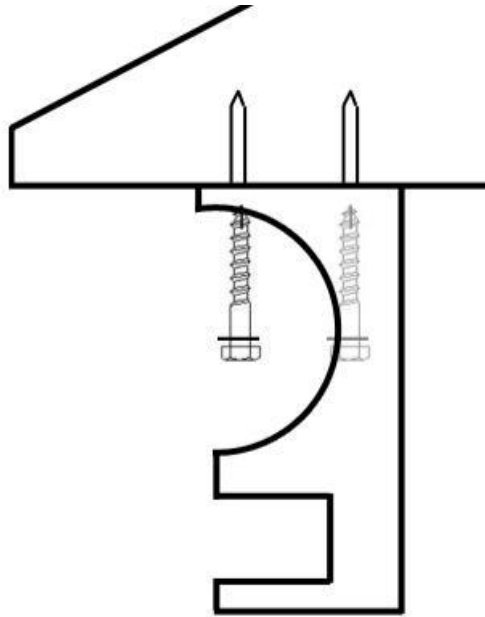
**A good way to shim the brackets is to use tubular metal spacers, metal or nylon washers-spacers can also be used. If the distance is too large between trusses, it will be preferable to install a 2" X 6" beam for the whole length of the awning,** or a combination of spacers and the beam. Be sure all your shims are very solid. The greater the distance, there is a higher risk the spacers will move if narrow.



#### 4.3.4 Bracket installation

Using a 3/16" drill bit, drill all the pilot holes into the rafters to about 3 1/2" deep. This will help to prevent the fraying from splitting while installing the lag screws.

**See figure 13.**



**Figure 13**

##### 4.3.4.1 Brackets

Using a 9/16" socket, install the brackets **levelled** with the 3/8" X 4" long lag screws. Use the flat washer provided under the head of the screw. While tightening the lag bolts, **keep the brackets levelled (use the level if needed)**. **Do not overtighten the lag screws; doing so may split the wood framing or weaken the screw.**

**If necessary, use shims or spacers.**

**WARNING: YOU MUST SECURELY FASTEN ALL THE SCREWS TO THE RAFTERS. SOME HOMES MAY REQUIRE MORE LAG BOLTS, OR LONGER ONES. PLEASE CONSULT A CERTIFIED CONTRACTOR IF YOU ARE IN DOUBT. FAILURE TO DO SO COULD RESULT IN COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY AS WELL AS MATERIAL DAMAGE.**

## 5 Installing the awning

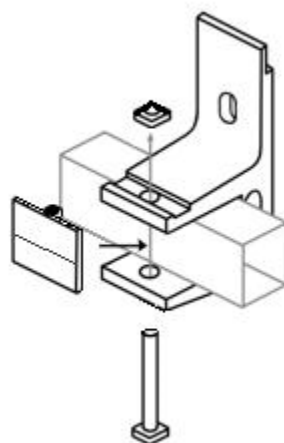
### 5.1.1 Mounting the awning on the brackets

Carefully remove all packaging material from the awning.

**With the help of at least one additional person**, lift the Awning (with the front bar facing you and the Awnings supporting brackets behind). Even a small awning weighs more than 50 kg (110 lbs.).

Slide the bar into the brackets and secure it by tightening the fastening hardware for each bracket. Make sure to insert the screw from the bottom of the bracket towards the top (the screw must go through the spacer's hole meant for this purpose). You might need to apply a bit of pressure to permit a proper insertion of the bar into the brackets.

**See figure 14.**



**Figure 14**

## 5.2 Testing the solidity of the installation

You **will need help to test the strength of the installation of your awning**. Open it completely. A person must place himself at the end of the awning near the wall. The other person must gently raise the awning frontal bar and move it. A **properly installed awning will see its arms move a little, but the structure and brackets must not move. If the awning does move, this means that there are 2 possible issues:**

**1- The screws are not fixed to the studs; if this is the case, you must locate the studs, joists or headers in the area in which each screw must be anchored. Re consult sections 4.2.3 to 4.3.4.1 for all the details**

**2- The surface is uneven; use appropriate shims. A good way to shim the brackets is to use tubular spacers or washers, either nylon or metal. Re consult sections 4.2.3 to 4.3.4.1 for all the details.**

## 5.3 Connecting and operating your awning

Plug your power cord into a GFI AC outlet.

**NOTE:** During a **power outage**, you can **open or close your awning with the included hand crank**. Simply insert the crank into the crank loop and turn. **If you use the hand crank, it is possible that you will have to adjust the stop limits of your awning again**, refer to appendix **7.B**.

### 5.3.1 Remote

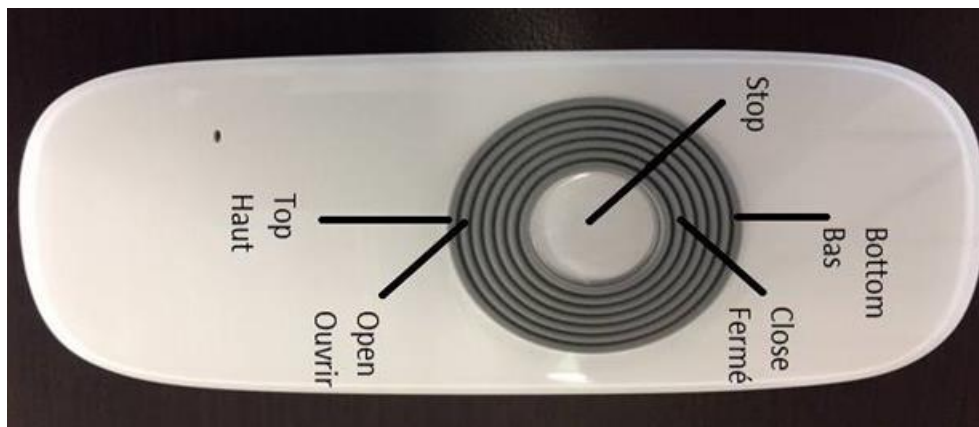
**WARNING:** Do not expose the remote control to water as this could cause it to malfunction.  
It is recommended to install the wall hanger inside the house.

### 5.4. Last details

The open and close limits have been programmed and tested in the factory. If you have to modify the limits, see appendix 7.B.

**CAUTION:** If you use the hand crank or if you make adjustments on your awning, do not let it open past the point where the fabric sags and starts to roll up in the wrong direction on the roller bar. This could damage the fabric.

Test your awning by pressing the open (down) and close (up) buttons on the remote.



If your Awning does not open to its full projection or doesn't seem to open and close correctly, see instructions in appendix **7.B.** to modify closed and open stop limits.

**IMPORTANT WARNING FOR 18', 19' AND 20' ATHENA AWNINGS! DO NOT ALLOW THE AWNING TO OPEN PAST THE POINT WHERE THE FABRIC WOULD SAG AND WRAP UNDER THE ROLLER AS THIS WILL TEAR THE FABRIC ON THE CENTER SUPPORT**

## 6 Safety and advice

**WARNING: PRIOR TO OPERATING THE AWNING, BE SURE THAT NO OBJECT OR PERSONS CAN COME IN CONTACT WITH IT AS IT OPENS AND CLOSES. KEEP CHILDREN AWAY FROM ANY MOVING PARTS OF THE AWNING AS IT OPERATES. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY.**

**CAUTION: Never hang items from any part of the Awning, except those accessories that are supplied by the manufacturer.**

**WARNING: NEVER ATTEMPT to repair or disassemble any part of the awning without following replacement part procedures supplied by the manufacturers. TRYING TO DO SO WITHOUT PROPER INSTRUCTIONS CAN RESULT IN PERSONAL INJURIES AND CAUSE YOUR AWNING TO MALFUNCTION.**

**CAUTION: DAMAGES to the Awning Fabric, Arms and Mechanism CAUSED BY WATER POOLING, SNOW, ICE ACCUMULATIONS OR HIGH WINDS are NOT COVERED BY THE MANUFACTURER'S WARRANTY. Always retract your Awning during periods of snow, ice**

pellets, rain or high winds. Never leave your Awning extended out and unattended during periods of heavy winds.

**WARNING: RAIN WATER POOLING ON THE FABRIC COULD RESULT IN DAMAGE TO, OR THE COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURIES. YOU MUST ROLL UP YOUR AWNING WHEN WATER STARTS POOLING ON THE FABRIC (WATER WILL DRAIN OUT WHEN THE AWNING ROLLS UP, MAKE SURE TO RE OPEN YOUR AWNING TO DRY OUT THE FABRIC AS SOON AS IT IS POSSIBLE IF THE FABRIC WAS NOT DRY WHEN IT WAS ROLLED UP.**

**For long-term storage** or non-use of the motorized Awning, the Motor manufacturer suggests running the motor every few months to maintain the mobility of the internal components.

**WARNING: NEVER USE A BARBECUE GRILL, ANY TYPE OF PATIO HEATER OR FIREPLACE UNDER YOUR AWNING. DOING SO COULD RESULT IN THE FABRIC BURNING OR MELTING AND COULD POSSIBLY CATCH FIRE; THIS WOULD RESULT IN PERSONAL INJURIES AS WELL AS MATERIAL DAMAGE.**

**IMPORTANT WARNING FOR 19' AND 20' ATHENA AWNINGS! DO NOT ALLOW THE AWNING TO OPEN PAST THE POINT WHERE THE FABRIC WOULD SAG AND WRAP UNDER THE ROLLER AS THIS WILL TEAR THE FABRIC ON THE CENTER SUPPORT.**

## 6.1 Acrylic fabric maintenance

**MULTIPLE AWNINGS** woven acrylic fabrics are made of 100 % solution-dyed fiber and have a special finish, which delays the formation and the accumulation of dirt. To preserve the fabric, you must respect the following cleaning instructions:

### **Standard Maintenance:**

- Thoroughly remove the dust from the dry Awning fabric by vacuum cleaning, or by **gently** brushing. **NEVER USE A PRESSURE WASHER as this will remove the water repellent coating and cut the threads.**
- Then clean with lukewarm water and mild soap while **gently** brushing or rubbing.  
**Rinse thoroughly to remove all traces of soap.**

**CAUTION:** If an Awning is retracted while wet, open it as quickly as possible to allow the fabric to dry. Although the fabric is mold, mildew and rot resistant, this procedure is necessary because atmospheric pollution deposits on the surface of the fabric can mold and mildew under damp conditions.

## 6.2 Removing the valance

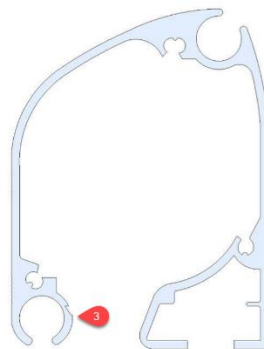
The following procedure will detail the valance removal process on the following product: (1) Athena and (2) Europa.

1. Remove the three screws located on the end of the front bar (*figure 1*).



**Figure 1**

2. Remove the end plate from the front bar.
3. Slide the valance off the channel (*figure 2*).



**Figure 2**

4. Screw back the end plate with the appropriate screws (refer to steps 1 and 2).



### 6.3 Maintenance of the electric motor and remote

#### Outdoor Electric Motor:

The electric Motor is equipped with an **automatic overheat shutoff system**. If you **operate your Awning several times continuously**, the motor will stop its operation before it overheats.

The motor will **resume normal operation after 20 minutes of cooling down**.

**Protecting the AC (GFI) Electrical Outlet from water damage when the motor cord is plugged in:**

To **prevent water from entering the AC (GFI) Wall Outlet** it is recommended to form a **dip loop at the end of the power cord**, see **figure 15**. Additionally, it is recommended to install a **Weatherproof Cover over the Outlet**. Covers are available at most local hardware stores.

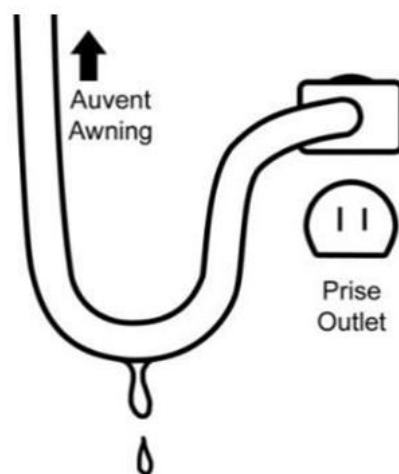


Figure 15

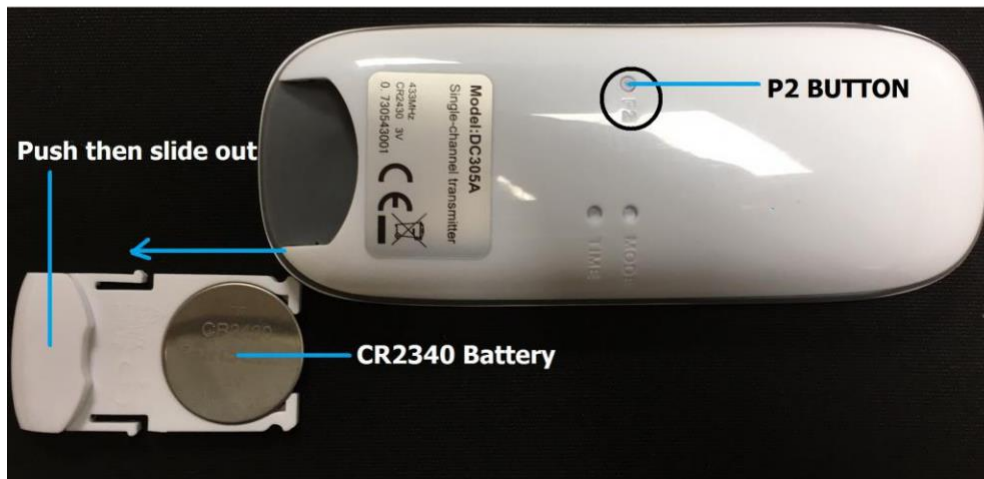
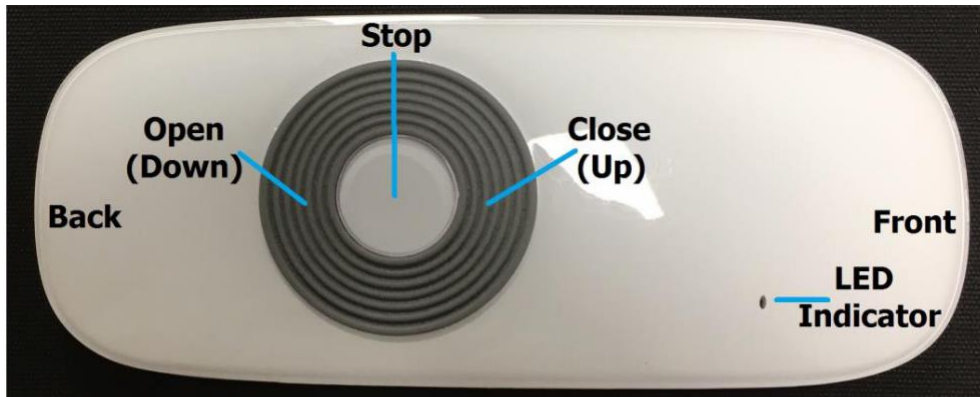
### **Preparing your Awning for winter:**

**Disconnect the motor's power cord from the AC (GFI) Wall Outlet and cover the socket to prevent rain and moisture from entering the outlet since this could interfere with proper motor function in the spring. Before rolling up your Awning for the last time of the season, make sure the Fabric is clean and dry to prevent mildew from forming over the winter.**

### **Replacing the battery in your remote transmitter:**

- **Please note that you will most likely need to replace the battery in your remote control after 3 years, or less if the remote stops working.**
- **Test your remote control by keeping one of the buttons on the remote pressed; the LED indicator should flash for at least 5 seconds, if this is not the case, the battery needs to be replaced right away.**
- **You should be able to find this type of lithium battery (3V, CR2430) in just about every hardware or electronics store.**

To replace the battery, you will need to push and slide out the battery cover the back of the remote. Remove the battery cover; check the orientation of the old battery: this will indicate you the correct polarity, remove the old battery and put in place the new battery while making certain to respect the polarity. Re-install the battery cover.



## 7 Appendices

### 7.1 A. Adjusting the pitch

Fully open the awning using your hand crank or remote transmitter, as applicable. **On motorized awnings, unplug the power cord from the outlet after opening the awning.**

**WARNING: RAISING THE FRONT BAR WILL REDUCE THE PITCH (ANGLE) OF THE FABRIC THUS INCREASING THE RISK OF RAIN WATER POOLING ON THE FABRIC. TO PREVENT THE AWNING FROM COLLAPSING DUE TO RAIN WATER LOAD, YOU MUST ALWAYS RETRACT THE AWNING WHEN UNATTENDED. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY AND MATERIAL DAMAGE.**

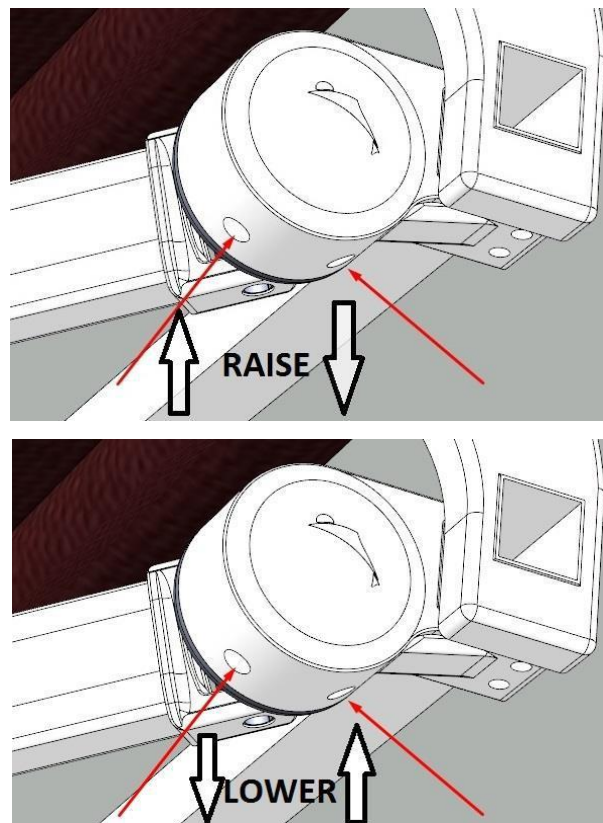


Figure 16

**Note:** Depending on the **awning size and**

**d model, the weight of the front bar varies** (wider awnings will have heavier front bars). This will affect how high you can raise the front bar, using the adjustment capabilities of the arm clamps. If you reach the maximum adjustment and are still not happy with the height of the front bar, you can shim the wall brackets upward to raise the front bar further.

Remove the protective cover on the arm support. You only have to pull on it. This way you will see if the awning is close to its upper or lower limits.

**Have your helper lift the front bar several inches above the desired height.** There are 2 set screws under the arm support. The one **closest to the house prevents the front bar from going higher** and the one **farthest from the house prevents the front bar from going lower.** See figure 16.

**To decrease the slope:**

- Use an allen key to lower the screw closest from the house, and then raise the screw that is farthest from the house.

**Ask your helper to gently release the front bar** to see if it reached the desired height.

**To increase slope:**

**Use an allen key to lower the screw that is farthest from the house, then raise the screw that is closest from the house.**

**Ask your helper to gently release the front bar** to see if it reached the desired height.

Once you have set the arm at the desired height, adjust the other arm the same way. **Make sure that the front bar is level.**

***You are now done with the installation. Put the plastic cap back on. If you purchased a motorized Awning, connect the power cord into the AC (GFI) outlet and enjoy your Awning.***

## 7.2 B. Programming the awning limits

**You will need the green plastic adjustment tool included with your awning.**



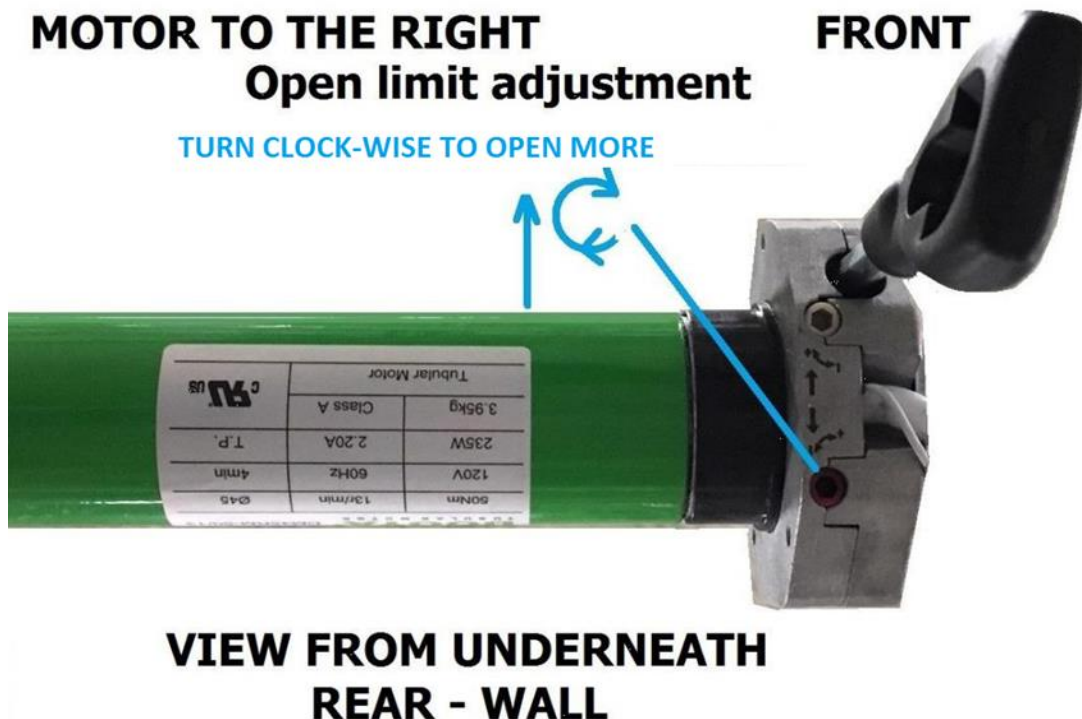
### 7.2.1 B.1. Programming the open limit

#### **Awning with the motor on the right side**

- Plug in the AC power cable to your motor.
- Press the top of the remote's button and let it go; if the motor is still running after the awning is fully closed, stop it by pressing the middle button on the remote.

- Regardless of the arrows directions shown besides the adjustment, the endless screw, which is the closest from the wall, controls the open limit.
- Turn the **endless screw, which is the closest to the wall clockwise** to change the **open limit of your Awning**. If the Awning does not move, continue turning the screw until the Awning moves.

Once the limit is properly set, cease any adjustment and press the middle button on your remote control.



### **Awning with the motor on the left side**

- Plug in the AC power cable to your motor.
- Press the top of the remote's button and let it go; if the motor is still running after the awning is fully closed, stop it by pressing the middle button on the remote.
- **Regardless of the arrows directions shown besides the adjustment, the endless screw which is the farthest from the wall controls the open limit.**
- Turn the **endless screw which is the farthest to the wall counter-clockwise** to change the **open limit of your Awning**. If the Awning does not move, continue turning the screw until the Awning moves.

Once the limit is properly set, cease the adjustment and press the middle button on your remote control.



**MOTOR TO THE LEFT**

**FRONT**

## **Adjustment of the open limit**

TURN COUNTER-CLOCKWISE TO OPEN MORE



**VIEW FROM UNDERNEATH  
REAR - WALL**

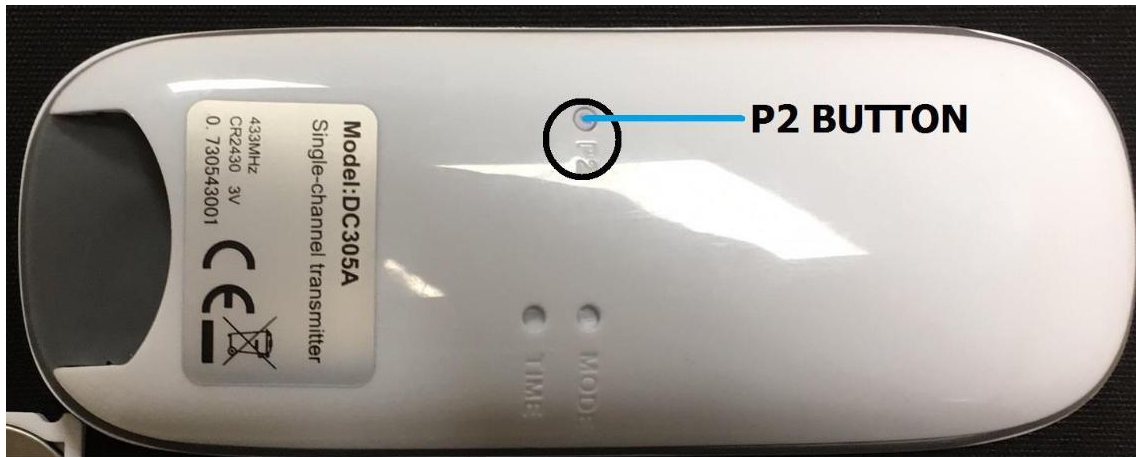
**IMPORTANT NOTE:** The fabric should be rolling over the top of the roller bar, not underneath. If the fabric is rolling from the bottom of the roller bar, continue unrolling the fabric until it rolls over the top of the roller bar. Then roll up the fabric until both lateral arms 'lock' and the fabric becomes tight.

### 7.3 C. Motor and remote resetting and synchronization

**Note:** This procedure describes the steps necessary to **restore communication between the motor and the remote control unit supplied with your motorized awning**. This procedure must be **performed only if the remote control does not operate the motorized awning**. Review the steps below to familiarize yourself with the procedure before attempting to complete it.

1. Make sure that the red light on the remote control is lighting up when you are pressing a button. If the red LED does not light up at all or flashes for less than five seconds, you will need to replace the battery (see Maintenance section).
2. Disconnect the power cord (120V AC) for 10 seconds
3. Reconnect the power cord.
4. Press the **P2 button twice**. You will need a paper clip or pencil to press the **P2 button since it is recessed at the back of the remote control**back of the remote control.
5. Press the UP button. The motor must beep repeatedly.
6. The motor has been reinitialized and communication re-established
7. Check the motor rotation direction and calibrate the awning closing and opening limits once again.

**WARNING:** Wait 4 seconds between each action on the remote otherwise the motor might keep the old parameters.



#### 7.4 D. Wind sensor

**The Wind Sensor is not a safety device capable of eliminating damage to the awning due to strong winds, water snow or ice accumulations** (indeed, a simple power failure can prevent the awning being automatically retracted). The sensor is rather part of an automation capable of protecting the awning and facilitating its use.

**IMPORTANT NOTICE: The manufacturer does not assume any liability for personal injuries nor material damages caused by atmospheric events like high winds, water snow or ice accumulations undetected by the device's sensors.**

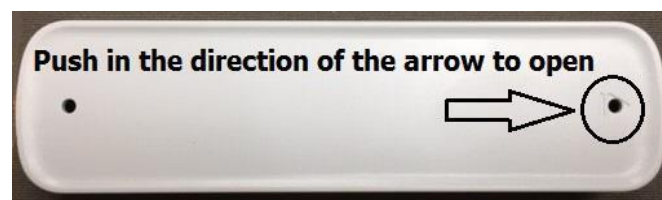
The Wind Sensor is equipped with an integrated radio transmitter and autonomous power provided by a small solar panel at the top of the device. The product functions by detecting in real time the force generated by wind. When the value detected by the sensor exceeds the set intervention threshold, the sensor sends a radio signal to the receiver on the motor, which in turn issues a command to **CLOSE** your Awning.

## 7.5 E. New Wind Sensor installation

**NOTE: THIS PROCEDURE ONLY APPLIES IF YOU NEED TO REPLACE YOUR ORIGINAL**

### **WIND SENSOR**

1. **Open the sensor by pushing the cover in the direction of the arrow, the cover will slide about ¼", you will then be able to remove the cover. See figure 17.**

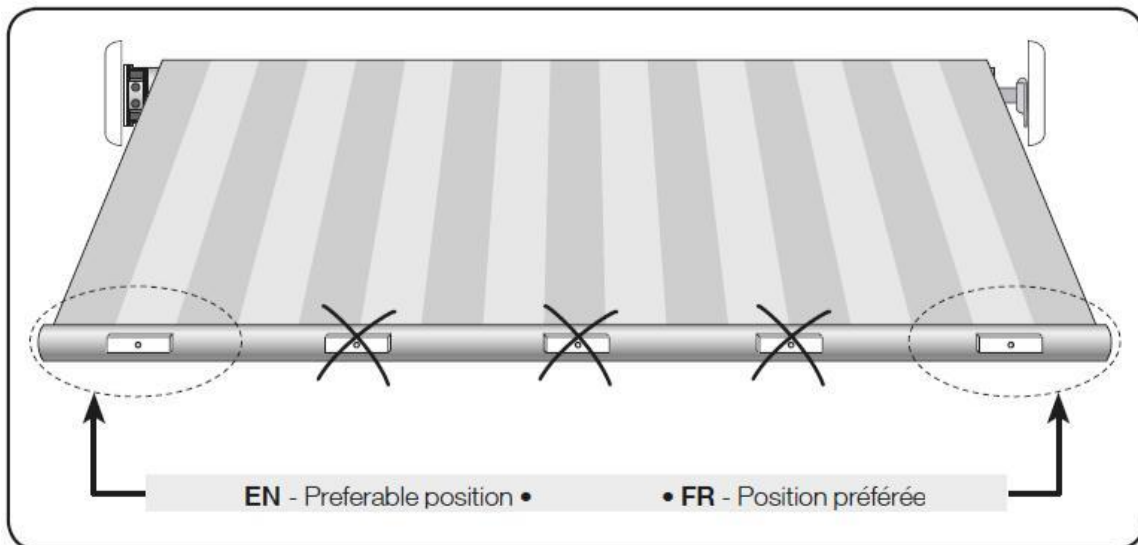


**Figure 17**

2. **IMPORTANT**– The *Dooya* wind sensor **must be installed on the inner face of the front bar of the awning** but it must **not interfere with the total closing of the awning**. The sensor must be **positioned near the right-hand or left-hand corner of the front bar of the awning, not near the center.**
3. Secure the upper shell of the sensor (the one with the electronics) on the front bar of the awning, using a strip of double-sided tape, so that it can easily be moved during programming, if it is necessary to improve radio communication with the motor.
4. Perform wind sensor memorization in the motor receiver (**see section 7.F.**) and Wind sensor calibration (**see sections 7.F.1 and 7.F.2.**).
5. Mark the position of the sensor on the bar of the awning; then remove the sensor and the strip of double-sided tape.

- Secure the base of the replacement sensor in the position marked on the bar **while making sure that it is the right side up (an arrow is molded in the base, the arrow needs to point upwards)**. Use the supplied screws to fix the base to the front bar.

**CAUTION!** – Final installation of the replacement wind sensor requires drilling the front bar of the free standing awning. See figure 18. If the replacement wind sensor is a similar model than your original one, you can use the existing screw holes to attach your replacement wind sensor to the front bar of your awning.



**Figure 18**

**NOTE:** After the Awning has been closed by the wind sensor, you will need to wait **10 minutes before you are able to open it again**. In this case, you will also need to wait for the 40 second delay before proceeding with the next step (after the Awning has stopped moving).

## 7.6 F. Memorizing the wind sensor in the motor receiver

As for any other transmitter or remote control, The Dooya wind sensor's radio code must be memorized in the receiver of the motor it controls.

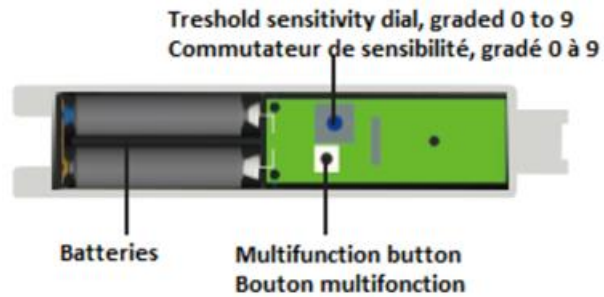


Figure 19

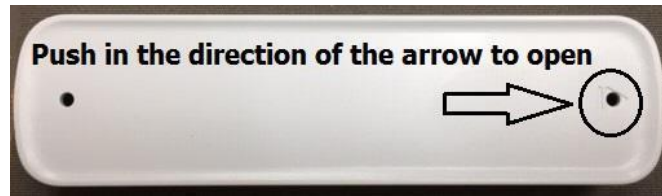


Figure 19.1



Figure 20

The *Dooya DC-510* has 9 levels of sensitivity available through the threshold regulating dial. A small flat screwdriver is required to change the sensitivity settings. 1 is the most sensitive setting, 9 is the least sensitive setting, 0 has no sensitivity setting. To access the setting buttons, push the cover in the direction of the arrow and remove the cover.



**CAUTION!** This procedure may only be used if one or more remotes have already been memorized in the system.

1. **Connect the AC power to the motor and open the awning halfway. On the new wind sensor, put the threshold sensitivity dial to '0'. See figures 19 and 19.1.** Install the batteries while respecting the polarity: the sensor will emit a *'beep'* to indicate it is functional.
2. On an **already memorized remote control**, press the **P2 button 2 times**, the **P2** button is on the back of the remote control. **See figure 20.**
3. **On the new wind sensor**, press the **multifunction button once**, the sensor will emit a *'beep'* to indicate that it is associated with the motor.
4. Set the sensor's sensitivity level with the threshold sensitivity dial. **Set it to 5**, (see **figure 19.1**) which is the mid sensitivity position and **press the multifunction button once**; the awning will **close** completely.
5. Set the sensor's **sensitivity level to nine** and **press on the multifunction button once**; the awning will **open** completely.
6. Set the sensor's **sensitivity level to four**, the **wind sensor is now programmed**. See **section 7.F.2**. For the **complete instruction on regulating the sensitivity to wind**.

## 7.7 F.1. Calibrating the wind sensor

Once the **wind sensor has been memorized**, it must be calibrated as follows.

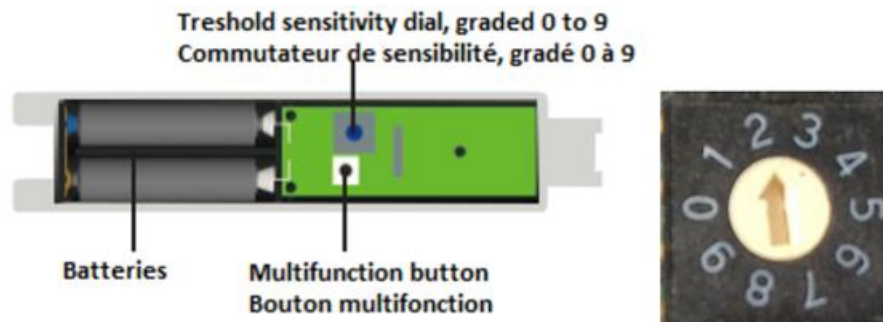


Figure 22

## 7.8 F.2. Regulating the sensitivity to the wind

**The sensor is provided with a calibration that is pre-set in the factory.** Nevertheless, after installation and implementation, it is mandatory to test the sensitivity of the awning to the wind, based on local wind conditions.

**Very important!** – During this operation, **there must be absolutely NO wind.**

You can then test the sensitivity in the following way:

1. Open completely the Awning.
2. Before modifying the base factory settings, you need to check whether these settings may be OK as they are. To do so, shake the front bar of the awning manually to make



it vibrate strongly (the force of the action must be comparable to that produced by gusts of wind).

3. Based on the result (too sensitive/not sensitive enough), you must modify the factory base settings on the threshold sensitivity dial (see figure 22).
4. Lastly, repeat the test conducted in point 2.

**PLEASE NOTE THAT the sensitivity adjustment is graded from 1 to 9; 1 being the most sensitive and 9 being the least sensitive setting.**

If necessary, repeat the procedure several times until you find the best setting.

**NOTE: After the wind sensor has closed the Awning, you will need to wait 10 minutes before you are able to open it again.**

## 7.9 F.3. Memorizing a new remote control

This procedure applies if you have lost your original remote control and need to have the new one memorized by the motor.

1. Remove the AC power to the motor.
2. Push and slide out the battery cover of the new remote, make sure that the battery is properly installed and locate the **P2 button underneath the remote control**. See figure 23.

- Put back the AC power to the motor and then press the **P2 button twice**, you should now hear the motor emitting a ‘beep’ which indicates that the new remote has been memorized by the motor.

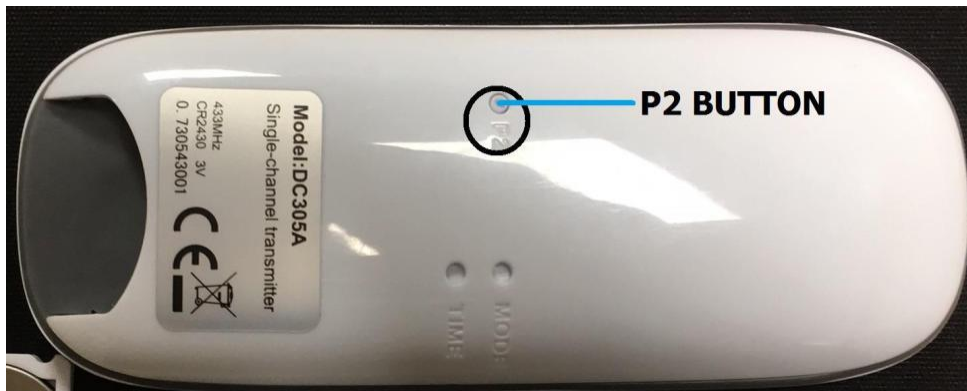


Figure 23

#### 7.10 F.4. Protecting the awning when it is moving

The wind sensor detects vibrations, even during the extension and retraction movements. During these movements, the system uses a threshold value a little higher than the one that was set.

#### 7.11 F.5. Timeout after a “wind alarm”

If the awning has closed due to a “wind alarm”, it can only be opened again after a timeout of about 10 minutes. During this timeout, any command for opening will not work.

## 7.12 G. Removing the awning from the brackets

Before removing the awning from the wall, or the eaves, it is imperative to close it completely, to unplug it from the AC and to tie it down in the closed position with some rope or bungees. Once this is done, remove the stoppers, you awning is now ready to be removed from the brackets.

**CAUTION: The arms of the Athena are equipped with a strong spring in the elbow and will tend to force an opening. The motor keeps them closed, but in case of damage during the manipulation, they could open without warning and cause bodily injuries.**

## 8 Troubleshooting Guide

### Installation issues

|                 |   |
|-----------------|---|
| <b>Problem</b>  | <b>Can I hardwire my awning directly to my house's electric system?</b>   |
| <b>Solution</b> | It is indeed possible to hardwire your awning's motor directly to your house's electrical system; for that matter, you will need to cut out the AC plug at the end of the cable, but do bear in mind that <b>this will void the warranty on the motor and can also cause the programming of the motor to become more difficult.</b> If you really need to go this route: <b>NEVER CUT THE WIRE MORE THAN 30 cm FROM THE MOTOR SINCE THIS COULD POSSIBLY CUT THE ANTENNA WIRE. ALSO, PLEASE MAKE SURE TO HAVE A POWER SWITCH ACCESSIBLE NEAR THE ASSEMBLY TO FACILITATE THE PROGRAMMING PROCEDURE.</b> |
| <b>Problem</b>  | <b>What is the minimum and maximum slope of my awning?</b>  |
| <b>Solution</b> | <b>Maximum 15 degrees:</b> Even if it is possible to put the front of your awning higher, you have to make sure that it has a sufficient slope from back to front to allow the rain water to drain completely. The more abrupt the slope is ensures that the water will not pool on the fabric of your awning since it is not meant to support water nor snow accumulation as this will damage the fabric and also possible damage the arms.  |

## Appearance issues

|                                |  |
|--------------------------------|--|
| <p><b>Problem</b></p>          | <p><b>The fabric of my awning makes small wrinkles, all in the same direction.</b></p>   |
| <p><b>Solution 1</b></p> <hr/> | <p>This means that the awning's fabric is off center. You have to make certain that it is equally positioned and centered on the roller AND on the front bar.</p> <p>You will need to open fully, if it is motorized, you have to open it past its limit using the manual crank. The fabric will become loose and you will see the roller's metal through the opening of the casing. Pull the fabric towards the side to which the awning stayed partially opened when the awning is fully closed. Position the fabric on the roller equally as on the front bar.</p> <p>Close the awning and proceed with a test.</p> |
| <p><b>Solution 2</b></p> <hr/> | <p>If the fabric is not perfectly at right angle, you will need to <b>use velcro as a wedge</b> to thicken the roller on the side which is too long. Contact us for further details.</p>   |
| <p><b>Problem</b></p>          | <p><b>The fabric of my awning makes small wrinkles, on each side of the seams, but not elsewhere.</b></p>  |
| <p><b>Solution</b></p> <hr/>   | <p>This is normal. These small folds are caused by the sewing which causes the fabric to be slightly thicker than the rest of the fabric.</p>  |
| <p><b>Problem</b></p>          | <p><b>My awning closes completely on one side but it always remains open a little on the other side.</b></p>   |
| <p><b>Solution 1</b></p> <hr/> | <p>This means that the awning's fabric is off center. You have to make certain that it is equally positioned and</p>   |

|                            |   |
|----------------------------|---|
|                            | <p>centered on the roller AND on the front bar.</p> <p>You will need to open fully, if it is motorized, you have to open it past its limit using the manual crank. The fabric will become loose and you will see the roller`s metal through the opening of the casing.</p> <p>Pull the fabric towards the side to which the awning stayed partially opened when the awning is fully closed.</p> <p>Position the fabric on the roller equally as on the front bar.</p> |
| <b>Solution 2</b><br>_____ | <p>the fabric is not perfectly at right angle, you will need to <b>use Velcro as a wedge</b> to thicken the roller on the side which is too long which corresponds to the side that Remains a bit opened. Contact us for further details.</p>   |
| <b>Problem</b>             | <b>When my awning is open, one side of the front bar is always higher than the other.</b>   |
| <b>Solution 1</b><br>_____ | <p>Although for the fact that the awning is adjusted at the factory, a difference of a few millimeters in the positioning of the brackets will have an impact resulting in many centimeters on the final slope result. Therefore, you will need to re-adjust the awning`s slope; please note that the slope is adjustable independently on each of the two arms. See appendix <b>7.A</b> for further details.</p>   |

**Functions issues**

|                            |   |
|----------------------------|---|
| <b>Problem</b>             | <b>I have a wind sensor but my awning does not close when it is windy.</b>                                    |
| <b>Solution 1</b><br>_____ | Verify if the Awning opens and closes with the remote control, if positive, replace the batteries of the wind |

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|  | sensor with new ones. <b>UNPLUG THE MOTOR FROM THE AC BEFORE REPLACING THE BATTERIES.</b> |
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|                            | If this is not the case, see <b>‘My remote does not make my Awning open or close.</b>   |
| <b>Solution 2</b><br>_____ | Proceed with testing the wind sensor to see if it is Programmed as it should be.<br><br>See section <b>7.F.</b>   |
| <b>Solution 3</b><br>_____ | Is the wind sensor properly installed inside the front bar? If this is not the case, see section <b>7.D.1</b> for installation instructions. The wind sensor must be aligned properly with the arrow molded in the base pointing upwards. |
| <b>Problem</b>             | <b>I have a wind sensor and my awning closes even when it is not windy.</b>   |
| <b>Solution 1</b><br>_____ | The Awning closes every 30 minutes; replace the wind Sensor’s batteries with new ones. Unplug the AC to the motor before changing the batteries   |
| <b>Solution 2</b><br>_____ | The wind sensor’s sensitivity is adjusted too high. Calibrate the wind sensor following the steps in section <b>7.F.</b>  |
| <b>Problem</b>             | <b>My remote control does not make my awning open or close.</b>   |
| <b>Solution 1</b><br>_____ | If your awning is almost closed but not fully, it can sometimes refuse to close completely. You just need to open it a bit and close it again completely.   |
| <b>Solution 2</b><br>_____ | If your awning stops while opening or closing or immediately after it has moved, this could indicate that   |

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|                            | the overheating protection has been triggered; if this is the case, wait for at least 20 minutes (could be longer if it is hot outside) and do a second attempt.   |
| <b>Solution 3</b><br><hr/> | When the wind sensor triggers the awning to close, the awning will refuse to open for the next 10 minutes. After this 10 minutes delay has expired, the awning will be operational again.  |
| <b>Solution 4</b><br><hr/> | Check if the AC outlet used is functional by plugging something else like a lamp into it.<br>If the AC outlet is indeed functional but the awning still refuses to work, verify the remote control.<br>Verify if the remote control batteries are working; press on one of the remote's buttons: does the LED illuminate? A remote control with weak batteries will take more time to light up the LED and will also have a reduced range. |
|                            | If the remote's LED does not light up, replace the   |
|                            | batteries with new ones.   |
|                            | If the issue persists, see section 7.C , Motor and remote  |
|                            | resetting.   |
| <b>Problem</b>             | <b>My motor is not responding but it was working just minutes ago.</b>   |
| <b>Solution 1</b><br><hr/> | If your awning is almost closed but not fully, it can sometimes refuse to close completely. You just need to open it a bit and close it again completely.  |
| <b>Solution 2</b>          | If your awning stops while opening or closing or   |



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|                          | <p>immediately after it has moved, this could indicate that the overheating protection has been triggered; if this is the case, wait for at least 20 minutes (could be longer if it is hot outside) and do a second attempt.</p>   |
| <p><b>Solution 3</b></p> | <p>When the wind sensor triggers the awning to close, the awning will refuse to open for the next 10 minutes. After this 10 minutes delay has expired, the awning will be operational again.</p>   |
| <p><b>Problem</b></p>    | <p><b>The fabric is rubbing on the inferior part of the structure.</b></p>   |
| <p><b>Solution 1</b></p> | <p>The fabric is rolling upside down (coming out from beneath the fabric roll) on the fabric roller; <b>fabric should be coming from the top of the fabric roller.</b> If the Awning is motorized, unplug the motor from the AC. For both Motorized and manual Awnings, use the hand crank and roll out the fabric until it becomes completely loose. Continue turning the hand crank until the fabric becomes tight again and starts rolling from the top of the fabric roll and close the Awning completely. <b>Be very careful when re-tightening the fabric so that it does not catch in the arms. Make sure that the fabric does not come loose again and rolls upside down, the rubbing will cause premature wear and tear to your fabric.</b></p> |
| <p><b>Problem</b></p>    | <p><b>Can I add more than one remote control?</b></p>  |
| <p><b>Solution</b></p>   | <p>Yes, the <b>Dooya</b> motor can memorize many transmitters (including wind sensors).</p>  |

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| <b>Problem</b>           | <b>I have lost my remote control and cannot program my new remote control.</b>   |
| <b>Solution</b><br>_____ | Refer to section <b>7.C.</b> to program the new remote control.  |
| <b>Problem</b>           | <b>The awning stops before it is completely opened or it opens too much and the fabric becomes loose.</b>                                |
| <b>Solution</b><br>_____ | The open limit needs to be adjusted, refer to sections <b>7.B.1.</b> and <b>7.B.2.</b>   |
| <b>Problem</b>           | <b>Can other remote controls interfere with my awning?</b>   |
| <b>Solution</b><br>_____ | No, each remote needs to be 'added' to the awning.<br>Garage door openers and other remote controls cannot communicate with your awning. |

## 9 Contact us:

### Contact us:

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