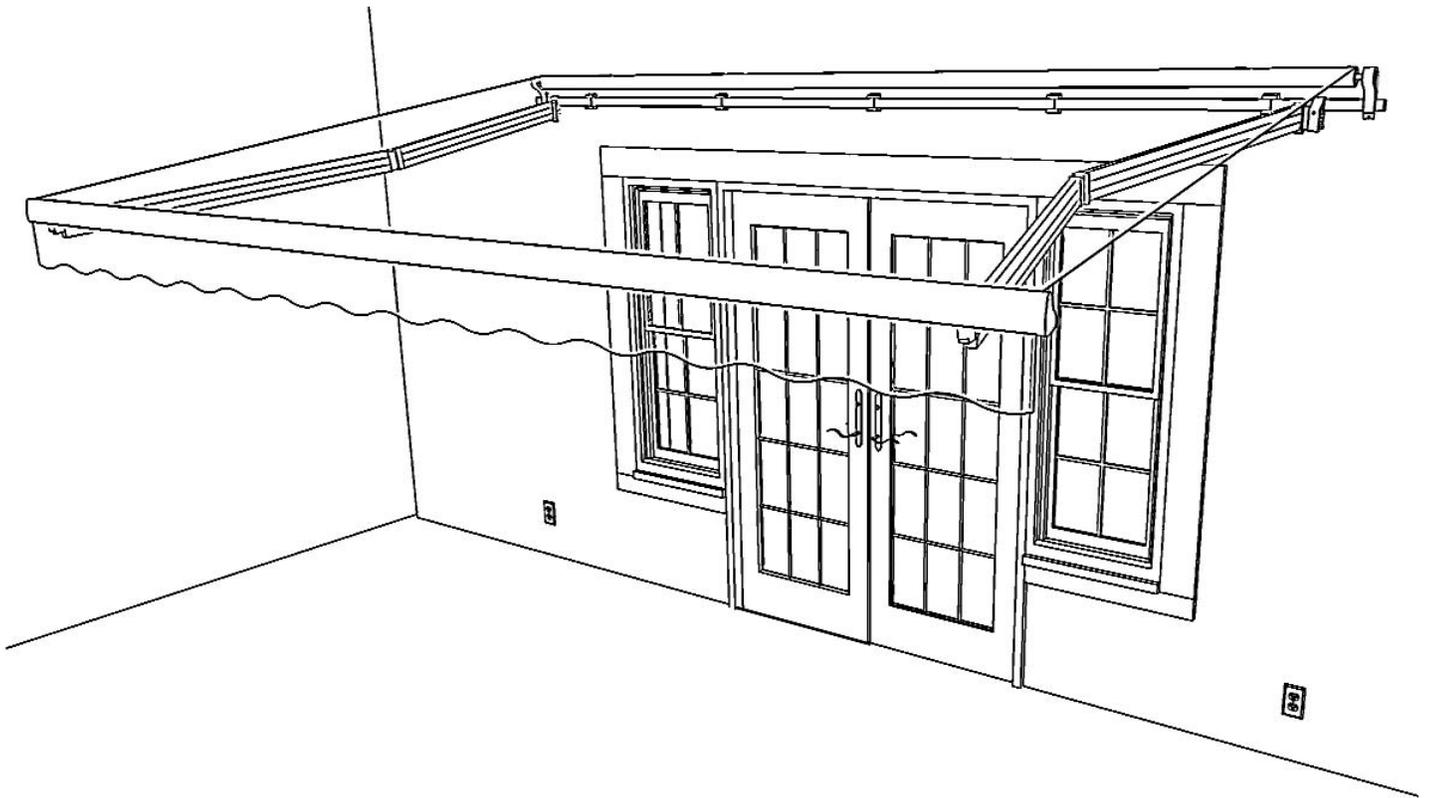




RETRACTABLE AWNING INSTALLATION GUIDELINES

SunCover 4000/5000 models



BEFORE YOU BEGIN, PLEASE READ THESE INSTRUCTIONS FULLY AND COMPLETELY!



AN AWNING INSTALLATION IS A HOME IMPROVEMENT PROJECT REQUIRING STRICT ADHERENCE TO THE ENCLOSED INSTRUCTIONS AND WARNINGS. IF AFTER READING THE INSTRUCTIONS, YOU HAVE ANY QUESTIONS, OR DO NOT POSSESS A FULL UNDERSTANDING OF THE TECHNIQUE AND/OR ABILITY REQUIRED TO SAFELY INSTALL AND OPERATE YOUR AWNING, DO NOT PROCEED.

**IF YOU HAVE ANY QUESTIONS, PROBLEMS OR NEED ADDITIONAL PARTS,
PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT AT:
customerservice@diyretractableawning.com
or by phone at 888.647.4233**



WARNING: ALWAYS CLOSE the awning during high or gusting winds, rain and when not in use. Failure to do so may result in personal injury, property damage, or even death.

WARNING: Extension arms are under high tension and can cause serious damage or injury if disassembled or repaired improperly. **NEVER LAY, SIT, STAND OR PLACE ANYTHING HEAVY ON THE AWNING!**

YOU ARE INSTALLING YOUR AWNING AT YOUR RISK. DIY AWNINGS, LLC SHALL NOT be liable for any damages whatsoever, and in particular DIY AWNINGS, LLC shall not be liable for any special, indirect, consequential, or incidental damages, or damages for lost profits, loss of revenue, or loss of use, **PERSONAL INJURY OR PROPERTY DAMAGE** arising out of or related to the **INSTALLATION OF YOUR AWNING OR RELATED COMPONENTS**, whether such damages arise in contract, negligence, tort, under statute, in equity, at law, or otherwise, even if DIY AWNINGS, LLC has been advised of the possibility of such damages.

RETRACTABLE AWNING INSTALLATION GUIDELINES SunCover 4000/5000 Models

BEFORE YOU BEGIN – Please read completely

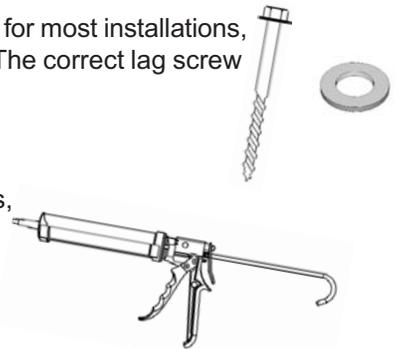
Thank you for your purchase. By carefully reading these instructions you will reduce your installation time while providing a safe, worry-free addition to your home. Contained within these instructions are the basic installation guidelines for a typical mounting surface. The installation of this product typically takes two people with basic carpentry skills about two hours to install. A third person, to help carry the unit up the ladder and place into the installation brackets, will add to the safety of the installation and is highly recommended. Incorrect installation and operation of your shading system may result in product failure and possible injury, which is not covered by this warranty. Please carefully read this entire document BEFORE attempting your installation. Improper installation can cause damage to the product, your home and compromise the safety of those under or near the awning.

**If you are experiencing problems with your installation or have questions about proper operation, please email us at:
customerservice@diyretractableawning.com**

WHAT YOU NEED BEFORE YOU BEGIN

Although 4" lag screws and washers have been provided with this unit, which is adequate for most installations, you **MAY STILL NEED** to purchase a different length based on your unique application. The correct lag screw length is determined by your mounting surface and mounting method – see **DETERMINING PROPER LAG SCREW LENGTH** for more details.

You may also need caulk to ensure a weatherproof seal around your installation brackets, a paintable or color matching caulk should be used – two tubes is typically sufficient.



INSTALLATION TOOL LIST

Tape measure	Stud finder	Eye protection
Level	Chalk line or laser level	Sockets and ratchet set
Hammer and wood block or rubber mallet	Suitable ladder(s)	A helper
Utility knife	Electric drill	
1/8" drill bit for pilot holes	Phillips #2 screw driver	

Appropriate lag bolts for installation – 4" long lags provided

NOTE: These lags **MAY NOT** be the correct length for your application - check the guide

Caulking gun and appropriate caulk for the job

AWNING ADJUSTMENT TOOL LIST

Allen Wrenches: 3mm, 4mm, 5mm.

If the unit has an optional hood - include 6mm, 10mm.

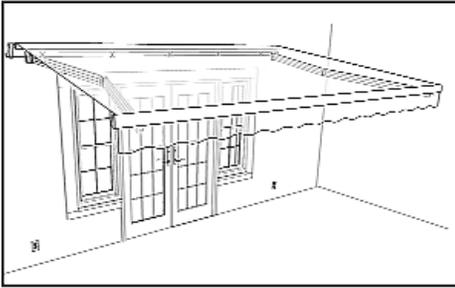
Open/Box Wrenches: 13mm.

If the unit has an optional hood - 17mm, 22mm.

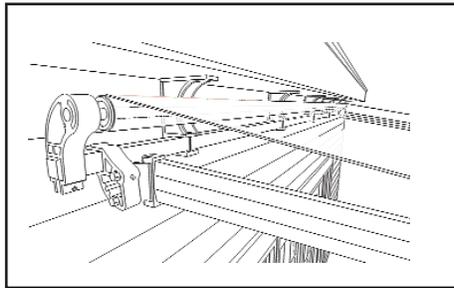
Determine Your Mounting Application:

Wall, Soffit or Roof Mount application based on mounting height requirements. Please review, "Site Preparation" BEFORE making your final decision. Once the decision is made, you can move forward with determining the correct length lag screws.

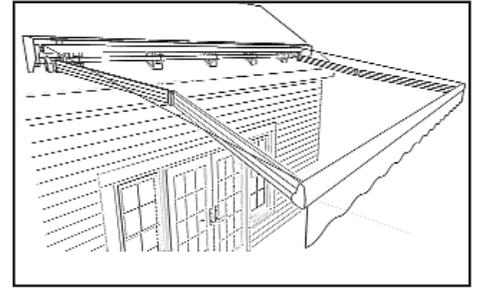
WALL MOUNT



SOFFIT MOUNT



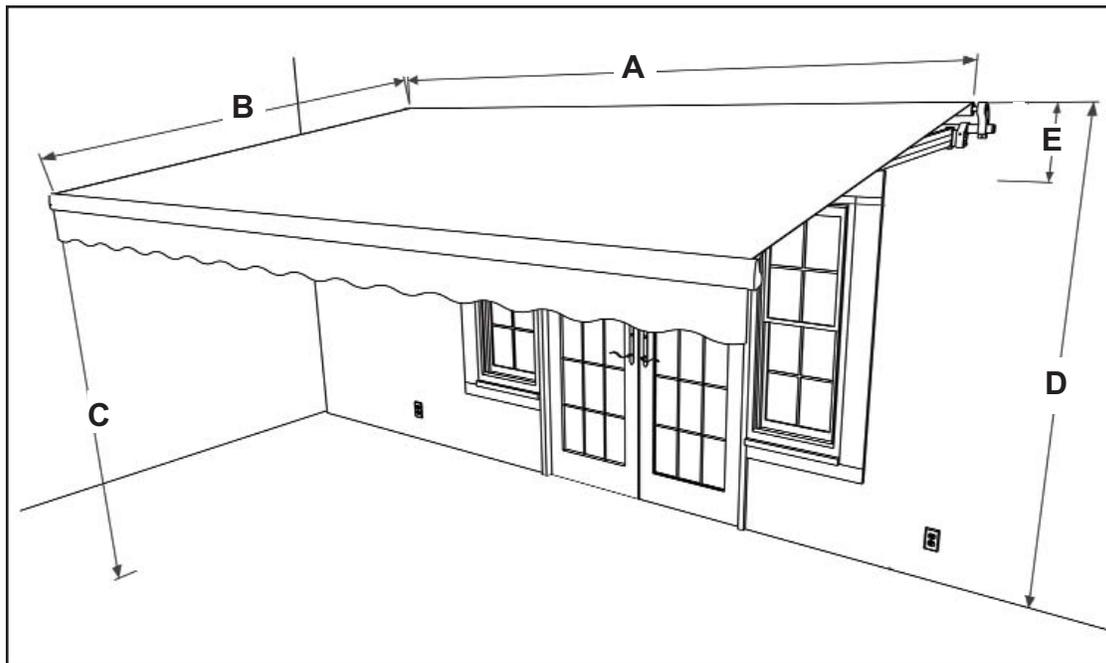
ROOF MOUNT



Your goal is to mount the installation brackets to the most solid part of the structure available. When installing (on any surface) you want no less than 2 1/2" of lag penetration into the stud, roof rafter or floor joist. Anything less than the 2 1/2" will compromise the integrity of the installation.

Site Preparation:

Before you proceed, it's best to understand the product terms and important dimensions noted in this document:



A: Unit Width - the unit width is the overall width of the unit - end to end. The fabric will be 4 to 6 inches **NARROWER** than the overall width.

B: Projection - the distance along the roofline that the unit will travel when fully extended.

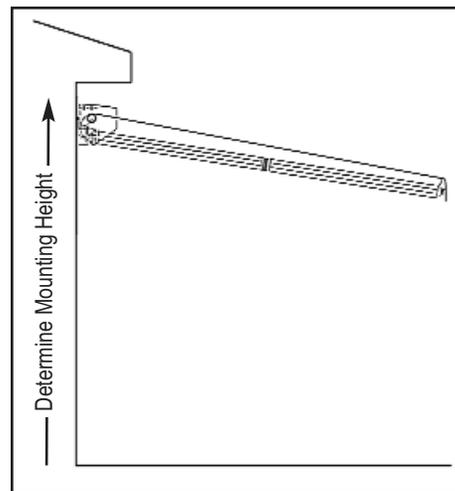
C: Front Bar Height: The distance from the ground to the bottom of the front bar. This measurement is typically set at 6' to 7' high.

D: Mounting Height: The distance from the top of the installation bracket to the ground or decking surface.

E: Unit Clearance: From the top of the install bracket to the bottom of the arm when retracted. You'll need a minimum of 8" of clearance - this includes any doors that open out, casement windows, vents, exterior mounted lights, etc.

These are the minimum mounting heights, as measured straight up from your deck or patio surface.

Awning Projection	Minimum Height
8'2"	8'2"
10'0"	9'0"
11'6"	9'6"



Once your location and mounting style has been determined, review the area, confirming that you have a clear span for the entire width of the awning with no light fixtures, downspouts, doors that open out (onto the deck or patio) or any other obstructions. If you are wall or soffit mounting your unit and you have a door or window that opens out, you will need a minimum of 12" of clearance between the top of the mounting bracket and the top of that door or window to clear the awning framework and 16" to clear the fabric valance when retracted.

Lag Screw & Washer Guideline:

The total number of lag screws and flat washers needed is based on the awning width (or length) and mounting application.

Number of lag screws and washers needed – two per bracket are required (galvanized hardware is recommended):

Unit Width	Wall/Soffit Mounting	Roof Mounting
Up to and including 12'11":	6	9
13' to 19'11":	8	12
Over 20':	12	18

Determining Proper Lag Screw Length*:

Roof Mount: 4"

Soffit Mount: 4" to 6" - depending on the amount of compressible material needed to be removed

Wall Mount: 4" to 6" - depending on mounting surface and the amount of compressible material needed to be removed (foam insulation, vinyl siding, etc). You will be removing all material behind the installation brackets that can compress and compromise your installation.

* This is only a guideline, your application may vary. If you have questions please call us.

PRODUCT HANDLING:

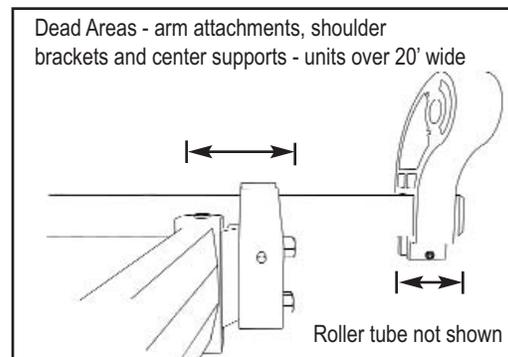
Your shading system has been assembled, tested, packaged, and shipped with care by skilled craftsmen – right here in the USA. Please be careful when removing the unit from the box as to prevent damage – avoid dropping or dragging the unit.

DO NOT remove the clear plastic wrapping around the actual awning until you are ready to place it into the installation brackets. This step will greatly reduce soiling or damaging of the fabric. When it is time to place the awning into the installation brackets, be careful removing the clear plastic wrapping as to NOT cut into the fabric – scissors rather than a razor is suggested.

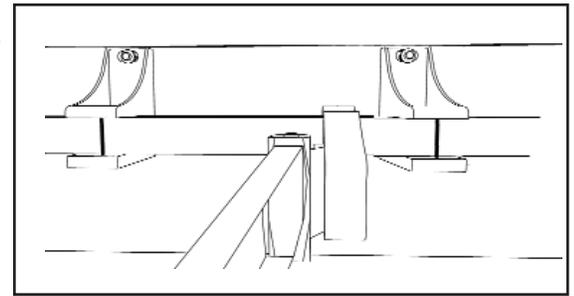


General Installation Bracket Placement:

Before you start attaching brackets to the house, you need to take measurements. There are certain "dead areas" of the awning where either the end bracket or the arm shoulder will impede the square torsion bar from being inserted into the installation brackets. Begin this process by matching the width of the awning to the area of the house designated for installation. Mark with a pencil where the awning will go end to end, then with the use of a stud finder, determine and mark the location of all of the available studs or roof rafters between your awning width marks. Helpful hint: On roof mounts, you can sometimes lift up the ends of the roof shingles and see the tail ends of the rafters. Next, measure the awning's square torsion bar and take the dead areas and transpose them on to the house – this is where no brackets



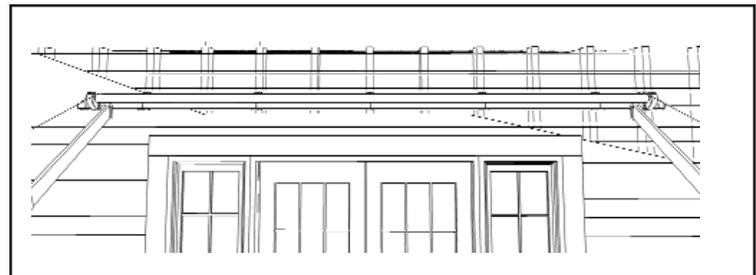
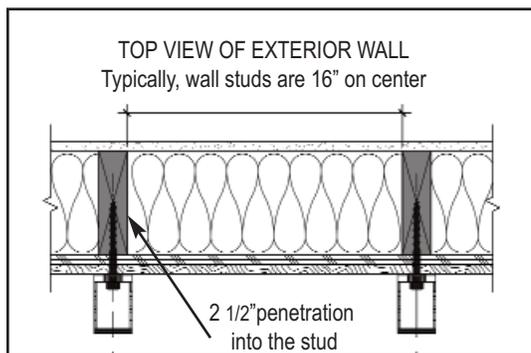
can go. Make sure you are taking the measurements assuming the torsion bar is facing the house, the arms are underneath the awning and the front bar of the awning is facing away from the house. Once you figure out where you can put brackets on the wall - match them up with where you can put them on the awning. Do your best to "sandwich" each arm shoulder for maximum strength. The best location for the install brackets is no less than 8" and no more than 16" to both sides of the arm shoulder. Once the awning is in the brackets you will be able to make some side to side adjustments if needed.



WALL MOUNTING

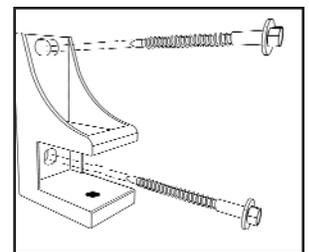
Installing on Clapboard:

Clapboard is usually nailed to the wall studs and in general, the studs are very easy to find. Locate the nail heads in the clapboard (they should be 16" on center) and you will have located the studs. With all of your measurements indicated on the wall as described earlier, hold up your first bracket, mark the wall, and probe for the center of the wall stud using a 1/8" drill bit. The bracket will most likely cover the extra holes which you should caulk before mounting the bracket. Once the center of the stud has been located, pre-drill a 1/4" hole the length of the lag screw – remember your goal is to get into the wall stud a minimum of 2 1/2" while not splitting the stud. Remove the bolt from the bracket and attach it to the wall using a washer and lag screw – but do not fully tighten. Next with your level, square up the bracket and pre-drill for the second hole. Once the second hole is drilled and the lag is started, you can proceed with tightening two lag screws, avoid over tightening and stripping out the stud. Proceed in the same fashion for the rest of the brackets. Proceed to SECURING THE AWNING IN THE BRACKETS section.



Installing On Vinyl & Aluminum Siding:

To find the studs it may be necessary to remove or unzip the siding in the mounting location. With all of your measures indicated on the wall as described earlier, hold up your first bracket, mark the wall, and probe for the center of the wall stud using a 1/8" drill bit – the bracket will most likely cover the extra holes which you should caulk before mounting the bracket. Now that the exact location of the bracket is determined, reinstall any unzipped siding if not already reinstalled, and draw a line around the perimeter of the bracket on the siding. You will need to cut through the vinyl or aluminum siding and remove all compressible material. You should get down to the exterior wall sheathing for a solid mount. For this application you will need to build out the surface even with your siding. Most homeowners will cut up a pressure treated 2 x 4 the size of the bracket and drill two 1/2" holes allowing the lag screws to pass through. With the build out block and installation bracket in place, pre-drill a 1/4" hole the length of the lag screw – remember your goal is to get into the wall stud a minimum of 2 1/2" while not splitting the stud. Remove the bolt from the bracket and attach it to the wall using a washer and lag screw – but do not fully tighten. With your level, square up the bracket and pre-drill for the second hole. Once the second hole is drilled and the lag is started, you can proceed with tightening two lag screws, avoiding over tightening and stripping out the stud. Caulk around the bracket covering the edge of the siding to create a weatherproof seal. Proceed in the same fashion for the rest of the brackets. Proceed to SECURING THE AWNING IN THE BRACKETS section.



Installing On Brick Or Masonry:

This installation requires the use of a masonry drill bit and special mounting hardware. You may want to consider using a liquid fastening system such as Hilti's HIT System™ – check with your local hardware store. DO NOT drill into your wall until you have determined your fastening system. When determining mounting location, NEVER fasten to the top two levels of brick and avoid drilling into the mortar – you want to drill into the center of the brick whenever possible. Make sure you use a level, don't assume that the bricks are level. Some brick faces are not structural, but are facades only. If this is the case, make sure your fasteners are penetrating into the structural members behind the brick face.

Once your fastening system has been determined and all of your measurements are indicated on the wall as described earlier, hold up your first bracket, mark the wall, and drill into the brick or masonry with your masonry bit deep enough to fully house the lag shields or anchoring system. Remove the bolt from the bracket and attach it to the wall using a washer and hardware – but do not fully tighten. Next, with your level, square up the bracket and pre-drill for the second hole. Once the second hole is drilled and the fastener is started, you can proceed with tightening both bolts, avoiding over tightening. Proceed in the same fashion for the rest of the brackets. Proceed to SECURING THE AWNING IN THE BRACKETS section.

Installing Into Drivit™ Style Finishes:

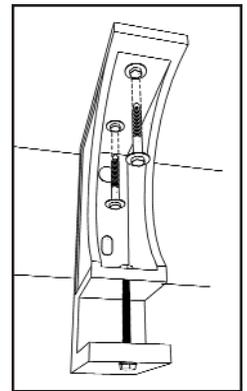
Using a stud finder, determine the location of the wall studs. With all of your measurements indicated on the wall as described earlier, hold up your first bracket, mark the wall and probe for the center of the wall stud using a 1/8" drill bit – the bracket will most likely cover the extra holes which you should caulk before mounting the bracket. Once the center of the stud is determined, take the installation bracket and trace the footprint on the wall. Using a Sawzall or Rotozip, proceed to cut out the surface and all foam until you get all the way to the plywood sheathing. Note: avoid using a battery powered hole saw, typically the speed is not sufficient and if you catch the chicken wire mesh underneath it may tear causing visual damage to the wall surface.

For this application, you will need to build out the surface even with your wall finish. Most homeowners will cut a "build out block" from a pressure treated 2" x 4" the size of the bracket and drill two 1/2" holes allowing the lag screws to pass through. With the build out block and installation bracket in place, pre-drill a 1/4" hole the length of the lag screw – remember your goal is to get into the wall stud a minimum of 2 1/2" while not splitting the stud. Remove the bolt from the bracket and attach it to the wall using a washer and lag screw – but do not fully tighten. Next, with your level, square up the bracket and pre-drill for the second hole. Once the second hole is drilled and the lag is started, you can proceed with tightening two lag screws, avoiding over tightening and stripping out the stud. Caulk around the bracket covering the edge of the finish to create a weather-proof seal – you DO NOT want to allow moisture to get into any openings you created. Proceed in the same fashion for the rest of the brackets. Proceed to SECURING THE AWNING IN THE BRACKETS section.

SOFFIT MOUNTING

Installing To A Soffit (under an eave or overhang):

Prepare the area by opening the soffit to determine if solid mounting can be achieved by attaching to the roof rafters or other structural framing. If solid mounting is available, mount directly to the soffit. If the ends of the roof rafters are near, but not extending to the soffit surface you may want to use a 2" x 8" header board across the rafter ends to build out the area. When mounting a header board, pre-drill 1/4" holes to avoid splitting of the board and rafters; apply two lags to every other rafter. Make sure your lags get at least 2 1/2" into the rafters. Once the header board is built out even with the bottom of the soffit, replace the soffit covering and install the mounting brackets through the covering and into the header board.

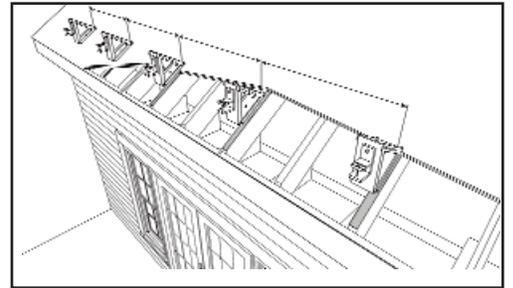
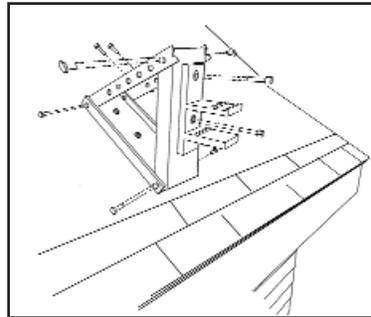
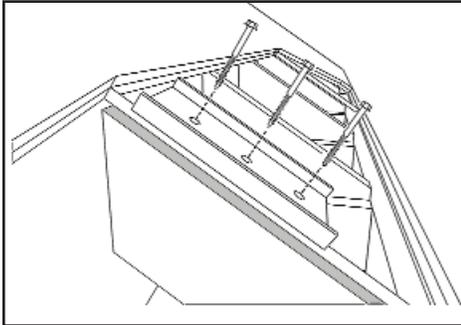
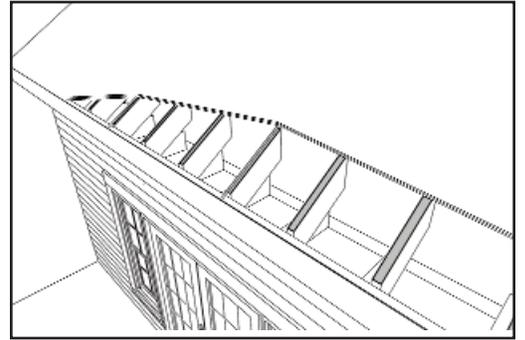


With all of your measurements indicated on the soffit cover as described earlier, hold up your first bracket, mark the soffit cover, and probe for the center of the stud using a 1/8" drill bit (if you just installed a header board you can skip this step) – the bracket will most likely cover the extra holes which you should caulk before mounting the bracket.

Once the center of the stud has been located, pre-drill a 1/4" hole the length of the lag screw – remember your goal is to get into the wall stud a minimum of 2 1/2" while not splitting the stud. Remove the bolt from the bracket and attach it to the wall using a washer and lag screw – but do not fully tighten. Next, with your level, square up the bracket and pre-drill for the second hole. Once the second hole is drilled and the lag is started, you can proceed with tightening two lag screws, avoiding over tightening and stripping out the stud. Proceed in the same fashion for the rest of the brackets. Proceed to SECURING THE AWNING IN THE BRACKETS section.

ROOF MOUNTING

Installing On The Roof (flat shingle style only – NOT tile or slate): On the roof, move up to the second or third row of shingles (approximately 9” to 12”) from the edge of the roof. Mark the roof with the outer ends of the awning placement. Next carefully flip up the end of the shingles to expose the tail ends of the rafters. If you cannot see the rafters, use a stud finder to locate them. With all of your measurements indicated on the roof as described earlier, take the 3-holed roof mount bracket plate, place it on the shingles and pre-drill three ¼” holes the length of the lag screws. Remember your goal is to get into the roof rafter a minimum of 2 ½” while not splitting the rafter. Fill all holes and cover the back of the roof bracket plate with caulk or roofing cement. Tighten all three lag screws and proceed in the same fashion for the rest of the plates. Proceed to **SECURING THE AWNING IN THE BRACKETS** section.

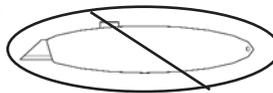


SECURING THE AWNING INTO THE BRACKETS

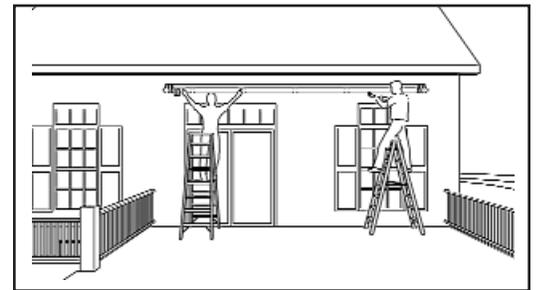
Once all the installation brackets are securely fastened to the wall, check again that they are level – you don’t want to find this out while you are on your ladder with a 200 lb awning in your hands.

Like your mother always said, “wash your hands!” before proceeding. Clean hands will not leave marks on the awning fabric and will greatly reduce clean up time.

Take the awning out of the clear plastic covering using a scissor and cutting away from the fabric – not a razor.



With the arms facing down and fabric roller on top, you and your assistant(s) carefully walk the unit up the ladder and place the square torsion bar into the installation brackets. You should use some side to side movement to help place the awning in the desired location. Once securely in the brackets, re-install the installation bolts and fully tighten – **DO NOT** operate the awning until these bolts have been fully installed.



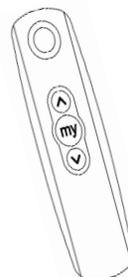
OPERATION

Motors and Controls: (optional)

Your unit has the optional motor with a weather proof, UL listed plug-in cord – either 12’ or 24’ based on what you selected. Simply plug the cord into a GFI receptacle. The remote control, which is provided, will now operate the opening and closing of your awning. Your awning shipped with a motor override stem in a bag - about 4” long. The crank handle, also provided, The override stem is installed into the head of the motor (on the drive side) and secured with an washer and 3mm allen wrench from the top of the motor. To manually operate your awning, place the crank handle “hook” into the override stem “eye” and turn the crank handle.



WARNING! - Be sure that the unit is fully installed with all mounting hardware and installation bolts secured before using the remote control.



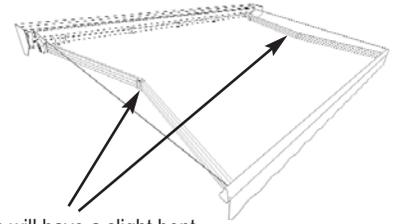
Override stem - runs through the motor head and is secured from the top



Your hand held remote control comes with mounting hardware

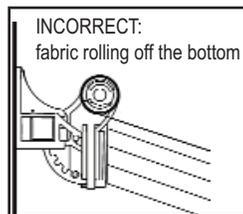
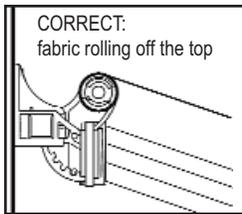
Manual Gear Operation:

Once your awning is fully installed with all mounting hardware and installation bolts secured, you may operate the unit. To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning. Turn the hand crank in a circular motion until the awning is fully extended and the arms "lock" in place, then turn the crank in the opposite direction to properly tension the awning. Please note that when the awning is fully extended the arms will not be straight. **DO NOT OVEREXTEND THE AWNING.**

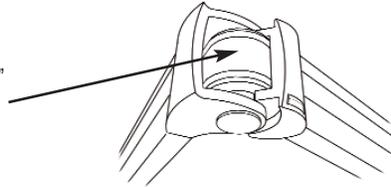


The arms will have a slight bent when fully extended!

If you continue to unwind fabric off the roller tube, the fabric will sag and eventually start to roll up from the under side of the roller tube. This can cause the fabric to come out of alignment or damage the fabric. The fabric should always roll over the top of the roller tube. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully



When fully extended, there should be a 1/4" gap at the elbows

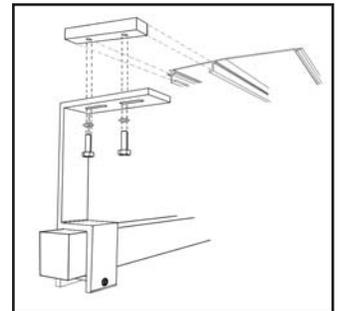


Protective Hood (optional)

Hood Assembly & Installation:

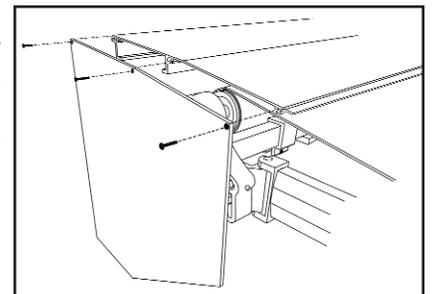
Lay the hood on its back with the tracks facing up. Choose a surface that will not damage the painted finish.

Slightly loosen the 13mm hex head bolts from the aluminum plate on the hood brackets provided. Slide the 3/4" x 4" aluminum plate into the groove of the hood. There is the letter "F" on this aluminum plate that should be facing the front (the curved side) of the hood – do not tighten the bolts at this time. Next, remove the 5mm allen head bolt from each hood bracket.



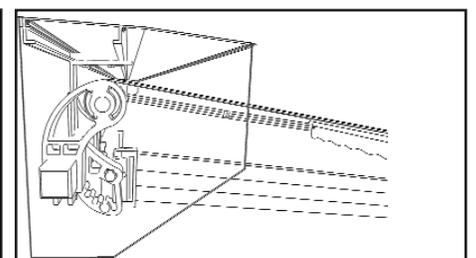
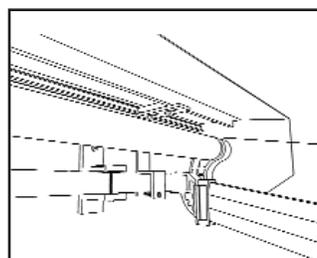
The hood will be attached to the square torsion bar – the brackets slide directly down over this bar. Check the torsion bar and make a note of the unusable mounting areas such as the end brackets, arm shoulders, install brackets and any other obstruction that will interfere with the hood brackets. These areas will not accept a hood bracket and are "dead mounting areas" and should be noted as areas where brackets cannot go.

The first two brackets: A hood bracket should be placed no more than 2' 0" from either end. The remaining brackets should be evenly spaced along the unit and should not exceed a 5' 0" distance between any two brackets. Once the brackets are properly spaced (keeping in mind the dead areas mentioned earlier), tighten the 13mm hex head bolts.



Next, attach the hood end covers with the Phillips screws provided. Each end cover requires 3 screws which install into screw guides in the hood. With a helper, walk up the ladders and place the hood straight down onto the top of the square torsion bar. This may be done before or after the awning is installed. The protective hood is 1" longer than the awning allowing for some side to side adjustability.

With the hood in place, reinstall the 5mm allen bolts into each hood bracket. Some hood brackets may be behind the arm - if this is the case, extend the awning to allow you access.

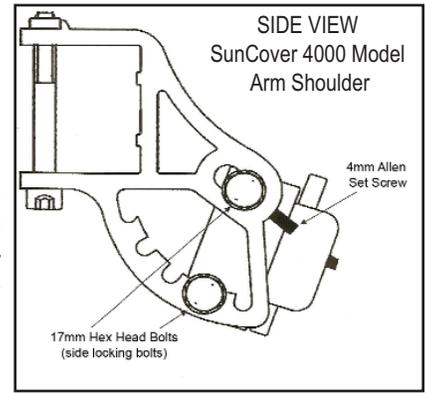


PITCH ADJUSTMENT

SunCover 4000 Model:

To adjust the pitch on the, start by extending your awning to its "out" limit. Please note that the unit is fully extended BEFORE the arms lock out and the fabric begins to sag. When the unit is fully extended properly you will notice a ¼" or so gap between the two arm castings at the arm elbows (where the arm cables are located).

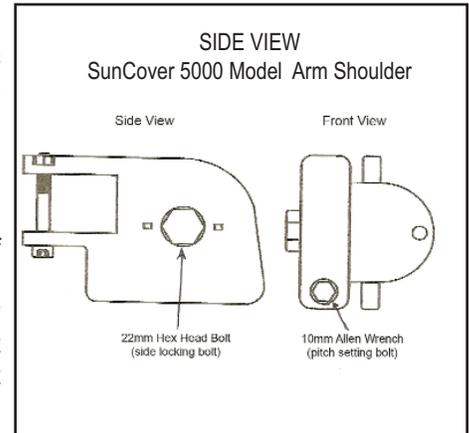
Partially loosen the two 17mm locking bolts on the side of the shoulder assembly – DO NOT REMOVE THE NUTS. Using a 4mm allen key, turn the 4mm setting screw located in front of the arm shoulder (clockwise to raise the pitch and counter clockwise to lower the pitch). Arm pitch settings should be performed by taking weight off the shoulder by lifting upwards on the front valance bar. When the desired height is achieved, repeat the process on the other shoulder. Once the desired pitch is achieved and the front valance bar is level, tighten the two 17mm locking bolts on each shoulder assembly.



SunCover 5000 Model:

To adjust the pitch on this model, start by extending your awning to its "out" limit. Please note that the unit is fully extended BEFORE the arms lock out and the fabric begin to sag. When the unit is properly fully extended you will notice a ¼" or so gap between the two arm castings at the arm elbows (where the arm cables are located).

Remove the plastic cap on the side of the shoulder assembly. Partially loosen the 22mm locking bolt on the side of the shoulder assembly – DO NOT REMOVE THE BOLT. With a 10mm allen key, turn the 10mm setting screw located in the front of the shoulder (clockwise to raise the pitch and counter clockwise to lower the pitch). Arm pitch settings should be performed by taking the weight off the shoulder by lifting upward on the front valance bar. When the desired height is achieved, repeat the process on the other shoulder. Once the desired pitch is achieved and the front valance bar is level, fully tighten the 22mm locking bolt on each shoulder and reinstall the decorative cap.



CARE & MAINTENANCE

Fabric Care & Cleaning:

The fabric of your awning is made from 100% solution-dyed acrylic. Solution dyeing is the process of adding color to the acrylic while in a liquid state before spinning the yarn. By following a few simple steps, the fabric will maintain its look and performance for years to come. Because the fabric is woven, it is also highly breathable, which is why it dries quickly. It has also been treated with a special finish which enhances water repellency. Also, the fabric will not support the growth of mildew; however, dirt on the fabric can lead to mildew growth, which makes regular cleanings necessary. Your local environment has a great deal to do with determining cleaning frequency. A dry environment requires less cleaning than a humid one.

Important Reminders:

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

Cleaning Steps:

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

For stubborn stains, substitute a 1/4 cup chlorine bleach and 1/4 cup of natural soap for Step 3. Apply and let soak for no more than 20 minutes then rinse thoroughly.

Frame Cleaning & Lubrication:

The frame is composed of powder coated aluminum components with stainless steel fasteners, which is virtually maintenance free. All the hardware is made of high quality, corrosion-resistant materials. Over time, dust and dirt will collect on the frame and will require periodic cleaning to maintain its appearance. A mild spray cleaner or water/detergent mixture may be applied to the frame and then wiped clean. In most situations it should not be necessary to lubricate the moving component parts of your awning.

PRODUCT USE – DO'S AND DON'TS

Your awning is designed for sun protection and may occasionally be used during light rain when supervised. If using your awning while raining, make sure that the water is not pooling on the fabric. If this occurs, retract the awning. Damage caused by accumulation of water on the cover is not covered by the warranty.

DO NOT leave the awning extended when not home. Damage caused by strong wind is not covered by the warranty

DO NOT hang plants or small children off the front bar

DO NOT barbeque under the awning

DO retract the unit when not in use or if severe weather is predicted

DO occasionally clean your awning as described in the care and maintenance section

DO retract your motorized awning with the manual override feature if you lose power

INSTALLATION TROUBLESHOOTING:

Issue: The awning has a knocking or cracking noise when extending or retracting

Solution: The awning brackets have not been tightened completely. Be sure the square torsion bar is completely seated in the back of the mounting bracket and tighten the mounting bolt until the locking lip on the inside of the mounting bracket is drawn down over the torsion bar.

Issue: The fabric sags and is not tight

Solution: The arms are locked out (over extended) causing the fabric to sag. Reverse cranking direction and retract the awning in until the fabric is taut. Important: The fabric should always rollover the top of the roller tube, not from underneath.

Issue: The motorized awning stopped working while you were rolling in and out

Solution: Your awning motor has a built-in thermal override to prevent overheating. Prolonged use, in and out several times in a row can cause the motor to temporarily shut down. Allow 10 to 15 minutes for the motor to cool down and try the remote again, the unit should begin to operate again.



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(M to F 8am to 5pm Eastern)

