



Brasilia Slim Awning

User and Installation Manual

August 2018 version

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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 rain water 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 CAREFULL! 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 CAREFULL! A correct and proper installation of the anchors as well as the integrity of the wall or eaves onto which they will be fixed 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**, please consult a professional contractor.

3. Getting ready

NOTE: We suggest that you refer to the Installation video for a better comprehension of the installation procedure, here is the link:

<https://youtu.be/7VSj0xV135s>

3.1. Tools and help you will need



- Security knife for unpacking
- 2 ladders or step ladders
- Chalk line
- Measuring tape
- Pencil (Ink marker or carpenter's pencil)
- Ratchet and Socket (9/16")

Multiple Awnings inc. – 1505A rue De L'Industrie, Beloeil Qc, J3G 0S5, CANADA

- 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 : Masonry bit 3/8"

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

Please adequately revise the space required to install the awning; follow steps 3.2.1 to 3.2.4 inclusively. This will help you to determine the type of required installation.

If you have two Brasilia Slims side by side or if the awning is close to an inside corner, please note that you will need at least 3 inches to install the decorative end caps on the motor side or 2 inches on the non-motor side.

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 take this into consideration 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 unobstructed space of 6.5 inches high on top of the total width of the awning's structure.**

If your awning is motorized, you will need an AC outlet to plug it in. A regular GFI or GFCI outlet will work. The power cable is 24 feet long (7,3m).

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

3.2.2. Required width

The brackets on a Brasilia Slim awning are installed at the two extremities of the awning and the weight is not supported by any other parts of the awning. Consequently, studs or other structural parts of the house are mandatory at these two extremities of the awning. Please note that Awnings of 16' feet or more require an additional support to prevent torsion of the Aluminium casing under the weight of the arms.

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 ANCHORS 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 installion.** 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 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.

See Figure 1.

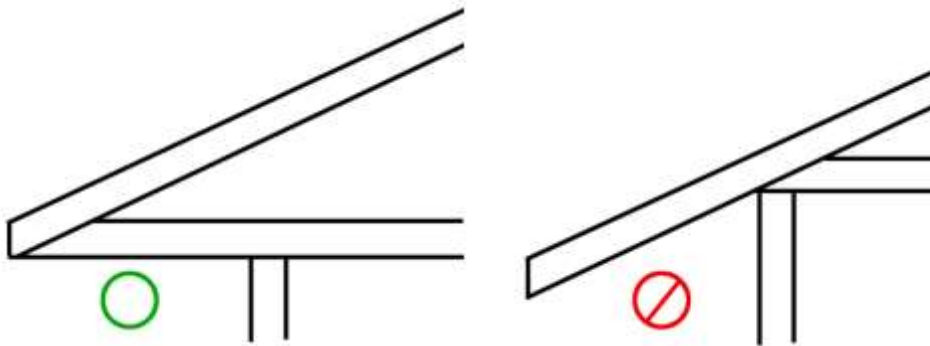


Figure 1

If your eaves are cantilevered in both directions, the corner of the eaves is not strong enough to support an awning. See figure 2.

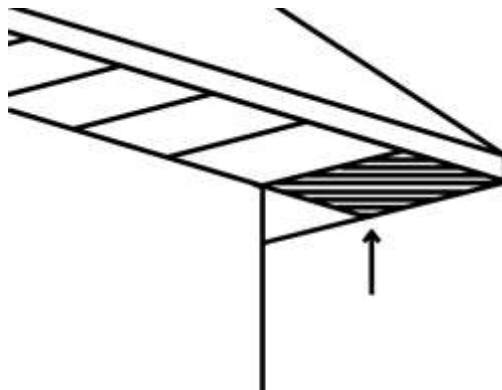
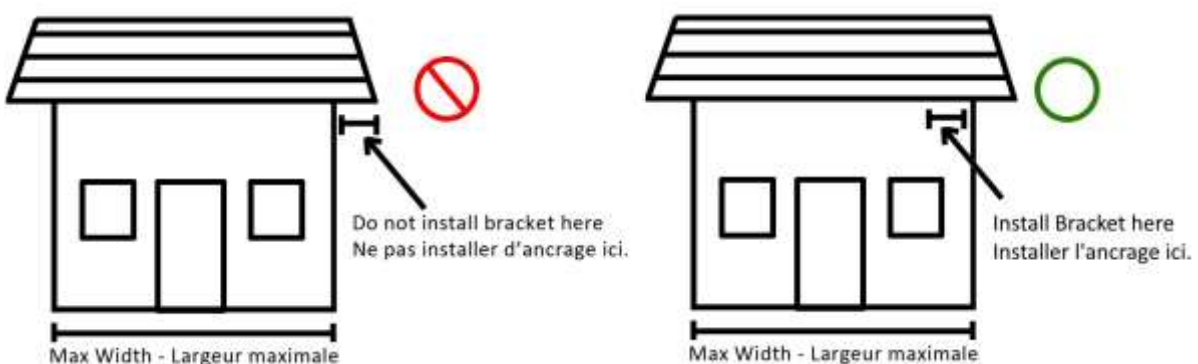


Figure 2

This means that your awning can never be wider than your wall even if the eaves are wider than the wall. See Figure 3.

Figure 3



3.3. Unpacking your awning

We suggest that you refer to the installation video for a better comprehension of the unpacking procedure, here is the link:

<https://youtu.be/7VSj0xV135s>

Unscrew and remove completely all 4 gyproc screws at each end of the tube and also the four 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.** Use a hammer to knock the borders of the wooden caps to clear them. Remove the wooden caps and pull the awning out of the tube. **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 Brasilia Slim 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. List and identification of included parts

Wrapped on the awning :

- 1 handcrank
- 2 large Brackets
- Wind Sensor (Installed on the interior portion of the front bar, visible only when the awning is in the opened position).
- 14 Lag bolts (4)
- 14 masonry bolts (4)
- 14 washers
- 2 plastic end caps (5)
- 1 Installation – users manual (6)
- 1 Remote control (if awning is motorized) (7 and 8)

In the container box:

- 1 Motor's AC cable (1)
- 2 small brackets (2)
- 2 blocking stoppers
- 2 allen screws, wrapped with the blocking stoppers (3)

16' +

- 1 central support (with 2 bolts and nuts, 1 plastic sleeve, 4 small plastic caps, 1 plate and 1 hook).



4. Overview and anchors

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

We suggest that you refer to the installation video for a better comprehension of the installation procedure, here is the link:

<https://youtu.be/7VSj0xV135s>

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 inserted into thrusts or studs from the house.** In this case, the long anchors should be used to spread the load. If you do not have the space available for the long anchors and you then choose to use the smaller ones, you must have at least 4 lag bolts per anchor secured into structural parts of the building.

4.1.1. Where to install

Installation height

Do make certain to leave at least 1" between the top of the brackets and the bottom of the eaves. Since the awning will be hanged over the bracket, you will need to lift it above the bracket to install it. **See figure 4.**

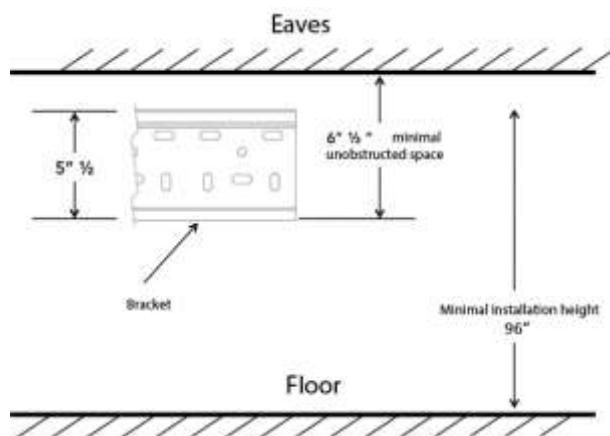


Figure 4

Your awning's pitch (angle) is pre-set at the highest possible position at the factory with an approximate drop of 18" 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 awning fully opened will be 7'6" . **See Figure 5.** This pitch can be adjusted, see **section 7.A.**

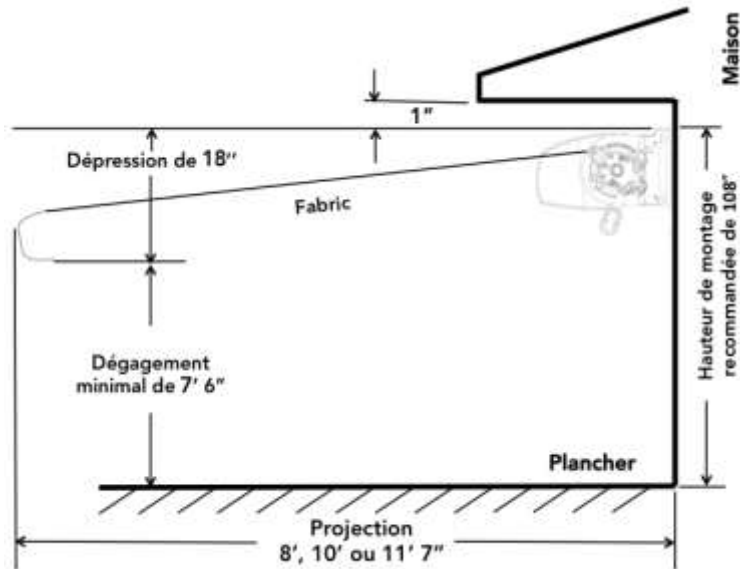


Figure 5

Measure up from the deck or patio floor on one side and make a mark at your desired mounting height **less 1"** (should be at least 96" but we recommend 108".. Make a second mark 5,5" below the first mark. The space between these marks must be clear of obstructions (light fixtures, etc...) along the length of the wall. Using a chalk line or a string, trace a level line on the lower mark for the length of the Awning. The bottom of the wall installation plate will rest on the lower line.

Width

Mark on the chalk line, vertically, the middle point and the points where the left and the right ends of the Awning will be located. Then, mark 2 horizontal lines with 5 1/2" space between. You'll get the Awning mounting Area showing a rectangle sizes of the width of the Awning X 5 1/2" high.

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 also **to where the holes of the brackets and the central support must be drilled**, as explained below.

4.1.2.1. Method A

Your **brackets will at least take the whole width of the awning and maybe more if you do not achieve to find studs that are at least close to both ends 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 window pane.

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 bolts will be fixed with a 6 1/2'' vertical line.

NOTE: To facilitate the mounting of the awning on it's brackets, it's 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. A minimum of 8 of the 12 lag bolts are required to fix the 2 wall brackets to the wall. In the case of an awning over 16' width, 2 more lag bolts are required to fix the Central Support to the wall. It means that you have to find 8 or 10 adequate locations on the wall. See figure 6.

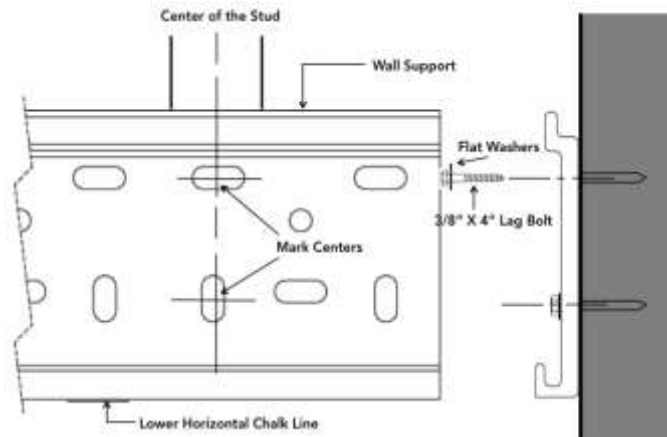


Figure 6

It's important to note that the awning is supported by it's mounting supports located at each end. At least one set of screws must be located right underneath the mounting supports OR on each side of the mounting supports if the bracket extends beyond the awning.

Never install all the screws in the middle of the awning between mounting supports, as this position will weaken your installation. See figure 7

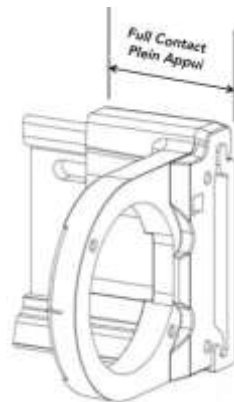


Figure 7

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 leveled both on the depth and the height.** See figure 8.

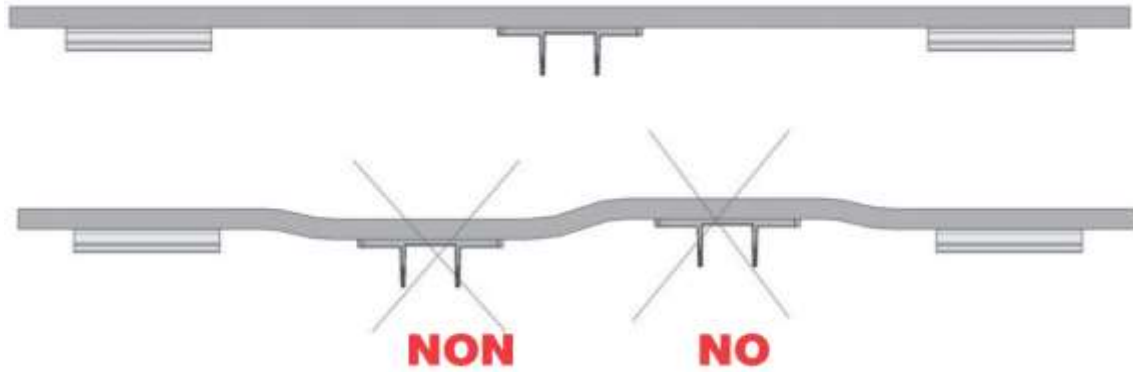


Figure 8

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 siding is crushed by the awning, the latter can move. **If the awning moves, the result will be an uneven installation, the awning falling off and therefore cause personal injury 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.

See figure 9.

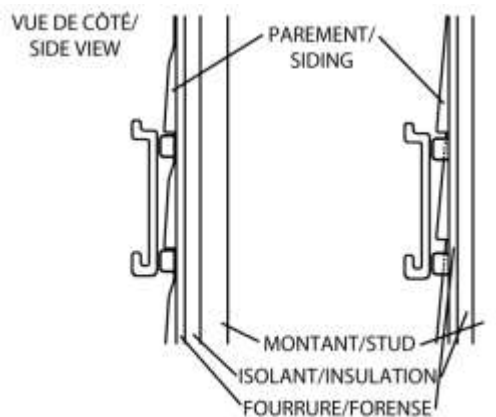


Figure 9

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 forense 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 forense. Probe the chosen spot with a small drill bit before installing, this will avoid shattering the stud by drilling too close to it's edge. See figure 10.

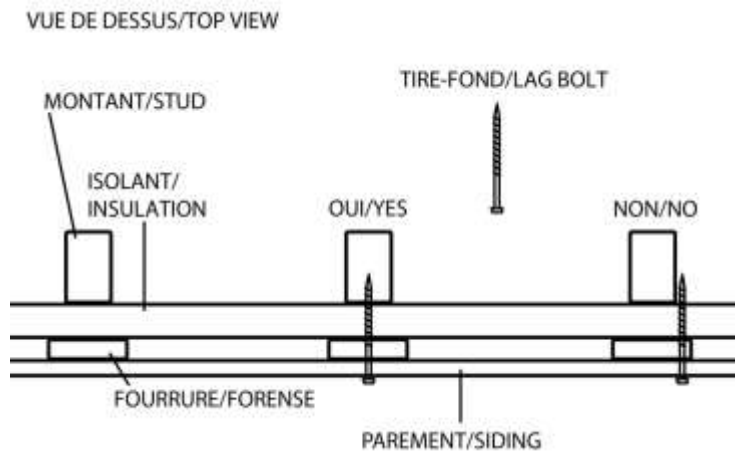


Figure 10

It is mandatory to put caulking around the spacers or shims to prevent water infiltration.

4.1.4.Installation of the brackets and the central support

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

4.1.4.1. Brackets

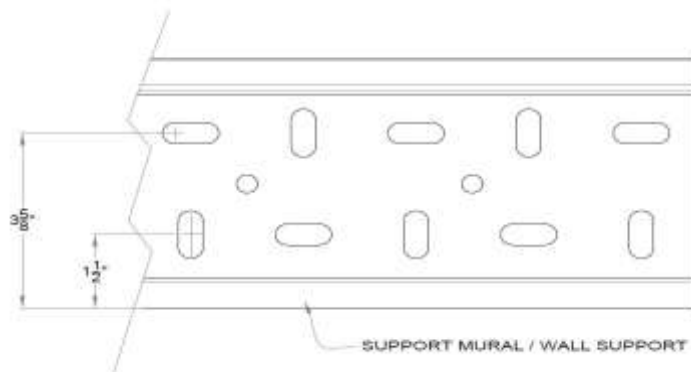


Figure 11

Make sure that each one of the 14 bolts required to install the brackets will be positioned at the center of a stud, joist or header. The center of the holes in the brackets is located at 1 1/2" and at 3 5/8" from the bottom of the bracket.

Use a 3/16" drill bit to make the holes through the side and the shim if necessary. The hole should go about 3 inches in the stud, joist or header. This prevents cracking and splitting of the wood when installing the lag bolts.

Using a 9/16" socket, install both brackets and the center support, starting with two holes at the top, using the 3/8" x 4" lag bolts. Use the included washers between the heads of the bolts and the brackets. While tightening the bolts, keep the bracket to level (use a level if needed.) **Do not over tighten the bolts as this could split the wooden structure or weaken the bolt.**

NOTE: The brackets are conceived to cover at least 2 studs, maybe three. **It is necessary that each bracket be fixed to the wall by at least 4 screws.** To insure a solid install, and reach at least 2 studs, you may need to have the brackets extend beyond the installation width of the awning. **See figure 12.**

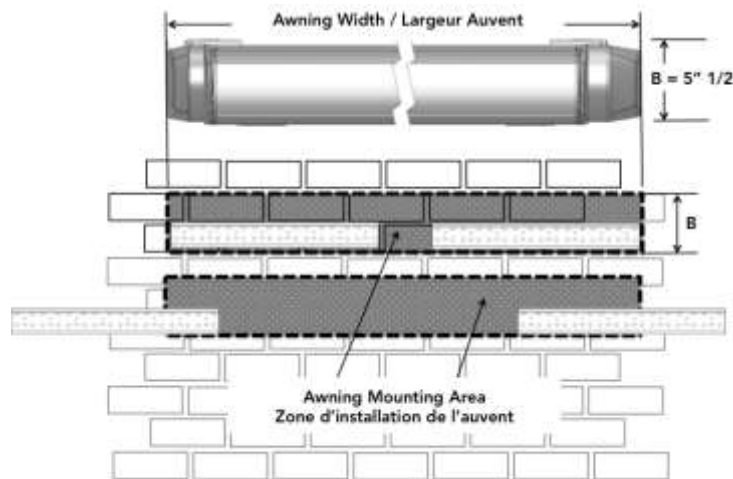


Figure 12

IMPORTANT: The 2 supports of the awning must be entirely and completely resting on the brackets. See figure 13.

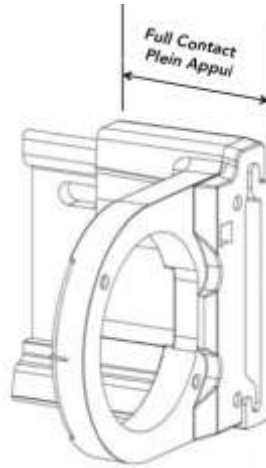


Figure 13

4.1.4.2. Center support

Awnings with 16' width or more need to be supported by an additional center support to prevent twisting of the aluminum casing created by the weight of the arms.

On a wall mount, the support needs to be configured with the hook on top and the bolt with plastic shim on the bottom. See Figure 14.

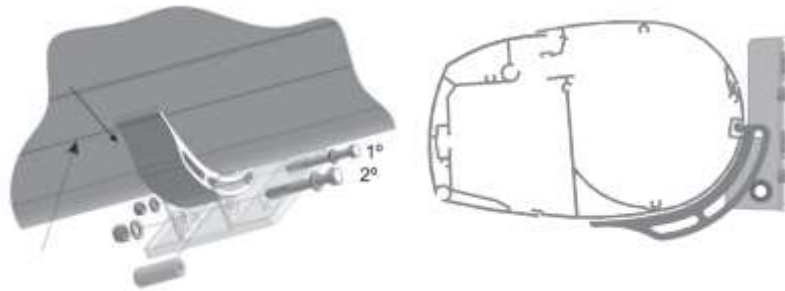


Figure 14

For a **WALL INSTALLATION ONLY**; ensure that the Center Support is aligned with the bottom of the Awning Mounting Area. See figure 15

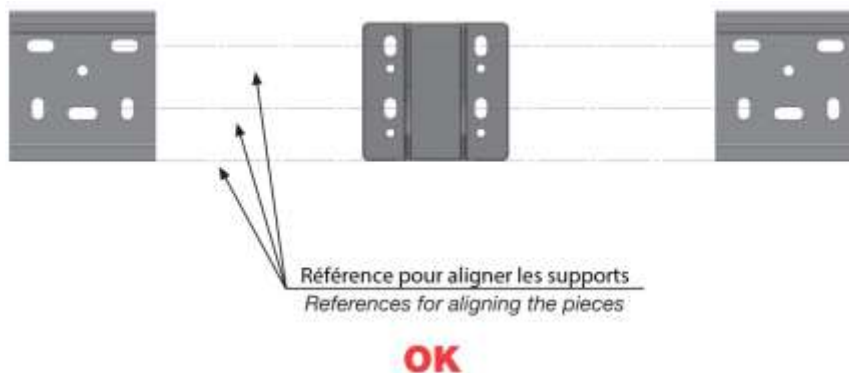


Figure 15

The Center Support must also be solidly fixed into a Wall stud or joist. It is not necessary that the Center Support be perfectly centered. The Center Support has to be located between the two Brackets. If a beam is available underneath the siding, you will be safe to use bolts on the top part of the support plate. If you are using a stud or any other narrow vertical structure, use two hole that are one on top of the other on the support bracket. Mark the bolt locations to fix the Center Support.

WARNING: YOU MUST SECURELY FASTEN ALL THE SCREWS TO THE STUDS. SOME HOMES MAY REQUIRE LONGER LAG SCREWS. PLEASE CONSULT A CERTIFIED CONTRACTOR IF THIS IS THE CASE. FAILURE TO DO SO COULD RESULT IN COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY AS WELL AS MATERIAL DAMAGE.

4.2. Masonry

This installation method is meant for solid brick walls (**this excludes all types of decorative brick**) where the masonry brick anchors/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 TO CERTAIN TYPES OF BRICK WALLS OR TO 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.

PLEASE NOTE: The large brackets are meant to be used to spread the load. If you do not have the place to install these larger brackets and opt for the smaller ones, it will be mandatory that at least 4 lag bolt per bracket are fixed into 4 different bricks.

When using these small brackets; they will need to be installed where the exterior edge is aligned with the supports of the awning or slightly inside (less than 1/2"). If the small brackets are wider than the awning, you may not be able to install the stoppers

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

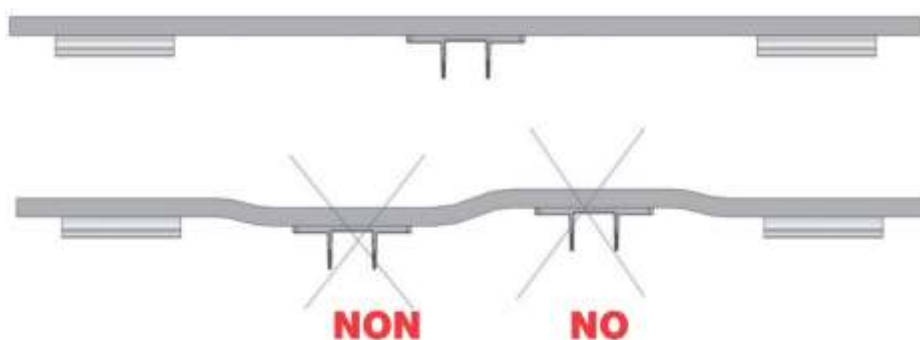


Figure 16

4.2.1. Where to install

Make sure to leave at least 1" between the top of the bracket and the underside of the eaves. Since the awning hooks on top of the bracket, you need space to lift it over the bracket for installation.

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. Location on the bricks

Make sure that each of the 14 bolts needed to install the brackets will be located within the awning installation area. The center of the holes in the brackets are at 1 5/8" and 4" from the bottom of the support. **See figure 17.**

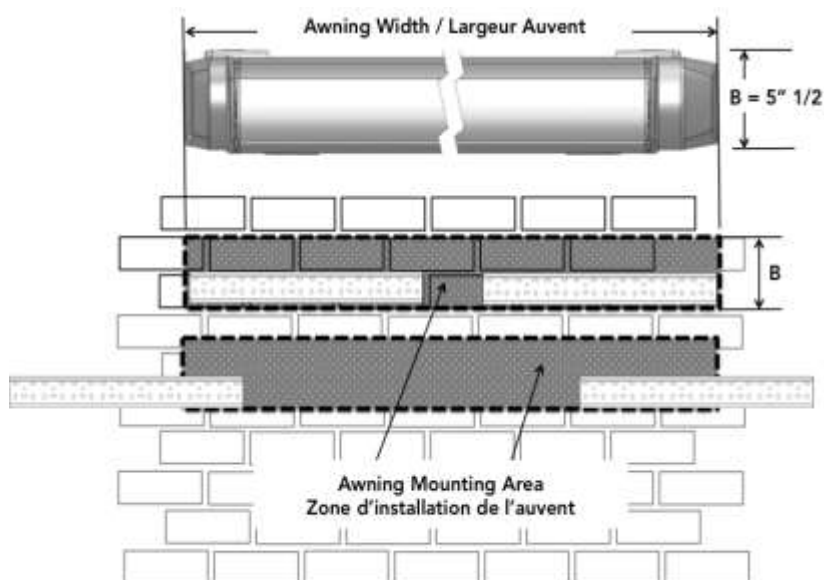


Figure 17

ATTENTION: The Hardware supplied with the awning is not conceived to be used in the mortar/joint between the bricks. It must be installed in the body of the brick, at least 1/2" from one of the edges of the brick (See figure 18.) The bolts are not adapted to hollow construction surfaces such as hollow concrete blocks. Visit a construction material retailer for appropriate hardware for such surfaces. Do not use included masonry hardware for stucco walls.

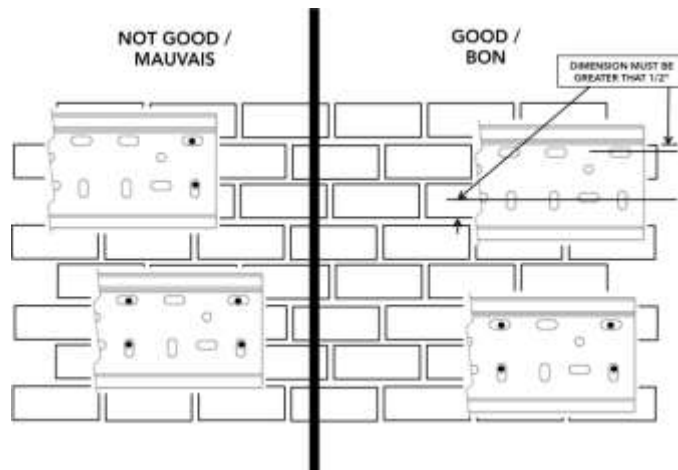


Figure 18

While making sure that it remains level, place the first bracket at the required height (refer to the bottom chalk line.) Find the joints between the bricks and mark the 6 locations where the bolts holding the brackets will be installed, making sure to respect minimum distance between the edge of the brick and the holes for the bolts. Repeat the same steps for the second bracket, and if needed, for the center support. Please note that for the center support, only two bolts are needed. See figure 19.

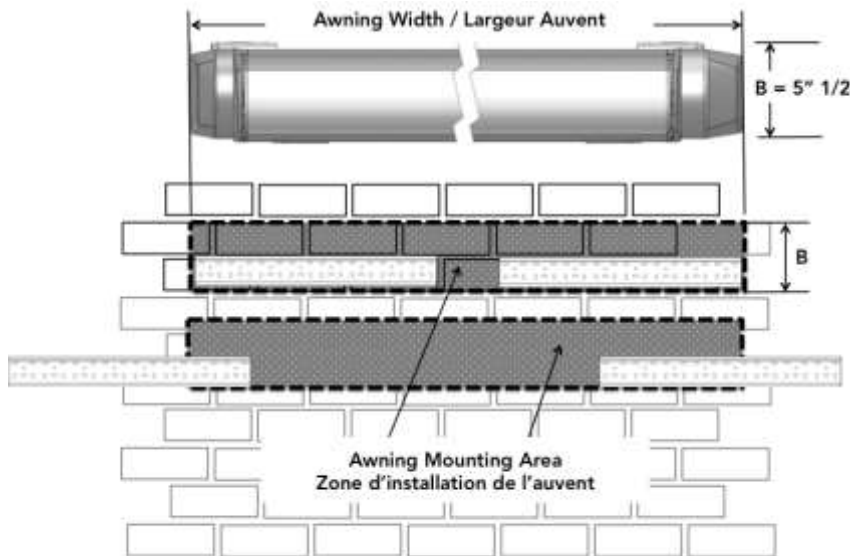


Figure 19

4.2.3. Installation

4.2.3.1. Brackets

Next, use a masonry bit of 3/8" to drill the holes. Make sure the holes are not becoming cone shaped or flared during final drilling. **See figure 20.**

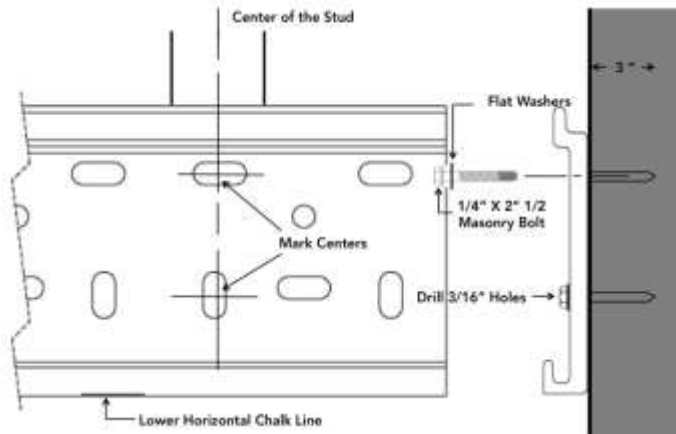


Figure 20

With a 9/16" socket, install both brackets, starting with the top 3 holes. Use the 3/8" x 4" masonry bolts and the provided washers between the head of the bolt and the bracket. Keep the brackets level as you tighten the bolts (use a level if necessary.) **Do not over tighten the masonry bolts; this could erode the structure 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.

4.2.3.2. Center support

Awnings that are 16' and over require additional support to prevent torsion of the casing under the weight of the arms.

For a **WALL INSTALLATION ONLY**, the configuration needed is with the hook at the top and the bolt with a plastic sleeve at the bottom. See Figure 21.

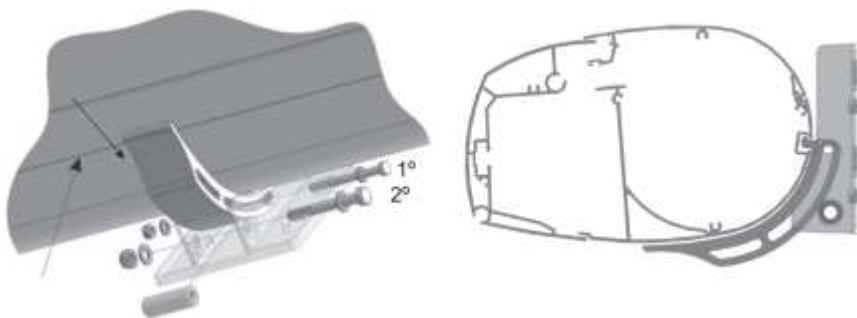


Figure 21

Make sure that the center support is aligned with the bottom of the area onto which the awning will be installed; **WALL INSTALLATION ONLY**. See Figure 22.

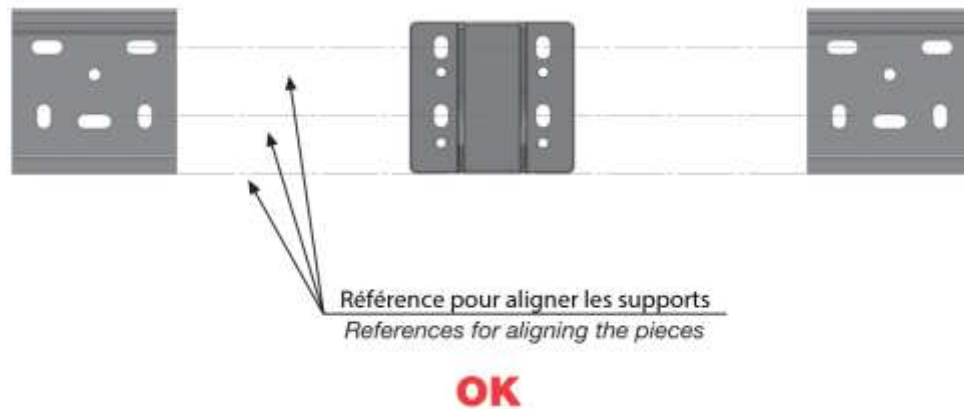


Figure 22

The center support must be firmly anchored to the body of the bricks. It is not mandatory that the center support be exactly in the middle of the awning. If possible, use the holes at the top of the plate to install the support, if not possible, use 2 holes which are one on top of the other. Mark the two locations of the bolts that will hold the supports and drill as instructed for the brackets.

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 level. For slanted eaves or rafters, it might be necessary to use an adapter or angled shims.

IMPORTANT NOTE IN REGARDS TO THE CENTER BRACKET INSTALLATION UNDER SOFFIT OR EAVES: The **CENTER BRACKET MUST BE ALIGNED $\frac{3}{4}$ " FURTHER BACK** from the alignment of the side brackets to ensure proper fitting of the center bracket in question.

4.3.1. Where to install

Using a chalk line, **trace an horizontal line under the eaves. Trace this line to be longer than the awning itself.** When you position your chalk line on the soffit, take into account that when retracted, the **awning will project 10" from the chalk line.** It is also important to **leave three inch spacing between the wall and the casing** in order to make adjustments. **See figure 23.**

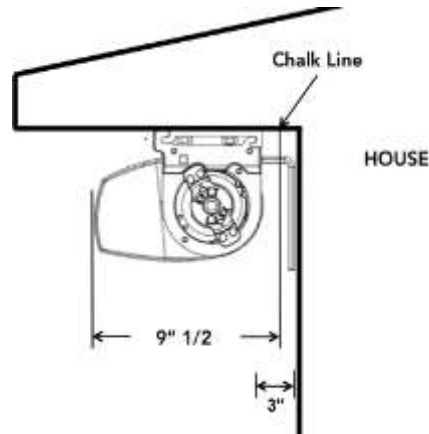


Figure 23

NOTE: For ease of mounting the awning to the brackets, it is **very important that the line be 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 trusses

YOU MUST NOW LOCATE THE RAFTERS IN THE AREA IN WHICH EACH BRACKET MUST BE INSTALLED. To find the rafters, use a stud finder. It is probable you might have to remove part of the decorative cover underneath the soffit. Mark the center of each rafter, on which a bracket will be installed with a 6" long line.

By using the brackets and the chalk line, choose the final destination of your awning. Then mark the area where all of the 14 screws will be positioned in reference to the middle of a truss.

It's important to note the awning is supported by it's mounting supports located at each end. At least one set of screws must be located right underneath the mounting supports OR on each side of the mounting supports if the bracket extends beyond the awning.

Never install the screws in the middle of the awning between mounting supports, as this position will weaken your installation. See figure 24

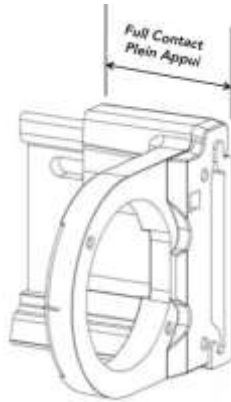


Figure 24

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 anchors 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. 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 25.

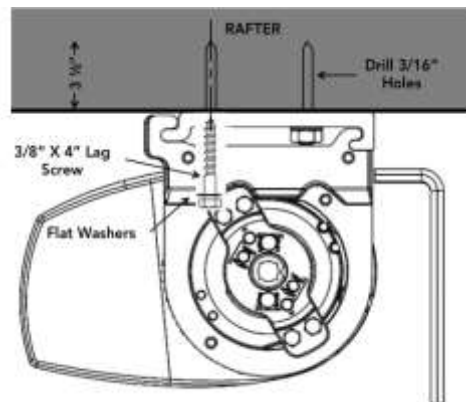


Figure 25

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 screws, **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.

4.3.4.2. Center support

Awnings that are **16' and over** require an **additional support** to prevent torsion of the casing under the weight of the arms.

For a soffit installation, the required configuration is as follows :



Figure 26

For a **WALL INSTALLATION ONLY**, make sure that the center support is aligned with the bottom chalk line.

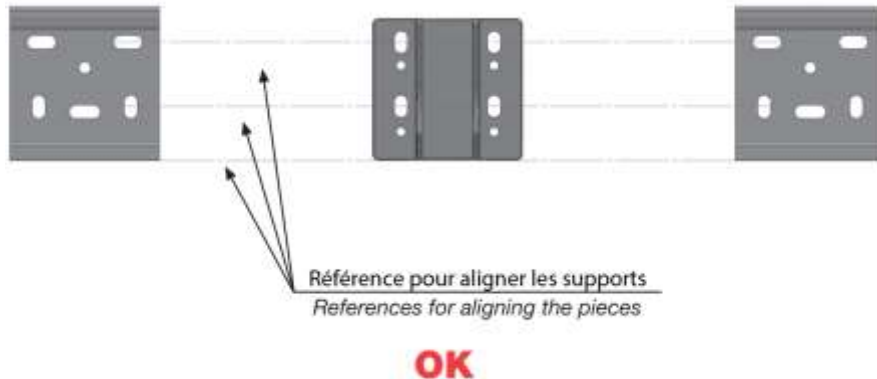


Figure 27

The Center Support must also be fixed in the middle of a truss or joist. It is not necessary that the Center Support be perfectly centered. The Center Support has to be located between the two Brackets. Use two holes that are on top of each other. If using an horizontal beam, also use two holes that are on top of each other. Mark the bolt locations to fix the Center Support.

WARNING: YOU MUST SECURELY FASTEN ALL THE SCREWS TO THE TRUSSES. SOME HOMES MAY REQUIRE LONGER LAG SCREWS OR MORE. PLEASE CONSULT A LOCAL HANDYMAN OR CONTRACTOR IF APPROPRIATE. 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. Mounting the awning on the brackets

Carefully remove all the packaging material from the Awning.

With the help of at least 1 additional person, lift the Awning (with the front bar facing you and the Awnings supporting brackets behind). Even a small awning weighs more than 60 kg. (132 lbs.).

Lift the Awning higher than the supports brackets and hang it in the bracket's support grooves. In the case of Small Wall brackets, make sure the bracket sides are perfectly aligned with the edges of the Awning Supports. **See Figure 28**

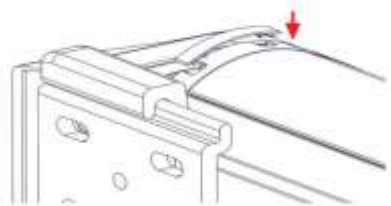


Figure 28

5.2. Using the stoppers

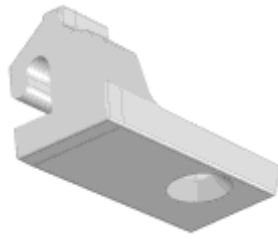


Figure 29

The remaining step to execute is to **secure the awning to its brackets**. To perform this, **use the 2 stoppers (right and left stoppers are supplied)**. The stoppers slides on to the bottom lip of the bracket. The **holes in the stoppers must align to the holes in the awning supports**. Screw in the stoppers and torque the screws solidly. You shall observe a tight fit and no sliding. **See figure 30.**

If you use the **small brackets**, you might have to move the awning slightly to secure the stoppers.

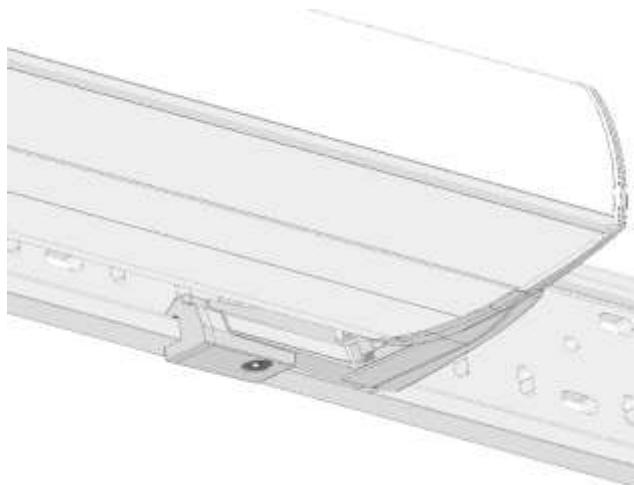


Figure 30

5.3. Testing your installation

To **test the solidity of your awning**, you will **need a helper**. Open your awning completely. Then one person positions itself at the wall and the other at the front bar. The one in front must gently support the front bar and move it. When the **awning is well installed and fixed securely**, you should **observe movement in the arms**, but the **casing and the brackets should not move**. If the **casing or brackets move**, you will need to **install more screws on the brackets**.

5.4. 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**.

5.4.1. The remote handset and it's support

We also supply a wall hanger for the remote. Just choose a good location (**inside**), mark the location of the hole and install it with the supplied material.

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.

5.5. Last details

The **limits** where the **awning opens and closes** have been programmed and tested in the factory. **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 up and down buttons** on the remote.

If your awning doesn't open to it's full projection or doesn't seem to open and close correctly, see instructions in appendix **7.B**. to modify closed and open stop limits.

5.5.1. Installing and cutting endcaps

5.5.1.1 How do the endcaps fit on my awning?

You should have 2 endcaps in your box, a small one that goes on the side where there is no motor and a bigger one that goes on the motor or crank side. See figure 31.



Figure 31

There are small pins inside your endcaps. These pins must line up with the holes in the supporting brackets. See figure 32.

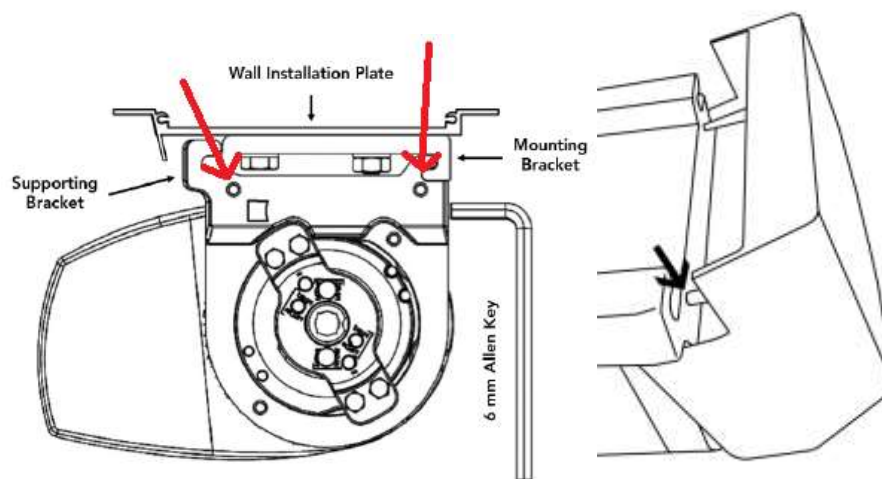


Figure32

Most of the time, these caps will be of the right length, but you may have to cut the end on them if your bracket extends past the length of the awning or if your exterior siding is very uneven. Cut along the line on Figure 33, just past the plastic pins. **Be careful not to cut out these pins since they are needed to support the caps.** See section 6.5.1.2. How to cut for the tools to use.

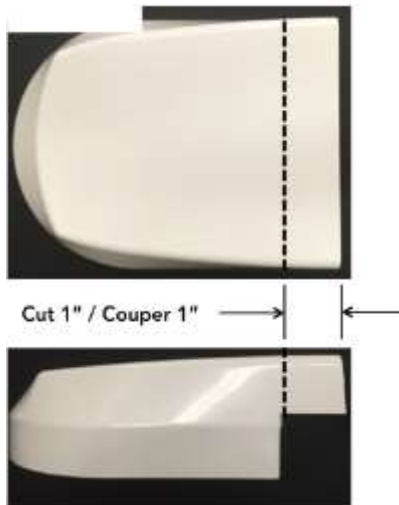


Figure 33

5.5.1.2 How to cut

In the factory, we use a bandsaw to cut the straight parts, while holding the endcap with the nice side up to avoid chips and blemishes to the exterior of the part that shows. It is also possible to use a rotary tool (Dremel type), box cutter or metal shears to cut the hole while going slowly to avoid cracking the plastic. **See figure 33.**

Then, use sand paper or a file to smooth out the edges of the hole. Don't worry if the hole is a bit bigger than you expected, the endcaps are purely decorative and they don't protect or affect the function of the awning.

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).

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.

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 repellant 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 create mold and mildew under damp conditions.

6.2 MAINTENANCE OF YOUR ELECTRIC MOTOR AND REMOTE CONTROL

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 a minimum of 20 minutes of cooling down (depending on the ambient temperature)**.

Protecting the 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 34**. Additionally, it is recommended to install a **Weatherproof Cover over the Outlet**. Covers are available at most local hardware stores.

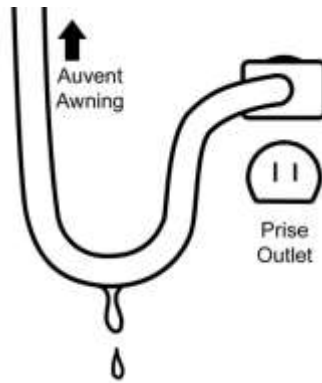


Figure 34

Preparing your Awning for winter :

Unplug the Motor Power Cord from the (GFI) Wall Outlet and cover the socket to prevent rain and moisture from entering the outlet which 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.

Replacement of the battery in you remote control handset:

- Please note that you will most likely need to replace the battery in you remote handset after 3 years, or less if the remote stops working.
- Test your remote handset 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 battery (2x type AAA 1.5 volt) in just about every hardware or electronics store.
- To replace the batteries, you will need to push in the small tab at the back of the remote and lift the cover to open the battery compartment. Remove the old batteries and put in place the new ones while making certain to respect the polarity. Re-install the battery cover and snap it back in place

7. Appendices

7.A Adjusting pitch

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

Note : You may need to temporarily remove the crank loop from the motor or the crank loop from the gear unit to allow easy access to the 6mm Allen screw. Simply reinstall the override crank or crank loop when you are done.

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 RETRACT THE AWNING WHEN UNATTENDED. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY AND MATERIAL DAMAGE.

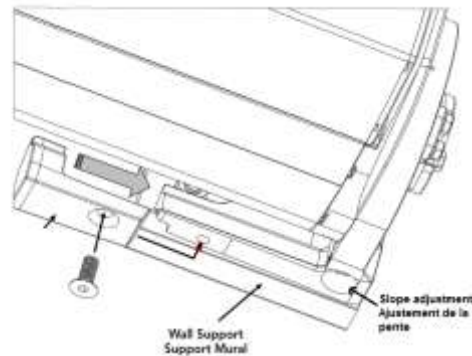


Figure 35

RAISING THE FRONT BAR:

Note : Depending on the awning size and model, the weight of the front bar varies (wider awnings will have heavier front bars). This will impact 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. Make sure that all wall brackets are shimmed evenly and perfectly secured.**

Have your helper lift the front bar several inches above the desired height, then rotate clockwise the Allen set screw to adjust the inclination (one on each end of the Awning). Have your helper release the front bar to see if it reached the desired height.

If you have raised the front bar too high, simply turn set screw counterclockwise to lower the front bar. If the front bar is still not high enough, continue turning the set screw clockwise. **See figure 35.**

Once you have set the arm at the desired height, with the help of your assistant, adjust the other arm the same way (with the screw located at the other extremity). **Make sure that the front bar is leveled when seen from the front.**

LOWERING THE FRONT BAR:

To lower the front bar of the awning, ask you assistant to raise the front bar many inches higher than it's actual position, then loosen the Allen set screw (one on each end of the Awning) by turning it counterclockwise, until you reach the desired height. If you have gone too far, simply turn set screws clockwise to raise the front bar (you might want your helper to lift the front bar a little to take off the weight from the set screw). If the front bar is still not low enough continue turning the set screw counterclockwise. **See Figure 35.**

Once you have set the arm at the desired height, adjust the other arm the same way (with the screw located at the other extremity). **Make sure that the front bar is level when seen from the front.**

You are now done with the installation. If you have purchased a motorized awning plug the power cord into the AC (GFI) outlet and enjoy your new awning!

7.B. Resetting the motor and remotes

The Nice Era motor can memorise up to 30 transmitters (including wind sensors.)

If you are reprogramming a new remote due to a lost or defective remote or some other functions are not working, use the following procedure to 'force' the motor into accepting the instructions from a new remote handset. You will then need to execute sections 7.B.1, 7.B.2 and 7.C in this exact order.

7.B.1 Putting the motor in 'Programming mode' if you no longer have your original remote handset.

01. Disconnect the AC supply to the motor; wait at least 2 seconds, **see figure 36.**
02. Then reconnect the AC supply to the motor, **install the hand crank and turn it at least 6 complete turns and make certain to do this within 10 seconds**, see figure 36.
03. You now **have 1 minute to erase the memory** with any remote handset, even if it has not been memorised (see the next step).

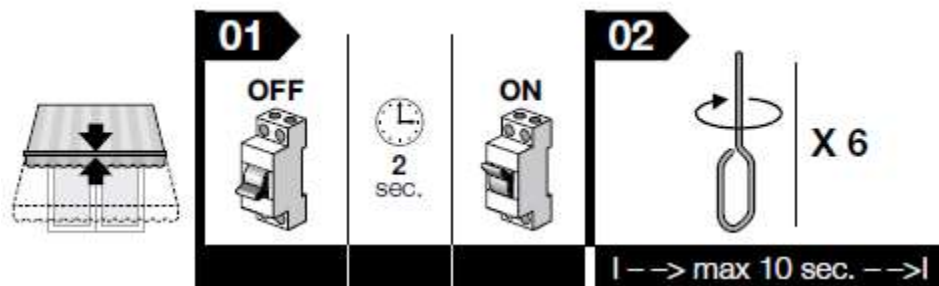


Figure 36

7.B.2 Erasing the Motor's memory

This procedure will permit you to completely erase the motor's memory from your original remote handset, or if you have executed the previous procedure. Before starting this procedure, make sure that your Awning is opened halfway.

- Keep the ■ button pressed and wait until the motor does 2 brief movements. Right after the motor has moved twice, release the button.
- Keep the ▲ button pressed and wait until the motor does 3 brief movements. Right after the motor has moved for the 3rd time, release the button.
- Keep the ■ button pressed and wait until the motor does 3 brief movements. Right after the motor has moved for the 3rd time, release the button.
- Keep the ▼ button pressed and wait until the motor does 3 brief movements. Right after the motor has moved for the 3rd time, release the button.
- Keep the ▼ and ▲ buttons simultaneously pressed and wait until the motor does 5 brief movements. Right after the motor has moved for the 5th time, release the button.

7.B.3. Programming the 1st remote handset

IMPORTANT NOTE: When you take delivery of your motorized awning, the remote handset is already programmed, this procedure applies only if your remote handset is received damaged and is not working.

ATTENTION! Each time AC power is fed to the motor, IT MUST HAVE at least one emitter (remote, Wind Sensor ect) as well as it's open and close limits in memory, OTHERWISE it will do 2 brief movement (programming mode).

1. Cut out the AC power to the motor, wait for 2 seconds and put back the AC power to the motor; the motor will move twice and remain in waiting mode without any time limit, **see figure 37**.
2. Keep the ■ button pressed until the motor moves 3 times, once the motor has moved for the 3rd time, release the button, **see figure 37**.

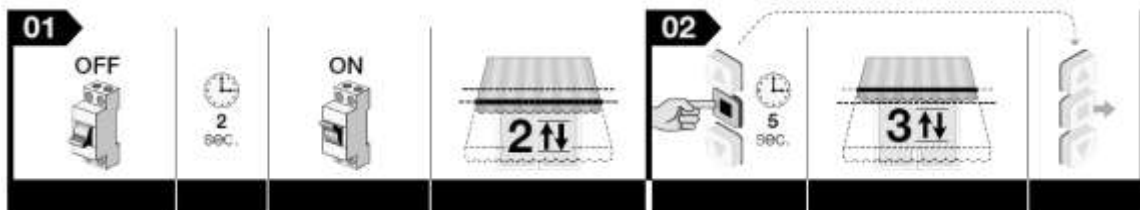


Figure 37

IMPORTANT NOTE: Even after the remote handset has been memorized, the motor has not yet associated which button is meant for opening or for closing; this association will be made automatically during the open and close limits setup. Until this procedure is done, the motor will only move in programming mode (while keeping the buttons pressed).

7.B.4. Memorizing an additional remote handset

PLEASE NOTE that **PRIOR** to programming an additional remote handset, it is mandatory to have an existing remote handset which has already been memorized

BEFORE starting this procedure, open your awning halfway.

01. On the **additional remote** press the **■** button for 8 seconds and release the button (in this case **no movement** will be observed from the **motor**).
02. On your **existing remote**, press the **▲** button **briefly**, 3 times.
03. On the **additional remote**, press the **■** button **briefly**, 1 time.

After a short while, the motor will move 3 times to confirm it has memorized the additional remote handset.

7.C. Programing the limits of your Awning

7.C.1. Semiautomatic programming of the limits

WARNING! – This programming applies to Cassette type awnings only.

Warnings • The first limit to be established must be the closed position, with the front bar against the structure.

The procedure below is for programming a **cassette type awning only**. ***This procedure overwrites previously adjusted limits.***

When programming the limits this way, the 2 limits are updated regularly by the automatic self-update function. When the motor is powered up, **2 movements** are performed if at least one transmitter and the limits are not in memory.

Before you start programming, make certain that your awning is opened halfway.

- 7.C.1.1 Adjustment of the closed position:** Run the CLOSE command by keeping the **▲** (or **▼**) key pressed and wait for the awning to stop automatically as result of the impact against the structure (= **closed limit**). Upon completion, release the key. **The close limit is now set.**

Again, open the Awning halfway to continue with the open limit programming

- 7.C.1.2 Setting the open limit:** Keep the **■** key pressed and wait for the motor to perform 2 movements. Upon completion, release the key.

- 7.C.1.3** Keep the **■** key pressed and wait for the motor to perform 4 movements. Upon completion, release the key.

- 7.C.1.4** Keep the **▼** key pressed and wait for the motor to perform 2 movements.

Upon completion, release the key.

7.C.1.5 Adjustment of the open position: Press the ▼ and ▲ keys until the awning reaches the open position you want (at each pulse the awning moves a few millimeters).

7.C.1.6 Keep the ■ key pressed and wait for the motor to perform 3 movements.
Upon completion, release the key.

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.C.2. Using the emergency override

The Nice Era motors have an **emergency mechanism**. The emergency mechanism **allows the awning to be moved manually**, for instance during a power failure; you can **open or close your awning with the manual hand crank**.

When using the emergency mechanism, or if the motor is powered off for more than 24 hours, the motor's control unit loses the current position of the awning. This situation is resolved by an **automatic realignment manoeuvre**; one of these two commands may be sent to the motor, to which it responds differently.

- 1- The **UP COMMAND** raises the awning until it reaches the closed limit position.
- 2- the **DOWN COMMAND** lowers the awning for 3 seconds, then reverses until the awning reaches the closed limit position.

7.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 sensor is equipped with an integrated radio transmitter and autonomous power supply with two batteries. The product functions by detecting in real time any vibrations in the end part of the awning, generated by the force of the 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.D.1. Wind sensor installation

NOTE: This procedure only applies if you need to replace your original wind Sensor

- 7.D.1.1. Open the sensor by undoing the screw on the upper shell.
- 7.D.1.2. **IMPORTANT**– The Nemo 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**.
- 7.D.1.3. 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.
- 7.D.1.4. Perform wind sensor memorization (**see section 7.D.2.**) and system calibration (**see section 7.D.3.**).
- 7.D.1.5. Mark the position of the sensor on the bar of the awning; then remove the sensor and the strip of double-sided tape.
- 7.D.1.6. Remove the seal from the lower base of the sensor and secure this base in the position marked on the bar.

CAUTION! – Final installation of the wind sensor requires drilling the front bar of the awning (see figure 38). If the replacement wind sensor is a similar model than your original one, you can use the existing screw holes to definitely attach your replacement wind sensor to the front bar of your awning.

- 7.D.1.7. Finally, replace the seal on the base, place the upper shell of the sensor on top and secure it with the screw provided.

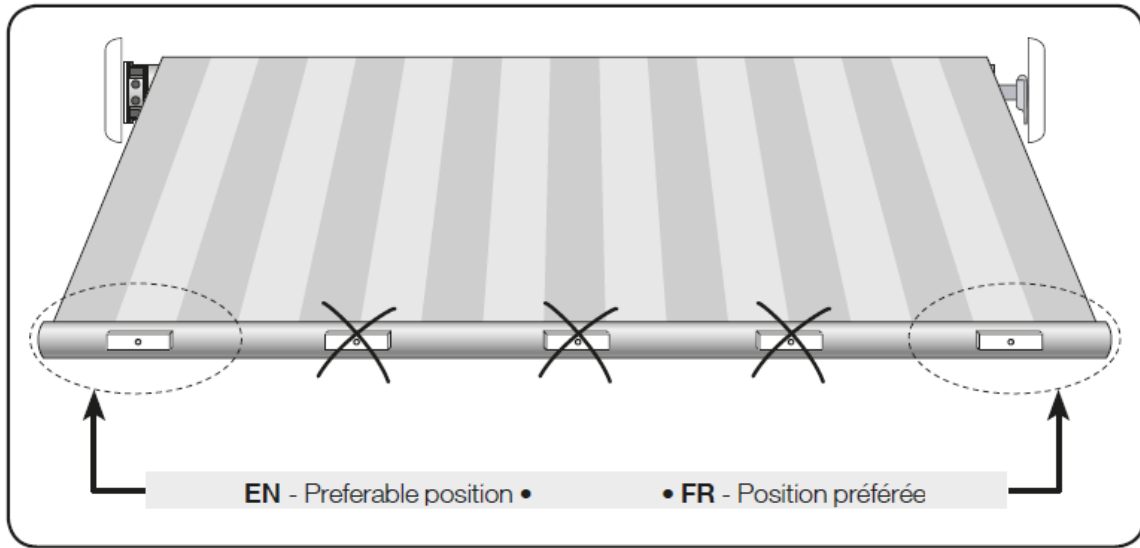
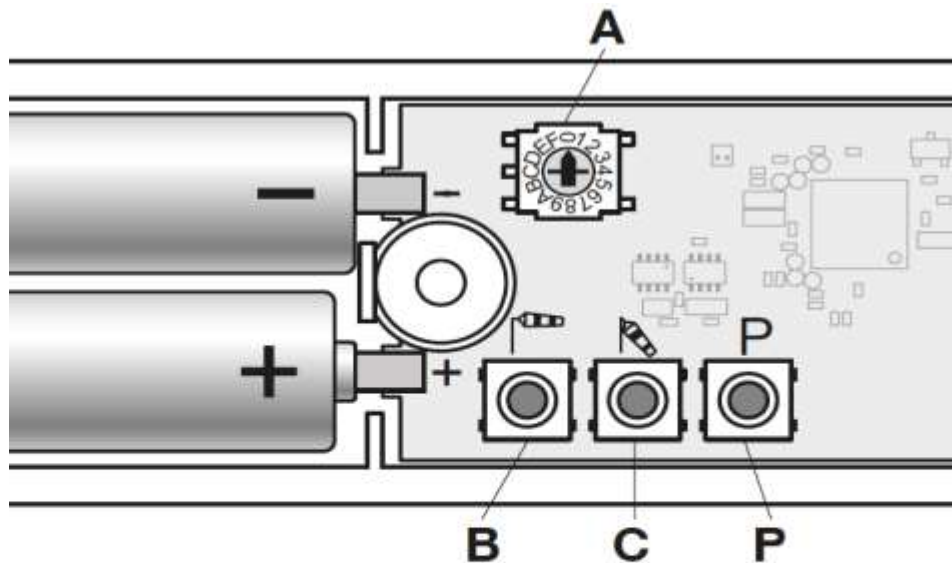


Figure 38

7.D.2. Memorizing the sensor in the motor receiver

As for any other transmitter, the Nemo wind sensor's radio code must be memorized in the receiver of the motor it controls, so that the sensor can send wireless commands.



ENGLISH — **A** - Switch for regulating the threshold. **B** - Command for simulating the presence of wind. **C** - Command for simulating the absence of wind. **P** - Command for programming.

FRANÇAIS — **A** - Sélecteur de réglage du seuil. **B** - Commande permettant de simuler la présence de vent. **C** - Commande permettant de simuler l'absence de vent. **P** - Commande de programmation.

Figure 39

Procedure for memorising additional transmitters using an already memorised transmitter

Caution – This procedure may only be used if one or more remotes have already been memorized in the system.

1. On the **new wind sensor**, keep the **P (fig. 39)** button of the Nemo wind sensor pressed for 10 seconds, then release.
2. On an **already memorized remote handset**, press the **■** key of the current remote 3 times, slowly.
3. **On the new wind sensor**, keep the **P** key of the Nemo wind sensor pressed and wait for the motor to perform 3 movements. Upon completion, release the key.

Testing that the sensor has been memorized

01. **Cut off the AC power to the motor**, wait for 2 seconds and then put back on the AC power to the motor.
02. Press either the open or close button on the remote handset.
03. While the open or close command is executed, press the **P** button of the wind sensor. If the wind sensor has been memorized, the motor will immediately stop.

7.D.3. Calibrating the sensor

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

Table A - Setting the wind threshold																
(note 1)	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
(note 2)	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
(note 3)	4	4	5	5	6	6	7	8	4	4	5	5	6	6	7	8
<i>Note 1 – Position of the “Threshold” trimmer (4 = value set in the factory).</i>																
<i>Note 2 – Threshold value with the awning open and still.</i>																
<i>Note 3 – Threshold value during movement of the awning.</i>																

Figure 40

7.D.3.1. Regulating the sensitivity to the wind

The sensor is provided with a calibration which is pre-set in the factory (see the value in **table A from figure 40**). Nevertheless, after installation and implementation, it is absolutely necessary 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 awning completely. After the **motor has stopped running, wait 40 seconds before moving on to the next step!**
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 dial selector (**see table A from figure 40**).
4. Lastly, repeat the test conducted in point 2.

PLEASE NOTE THAT when you lower the numerical value, your wind sensor will become more sensitive.

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

NOTE: After the Awning has been closed by the wind sensor, you will need to wait 5 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.D.3.2. 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 (see Table A from figure 40).

7.D.4. 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 5 minutes. During this timeout, any command for opening will not work.

7.D.5. Detection of “low battery”

When the sensor detects the low battery charge condition, it sends a dummy “wind alarm” message so that the system sends a command to close the awning for safety purposes. The message will be sent to the motor periodically (about once every 30 minutes until the batteries are flat) and will make the awning close. Then the sensor will no longer function correctly until the batteries are changed.

The batteries should last about 2 years, depending on ambient temperature. To change them, **make sure you switch off the power supply to the motor**; then undo the screw on the upper shell of the sensor and replace the AA batteries.

7.E. 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 wall 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 Brasilia Slim 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 body injuries

8. Troubleshooting Guide

Installation issues

Problem	Can I hardwire my awning directly to my house's electric system?
<u>Solution</u>	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 this will void the warranty on the motor and can also cause the programming of the motor to become more difficult . If you really need to go this route: 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.
Problem	What is the minimum and maximum slope of my awning?
<u>Solution</u>	15 degrees: 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 accumulations as this will damage the fabric and also possible damage the arms.

Appearance issues

Problem	The fabric of my awning makes small wrinkles, all in the same direction.
<u>Solution 1</u>	<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 <u>AND</u> on the front bar.</p> <ul style="list-style-type: none">• You will need to open fully, if it is motorized, you have to open it past it's 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.• Close the awning and proceed with a test.

<u>Solution 2</u>	If the fabric is not perfectly at right angle, you will need to use velcro as a wedge to thicken the roller on the side which is too long. Contact us for further details.
Problem	The fabric of my awning makes small wrinkles, on each side of the seams, but not elsewhere.
<u>Solution</u>	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.
Problem	My awning closes completely on one side but it always remains open a little on the other side.
<u>Solution 1</u>	<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 <u>AND</u> on the front bar.</p> <ul style="list-style-type: none"> • You will need to open fully, if it is motorized, you have to open it past it's 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.
<u>Solution 2</u>	the fabric is not perfectly at right angle, you will need to use velcro as a wedge 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.
Problem	When my awning is open, one side of the front bar is always higher than the other.
<u>Solution 1</u>	Although for the fact that the awning is adjusted at the factory, a difference of a few milimeters in the positioning of the anchors 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 7.A for further details.

Functions issues

Problem	I have a wind sensor but my awning doesn't close when it's windy.
<u>Solution 1</u>	<ul style="list-style-type: none"> • Check if the awning opens and closes with the remote handset, if this is the case: • Replace the wind sensor's batteries with new ones. PLEASE NOTE THAT YOU NEED TO UNPLUG THE MOTOR FROM THE AC BEFORE REPLACING THESE BATTERIES.

	<ul style="list-style-type: none"> • If it is not the case: See the problem 'My remote control doesn't make my awning open or close'.
<u>Solution 2</u>	<ul style="list-style-type: none"> • Proceed with testing the wind sensor to see if it is programmed as it should be. • See section 7.D.2 to consult the wind sensor's programming buttons diagram. • Unscrew the wind sensor's cover to access the internal programming buttons; press button B to close the awning. • If the awning closes, this means it is programmed properly, see section 7.D.3 for calibration. • If the awning does not close; see section 7.D.2 to program the wind sensor.
<u>Solution 3</u>	Is the wind sensor installed properly on the front bar near one of the edges? If not, see section 7.D.1 for installation instructions. Please note that the wind sensor needs to be oriented correctly; the lettering as to 'read' in the correct direction.
Problem	I have a wind sensor and my awning closes even when it's not windy.
<u>Solution 1</u>	The awning closes by itself every 30 minutes : Replace the wind sensor's batteries with new ones; disconnect the motor from the AC before changing the batteries.
<u>Solution 2</u>	The wind sensor's sensitivity is adjusted too high. Calibrate the wind sensor following the steps in section 7.D.3.1.
Problem	My remote control doesn't make my awning open or close.
<u>Solution 1</u>	If your awning is not fully closed, it could sometimes refuse to close completely; you then need to open it a bit more and then close it completely.
<u>Solution 2</u>	If your awning stops while opening or closing or immediately after it has moved, this could indicate that the overheating protection has been triggered; if this is the case, wait at least 20 minutes (depending on the ambient temperature) and do a second attempt.
<u>Solution 3</u>	When the wind sensor triggers the awning to close, the awning will refuse to open for the next 5 minutes. After this 5 minute delay has expired, the awning will be operational again.

<u>Solution 4</u>	<ul style="list-style-type: none"> • Check if the AC outlet used is functional by plugging something else like a lamp into it. • If the AC outlet is indeed functional but the awning still refuses to work, verify the remote handset. • Verify if the remote handset batteries are working; press on one of the remote's buttons: does the LED illuminate? A remote handset 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. <p>If the issue persists, erase the motor's programming and re program it (see section 7.B.2 'Erasing the motor's memory').</p>
Problem	My motor is not responding but it was working just minutes ago.
<u>Solution 1</u>	If your awning is not fully closed, it could sometimes refuse to close completely; you then need to open it a bit more and then close it completely.
<u>Solution 2</u>	If your awning stops while opening or closing or immediately after it has moved, this could indicate that the overheating protection has been triggered; if this is the case, wait a full 20 minutes and do a second attempt.
<u>Solution 3</u>	When the wind sensor triggers the awning to close, the awning will refuse to open for the next 5 minutes. After this 5 minute delay has expired, the awning will be operational again.
Problem	The fabric rubs on the lower edge of the housing.
<u>Solution</u>	<p>The fabric rolls upside down (comes out from the bottom of the roller) on the awning's roller; the fabric should come out from the top of the roller.</p> <ul style="list-style-type: none"> • If the awning is motorized, unplug it from the AC. • You will then need to use the hand crank (both for motorized and manual models) and open the awning fully until the fabric is completely loose. • Continue to turn the crank in the same direction until the fabric re-tightens, continue until the awning closes completely. Please be careful when re tightening the fabric; make sure that it does not catch in the awning's arms.

	Please make certain that the fabric does not become loose again since rolling it back upside down again will eventually result in damaging the fabric prematurely.
Problem	The awning stops before being completely open or it opens too much and the fabric becomes saggy.
<u>Solution</u>	The open limit of the motor needs to be adjusted; see 7.C.1.5 and 7.C.1.6.
Problem	The awning only opens or closes if we keep the button pressed.
<u>Solution</u>	Verify if the motor might have received an intense electrical or mechanical shock: Erase the motor's programming and re program it (see 7.B.2 'Erasing the motor's memory').
Problem	Can other remotes interfere with my awning?
<u>Solution</u>	No, each remote handset has to be 'added' to a specific awning. Other remotes like the one for your garage door cannot communicate with your Awning.
Problem	Can I add more than one remote to my awning?
<u>Solution</u>	Yes, the Nice motor can memorize up to 30 transmitters including wind sensors.
Problem	I lost my remote and now I can't program my new remote.
<u>Solution</u>	In this case, please consult section 7.B.3 Programming the 1st remote handset.