



OWNER'S MANUAL & INSTALLATION INSTRUCTIONS

*Do Not Discard,
Retain for Future Reference*

**VISTA® Awnings,
Motorized Awnings**

Motorized XL Awnings

**WARNING:
FAILURE TO FOLLOW THESE
INSTRUCTIONS COULD
RESULT IN
PERSONAL INJURY!**

For Technical support visit us at www.sunsetter.com/ownerscorner,
e-mail at contactus@sunsetter.com or call Toll Free 800-670-7071 • Fax 877-224-4944

Congratulations! You have just purchased America's #1 Retractable Awning. The SunSetter lateral arm awning will provide you and your family with many years of enjoyment on your deck or patio.

Before you begin installation, take a moment to familiarize yourself with the awning and your Owner's Manual. You may also find it helpful to view the DVD included with the awning hardware for a visual walkthrough of the awning installation. Please check to insure all of the parts listed on page 6 have been included with your awning and that you have the correct size, color and model awning.

Installation of your Awning

When unpacking your awning, take care to protect the awning from accidental damage or soiling. Do not drop or drag the awning on the ground. **Note: When removing the clear protective wrap from the awning, do not use a knife or box cutter to cut plastic wrap as you could accidentally slice into your awning fabric.** Note: Your awning has been shipped to you fully assembled but it is important to follow this instruction manual to securely fasten the mounting brackets to your home and install the awning. Please read these instructions completely before installing your SunSetter awning. Please note, you will need an assistant(s) for installation. Left and Right references are as you are facing the house. You have been provided with the proper fasteners for mounting to your wall surface either wood lag screws or masonry bolts.

For the greatest enjoyment of your lateral arm awning, please mount as high on your wall as possible, with a recommended mounting height of 9'. If your awning is a motorized model, your electrical cord will allow you 18' to reach your GFI outlet and you will find your remote attached to the cord. It is recommended that you install a protective cover or hood on your awning. If purchased with your awning, install after Step 15 on page 11. If you are installing to a soffit see Appendix C on page 19.

Operation of your Awning

Note: If you purchased a 19' or 20' awning, please review the CAUTION on page 12, under "Test for Proper Operation" before using your awning. Your SunSetter Awning, once installed, has the ability to be opened partially or to its full projection to suit your deck or patio design. The pitch of your awning may be easily adjusted, up or down, from the factory setting based upon your actual mounting height. Please see Appendix A on page 16, if you would like to make this adjustment.

Note: Please follow the Care and Maintenance Guidelines on pages 13 to 15 for proper use and inclement weather precautions.

Please retain your Owner's Manual and Installation Instructions for future reference regarding operation, care and maintenance, troubleshooting, customer service and warranty information.

Customer Support

Our technical experts are available from 8am - 10pm EST daily via email contactus@sunsetter.com or call us at 800-670-7071 should you require assistance. We also invite you to visit the Owner's Corner at www.sunsetter.com/ownerscorner for additional information on your awning and other products.

We know that you will be delighted with your SunSetter awning and will experience many years of added enjoyment on your deck or patio.

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Awning Installation Instructions

WARNING: FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PERSONAL INJURY!

WARNING: DO NOT REMOVE THE PLASTIC SAFETY SLEEVES FROM THE LATERAL ARMS UNTIL INSTRUCTED TO DO SO.

WARNING: NEVER ATTEMPT TO REPAIR OR DISSASSEMBLE ANY PART OF THE AWNING WITHOUT FOLLOWING REPLACEMENT PART PROCEDURES SUPPLIED BY THE MANUFACTURER. TRYING TO DO SO WITHOUT PROPER INSTRUCTIONS COULD RESULT IN PERSONAL INJURY!

Before Starting

1. Before beginning, please familiarize yourself with the components of the awning as shown in Figure 1, and the supplied fasteners/parts shown on pages 6 & 7. Find the mounting brackets (wall or soffit) in the package (they are separated from the awning itself). **If you are mounting the awning on a soffit, please go to Appendix C on page 19 for this type of installation.**

Note: This figure shows awning with motor installed on the right side as you face the house.

Note: Number of brackets supplied with the awning will vary depending on awning size, see page 6.

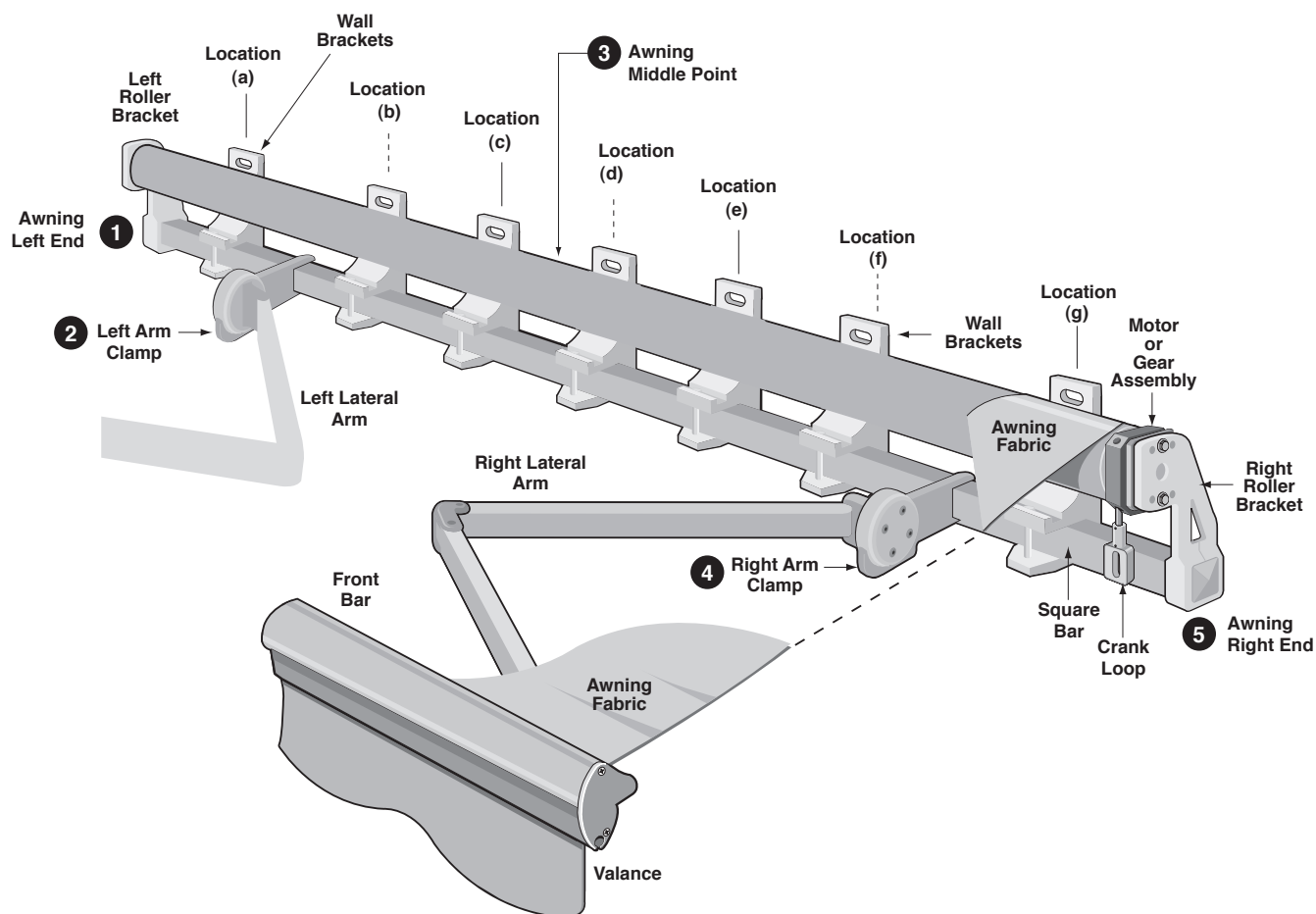


Figure 1

Figure 1a
Bracket locations for 8' wide awnings.

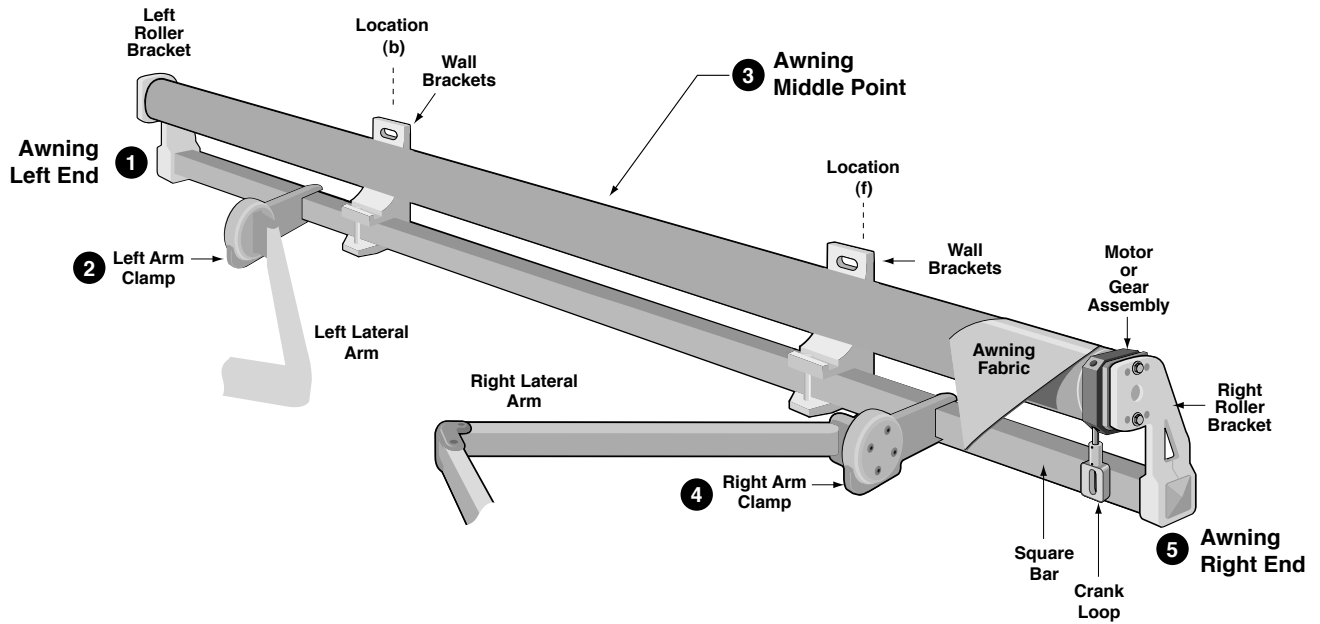


Figure 1b
Bracket locations for 10'-13' wide awnings.

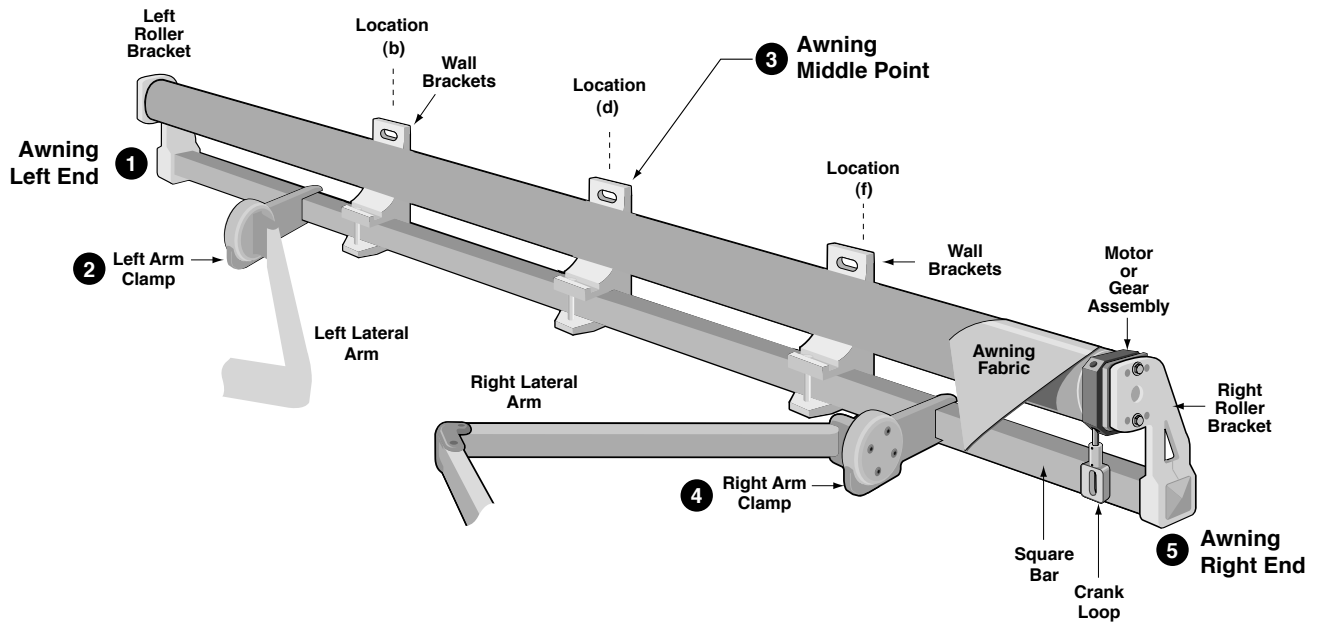


Figure 1c
Bracket locations for 14'-16' wide awnings.

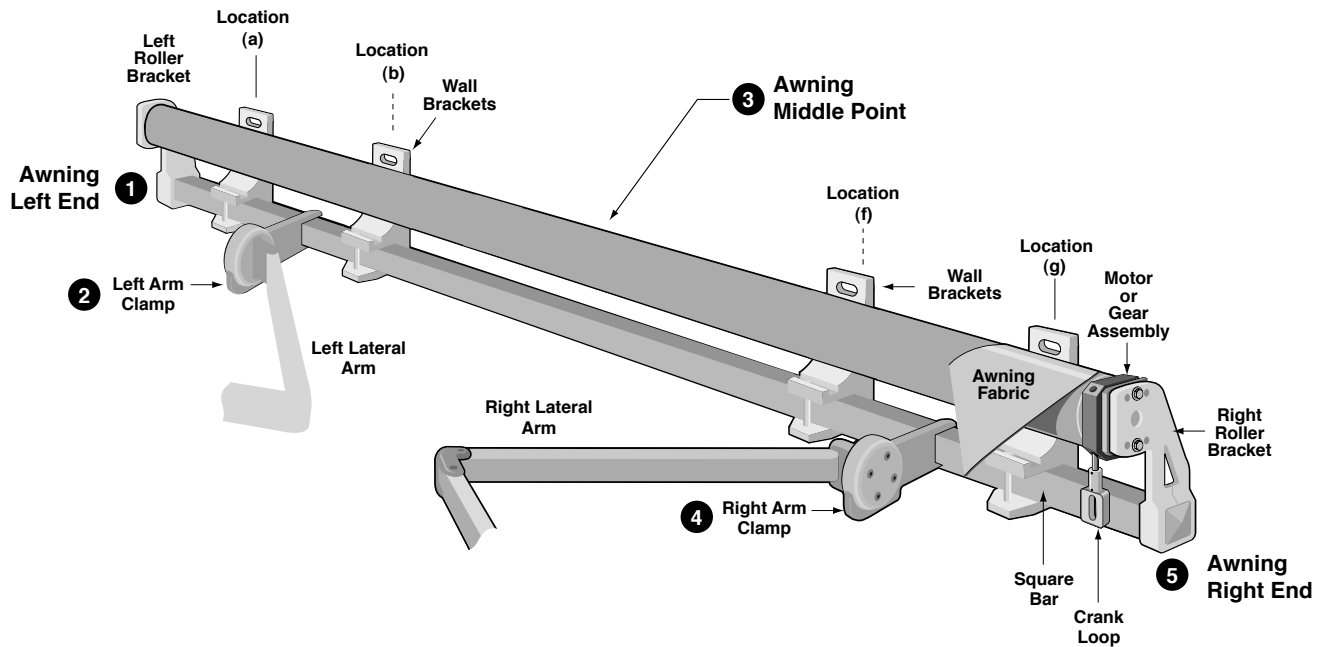
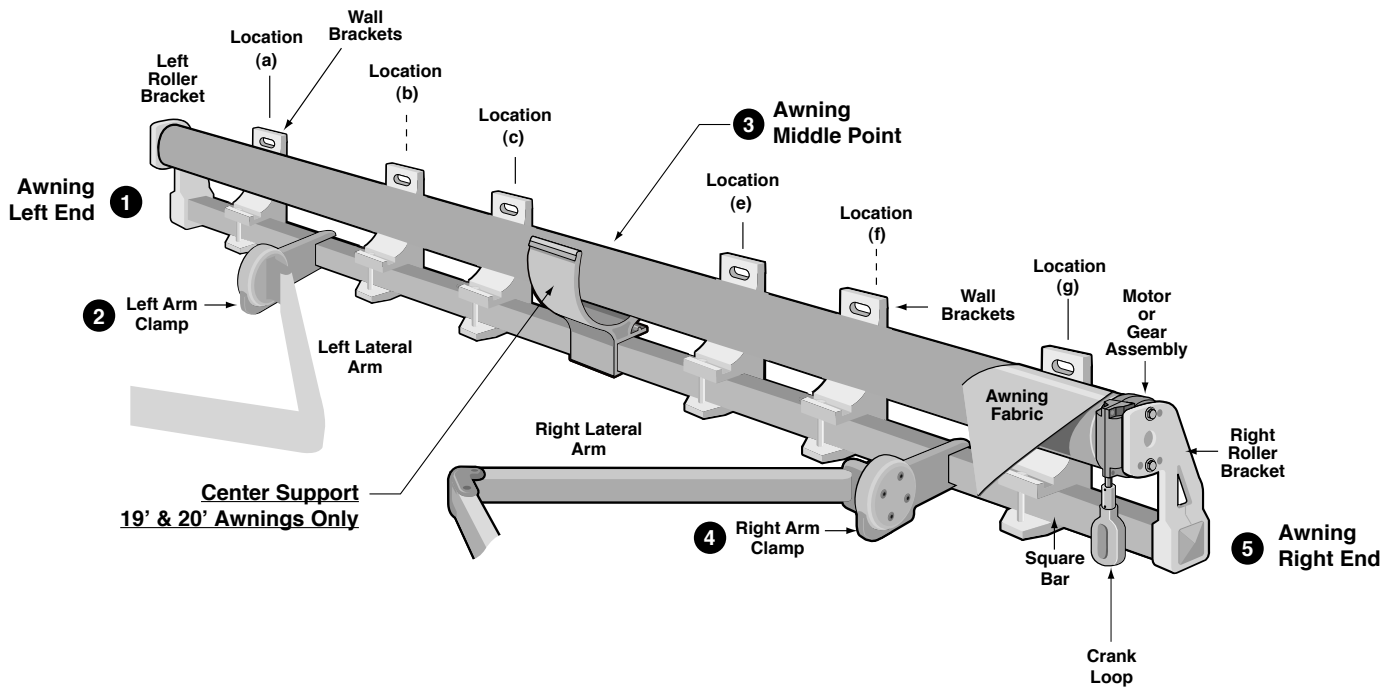


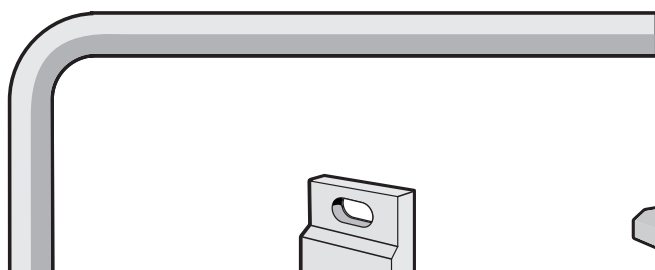
Figure 1d
Bracket locations for 17'-20' wide awnings.



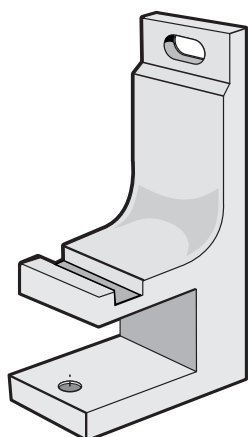
Supplied Fasteners / Parts List



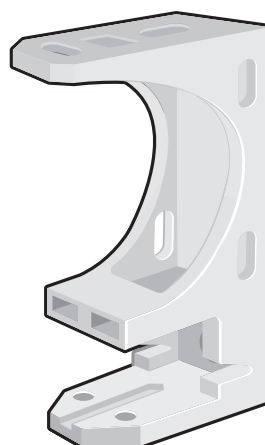
Crank Wand
Qty 1



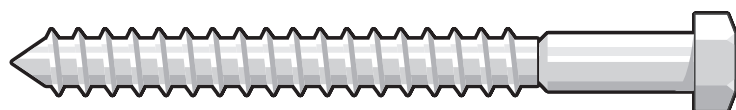
6 mm Allen Wrench
Qty 1



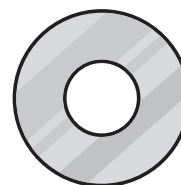
Wall Bracket
8' : Qty 2
10' - 13' : Qty 3
14' - 16' : Qty 4
17' - 20' : Qty 6



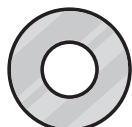
Soffit Bracket
8' : Qty 2
10' - 13' : Qty 3
14' - 16' : Qty 4
17' - 20' : Qty 6



3/8" x 4" Lag Screw
(8' : Qty 4) (10'-13' : Qty 6) (14', 15' & 16' : Qty 8) (17'-20' : Qty 12)



3/8" Flat Washer
(8' : Qty 4) (10'-13' : Qty 6) (14', 15' & 16' : Qty 8) (17'-20' : Qty 12)



5/16" Flat Washer



5/16" Retaining Nut

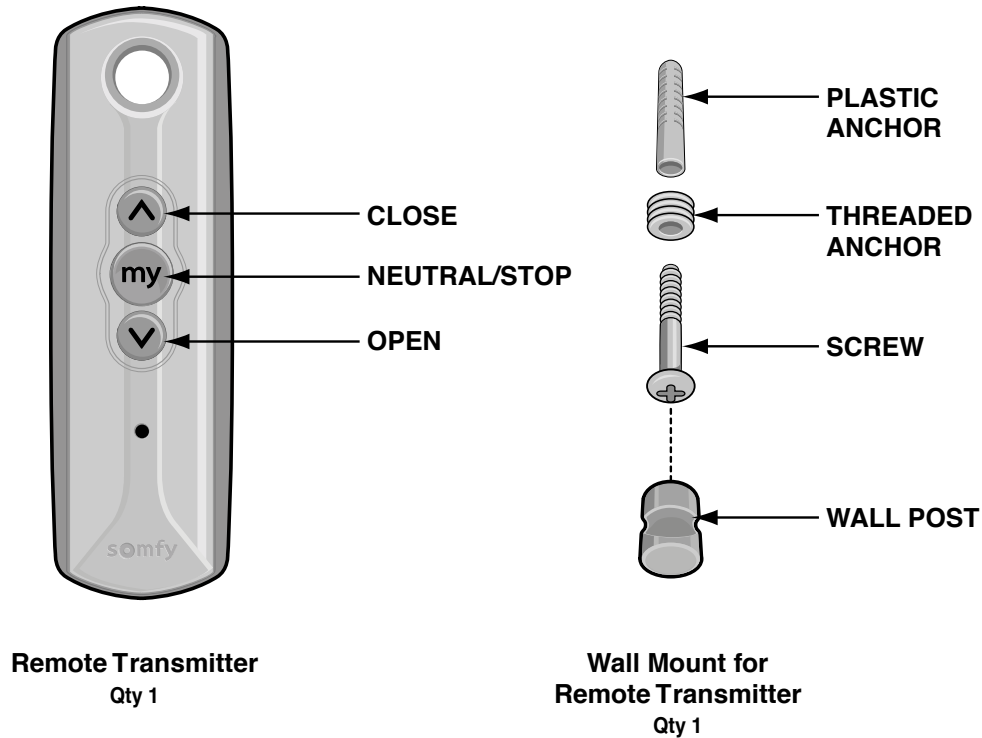


5/16" x 2-3/4" Retaining Hex Bolt

(8' : Qty 2) (10'-13' : Qty 3) (14', 15' & 16' : Qty 4) (17'-20' : Qty 6)

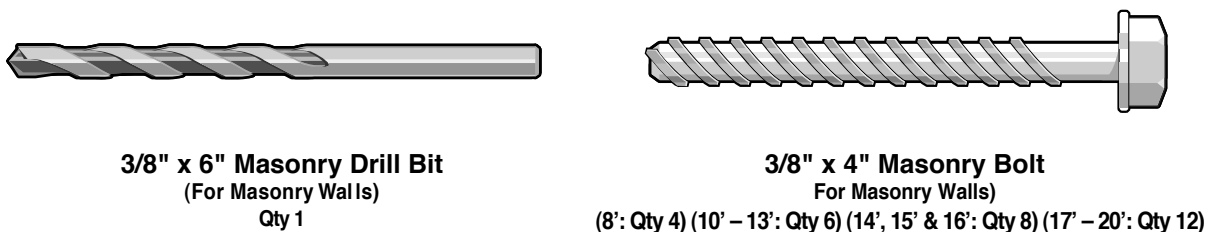
(Note: Soffit mount awnings will have twice the number of retaining fasteners listed above)

Additional Parts List - Motorized Models Only



Note: Remote Transmitter is packaged in a clear bubble pack and taped to the Motor Power Cord.

Optional Parts List - Masonry, Brick or Concrete Installations



Tools Required

In your package you will find the following tools: 6mm Allen wrench.

For any type of wall construction you will need an assistant(s), measuring tape, two step-ladders, 9/16" socket, chalk line (or string), Phillips screwdriver, pencil, level, electric drill and a 1/2" or 13mm wrench and a stud finder.

If you have a wood frame construction with wood, vinyl, stucco or aluminum siding, you will need in addition to the above: 1/8" and 1/4" drill bits.

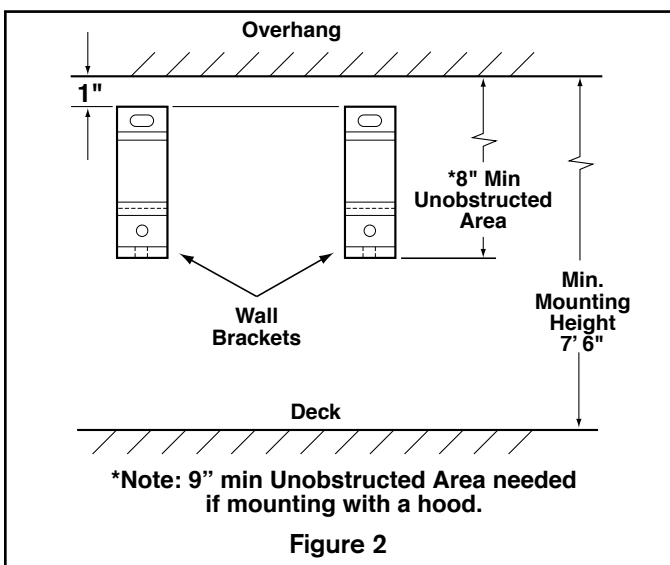
If you have masonry construction or brick walls, you will need a 1/4" masonry drill bit.

Installation

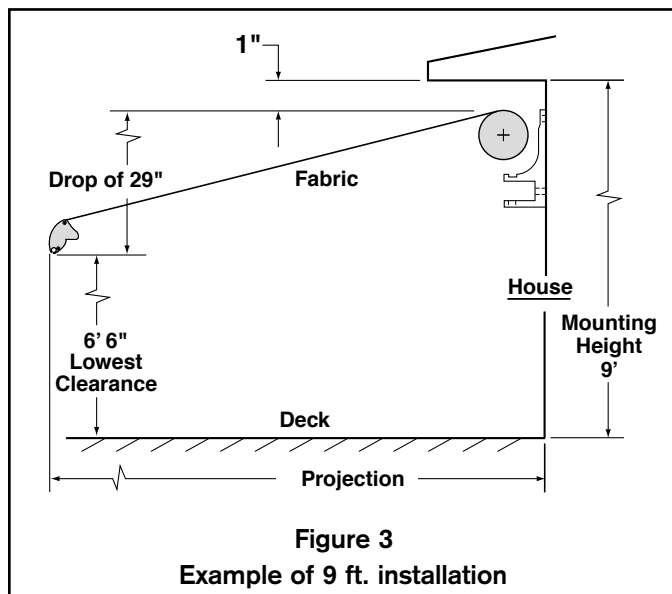
Inspect the wall you plan to mount your awning on, and be sure you have a clear area with no light fixtures, doors, windows or downspouts to obstruct your installation. Check the wall surface for bows or swells. If you have these conditions, shimming the wall brackets will be required.

Mounting Height

The mounting height is defined as one inch above the highest part of the wall bracket from the deck/patio floor - see figure 2.



Your awning's pitch (angle) is pre-set at the factory with a drop of 29 inches from the top of the wall brackets to the lowest point at the front bar of the awning. **For Example:** If you mount the awning on the wall at 9 ft. from the deck/patio, the lowest point at the front bar of the awning at full projection will be 6 foot 6 inches - see figure 3. The awning pitch (angle) can be adjusted after installing the awning.



Note: When making the decision on the mounting height, remember that the awning requires 8 inches of unobstructed area along the whole length of the awning to fit the mounting brackets on your wall, 9 inches of unobstructed area along the wall needed if mounting with a hood - see figure 2.

To assure head clearance at the front of the awning, we recommend to install the awning above 7 foot 6 inches from the deck/ patio, with an optimal mounting height of 9 foot or above.

With the above in mind, decide on the mounting height for your application. If you need help, call our toll-free hot line at 1-800-670-7071.

2. Measure up from the deck/ patio floor on one side and make a mark at your desired mounting height (should be at least 7' 6"). Make a second mark 8 inches below the first mark. The space between these marks must be clear of obstructions, (light fixtures, etc) all along the length of the wall. Using a chalk line or a string, snap a level line on the lower mark for the length of the awning. The bottom of the wall brackets will rest on this lower line.

NOTE: For ease of mounting the awning into the brackets, it is very important that the line will be straight and level.

Locating the brackets

CAUTION: PROPER LOCATION OF THE BRACKETS IS THE MOST IMPORTANT ASPECT OF THE AWNING MOUNTING. IT IS CRITICAL THAT YOU FASTEN ALL THE MOUNTING BRACKETS TO STUDS, JOISTS, HEADERS OR OTHER MAJOR STRUCTURAL MEMBERS.

Even a moderate wind exerts great force on the awning and mounting brackets. This is why it is important that all the brackets will 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 THE BRACKETS TO THE WALL COULD RESULT IN THE COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY.

NOTE: Mount brackets only in the locations recommended for your awning size. (See Figs on pages 4 and 5 for your size awning.)

NOTE: You will need to use all brackets supplied for secure mounting.

For 8ft wide awning, we recommend to install two brackets supplied at the locations (b) and (f). (See Fig 1a)

For 10ft to 13ft wide awnings, we recommend to install three brackets supplied at the locations (b), (d) and (f). (See Fig. 1b)

For 14ft, 15ft and 16ft wide awnings, we recommend to install four brackets supplied at the locations (a), (b), (f) and (g). (See Fig. 1c)

For 17ft to 20ft wide awnings, use six brackets supplied at the locations (a), (b), (c), (e), (f) and (g). (See Fig. 1d)

Location (a) - Between the left end of the awning and the left arm, on the stud nearest to the left end.

Location (b) - Between the two arms, on the nearest stud to the left arm.

Location (c) - On the nearest stud about two feet from the middle point of the awning, toward the left.

Location (d) - The nearest stud to the middle point of the awning. (Size 10' - 13' only)

Location (e) - On the nearest stud about two feet from the middle point of the awning, toward the right.

Location (f) - Between the two arms, on the nearest stud to the right arm.

Location (g) - Between the right end of the awning and the right arm, on the stud nearest to the right end.

3. On the chalk line you have marked on the house, mark the left and right ends of the awning (points 1 and 5 in figure 1). With the exception of the 10' awning, which measures 123" left to right, all other awnings measure exactly like their defined size. (For example, a 12ft awning measures 144" from left to right.

Using your awning, measure the distance from the right end of the square bar to the inner and outer edges of the right arm clamp and record those measurements. Repeat this measurement for the left arm clamp. Mark on the chalk line the middle point and the points where the left and right arm clamps will be located (points 2, 3 and 4 in figure 1 respectively).

Note: The brackets cannot be installed in the area where the arm clamps are located.

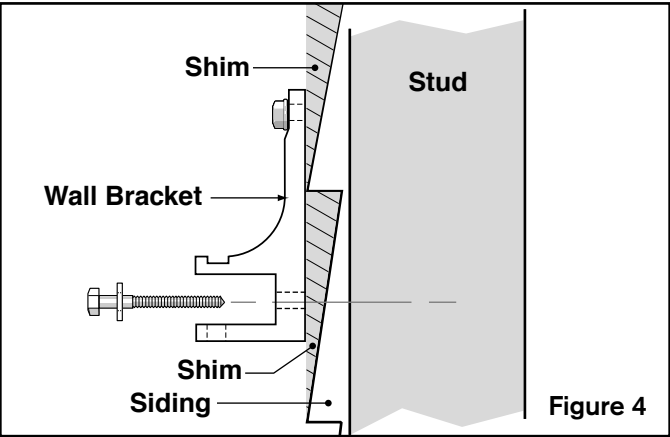
Installing the brackets on wood frame walls w/wood, vinyl, stucco or aluminum siding

For wall mount on wood frame walls, continue with step 4.

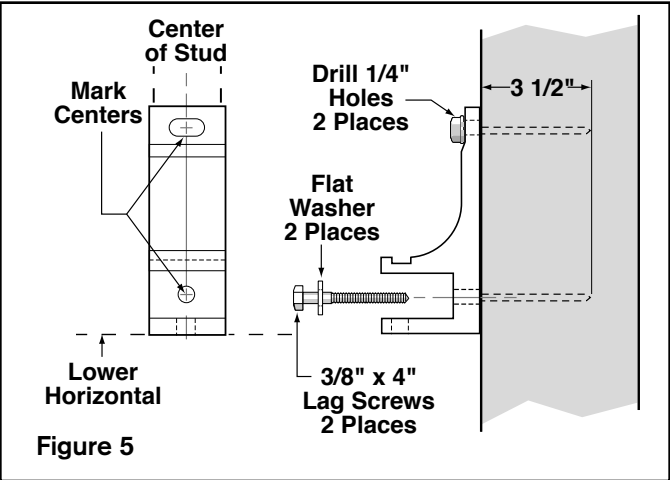
For wall mount on masonry, brick or concrete walls, proceed to step 9.

4. YOU MUST NOW LOCATE THE STUDS, JOISTS OR HEADERS IN THE AREA IN WHICH EACH BRACKET MUST BE INSTALLED AS EXPLAINED EARLIER IN "LOCATING THE BRACKETS". If your awning is going on a wall that has a window or a door, use these steps to locate the studs inside your home and transfer those measurements to the outside. Get a roll of duct tape or similar tape. From inside your home on the wall that your awning will be installed on, place a piece (about 6" strip) of duct tape vertically on the window pane. Now using a stud finder (be sure to read the stud finder instructions before usage) locate a stud on the same inside wall, and mark the center of the stud. Measure from the tape or 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 door to the location of the center of the studs. Mark the centers of each stud on which a bracket will be installed with a 7" vertical line.

Note: For an attractive, finished appearance on Wood Siding, you can use wood spacers or shims underneath each bracket to make a flat surface. For Vinyl or Aluminum Siding, shimming beneath the siding in each bracket location may provide a more solid surface for mounting - see figure 4. Shims are not supplied with your awning.



5. Position the bracket on the wall (or on the shim), centered over the vertical line, with the bottom of the bracket even with the lower horizontal chalk line. Using a level, plumb the bracket vertically, then mark the top and bottom holes-- see figure 5.



6. Remove the bracket and drill the top hole through the siding block or shim (if appropriate) and about 3-1/2" into the stud or joist. using a 1/4" drill bit. This will prevent the framing from splitting while installing the lag screws. Make sure the bottom hole is plumbed with the top hole, then drill the bottom hole.

7. Using a 9/16" socket, install the bracket with the two 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 bracket plumb (use level if needed). Do not overtighten the lag screws; doing so may split the wood framing or weaken the screw -- see figure 5.

8. Repeat for all brackets.

WARNING: YOU MUST SECURELY FASTEN ALL THE BRACKETS TO THE STUDS. SOME HOMES MAY REQUIRE LONGER LAG SCREWS. PLEASE CONSULT WITH A LOCAL HANDYMAN OR CONTRACTOR IF APPROPRIATE. FAILURE TO DO SO COULD RESULT IN COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY.

Proceed to step 15.

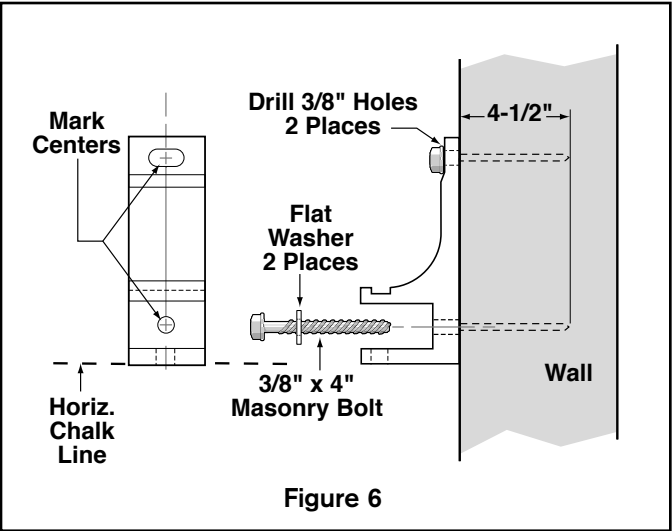
Installing the brackets on masonry, brick or concrete walls

WARNING: SOME BRICK WALLS MIGHT NOT BE STRONG ENOUGH TO SAFELY SUPPORT AN AWNING. WE SUGGEST TO CONSULT A LOCAL HANDYMAN OR CONTRACTOR FOR PROPER MOUNTING. WARNING: FAILURE TO SECURELY FASTEN THE BRACKETS TO THE WALL OR FAILURE OF THE WALL TO SUPPORT AN AWNING COULD RESULT IN THE COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY.

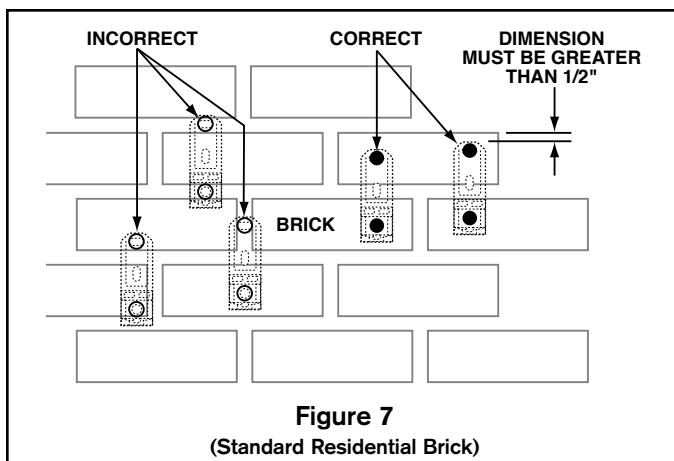
9. Using the chart below, mark on the wall the location of the brackets and draw a 7" vertical line at each location.

Size	Loc.(a)	Loc.(b)	Loc.(c)	Loc.(d)	Loc.(e)	Loc.(f)	Loc.(g)
8ft	N/A	8" from end	N/A	N/A	N/A	8" from end	N/A
10ft	N/A	5" from end	N/A	61"	N/A	5" from end	N/A
11ft	N/A	10" from end	N/A	66"	N/A	10" from end	N/A
12ft	N/A	14" from end	N/A	72"	N/A	14" from end	N/A
13ft	N/A	20" from end	N/A	78"	N/A	20" from end	N/A
14ft	5" from end	26" from end	N/A	N/A	N/A	26" from end	5" from end
15ft	5" from end		N/A	N/A	N/A		5" from end
16ft	5" from end	4" from left arm clamp	N/A	N/A	N/A	4" from right arm clamp	5" from end
17ft	5" from end		70" from end	N/A	70" from end		5" from end
18ft	5" from end		76" from end	N/A	76" from end		5" from end
19ft	5" from end		82" from end	N/A	82" from end		5" from end
20ft	5" from end		88" from end	N/A	88" from end		5" from end

10. Position the bracket on the wall, centered over the vertical line, with the bottom of the bracket even with the lower horizontal chalk line. Using a level, plumb the bracket vertically, then mark the two holes -- see figure 6.



CAUTION: The masonry fasteners that are supplied with this awning ARE NOT designed for use in the joint between two bricks. They are ONLY to be installed within the main body of a brick, not within 1/2" of an outer edge of the brick (see figure 7). The fasteners are also not suitable for hollow cinder-block type construction or wall surfaces that have deteriorated. Consult a local hardware store for fasteners that fit these types of applications. Do not use the supplied masonry fasteners on a stucco wall.



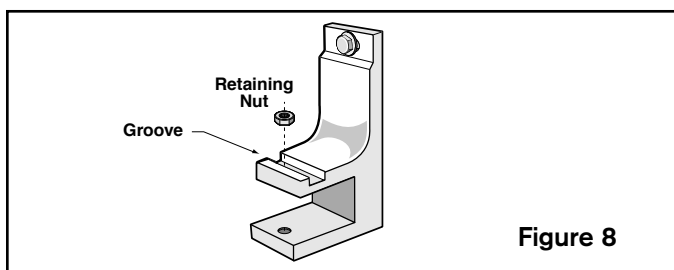
11. Remove the bracket and drill a 1/4" pilot hole using a masonry drill bit, about 3" deep for the top hole. Make sure the bottom hole is plumbed with the top hole, then drill the bottom hole.

12. Using the 3/8" masonry bit supplied, drill both holes 4-1/2" deep. Do not allow the holes to become tapered or oversized while drilling to this final size. **CAUTION:** You must drill these holes in the two specified steps. If you do not follow these steps, the size of the hole can become too large and the bolts will not hold properly.

13. Place a flat washer under the head of the masonry bolt and screw the bolt into the hole using a 9/16" socket - see figure 6. Repeat for other bolt. While tightening the bolts, make sure to keep the bracket plumb (use a level if needed). Do not overtighten the bolts.

WARNING: YOU MUST BE SURE THE MASONRY BOLTS ARE TIGHT IN THE HOLES. IF NOT, REMOVE THEM AND CONSULT A LOCAL HARDWARE STORE FOR FASTENERS THAT FIT YOUR APPLICATION.

14. Repeat for all brackets.

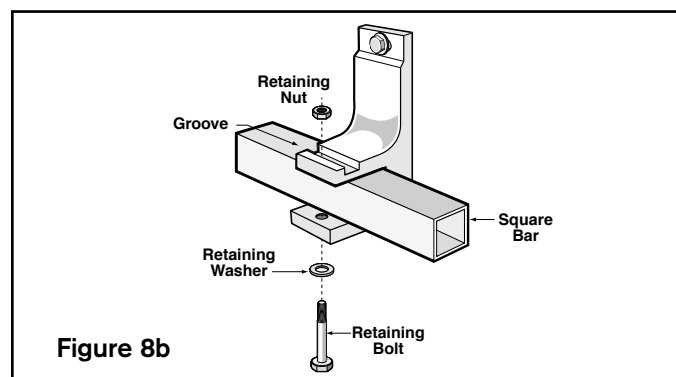
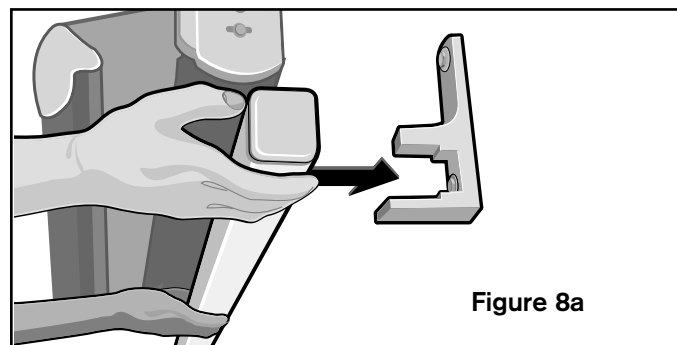


Securing the awning into the brackets

15. Carefully remove all packaging material from the awning. **DO NOT REMOVE THE PLASTIC SAFETY SLEEVES FROM THE ARMS.** -see Figure 10 on page 12.

Note: If you ordered the Awning Protective Cover or Aluminum Hood, it is easier to install the fasteners for the cover or brackets for the Aluminum Hood before securing the awning into the mounting brackets. Please follow the instructions included with the Protective Cover or Aluminum Hood and then resume with step 16.

16. Separate the wand from the awning.

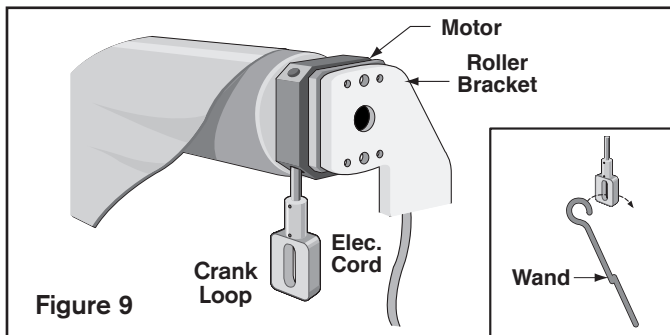


17. Insert the retaining nut into the special groove in each bracket - see figure 8.

18. With the proper help, lift the awning (**with fabric/roller bar above the square bar**) into the brackets and position so the ends line up with end points marked on the wall -see fig. 8a. Use the following weight chart to decide how much help you need.

Size	Weight Vista	Weight Motorized
8ft	65 lbs	70 lbs
10ft	80 lbs	85 lbs
11ft	85 lbs	90 lbs
12ft	90 lbs	95 lbs
13ft	95 lbs	100 lbs
14ft	100 lbs	110 lbs
15ft	105 lbs	115 lbs
16ft	110 lbs	120 lbs
17ft	115 lbs	125 lbs
18ft	120 lbs	130 lbs
19ft	n/a	135 lbs
20ft	n/a	140 lbs

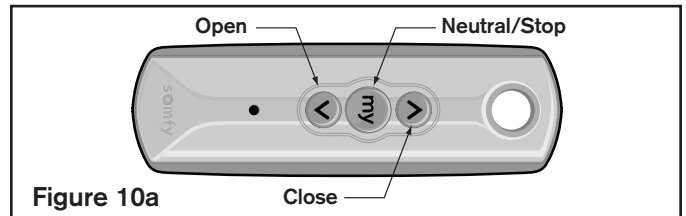
19. Push the square bar into the brackets and secure with a retaining bolt in each bracket. Be sure to insert the bolt from the bottom of the bracket up. You might need to apply pressure on the square bar to permit insertion-- see Figure 8b.



Test for Proper Operation

Note: The open and close stop limits on the awning motor were set and tested at the factory prior to shipment.

CAUTION: When opening the awning for the first time, it is very important to be sure that the Open stop setting on the motor has not been disturbed during shipment to your home. After pressing the 'Open' button on the remote transmitter to extend the awning, be ready to press the middle button (Neutral/Stop) (See Fig 10a) if the roller bar continues to unroll past the point that the fabric starts to excessively sag. If this happens, press the 'Close' button on your remote transmitter to close the awning and refer to Appendix B on page 17 to reset the open limit position on the motor. Failure to follow this instruction can cause the fabric to tear on the center support, which is installed on sizes 19' and 20' only.



Test the operation of your awning by using the open and close buttons on your remote control. The awning should open to its full projection and the arms will still be bent but locked at the elbow (**this is normal**). The awning should close to about 1/2" inch between the Front Bar and the round side of the Arm Clamp (see figure 15 on page 17 of this manual).

If your awning fails to open to its full projection or does not appear to open and close properly, please follow the steps in Appendix B to reset the Open/Close Stop Limits.

Are you happy with the height and level of the Front Bar? If yes, Great! Your installation is now complete. Enjoy your new SunSetter awning.

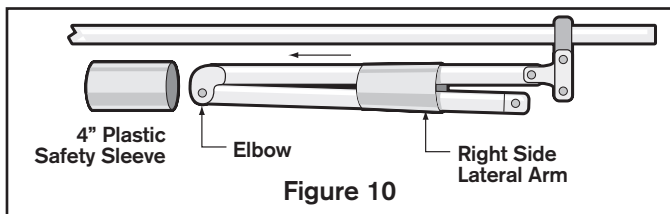
23. VISTA Model Only: Using the crank wand, open your awning to it's full projection. The arms will still be bent but locked at the elbow. **This is normal.** They will never straighten out completely. Are you happy with the height and level of the front bar? If yes, Great! Enjoy your new SunSetter

If No, and you would like to change the pitch (angle) of your awning- refer to Appendix A on page 16.

Note: Please refer to pages 13 to 15 for Care and Maintenance Guidelines for your awning.

Checking Your Awning for Proper Operation.

NOTE: For Motorized Awnings - Do not plug the power cord into the outdoor outlet yet.



WARNING: BEFORE REMOVING THE PLASTIC SAFETY SLEEVES, MAKE SURE NO PERSON OR OBJECT IS IN FRONT OF THE AWNING. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY.

20. Position yourself under the awning, then remove the plastic safety sleeves from the arms one at a time. **Do not use a knife or blade to cut the safety sleeves. When removed, do not discard, retain for future use.** For 19' & 20' awnings, be sure to note the special instructions attached to the Center Support.

Motorized Awnings continue with step 21.

For Vista Awnings proceed to step 23.

21. Plug the electric cord into your outdoor ground fault receptacle.

22. We've also supplied a wall holder for the remote transmitter - see figure on page 7. Simply position the wall post at the desired location, mark the hole location and secure with the supplied hardware, if needed.

CAUTION: Do not permit the hand-held remote transmitter to get wet as this can affect its proper operation. It is recommended to install the wall holder inside the house.

Note: During an electrical outage, you can open or close your awning using the crank wand supplied. Just insert the wand into the crank loop and turn – see figure 9.

GENERAL CARE AND MAINTENANCE OF YOUR SUNSETTER AWNING

WARNING: PRIOR TO OPERATING THE AWNING, BE SURE THAT NO OBJECTS 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 attempt to hang items from any part of the awning, except those accessories that are supplied by the manufacturer.

WARNING: NEVER ATTEMPT TO REPAIR OR DIS-ASSEMBLE ANY PART OF THE AWNING WITHOUT FOLLOWING REPLACEMENT PART PROCEDURES SUPPLIED BY THE MANUFACTURER. TRYING TO DO SO WITHOUT PROPER INSTRUCTIONS COULD RESULT IN PERSONAL INJURY.

CAUTION: Damage to the awning fabric, arms and mechanism caused by water pooling or windy conditions are not covered by the manufacturer's warranty. **Always retract your awning during periods of snow or heavy rain. Never leave your awning extended out and unattended when there are heavy winds.**

WARNING: RAIN WATER POOLING ON THE FABRIC COULD RESULT IN THE COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY. YOU MUST ROLL-UP YOUR AWNING WHEN WATER STARTS POOLING ON THE FABRIC.

NOTE: It is normal for the fabric to form waves or wrinkles at the hemmed edges as the awning rolls up. This is because the fabric layer is double only along the edges. It is also possible for the awning fabric to slightly sag as a result of its own weight, this is normal.

PROTECTING THE SUNSETTER LAMINATED FABRIC FROM MILDEW

If it is necessary to roll the awning up wet, be sure to extend it out to dry when the weather is better. While the awning fabric itself won't mildew, mildew can form on the dust and dirt allowed to accumulate on the fabric. If the fabric is rolled up and stored when wet, the moisture will promote the formation of mildew. Do not use caustic cleaners.

CLEANING THE LAMINATED FABRIC

Cleaning the awning regularly with mild soap and water will extend the life of the fabric and prevent the formation of mildew. Call 1-800-670-7071 to order a SunSetter Cleaning and Maintenance kit.

PROTECTING THE SUNSETTER FRAME

Your SunSetter awning contains extruded and die-cast aluminum components. These aluminum parts are powder-coated for long-lasting beauty.

(We have included a bottle of color-matched touch-up paint with your awning in the event that some area of the painted surface gets scratched during installation. Please use it as needed.)

LUBRICATION

Once a year, you may wish to lubricate the gray plastic bushing on the roller bar on the side opposite of the motor or gear crank unit. During extended use, dust may accumulate on this moving part and may cause a minor squeak as the awning opens or closes. Any type of light lubricant will eliminate this type of noise. You may also wish to lubricate the pivot point of the lateral arm elbows. - see figure 10

WARNING: NEVER USE A BARBEQUE GRILL, ANY TYPE OF PATIO HEATER OR FIREPLACE UNDER YOUR SUNSETTER AWNING. DOING SO COULD RESULT IN THE FABRIC BURNING OR MELTING AND COULD RESULT IN PERSONAL INJURY. See Figure 11.

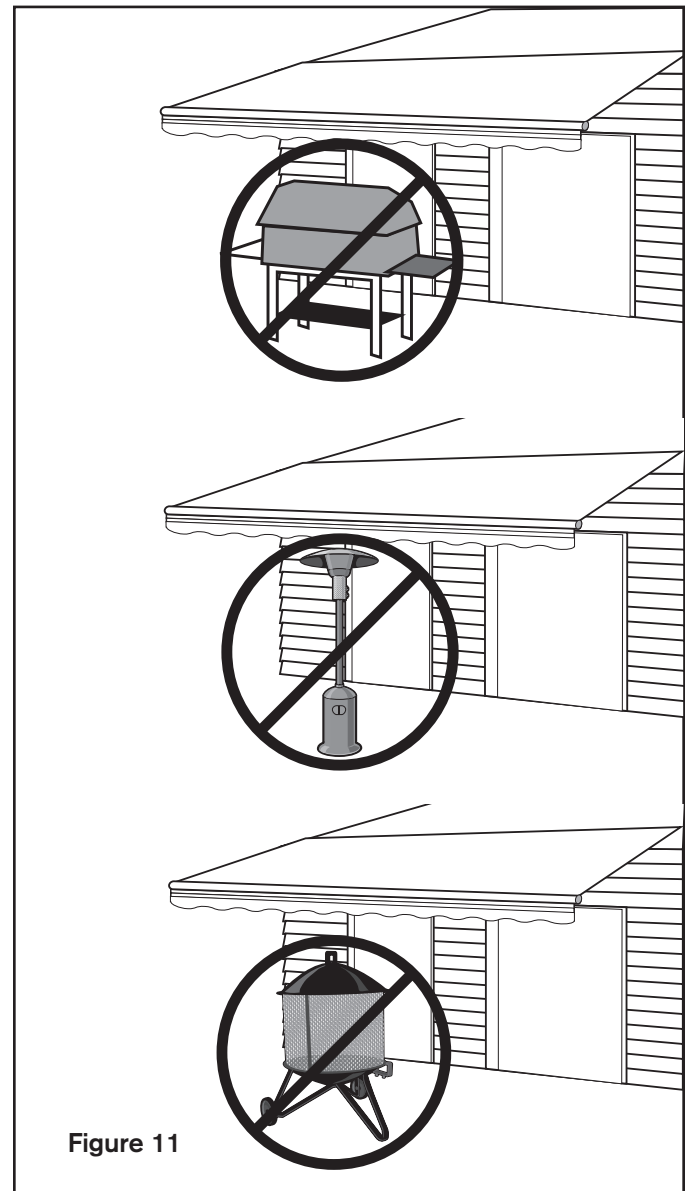


Figure 11

Care and Maintenance - SunSetter Woven Acrylic Fabrics

SunSetter woven acrylic fabrics are made of 100% solution-dyed acrylic fiber and have a special finish which delays the formation and accumulation of dirt. To preserve this finish, cleaning of the fabric must include the following.

Standard Maintenance

- Thoroughly remove the dust from the dry awning fabric by vacuum cleaning, gently beating or brushing.
- Then clean with a prolonged spraying of luke warm water and a mild soap while gently brushing. Rinse thoroughly to remove soap.

Stain Removal

- For more stubborn cases, a general solution of no more than 1/2 cup (4 oz.) of bleach and 1/4 cup (2 oz.) of mild soap per gallon of water is normally recommended. Do not leave this mixture on the fabric for more than 20 minutes. Then the fabric should be rinsed thoroughly with cold water to remove all of the mixture.

Caution: Bleach can deteriorate sewing threads. The fabric should be rinsed thoroughly with cold water to remove all of the soap. This method of cleaning may remove part of the water repellency of the fabric. Therefore, if water repellency is important, the fabric afterwards should receive an application of any air-curing fluorocarbon water repellent treatment like 303 High Tech Fabric Guard.

Applying 303 High Tech Fabric Guard

303 should be applied to SunSetter woven acrylic fabrics after each thorough cleaning, which typically removes the original finish and reduces the fabric's water repellency.

- Allow the clean fabric to completely air dry.
- Apply 303 Fabric Guard in a well ventilated area following instructions on the container.
- Apply 303 in a thin, even coat and allow fabric to dry completely.
- Apply a second thin, even coating of 303. (Two light coatings are more effective in restoring fabric water resistance than a single heavy coating. A 15-ounce bottle provides coverage of up to 50 square feet of fabric).

For more information please see www.303products.com.

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

CARE AND MAINTENANCE OF YOUR ELECTRIC MOTOR AND REMOTE

WARNING: ANY PERMANENT WIRING OF THE AWNING MUST BE PERFORMED BY A LICENSED ELECTRICIAN PER YOUR LOCAL ELECTRICAL CODES. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY.

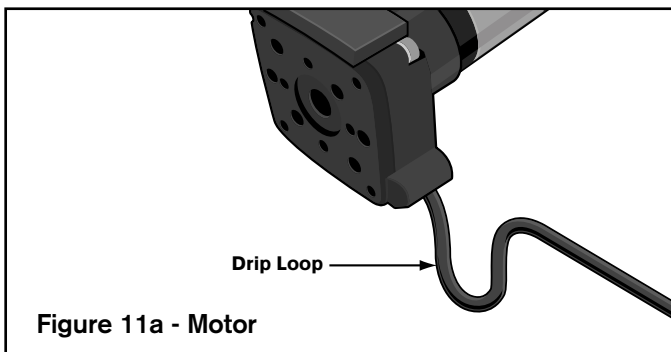
THE OUTDOOR ELECTRIC MOTOR

The motor is supplied by Somfy Systems Inc., the recognized world leader in specialized electric tubular motors for awnings and sunshades. This 110-volt motor is UL (Underwriters Laboratories) and CSA (Canadian Standards Association) approved. This Somfy motor features the manual override option that allows you the safety and convenience of manual operation during electrical failures.

The electric motor is equipped with an automatic overheat protection shutoff system. If you run your awning several times continuously, the motor will stop its operation. It will resume normal operation after 15 minutes of cooling down.

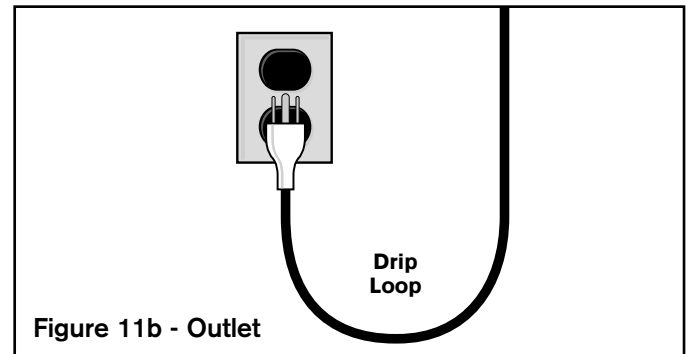
PROTECTING THE ELECTRIC MOTOR FROM WATER DAMAGE

To prevent water from entering the head of the motor, it is recommended that a drip loop be formed as shown in figure 11a. Notice that the bottom of the loop is lower than the cord's entry point to the motor. Rain water gaining access into the roller bar could damage the internal components of the motor. If your awning is not installed under an overhang, we strongly recommend that you call 1-800-670-7071 and purchase the Sun-Setter Awning Cover or Aluminum Hood.



PROTECTING THE GFI ELECTRICAL OUTLET FROM WATER DAMAGE WHEN MOTOR POWER CORD IS PLUGGED IN

To prevent water from entering the outlet it is recommended that a drip loop be formed at the end of the power cord as shown in figure 11b. Additionally, it is recommended that an "In-Use Weatherproof Cover" is installed over the outlet. Covers are available at most local hardware stores.



PREPARING YOUR AWNING FOR THE WINTER

Unplugging the motor power cord from your wall outlet and covering the socket may 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, it may be beneficial to ensure the fabric is clean and dry which will prevent mildew from forming over the winter. If your awning is not installed under an overhang, and to aid in Winter protection we strongly recommend the use of a SunSetter Awning Cover or Aluminum Hood. To order one please call 1-800-670-7071.

CHANGING THE BATTERY ON YOUR REMOTE TRANSMITTER

Please note that you might have to replace the battery after 3 years, or if the remote transmitter stops working. You should find this type of battery (3V Lithium CR2430), in any local hardware store. To replace the battery, simply remove the small Phillips screw on the back of the remote transmitter, remove the back cover, replace the old battery and reinstall the back cover and Phillips screw. Be sure to note the orientation of the old battery as you remove it.

ENJOY YOUR SUNSETTER AWNING

APPENDIX A - CHANGING THE PITCH

Note: Visual Guide available on Installation DVD and on the Owner's Corner.

There is one final adjustment you might need to make: Setting the pitch or angle of your awning.

Fully open the awning. Are you happy with the height and level of the front bar? If so, great! **You are done with the installation. Relax, and enjoy your awning.**

If not, you can adjust the pitch or angle of each arm separately.

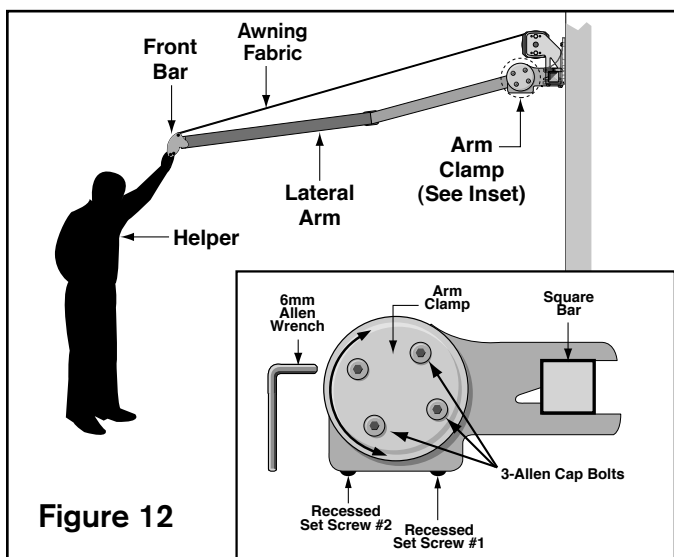
1. Fully open the awning using your crank wand or remote transmitter as applicable. On motorized awnings, unplug the power cord from the outlet after opening the awning.

2. Have your helper slightly lift the front bar to take the weight off the arm. Then, use the supplied 6mm Allen wrench to loosen approximately 1/2 turn, but not remove, the three allen cap bolts on the side of the arm clamp -- see figure 12

Note: If you have a 10' awning, you may need to temporarily remove the override crank from the motor or the crank loop from the gear unit to allow easy access to the 3 Allen cap bolts. 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.

To raise the front bar, continue with step 3.
To lower the front bar, proceed to step 7.



To Raise the Front Bar

3. Look at the bottom of the arm clamp. You will see two allen set screws (set screw #1 and set screw #2 on figure 12). To raise the front bar of the awning, first loosen the allen set screw closest to the square bar (set screw #1 on figure 12) by turning it counterclockwise.

4. Have your helper lift the arm slightly above the desired height, then, rotate clockwise the Allen set screw farthest away from the square bar (set screw #2 on figure 12). Have your helper release the front bar to see if it reached the desired height. If you have gone too far, simply turn set screw #2 counterclockwise to lower the front bar. If the front bar is still not high enough, continue turning the set screw clockwise.

5. Once you have set the arm at the desired height, secure set screw #1 all the way in. Adjust the other arm the same way. **Make sure that the front bar is level.**

6. Tighten the three allen cap bolts on the side of each arm clamp.

Note: Depending on adjustments, the Open/Close position stops may need to be adjusted to correct any sagging that may occur to the fabric. Follow the procedures in Appendix B for your motor application.

You are now done with the installation. If you purchased a motorized awning plug the power cord into the outlet and enjoy your awning.

To Lower the Front Bar

7. Look at the bottom of the arm clamp. You will see two allen set screws (set screw #1 and set screw #2 on figure 12). To lower the front bar of the awning, loosen the allen set screw farthest away from the square bar (set screw #2 on figure 12), by turning it counterclockwise, until you reach the desired height. If you have gone too far, simply turn set screw #2 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.

8. Once you have reached the desired height, rotate clockwise the allen set screw closest to the square bar (set screw #1 on figure 12) until secured all the way in. Adjust the other arm the same way. **Make sure that the front bar is level.**

9. Tighten the three allen cap bolts on the side of each arm clamp.

Note: Depending on adjustments, the Open/Close position stops may need to be adjusted to correct any sagging that may occur to the fabric. Follow the procedures in Appendix B for your motor application.

You are now done with the installation. If you purchased a motorized awning plug the power cord into the outlet and enjoy your awning.

APPENDIX B

RESETTING THE LIMIT PUSH BUTTONS OF THE SUNSETTER MOTOR

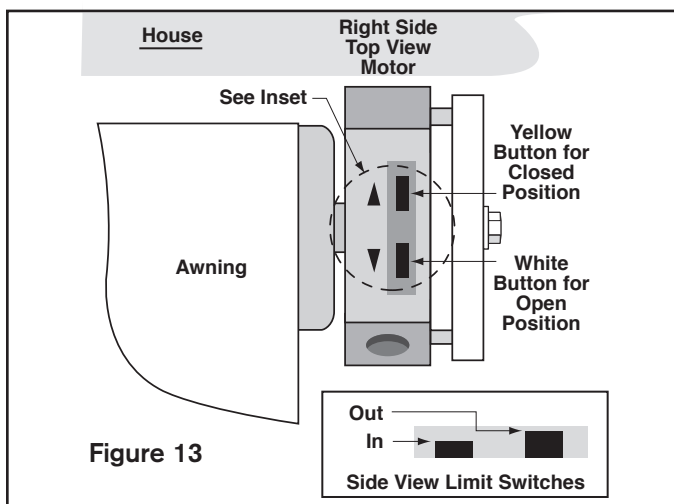
Awnings with Motors installed on the Right as you face the house

Note: Visual Guide available on Installation DVD and on the Owner's Corner.

1. If the motor on your SunSetter Awning is mounted on the right, as you face the house, complete Steps 1 thru 13. If motor on your SunSetter Awning is mounted on the left, as you face the house, complete Steps 14 thru 24 on page 18.

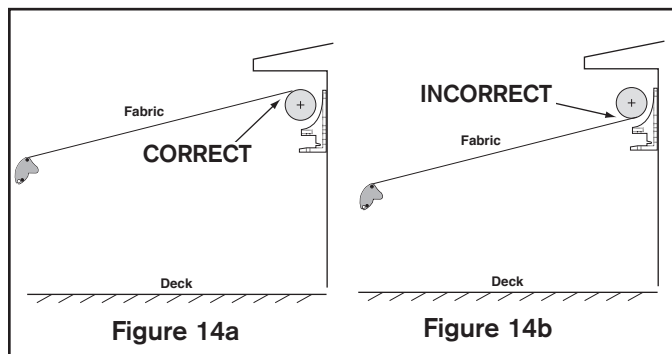
Note: If your awning has a Hood installed, you may need to remove the right end plate from the Hood to gain access to the motor push buttons.

2. Press the Neutral/Stop button on the remote.
3. Unplug the power cord from the electrical outlet on the wall.
4. From a stepladder locate the limit push buttons on the motor. These push buttons will be on top of the motor housing under a black plastic protective cap – see Fig 13.
5. Grasp the black protective cap and lift it up. You will notice one yellow button and one white button inside a recessed area. These are the limit push buttons for the **OPEN** and **CLOSE** positions for the motorized awning.
6. Clear the Factory Settings by separately pressing both buttons (white and yellow) until they are both 'IN' or at their lowest point inside the recessed area of the motor housing –see figure 13. You should practice this a few times to understand this process.



7. Manually crank the awning open to the point where both lateral arms 'lock' into the fully extended position. The fabric will also be at its tightest point.

NOTE: The fabric should be rolling over the top of the roller bar (figure 14a), not underneath (figure 14b). 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.



8. Depress the white button so that it is in the 'OUT' position (or closer to the top of the recessed area on the motor housing). Now the **OPEN** position stop is set.

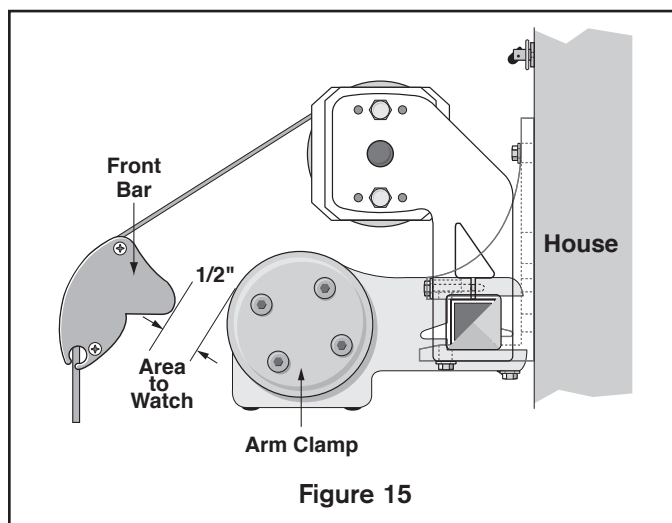
9. Manually roll the awning up until it is almost completely closed. The area to watch is where the front bar almost touches the round side of the arm clamp – see figure 15. Leave about 1/2" gap between the front bar and the round side of the arm clamp.

10. Depress the yellow button so that it is in the 'OUT' position (or closer to the top of the recessed area on the motor housing). Now the **CLOSE** position stop is set.

11. Replace the black protective cap on the motor housing. Be careful that the cap will not accidentally depress one of the limit push buttons underneath.

12. Plug the power cord back into the electrical outlet on the wall.

13. Test the awning for proper operation. Reinstall Hood end plate if removed.



Awnings with Motors installed on the Left as you face the house

14. Press the Neutral/Stop button on the remote.

15. Unplug the power cord from the electrical outlet on the wall.

Note: Black protective cap for use with Right Motor Installations Only.

16. From a stepladder locate the limit push buttons on the motor. These push buttons will be on the underside of the motor housing. – see Figure 16.

17. You will notice one yellow button and one white button inside a recessed area. These are the limit push buttons for the **OPEN** and **CLOSE** positions for the motorized awning.

18. Clear the Factory Settings by separately pressing both buttons (white and yellow) until they are both '**IN**' or at their lowest point inside the recessed area of the motor housing –see figure 16. You should practice this a few times to understand this process.

19. Manually crank the awning open to the point where both lateral arms 'lock' into the fully extended position. The fabric will also be at its tightest point.

NOTE: The fabric should be rolling over the top of the roller bar (figure 14a), not underneath (figure 14b). 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.

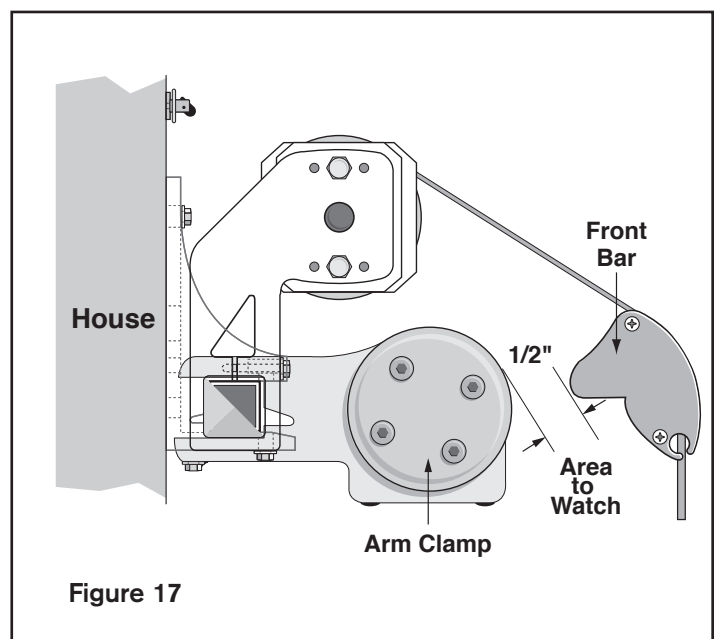
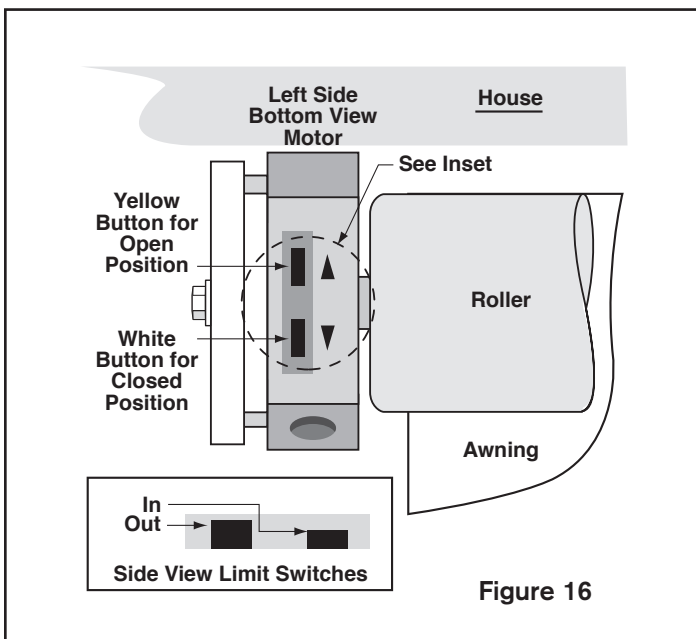
20. Depress the yellow button so that it is in the '**OUT**' position (or closer to the top of the recessed area on the motor housing). Now the **OPEN** position stop is set.

21. Manually roll the awning up until it is almost completely closed. The area to watch is where the front bar almost touches the round side of the arm clamp – see figure 17. Leave about 1/2" gap between the front bar and the round side of the arm clamp.

22. Depress the white button so that it is in the '**OUT**' position (or closer to the top of the recessed area on the motor housing). Now the **CLOSE** position stop is set.

23. Plug the power cord back into the electrical outlet on the wall.

24. Test the awning for proper operation.



APPENDIX C - Soffit Mount

WARNING: DO NOT REMOVE THE PLASTIC SAFETY SLEEVES FROM THE LATERAL ARMS UNTIL INSTRUCTED TO DO SO.

Note: The following instructions are for installing to a level overhang or soffit. If installing to an angled overhang or rafters, it may be necessary to use Rafter Adapter Brackets. These brackets may be purchased separately and utilized as shown in Figure 18a. Please call Customer Service at 800-670-7071 to purchase the Rafter Adapter Brackets.

Before starting:

1. Before beginning, please familiarize yourself with the components of the awning as shown in Figure 18. Find the mounting brackets in the package (they are separated from the awning itself).

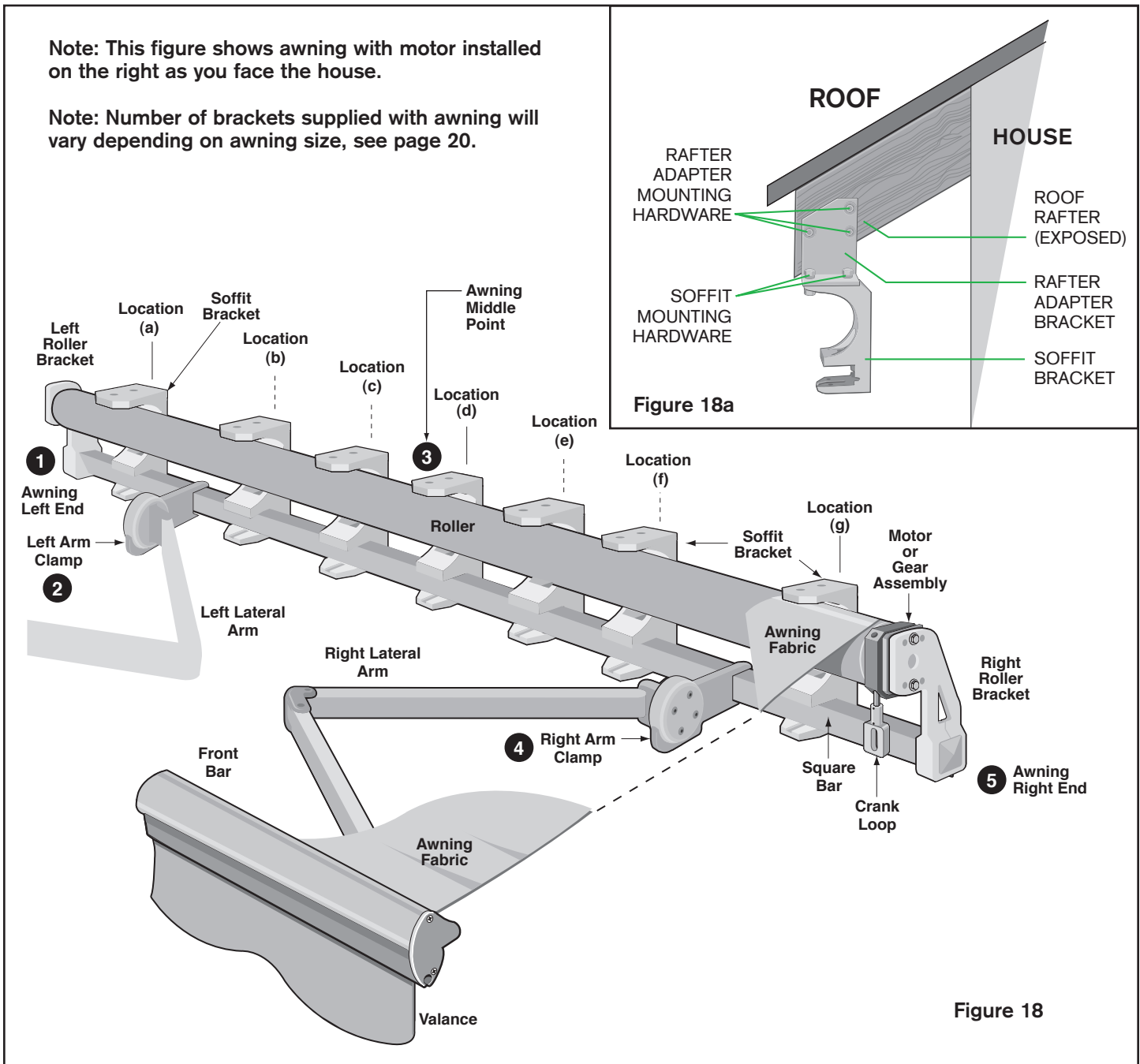


Figure 18b
Bracket locations for 8' wide awnings.

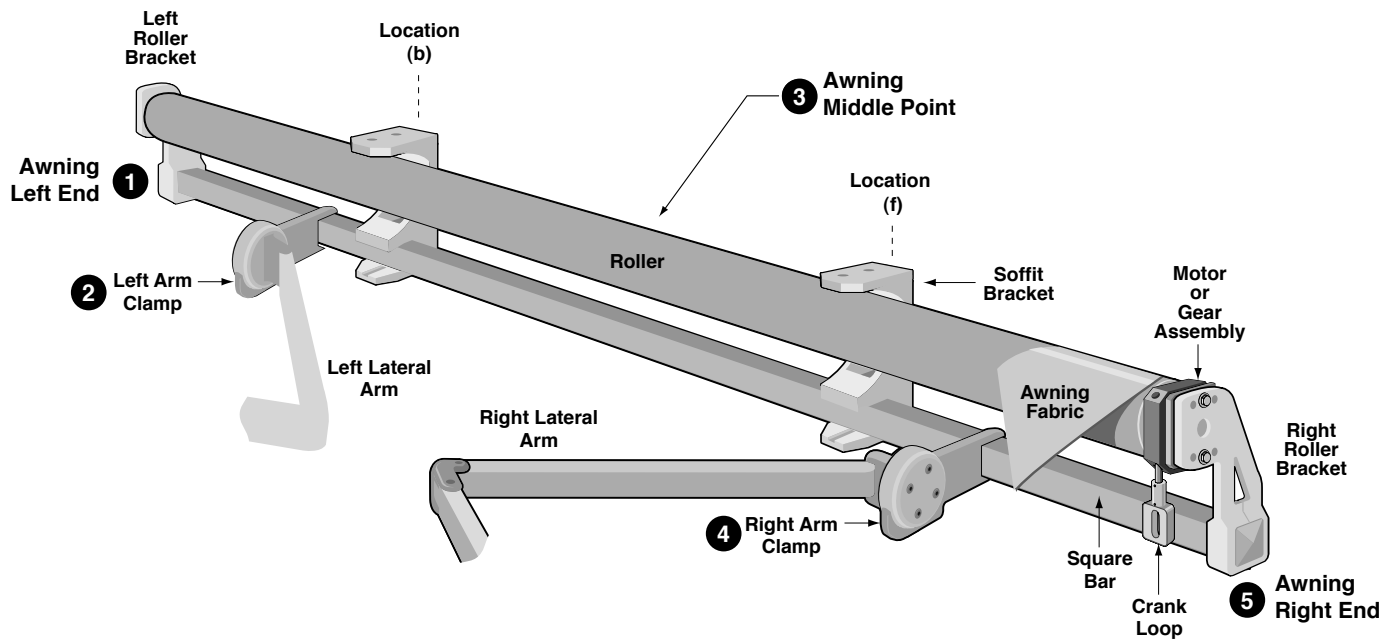


Figure 18c
Bracket locations for 10'-13' wide awnings.

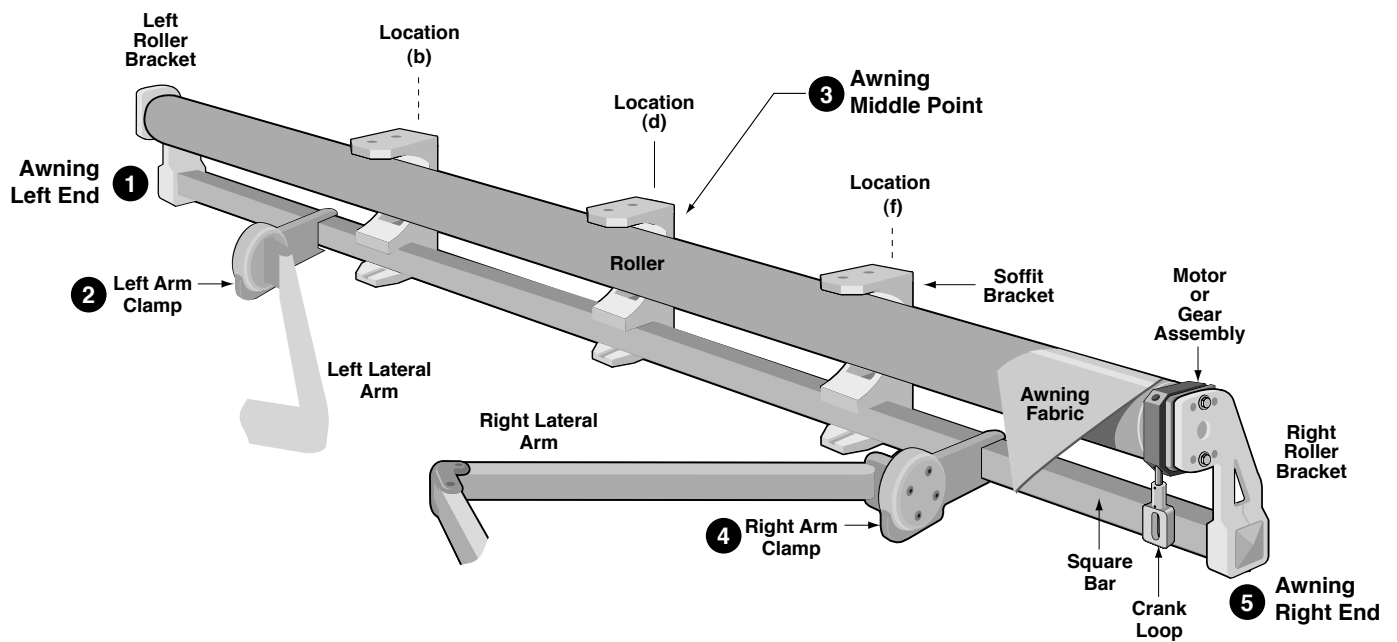


Figure 18d
Bracket locations for 14'-16' wide awnings.

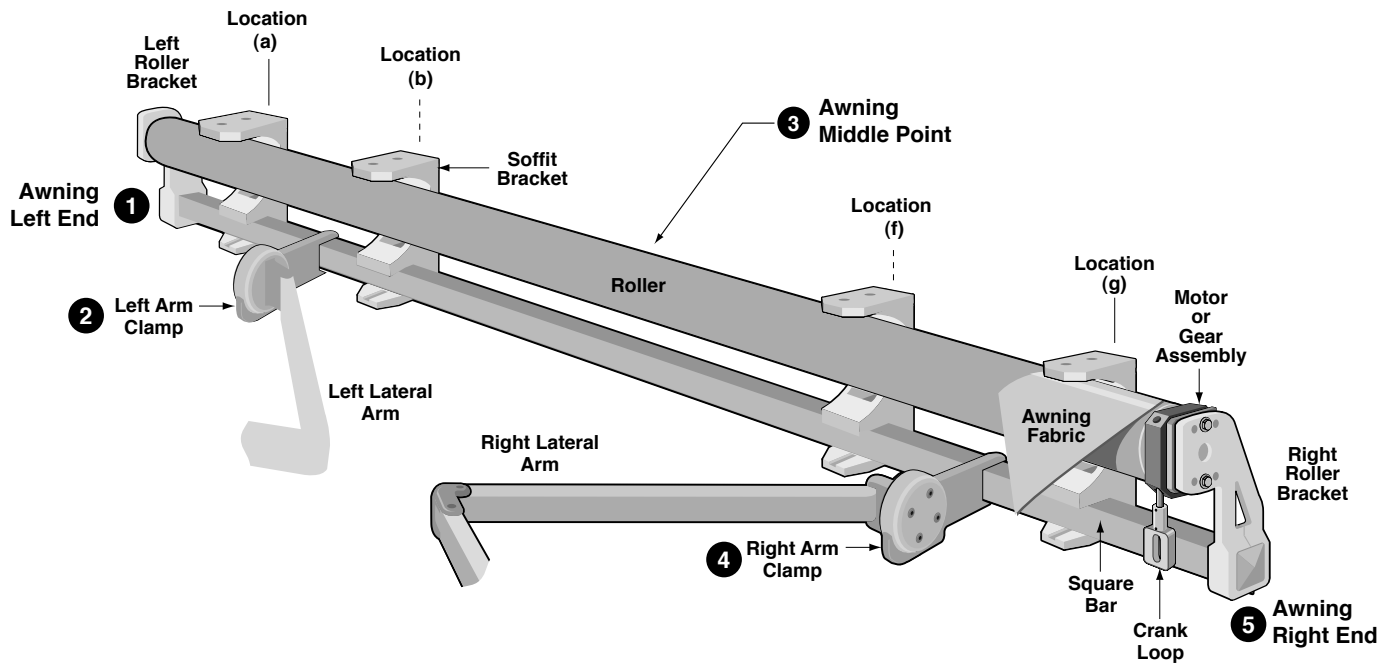
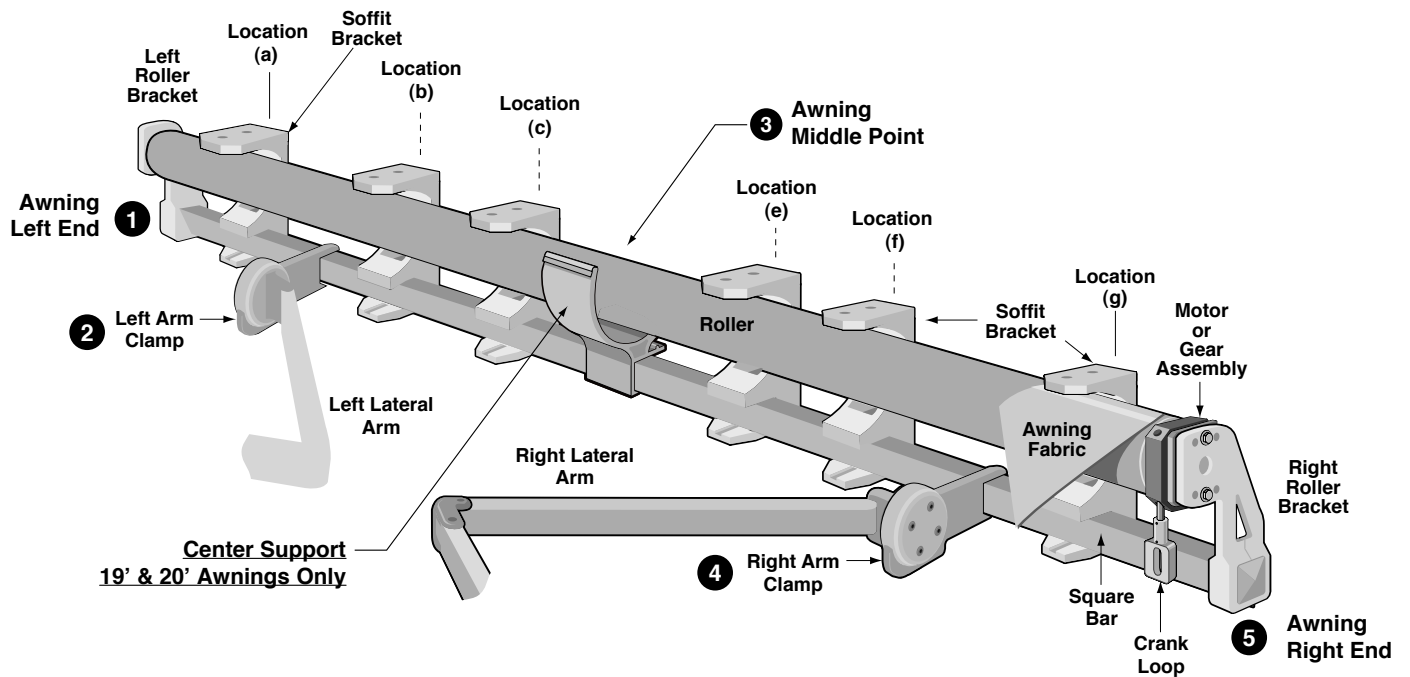


Figure 18e
Bracket locations for 17'-20' wide awnings.



Tools Required

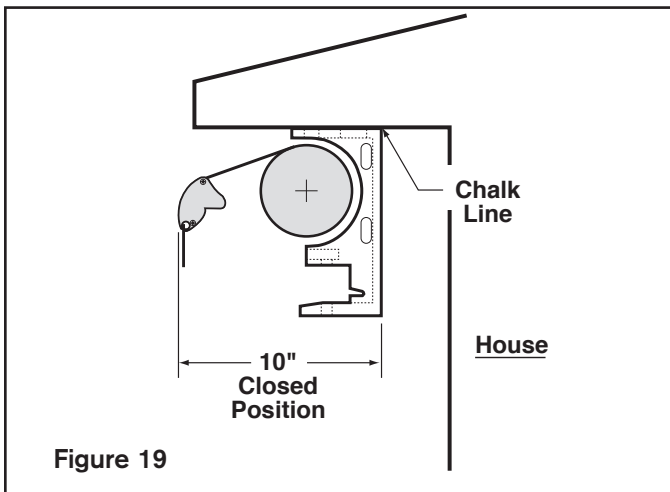
In your package you will find the following tools: a 6mm Allen wrench.

For installing the awning on the soffit, under the overhang, you will need an assistant, measuring tape, two step-ladders, 9/16" socket, chalk line (or string), Phillips screwdriver, pencil, a level, electric drill, 1/8" and 1/4" drill bits, 1/2" or 13mm wrench and a stud finder.

Mounting Line

2. Snap a horizontal straight line on the soffit, using the chalk line, the length of the awning. When you position your chalk line on the soffit, take into account that when retracted, the awning will project 10" from the chalk line -- see figure 19.

Note: For ease of mounting the awning to the brackets, it is very important that the line be straight.



Locating the brackets

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

Even a moderate wind exerts great force on the awning and mounting brackets. This is why it is most important that all the brackets will be fastened properly and securely. Proper location will also make it easier to insert the pre-assembled awning into the supporting brackets.

Note: Mount brackets only in the locations recommended for your size awning.

Note: You will need to use all brackets supplied for secure mounting.

For 8ft wide awnings, we recommend to install two brackets supplied at the locations (b) and (f). (See fig 18b).

For 10ft thru 13ft wide awnings, we recommend to install the three brackets supplied at the locations (b) (d) and (f) see Fig. 18c.

For 14ft, 15ft and 16ft wide awnings, we recommend to install four brackets supplied at the locations (a) (b) (f) and (g) see Fig. 18d.

For 17ft to 20ft wide awnings, use six brackets supplied at locations (a) (b) (c) (e) (f) and (g) see Fig. 18e.

Location (a) – Between the left end of the awning and the left arm, on the rafter nearest to the left end.

Location (b) – Between the two arms, on the nearest rafter to the left arm.

Location (c) – On the nearest rafter about two feet from the middle point of the awning.

Location (d) – The nearest rafter to the middle point of the awning. (Size 10' - 13' only)

Location (e) – On the nearest rafter about two feet from the middle point of the awning.

Location (f) -- Between the two arms, on the nearest rafter to the right arm.

Location (g) – Between the right end of the awning and the right arm, on the rafter nearest to the right end.

Mounting the Brackets into the Soffit

3. On the chalk line you have marked on the soffit, mark the left and the right ends of the awning (points 1 & 5 in fig 18). With the exception of the 10' awning, which measures 123" left to right, all other awnings measure exactly like their defined size. (For example, a 12ft awning measures 144" from left to right).

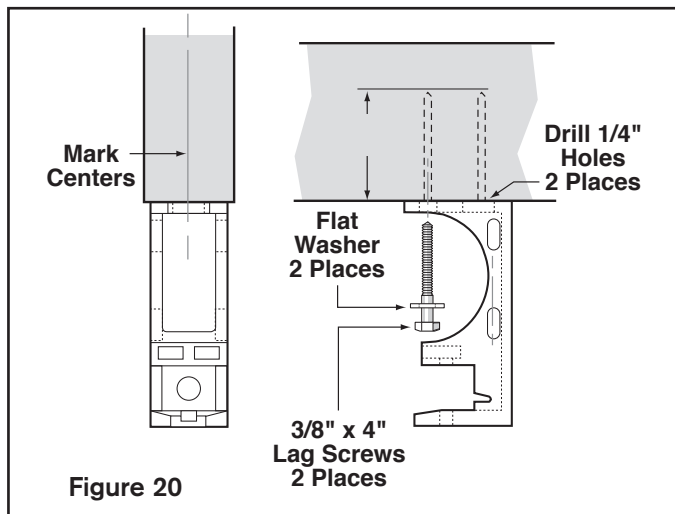
Using your awning, measure the distance from the right end of the square bar to the inner and outer edges of the right arm clamp and record those measurements. Repeat this measurement for the left arm clamp. Mark on the chalk line the middle point and the points where the left and right arm clamps will be located (points 2, 3 and 4 in figure 18 respectively).

Note: The brackets cannot be installed in the area where the Arm Clamps are located.

4. YOU MUST NOW LOCATE THE RAFTERS IN THE AREA IN WHICH EACH BRACKET MUST BE INSTALLED AS EXPLAINED EARLIER IN "LOCATING THE BRACKETS". To find the rafters, use a stud finder. **Be sure to read the stud finder instructions before usage.** Mark the center of each rafter, on which a bracket will be installed with a 7" long line.

5. Position the bracket against the soffit, centered over the vertical line, with the back of the bracket even with the horizontal chalk line, (see Figure 19), and mark the two holes -- see figure 20.

6. Drill 1/4" pilot holes about 3-1/2" into the rafter. This will prevent the framing from splitting while installing the lag screws.



7. Using a 9/16" socket, install the bracket with the 3/8" x 4" long lag screws. Use the flat washer provided under the head of the screw. Make sure not to overtighten the lag screws; doing so may split the wood framing or weaken the screw -- see figure 20.

8. Repeat for all brackets.

WARNING: FAILURE TO SECURELY FASTEN ALL THE BRACKETS TO STRUCTURAL MEMBERS OF THE SOFFIT OR FAILURE OF THE STRUCTURAL MEMBER TO SUPPORT AN AWNING COULD RESULT IN THE COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY.

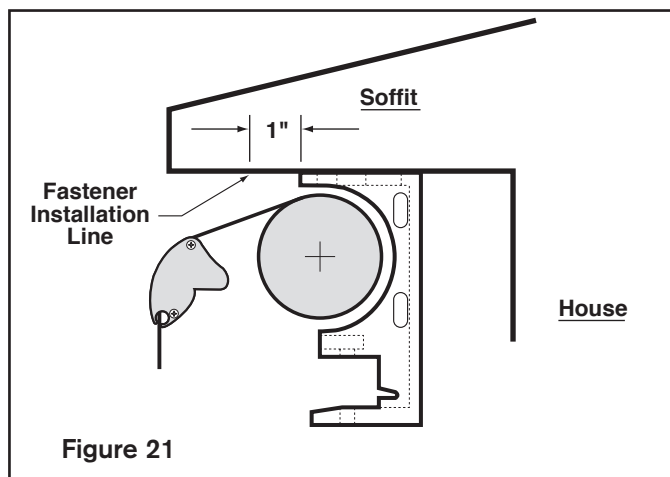
Note: If the protective cover was purchased together with your awning proceed to step 9. If not, proceed to step 17 on page 24 to continue with the installation of your awning.

Protective Cover - Soffit

9. Locate the supplied fasteners and screws used to secure the protective cover to the soffit-- see figure 22.

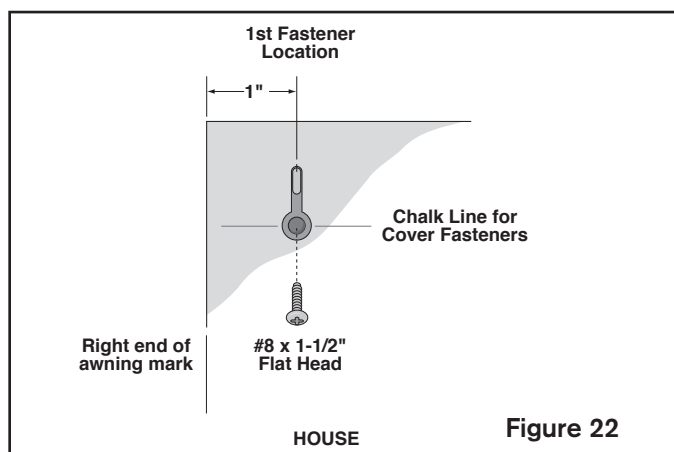
Note: We recommend installing the fasteners for the protective cover one at a time, beginning with the one to the far right. Once the first is installed, you will use the actual protective cover as the template for the grommet spacing between all holes.

10. Make a mark 1" in front of the bracket--see Figure 21.



11. On the mark, snap a chalk level line along the entire length of the awning. On the chalk line, mark the location of the right end of the awning. Along the chalk line you just made, measure 1" further to the right of the awning end point and make a mark. This is the location of the first fastener on the right for the protective cover--see Figure 22.

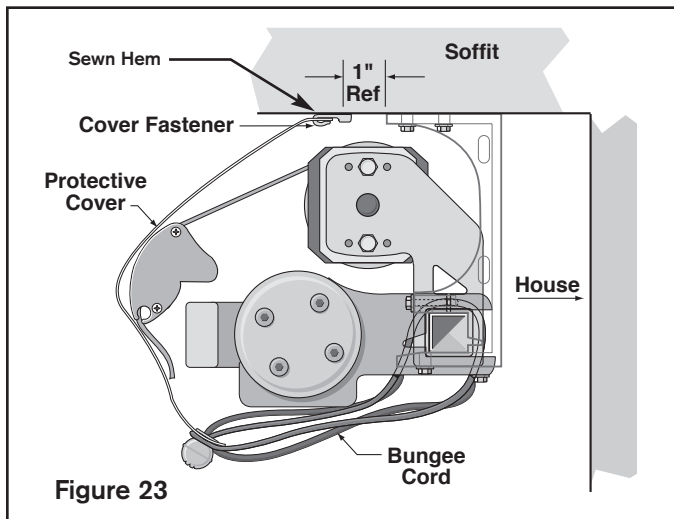
12. Place one fastener on the mark. Orient the fastener so that the hook opening is facing in towards the house -- see figure 22.



13. Using a 1/8" drill bit, drill a pilot hole approximately 1" deep. Secure the fastener with a #8 x 1-1/2" Phillips screw supplied.

14. Remove the cover from its packaging. Orient the cover so that the sewn hem is facing the house - see Figure 23. Place the first grommet of the protective cover on the first installed fastener.

15. Extend the cover to the left and keep it taut. Then mark the center of the next grommet hole centered on the chalk line.



16. Repeat the previous steps for the remaining fasteners.

Note: The ends of the protective cover are designed to extend approximately 1-1/2" beyond the overall width of the awning.

Securing the Awning into the Brackets

17. Carefully remove all packaging from the awning. **DO NOT REMOVE THE PLASTIC SAFETY SLEEVES FROM THE ARMS** - see figure 10 on page 12.

18. Separate the wand from the awning.

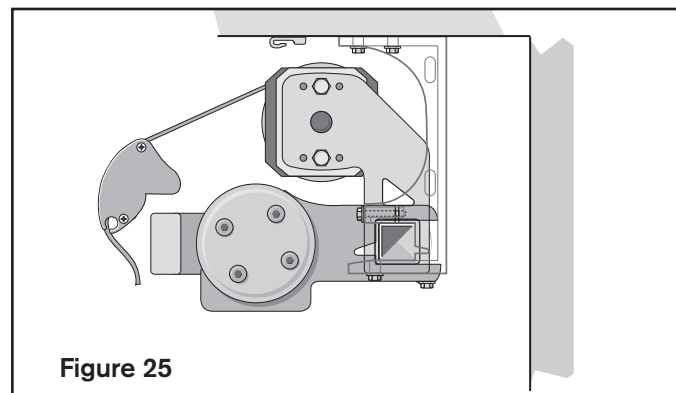
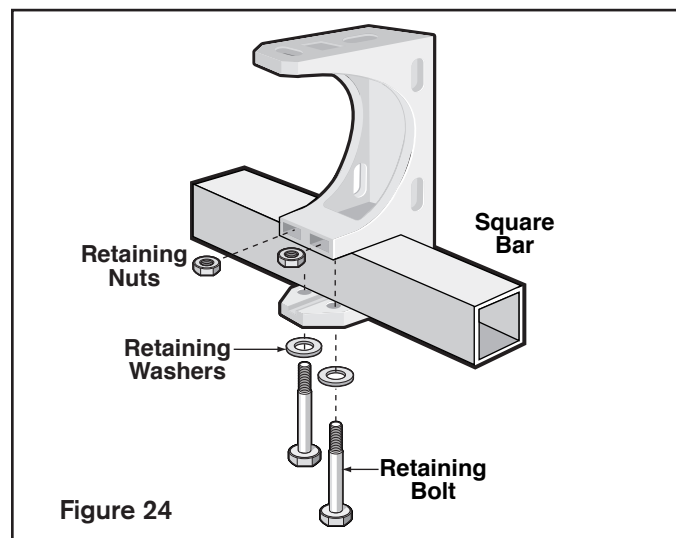
19. Insert a retaining nut into each of the two special slots in each bracket - see Fig. 24.

20. With proper help, lift the awning (**with fabric Roller Bar above the Square Bar**) into the brackets and position so the ends line up with end points marked on the wall - see figure 25. Use the following weight chart to decide how much help you need.

Size	Weight Vista	Weight Motorized
8ft	65 lbs	70 lbs
10ft	80 lbs	85 lbs
11ft	85 lbs	90 lbs
12ft	90 lbs	95 lbs
13ft	95 lbs	100 lbs
14ft	100 lbs	110 lbs
15ft	105 lbs	115 lbs
16ft	110 lbs	120 lbs
17ft	115 lbs	125 lbs
18ft	120 lbs	130 lbs
19ft	n/a	135 lbs
20ft	n/a	140 lbs

21. Push the square bar into the brackets and secure with two retaining bolts in each bracket. Be sure to insert the bolt from the bottom of the bracket up. You might need to apply pressure on the square bar to permit insertion - see figure 24.

Return to "Checking your Awning for Proper Operation" page 12 to complete the installation of your awning.



OFF SEASON STORAGE ONLY:

Use the supplied bungee cords to secure cover in place - see Figure 23. Slide the loop end of the bungee through the bottom grommets from the outside of the cover, pull the cord over and around the square bar and place over the ball that secures the cord.

Remove bungee cords before using your awning.

APPENDIX D

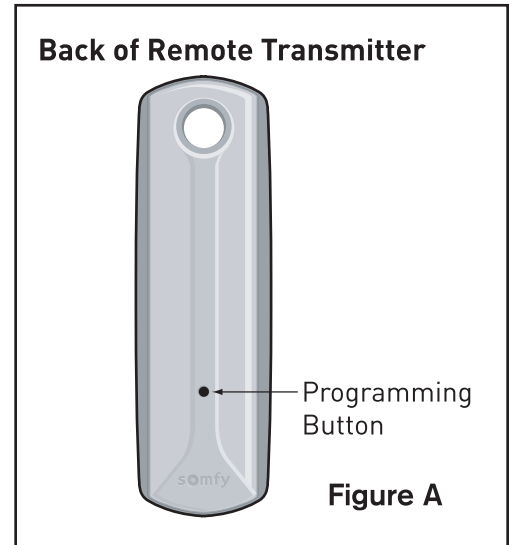
Resetting the Remote Transmitter

Visual Guide available on Installation DVD and on the Owner's Corner.

This procedure describes the actions needed to reset the Remote Transmitter **that was supplied with your Motorized awning**. This procedure should only be performed if the Remote Transmitter does not operate the Motorized awning. Please review the steps below to familiarize yourself with the procedure before attempting to complete them.

1. Verify that the red light on the remote transmitter comes on when you press and hold the button. If the red light does not come on at all or blinks for less than 5 seconds, you will need to replace the battery (see Care and Maintenance section on page 15).
2. Press the NEUTRAL (middle) button on the transmitter.
3. Unplug the power cord from the wall.
4. Insert the wand into the Override crank on the motor and manually open the awning approximately 3 feet but do not completely open.
5. Plug the power cord back into the wall and make sure that there is electricity available. Let the awning sit **for one minute**, undisturbed, without pressing a button on the remote transmitter or unplugging the cord from the wall.
6. Unplug the power cord from the wall for 2 seconds.
7. Plug the power cord back in for 10 seconds.
8. Unplug the power cord for 2 seconds.
9. Plug the power cord back in and leave it plugged in.

NOTE: The motor may rotate approximately 2 feet in one direction and stop.



10. When the motor stops, press and hold the programming button on the back of the Remote Transmitter (see fig. A) for 5 seconds until the motor 'jogs', then release. (A 'jog' is a short back and forth movement of the motor).

11. Activate the transmitter by pressing the OPEN and CLOSE buttons at the same time, the motor will jog.

12. Press the programming button on the back of the Remote Transmitter until the motor jogs and release.

NOTE: If the motor does not operate, you will have to clear the OPEN/CLOSE stop settings on the motor. Please complete **ONLY** steps 1 thru 6 of Appendix B (page 17) if your motor is on the right side, or steps 14 thru 18 of Appendix B (page 18) if your motor is on the left side. After clearing the OPEN/CLOSE stop settings, verify if the transmitter operates the awning. If not, return to this page and repeat the procedure listed above.

NOTE: Your Remote Transmitter is now reset to operate your Motorized awning. Test the awning for proper operation. If you cleared the OPEN/CLOSE stop settings on the motor, go to Appendix B on page 17 to reset them. If your awning functions properly and you have a Wind Sensor or a Remote Wall Switch installed you will need to complete the procedures below for adding a Control Device.

Add/Delete a Control Device (Transmitter, Remote Wall Switch, Wind Sensor)

To **ADD** an additional Control Device (not the one that was supplied with the awning):

- Press the programming button on the back of the transmitter that was supplied with the awning until the motor 'jogs'- see Figure A.
- On the additional Control Device, press the programming button until the motor 'jogs', then release.

If you wish to **DELETE** a control device, simply repeat the 2 steps listed above.

TROUBLESHOOTING

Problem with Installation	Solution
Can I “hard-wire” the awning motor into my home.	SunSetter cannot be responsible for any changes in electrical configuration of the motorized awning. Have your electrician contact Somfy (motor manufacturer) directly via their website www.somfysystems.com
How low can the pitch be set?	As low as a 45 degree angle.
Problem with Appearance	Solution
Fabric wrinkles when the awning is opened/closed	The awning fabric has a hem along both ends of the material; some wrinkling is a characteristic of the extra thickness along either edge. This wrinkling may be more noticeable when retracted and after prolonged periods when the awning is not used. This condition is normal. Leaving the awning open in warm weather should minimize the wrinkling over a period of time. Ensuring that the awning fabric is centered on both the Roller Bar and the Front Bar may also lessen the appearance of wrinkles in the fabric.
Lateral arms (elbows) are not even when awning is retracted	<ul style="list-style-type: none"> • Each lateral arm is supported individually to the square bar. Therefore, it is normal that when the awning is closed, the arms may not necessarily be even with each other when viewed from the front or underside of the awning. • Insure that fabric is evenly centered on Roller bar and Front Bar. This will assist the lateral arm in closing more evenly.
The roller bar and fabric appear to bounce when opening and closing the awning.	The roller bar that holds the fabric is supported only at the extreme ends and it bows toward the center. As the Roller Bar rotates, it may move up and down toward the center. This is a natural tendency of the bar and may be more noticeable with larger size awnings.
My fabric is rubbing against the arm clamps when it is opening/closing	<ul style="list-style-type: none"> • The fabric should not come in contact with the hardware when it is opening or closing. Check and make sure the fabric is rolling over the top of the roller bar. (see page 17, figure 14a & 14b). • Check the setting of the open stop. It should be set when both arms are fully extended and the fabric is at its maximum taughtness. If necessary, follow Appendix B to reset the open stop limit.
When opening or closing the VISTA awning the drive unit binds, skips or spins freely.	The drive unit gears may have been stripped or damaged during operation. Please call Customer Service for possible replacement.
<p>Fabric is not centered on the roller bar or the front bar.</p> <p>Fabric gathers more to one side on the roller bar as the awning retracts.</p>	<ol style="list-style-type: none"> 1. Press the Neutral/Middle button on the remote. 2. Unplug the power cord from the electrical outlet on the wall. 3. Manually crank the awning open; continue unrolling the fabric until the steel roller bar is fully exposed. 4. Center the fabric on both roller bar and front bar. 5. Manually roll up the fabric until both lateral arms ‘lock’ and the fabric becomes tight; ensure that the fabric is rolling over the top of the roller bar. (See figure 14a on page 17)
Woven Acrylic Fabric seams leaking rain water	Although the woven acrylic fabric was treated to be water-repellent, rain water may leak through the needle holes created when we stitch the fabric panels together. To minimize this leak, apply a sealer like 303 High Tech Fabric Guard to the seams from the underside of the awning. Allow it to dry for several hours before closing your awning. For more information please see www.303products.com

TROUBLESHOOTING - Continued

Problem with Motor or Gear	Solution
After installing, the awning will not function	<ul style="list-style-type: none"> • Is there power to the receptacle? • Verify that the red light is on the remote transmitter comes on when you press and hold a button • If red light does not come on, remove battery and reinsert in slot and try pushing button again, If no light - see changing battery on page 15. • You may need to reprogram the remote transmitter – see Appendix D • You may need to reset the OPEN/CLOSE limit push buttons on the motor – See Appendix B
The red light on the remote transmitter does not come on when I press and hold the button	<ul style="list-style-type: none"> • Remove the battery and reinsert in slot and try pushing button again, if no light replace battery. • Replace the battery (CR2430) following the instructions on page 15.
Awning rolls out but will not retract	Reset the OPEN/CLOSE limit push buttons using the installation instruction manual – see Appendix B
Awning retracts but will not roll out	Reset the OPEN/CLOSE limit push buttons using the installation instruction manual – see Appendix B
Awning rolls out and keeps going and fabric starts to sag	Reset the OPEN/CLOSE limit push buttons using the installation instruction manual – see Appendix B
When opening or closing my awning, the awning does not stop at the correct OPEN/CLOSE position and I must use the Neutral (STOP) button on the remote transmitter.	Reset the OPEN/CLOSE limit push buttons using the installation instruction manual - <u>see Appendix B</u> .
Awning will not open or retract using the Manual Override Crank	The remote must be in the NEUTRAL position in order for the manual override to operate correctly when using the crank. If necessary, you can also unplug the cord from the electrical receptacle.
Remote transmitter, can I use more than one	Yes, you can purchase an additional transmitter from SunSetter Products and follow the installation instruction manual – Appendix D, to set the additional transmitter
After opening and closing the awning several times, the motor suddenly stopped working and will not close or open the rest of the way	<p>The overtemperature sensor has temporarily shutoff the motor. The motor will resume normal operation after about 15 minutes of cooling down.</p> <p>Note: If the awning is in the closed position and ambient temperature is elevated, it might take a little longer.</p>
When operating my awning the GFI on the outlet keeps tripping and interrupting the power supply to the awning	<ul style="list-style-type: none"> • First test the GFI by plugging in another appliance (such as a hairdryer) to insure outlet is working properly, if OK. • Test awning by getting power from other outlet inside the house using an extension cord, if OK. • There may be moisture in the motor housing causing the GFI to trip, please allow motor to dry over 2-3 sunny days. Motor is designed to operate if it gets wet and dries out. • Installing the SunSetter cover or hood over your awning will reduce the risk of rain-water affecting the operation of the motor. • Refer to Care and Maintenance on page 13 for additional guidance.

HOW TO DRAIN RAIN WATER FROM THE AWNING FABRIC

WARNING: THE SUNSETTER AWNING IS NOT DESIGNED TO HOLD THE WEIGHT OF RAINWATER POOLING ON THE FABRIC. ACCUMULATION OF RAINWATER ON THE FABRIC COULD COLLAPSE THE AWNING AND CAUSE SERIOUS INJURY!

If, for any reason, rainwater accumulated on the fabric, follow the instructions below to remove the water. You will need a helper for this procedure.

WARNING: NEVER WALK UNDER AN AWNING WITH WATER ACCUMULATED ON THE FABRIC! THERE COULD BE A TREMENDOUS AMOUNT OF WEIGHT ON THE AWNING AND THE FRAME COULD COLLAPSE AT ANY MOMENT AND CAUSE SERIOUS INJURY!

1. Connect a common garden hose to your outside water faucet.
2. While standing in front of the awning (BUT NOT UNDER THE AWNING), visually observe where is the deepest point of the water pooling on the fabric.
3. Hold the open end of the garden hose about head high. DO NOT ALLOW ANY WATER TO RUN ONTO THE FABRIC.
4. Have a helper turn the water faucet on. Let water run ONTO THE GROUND until there is a solid stream of water.
5. Continue to hold the end of the hose head high and have your helper turn the water OFF. Leave the hose connected to the faucet.
6. Place the end of the hose over the front of the awning and let the open end of the hose slide into the deepest point of the water pool. DO NOT GO UNDER THE AWNING!
7. While the open end of the hose is UNDER THE SURFACE OF THE WATER, have your helper disconnect the water hose from the faucet and lay it on the ground.
8. The siphon caused by the water running out of the hose will drain the water from your awning. Let the water continue to drain until the flow of the water through the hose stops.
9. While keeping the end of the hose submerged, move it around on the fabric to keep it under the surface of the water to fully drain the water from the fabric.
10. When the drain stops, make sure most of the water was drained. If not, repeat the process until most of the water is drained off of the fabric.
11. Close the awning and let the rest of the water run off totally from the fabric.
12. Inspect your awning for damaged parts, and check for normal operation.

5-Year Limited Warranty-Awning and Accessories VISTA and Motorized Models Only

A. WHO GIVES THIS WARRANTY?

SunSetter Products, 184 Charles Street, Malden, MA 02148.

B. WHO IS ENTITLED TO THIS WARRANTY?

This Warranty applies only to the original purchaser who paid for the product and may not be assigned or transferred to subsequent owners. This Warranty applies only to products purchased and installed in the US.

C. WHAT ARE THE RESPONSIBILITIES OF SUNSETTER PRODUCTS UNDER THIS WARRANTY?

Subject to the terms and conditions set forth herein, SunSetter Products will furnish replacements for parts found by SunSetter Products to be defective in design, manufacture or assembly, under each specific component or product warranty as set forth below.

D. WHAT ARE THE RESPONSIBILITIES OF THE ORIGINAL PURCHASER UNDER THE WARRANTY?

1. Before any claims may be made under this Warranty, the original purchaser must have paid in full for the product covered under the Warranty, according to the terms and conditions of the pay-plan defined in the original order. **IF THE PURCHASER HAS FAILED TO MAKE FULL PAYMENTS ACCORDING TO THE SPECIFIC PAY PLAN FOR THE PRODUCT, THIS WARRANTY SHALL BE NULLIFIED AND SUNSETTER PRODUCTS SHALL BE RELIEVED FROM ANY RESPONSIBILITY OR LIABILITY UNDER THIS WARRANTY.** The purchaser agrees and acknowledges that this Warranty agreement constitutes an executory contract.

2. The purchaser must use care in installation, maintenance, operation, use, and storage of the product in accordance with the instructions contained in the owner's manual. **ANY FAILURE TO INSTALL, MAINTAIN, OPERATE, USE AND STORE THE PRODUCT IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE OWNER'S MANUAL WILL NULLIFY THIS WARRANTY AND RELIEVE SUNSETTER PRODUCTS FROM ANY RESPONSIBILITY OR LIABILITY UNDER THIS WARRANTY.**

3. Promptly notify SunSetter Products of any claims.

4. The purchaser may be required to provide a photograph of any defective parts. The purchaser may also be required to pay a deposit until the defective parts are returned to SunSetter Products for inspection. The purchaser must obtain a return authorization form from SunSetter Products' customer service department prior to the return of any merchandise and after having received such authorization, return the part or product, freight prepaid, to SunSetter Products.

E. WHAT IS COVERED UNDER THIS WARRANTY?

1. The following components of the SunSetter Lateral Arm Awning and its accessories (defined as accessories attached to the awning) are covered under this Warranty, subject to the limitations set forth below. These components have a five (5) year limited (prorated) warranty, against manufacturer's defects as outlined below:

(a) Should the purchaser promptly notify SunSetter Products of such defects within one year (12 months) from the date of the original purchase, the defective component will be replaced at no charge.

(b) After one year but within five years (60 months) from the date of the original purchase, a defective component will be replaced upon the purchaser's payment of 1/60th of the full retail cost of the component for each month of use prior to the claim.

2. Covered Components:

STRUCTURAL SUPPORTS, which include the lateral arms, the square bar, the front bar and all other attached supports are warranted not to fail for five (5) years provided that the components are not subjected to excessive winds or water pooling on the fabric.

ROLLER BAR is warranted for five (5) years against any and all damage including cracking and permanent bowing that would affect the performance of the awning, provided that the awning is not subjected to excessive winds or water pooling on the fabric.

FABRIC is warranted for five (5) years against:

(a) Excessive fading under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owner's manual.

(b) Mildew on the fabric. Mildew will not form on the fabric itself, but may form on dirt and dust that have not been removed from it. Please see maintenance instructions for proper cleaning-outlined in owner's manual.

(c) Excessive cracking or peeling under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owner's manual, and provided that the awning is not subjected to excessive winds or water pooling on the fabric.

GEAR MECHANISM (VISTA Model only) is warranted for five (5) years not to fail under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owner's manual.

ELECTRIC MOTOR (Motorized Models only) is warranted for five (5) years not to fail under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owner's manual.

AWNING ACCESSORIES (defined as accessories attached to the awning) are warranted for five (5) years not to fail under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owner's manual.

F. WHAT IS NOT COVERED UNDER THIS WARRANTY?

1. The SunSetter awnings are not designed to be used for carports and are not designed to be installed on moving vehicles. Any damage that results from the Purchaser's use of SunSetter awnings for carports or on moving vehicles is not covered by this warranty.

2. Any failure or damage of the components that results from any intentional or negligent actions by the purchaser or by any other person is not covered by this Warranty.

5-Year Limited Warranty – Awning and Accessories VISTA and Motorized Models Only (continued)

3. It is the responsibility of the purchaser to securely fasten the awning to studs, joists, headers or other structural members. Any failure or damage that results from the awning falling from its installed position is not covered by this Warranty.

4. Labor charges connected with installation of replacement parts are not covered by this Warranty.

5. Freight expenses to and from SunSetter Products in shipping damaged or replacement parts are not covered by this Warranty and must be paid by the purchaser.

6. Stretching of fabric or damage to any structural component caused by wind or water pooling on the fabric or any other weather are not covered by this Warranty.

7. Any modification or addition to the awning structure and support system or to the electric motor will nullify this Warranty and relieve SunSetter Products from any responsibility or liability under this Warranty.

G. GENERAL PROVISIONS AND LIMITATIONS

1. THE WARRANTY GRANTED HEREIN IS THE EXCLUSIVE REMEDY FOR THE PURCHASER. SUNSETTER PRODUCTS MAKES NO OTHER WARRANTIES TO THE PURCHASER, EXPRESS, STATUTORY, IMPLIED OR OTHERWISE AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATIONS, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

2. TO THE EXTENT PERMITTED BY LAW, SUNSETTER PRODUCTS SHALL HAVE NO LIABILITY TO THE PURCHASER OR ANY OTHER PERSON FOR INCIDENTAL, SPECIAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES OF ANY KIND OR NATURE WHATSOEVER, WHETHER ARISING OUT OF BREACH OF WARRANTY OR OTHER BREACH OF CONTRACT, NEGLIGENCE OR OTHER TORT, OR OTHERWISE, EVEN IF SUNSETTER PRODUCTS SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH POTENTIAL LOSS OR DAMAGE. IN NO EVENT SHALL SUNSETTER PRODUCTS BE LIABLE FOR LOSS OF PROFITS AND/OR WAGES.

3. Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

4. This warranty gives you specific rights and you may have other rights which vary from state to state.

Important Customer Service Information

Congratulations on your SunSetter purchase. We hope that your SunSetter product has arrived in perfect condition, and that the installation and operation instructions we have provided help you to install and use your purchases with ease. If you still have questions, or need assistance from our Customer Service Department, please email us 7 days a week at contactus@sunsetter.com or call Toll Free at 1-800-670-7071, from 8:00 AM to 10:00 PM (EST), 7 days a week. We'll be happy to help.

RETURN SHIPPING/PACKAGING INFORMATION

Damage in Shipment

If you find any damage to your purchase please email us at contactus@sunsetter.com or call us Toll Free at 1-800-670-7071, 8:00AM to 10:00PM (EST), 7 days a week.

Return Shipment to Us

Please retain the shipping tube, box and all packing material, as these will be needed for any anticipated return shipment of your purchase. Please pack your awning or accessories in the original packaging. Call for your Return Authorization Number and you will be given instructions for the proper return of your product.

90-Day Home Trial

Try your SunSetter Awning and any accessories for 90 days. You may return any SunSetter purchase for any reason during this time, provided it has not been

subjected to owner abuse or to excessive wind or water pooling on the fabric. **You must notify our Customer Service Dept. by email at contactus@sunsetter.com or by calling 1-800-670-7071, 8:00 AM to 10:00 PM (EST), 7 days a week, before returning any purchase.** Once we have given you a Return Authorization Number, you can return the product within the 90-day period. Upon receipt and inspection of the product, we will refund your product purchase price or the amount you have paid toward it on your specific payment plan **less** shipping charges as described below. The product must be shipped in its original packaging, according to instructions. Any damage due to improper packaging will be the responsibility of the customer. Shipping and handling charges are non-refundable. C.O.D. shipments will not be accepted.

Thank you for Choosing SunSetter!

Visit the “**Owner’s Corner**” on the web at www.sunsetter.com/ownerscorner. The Owner’s Corner is exclusively for our customers. You will need your customer number to access the Owner’s Corner. Your customer number can be found on the shipping letter or email we sent you when we shipped your awning. Record your customer number here _____ for easy reference.

From the Owners Corner you’ll find **technical support & troubleshooting** steps for your awning and accessories, **installation and operation** instructions and you can even **track your order(s) online**. While visiting the Owner’s Corner be sure to update your **email address** so you are notified of extra special bargains, discounts on products that help you enjoy your deck or patio more, new SunSetter accessories and to make sure you’re among the first to get any late-breaking news you’ll want to know.

