Owner's Manual and INSTALLATION INSTRUCTIONS

MODEL
900XT & 1000XT AWNINGS

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

Do Not Discard, Retain for Future Reference

For Technical support visit us at www.sunsetter.com/ownerscorner, email at contactus@sunsetter.com or call 800-670-7071 • Fax 877-224-4944
Congratulations! You have just purchased America's #1 Retractable Awning. The SunSetter Model XT 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 3 have been included with your awning and that you have the correct size, color and model awning.

**Installation of your Awning**

Note: It is important to follow the instructions very closely when installing your awning. Left and Right references are as you are facing the house.

When installing your awning, you will need to adhere to the minimum mounting height. For the greatest enjoyment of your XT awning, please mount as high on your wall as possible, with a recommended mounting height of 9’. **When determining the mounting height of your awning, please be sure you allow for 4” of space over any obstructions on your wall such as light fixtures, AC units, etc.** If you are installing to an eave or overhang: refer to page 18 for some examples of optional mounting techniques.

**Screen Room Note**

If you are planning on installing the SunSetter Screen Room, the **MAXIMUM** mounting height is 9'6". We recommend mounting your awning as close to 9'6" as possible for greatest enjoyment of the Screen Room. You will also be required to mount vertical rails on the Left and Right sides of your awning. Make sure there are no obstructions on your mounting surface in a vertical area 2”-4” wide on both the left and right outside edges of your awning.

**Operation of your Awning**

Your SunSetter Awning, once installed, has the ability to be opened in different positions to suit your deck or patio design. The awning will always need to be extended or opened completely and the rafters locked, but the arms may be placed in either the diagonal or vertical position. Refer to your Home Owner’s Operation and Maintenance Manual for detailed information.

**Note:** Please follow the care and maintenance guidelines on page 13 of your Owner’s Manual for proper use and inclement weather precautions.

Please retain your Owner’s and Operation Manuals 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 at 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

NOTE: The awning size is measured from the outside of the arms—see Figure 1.

WARNING: FAILURE TO WEAR SAFETY GLASSES OR TO FOLLOW THE INSTRUCTIONS BELOW CAN RESULT IN PERSONAL INJURY!

WARNING: THE SUNSETTER AWNING MUST BE USED WITH THE FABRIC FULLY EXTENDED AND BOTH RAFTERS LOCKED IN THE ‘UP’ POSITION AS SHOWN IN FIGURE 1. BE SURE TO READ THE HOMEOWNER’S OPERATION AND MAINTENANCE MANUAL THAT IS INCLUDED WITH YOUR AWNING.

WARNING: NEVER ATTEMPT TO REPAIR OR DISASSEMBLE 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.


For Masonry installation and concrete patio: Masonry Drill Bits: 1/4”, 5/16”, 1/2”, and 5/8” and a 1” x 4” pressure treated header board equal to the length of your awning.

2. See Figure 1 for identification of the key parts mentioned in the instructions.
3. Position two chairs approximately 8' apart. For awnings greater than 16’, you should use three chairs to support the roller bar during this process. Remove the roller bar from the cardboard tube. Separate the awning rail from the roller bar and remove the plastic sleeve by sliding it off the end. Lay the roller bar across the chairs with the drive unit on the right when facing the house—see figure 2.

![Figure 2](image2)

4. Remove the awning fabric from the cardboard tube. Be sure to lay the fabric on a protective surface. Pull back the protective plastic sleeve from the end that has the red marker to expose approximately six inches of the fabric. Rotate the left end cap so that the opening is aligned with the slot indicated as ‘Insert Fabric’ on the roller bar (see figure 4). Locate fabric stops in hardware kit. Insert a fabric stop, with the smaller end first, into this slot. Slide the fabric stop to the opposite end of the roller bar and secure with the supplied Allen wrench. Locate the gray cord with the red indicator on the end, then trim the cord flush with the edge of the fabric (see figure 3). Insert the fabric into the slot on the left end of the roller. Be sure that the hem of the fabric is facing down while the fabric is toward the house (see figure 5).

![Figure 3](image3)

5. While removing the protective plastic sleeve, continue to carefully slide the fabric onto the roller bar until approximately six inches of the fabric is still extending out of the roller bar. Carefully separate the valance from the fabric and set it aside. On the remaining six inches of fabric extending out of the roller bar, cut the gray cord flush with the edge of the fabric. Slide the fabric the rest of the way onto the roller bar until it stops at the other end. Make sure the fabric is still rolled and on the chairs. Insert the fabric stop with the flat end toward the gray cord into the same slot until it rests on the edge of the fabric. Tighten the fabric stop with the supplied Allen wrench.

![Figure 4](image4)

![Figure 5](image5)
6. Rotate the left end cap so that the opening is aligned with the slot indicated as ‘Insert Valance’ on the roller bar-see figure 4. Position the valance as shown in figure 6, the hem should be facing down. Trim the gray cord flush with the edge of the valance (see figure 3). Insert a fabric stop, with the smaller end first, into this slot. Slide the fabric stop to the opposite end of the roller bar and secure with the supplied Allen wrench. While holding the valance upright, slide the valance onto the roller bar until approximately six inches is still extending out of the roller bar. On the remaining six inches of valance extending out of the roller bar, cut the gray cord flush to the end of the valance. Slide the valance the rest of the way onto the roller bar until it stops on the other end. Insert another fabric stop with the flat end toward the gray cord into the same slot until it rests on the edge of the valance. Tighten the fabric stop with the supplied Allen wrench.

8. Locate the Crank Loop and attaching screw in your package. Place the loop onto the shaft extending from the drive unit and secure with the attaching screw—see figure 8.

9. Determine the location of the awning and the awning rail mounting height above the patio. The awning rail should be mounted 1” below any obstruction (2” if using the Floor Mount feature, see Appendix A on page 20) and as high above the patio as possible, with a recommended height of 9” to the top edge of the awning rail (9’6” if installing Screen Room), to maximize awning pitch. If you are installing your awning above doors and windows that swing out or other obstructions, the awning rail must be installed a minimum of 4” above the actual door or window (not trim or brick-mold). The awning can be mounted as low as 6’8” for Model 900XT, and as low as 7’ for Model 1000XT and as high as 10’ above the deck or patio. For wood siding installation, locate the awning rail parallel to and at the top course of horizontal siding (Figure 9).

CAUTION: THE HEM OF THE FABRIC MUST BE ROLLING ON THE INSIDE AND NOT FACING UP (FIGURE 7).

NOTE: Installation procedures are provided that cover different mounting surfaces, review the procedures (Type I, Type II and Type III) and select the one that matches your mounting surface.

Type I Installation: Installation steps for WOOD SIDING and VINYL/ALUMINUM SIDING WITH WOOD SHEATHING BEHIND IT, Follow steps 11a-13a. (If you are not sure about having wood sheathing, follow Type II installation).
11a. Using the awning rail as a template, align the upper edge of the awning rail with the siding edge or chalk line, and mark screw holes at both ends and in the middle of the awning rail. Drill pilot holes using 1/8” drill bit. With the long awning rail screws provided, temporarily install one screw in the middle and one on each end of the awning rail. CAUTION: To prevent wood siding from cracking, drill a clearance hole for the screws through the siding only using a 3/16” drill bit. Mark remaining mounting holes while the awning rail is aligned with the chalk line.

12a. Mark the mounting hole location for the upper bracket (single larger hole in the end of the awning rail) and drill a pilot hole 3” deep for the 1/4 x 3” lag screw using a 3/16” drill bit (see Figure 9). Repeat this procedure for the other side.

13a. Remove the awning rail from the house and drill 1/8” pilot holes at marked locations. CAUTION: To prevent wood siding from cracking, drill a clearance hole for the screws through the siding only, using the following: 3/16” drill bit for awning rail screws; 9/32” drill bit for 1/4” screws. Proceed to step 14 on page 9.

Type II Installation: Installation steps for VINYL/ALUMINUM SIDING and STUCCO WITHOUT WOOD SHEATHING BEHIND IT, Follow steps 11b-13b. For other installations see Type I or Type III installations.

11b. For this type of installation, a 1” x 4” board (s) (pressure treated) equal to the length of the awning should be fastened to wall studs or other structural members. The awning rail and upper brackets will be mounted to that board. Pre-drill the board and wall as follows:

11b1. Measure down from the top of the board 3/4” (Note: This dimension is used to leave space to mount a SunSetter cover) and make a mark at each end. Using a chalk line or string, snap a straight line the length of the board. Align the top edge of the awning rail with the line on the board (Figure 10). With a 1/8” drill bit, drill a pilot hole at one end of the awning rail into the board. Temporarily fasten the awning rail to the board with one short awning rail screw in the end hole. Using the awning rail as a template, align it with the line on the board. Drill pilot holes in the board at all other hole locations.

11b2. Mark the mounting hole location for the upper bracket (single larger hole in the end of awning rail) and drill a pilot hole thru the board for the 1/4” x 3” lag screw using a 3/16” drill bit (Figure 9). Repeat this procedure for the other side.

11b3. Remove the awning rail from the board.

11b4. Using a helper, measure down 2-1/2” from the top edge of the board and mark mounting holes approximately every 3 ft. These holes must align with the studs in the wall. (figure 10). Drill pilot holes through the board at the marked locations using a 9/32” drill bit.

WARNING: The board must be attached to the wall studs. A stud finder may be required.

11b5. Using a helper, position the board against the wall at the predetermined height, aligning the upper edge of the board with the chalk line. Using the board as a template drill holes 3” deep at the two end mounting holes with 3/16” bit.

11b6. Temporarily fasten the board with two 3” long lag screws.

11b7. With the board fastened to the wall at both ends, use the board as a template and drill holes 1-1/2” deep with a 3/16” bit for other upper bracket mounting holes and for all the other mounting holes. Remove the board from the wall.

12b. Paint or finish the board if desired.

13b. Using 3” long lag screws, fasten the board to the wall.

CAUTION: Do not use the two upper bracket mounting holes. (one per side).

Proceed to step 14, page 9.


**Type III Installation:** Installation steps for MASONRY, including brick and cement block, but NOT stucco follow steps 11c-13c. For other installations see Type I or Type II installations.

11c. For a masonry wall installation, a 1” x 4” board(s) (pressure treated) equal to the length of the awning should be fastened to the house. The awning rail and upper brackets will be mounted to that board. Pre-drill the board and wall as follows:

11c1. **Figure 11**
- Measure down from the top of the board 3/4” (Note: This dimension is used to leave space to mount a Sunsetter cover) and make a mark at each end. Using a chalk line or string, snap a straight line the length of the board. Align the top edge of the awning rail with the line on the board (Figure 11). With a 1/8” drill bit, drill a pilot hole at one end of the awning rail into the board. **Temporarily** fasten the awning rail to the board with one short awning rail screw in the end hole. Using the awning rail as a template, align it with the line on the board. Drill pilot holes in the board at all other hole locations.

11c2. Mark the mounting hole location for the upper bracket (single large hole in the end of the awning rail) and drill a pilot hole thru the board for 1/4 x 3” lag screw using a 3/16” drill bit- see figure 9. Locate an upper bracket supplied with the awning. Place the bracket on the end of the awning rail, aligning the top hole on the bracket with the large hole on the awning rail. Mark the location of the bottom hole on the bracket and drill a 3/16” pilot hole thru the board. Repeat this procedure for the other side of the awning.

11c3. Remove the awning rail from the board.

11c4. Using a helper, measure down 2-1/2” from the top edge of the board and mark mounting holes approximately every 3 ft. from the end of the board - (see figure 11). Drill pilot holes thru the board at the marked locations using a 9/32” drill bit.

11c5. Using a helper, position the board against the wall at the predetermined height, aligning the upper edge of the board with the chalk line. Using the board as a template and with 1/4” masonry bit, drill a pilot hole 3” deep into the wall at the two end mounting holes (Do not drill through the upper bracket mounting holes). Remove the board. With a 1/2” masonry bit, enlarge the pilot holes 1” deep. Insert a 1/4” lag shield masonry anchor into each of the two holes, large side out.

11c6. **Temporarily** fasten the board with two 3” long lag screws.

11c7. With the board fastened to the wall at both ends and using the board as a template, mark the wall at all the hole locations (including the upper bracket mounting holes).

11c8. Remove the board from the wall. Drill clearance holes 3” deep into the wall with a 1/4” masonry bit for all holes.

11c9. With a 1/2” masonry bit enlarge the mounting holes only (Not the upper bracket holes) to 1” deep. Insert a 1/4” lag shield into each of the mounting holes, large side out.

12c. Paint or finish the board if desired.

13c. Using 3” long lag screws, fasten the board to the wall.

**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. FAILURE OF THE WALL TO SUPPORT AN AWNING COULD RESULT IN COLLAPSE OF THE AWNING AND CAUSE PERSONAL INJURY.

For all installations, please continue with the following steps:
Attaching the support arms to the roller bar and securing the awning rail and upper brackets to the house

14. Unpack the arms from the shipping carton.

15. Place the roller assembly on the chairs, with the drive unit on the right, approximately 8 ft. away from the house (Figure 12).

16. Orient the roller so that the crank loop is pointing slightly downward TOWARDS the house.

16a. Insert a Cream Boot over the end of the roller as shown in Figure 13. Remove the LEFT arm and rafter assembly from the CLEAR PLASTIC SLEEVE and position them so that the open channels are facing up. Assemble the left arm and rafter to the roller with the lift handle facing the middle of the awning and the bottom of the arm pointing towards the house (Figure 14). Secure the arm and rafter to the roller with the 3/8 x 7/8" Flat-head cap bolt (Figure 13). Tighten with the supplied Allen wrench. **Note:** You may notice that the Cap bolt is not fully seated in the arm assembly, this condition is normal and allows the arm assembly to rotate freely during opening/closing functions.

**Note:** The rafter should be laying on top of the arm, not below the arm.

Remove the RIGHT arm and rafter assembly from the RED PLASTIC SLEEVE and repeat the process for the right side.

17. Make sure that 16”-20” of fabric hangs free. Slide the awning rail onto the fabric from either end with the flat side of the rail toward the house (Figure 15).

18. Lift the handle and press the thumb latch on the lift handle and extend the inner arms down from the outer arms (Figure 16). Be sure they are locked in place so that the total length between the roller bar and ground brackets are approximately the same as the height of the chalk line or mounting height - see Figure 14.

**CAUTION:** Be sure that the latch on the lift handle is fully engaged in a square hole on the inner arm after you raise or lower the arms. The lift handle will retract back towards the outer arm without assistance when the latch is fully engaged in a square hole. **Do not force the handle closed as this will cause damage to the lift handle assembly.** Simply raise or lower the arm slightly so the latch engages a hole. Figure 17a shows a correctly engaged lift handle. Figure 17b shows a lift handle that is engaged incorrectly.
19. With the help of an assistant, place the bottoms of the arms about 2 feet from the base of the wall and allow the roller to lean against the house (Figure 18).

![Figure 18](image_url)

20. Fasten the awning rail to the wall or to the 1 x 4” board using the previously drilled holes with the long awning rail screws (without wood board installation) or short awning rail screws (with wood board installation).

21. Align the hole in the upper bracket with the single large hole in the end of the awning rail (see Figure 19). Secure one of the upper brackets to the wall with a 1/4” x 3” lag screw and tighten in the center of the slot in the bracket. Using the 3/16” bit, drill a hole 2-1/2” deep thru the bottom hole in the upper bracket and secure with another 1/4” x 3” lag screw. Repeat for the upper bracket on the other end of the awning rail. (Slotted holes in the bracket allow for realignment if necessary).

22. Position one of the rafter ends in-between the slot in the upper bracket and secure with the supplied 1/4” x 2-1/4” Hex-bolt and nut- see figure 19. Repeat this process for the other side.

![Figure 19 - Right Upper Bracket Connection](image_url)

23. Using the hand crank wand, roll up the awning until the fabric is fully rolled up against the house.

24. Lift the handle and press the thumblatch on the lift handle and slide the inner arm into the outer arm until it stops on the existing acorn nut stop at the bottom of the inner arm- see Figure 20. Two more sets of round head screws and acorn nuts have been provided, and will be installed in Step 27. Locate a wall bracket from the hardware box and latch it onto the ground bracket (figure 21).

![Figure 20](image_url)

![Figure 21](image_url)
25. Each wall bracket must sit uniformly on the wall/siding and there must be the same amount of holes showing on the front of the inner arms. If necessary, extend the inner arms down one hole at a time until the wall brackets sit uniformly on the siding (Figure 22). With a pencil, make a mark next to the hole or acorn nut on the face of the inner arm that is right below the bottom edge of the outer arm (Figure 23).

**Figure 22**

![Wall Bracket Diagram](image)

**Figure 23**

![Pencil Mark Diagram](image)

**CAUTION:** Make sure that the latch on the wall bracket has full range of motion.

26. Make sure that the outer arm remains pushed against the house and the bottom of the inner arm remains pushed up. Plumb the arm with a level. Mark the three mounting holes using the wall bracket as a template and detach the wall bracket from the arm. Drill pilot holes 3” deep using a 3/16” drill bit. Fasten the wall bracket to the house with 3” long lag screws. Attach the arm to the wall bracket on the house. Repeat these steps for the other arm.

**CAUTION:** To prevent wood siding from cracking, drill a clearance hole through the siding only with a 9/32” drill bit.

**NOTE:** For vinyl or aluminum siding and stucco without wood sheathing behind, a support board for each wall bracket is necessary.

**NOTE:** For masonry installation, plumb the arms with the level, locate the holes using the wall brackets as templates, and drill holes 3” deep with a 1/4” masonry bit. Enlarge the holes with a 1/2” bit 1” deep and insert a 1/4” lag shield.

27. Using the hand crank, unroll the awning approximately 3’ from the house. Operate the lift handle and raise the arm about 2”. On the next hole above the hole that you marked with the pencil in step 25, place a second 1/4-20 x 1/4” screw supplied through the round hole from the back of the arm (see Figure 24, step 1). Attach an acorn nut to the front of the inner arm and tighten with a 7/16” wrench. Lower the arm to the new acorn nut stop (see Figure 24, step 2). Repeat these steps for the other arm.

**Figure 24**

![Screw Diagram](image)

**NOTE:** The rafters should nest (fit) completely within the channels of the inner arms when Step 27 has been completed. (See Figure 24a). If your rafters look as shown in Figure 24b, review Steps 25-27 above.

**Figure 24a**

![Rafters Diagram](image)

**Figure 24b**

![Rafters Diagram](image)

28. Adjust the fabric as follows.

**NOTE:** This step is important because the fabric must be permanently secured to the awning rail. This will insure that the fabric rolls up properly on the roller bar. Without securing the fabric as described, the fabric will shift left and right in the rail. This will cause the fabric to roll up unevenly.

A. Using the hand crank wand, roll the awning out to waist height and roll back several times. Refer to the supplied Operation and Maintenance Manual if you need guidance. If necessary, shift the fabric left and right in the awning rail until it rolls straight up and down. If the fabric does not roll properly, refer to the troubleshooting section on page 15.

B. With the fabric rolled out about 2 feet, measure in from the left end of the fabric 1-1/2” and make a pencil mark on the rail (Figure 25). Center-punch the awning rail at this location (Figure 26).

**CAUTION:** Be careful not to slip and damage the fabric.
C. Drill a 1/8” hole at the location and secure with the supplied # 8 x 1/2” screw.

NOTE: If your awning is mounted with an obstruction on the top, install this screw from the bottom.

Installation of your awning for operation in the Angled Position is now complete. Test your awning for proper operation. If you prefer or your application requires operation in the Vertical Position, please follow Steps 29 to 37.

TO INSTALL DECK PLATES
FOR OPTIONAL VERTICAL POSITION USE

29. Following the Homeowner’s Operation and Maintenance Manual, set the awning up in the vertical position (Figure 27). Be sure the fabric is fully extended and both rafters pushed 'up' in the locked position.

30. Using a deck plate as a template, position it on the bottom of the ground bracket making sure that hole "C" is facing AWAY from the house (Figure 28). Secure the ground bracket to the deck plate by lifting the ground bracket handle and rotating it clockwise approximately 1/4 turn until it locks [Figure 29a and 29b].

31. Level the arm both front to back and left to right [Figure 30].

32. Mark the center of holes A and B of the deck plate (Figure 28) with a small punch or pencil. (A thin marker may work better for masonry applications).

33. Repeat these steps for the other arm.

34. FOR WOOD DECKS: Drill 3/16” pilot holes, at points A and B, 1-1/2” deep for each of the two mounting screws on each plate (Figure 28).

FOR MASONRY PATIOS: Drill 5/16” pilot holes at points A and B, 1-1/2” deep for each of the two #14 plastic anchors (Figure 28). Install the anchors with a hammer being careful not to collapse the anchors.

35. Remove the deck plate from the ground brackets. Place the deck plate over the holes that you just drilled and align them with holes A and B in the deck plate. Mark the center of hole C and remove the deck plate. Repeat this step for the other side.
36. Drill a clearance hole (one per plate) at point C, 3/8” deep using a 5/8” drill bit. Make sure to clean out the holes.

37. Place the deck plates over the mounting holes and install the plates with the supplied #14 stainless mounting screws.

**CARE AND MAINTENANCE OF YOUR SUNSETTER AWNING**

The awning fabric and the structure are not designed to support the load of water pooling on the fabric or excessive windy conditions.

**WARNING:** YOU MUST PREVENT RAIN WATER FROM ACCUMULATING OR POOLING ON THE FABRIC! FAILURE TO DO SO MAY RESULT IN THE COLLAPSE OF THE STRUCTURE, WHICH COULD CAUSE PERSONAL INJURY!

**TO PREVENT RAIN WATER FROM ACCUMULATING ON THE FABRIC,** you must lower or raise an arm on one side of the awning to allow the rain water to run off (creating enough drop, front to back or left to right) – see figures 31 and 32.

Damage to the awning fabric, arms and mechanism caused by water pooling or windy conditions, is not covered by the manufacturer’s product warranty.

**NOTE:** Optional Rain-Away-Arches help prevent water from accumulating on the fabric. To purchase Rain-Away-Arches call our sales department at 1-800-670-7071.

**CAUTION:** If lowering or raising one arm is not enough and water still accumulates on the fabric, you must fully retract your awning against the house.

**WARNING:** FAILURE TO TILT THE AWNING ENOUGH FOR APPROPRIATE DRAINAGE MAY RESULT IN THE COLLAPSE OF THE STRUCTURE, WHICH COULD CAUSE PERSONAL INJURY.

**WHEN LEAVING THE AWNING UNATTENDED:**

To prevent water from accumulating and pooling on the fabric, you must set the awning with at least one arm angled back to the wall bracket, and lower that arm to create enough drop (front to back) and allow rain water to run off.

**WARNING:** WHEN THE WEATHER FORECAST IS UNCLEAR, AND COULD POSSIBLY BE STORMY, THE AWNING MUST BE RETRACTED COMPLETELY AGAINST THE HOUSE WHEN UNATTENDED.

**IF WATER HAS ACCUMULATED ON YOUR AWNING FABRIC, DO NOT STAND UNDER THE AWNING OR POKE AT THE FABRIC. FOLLOW PROCEDURE IN APPENDIX B TO DRAIN THE WATER.**

**PROTECTING THE SUNSETTER FABRIC FROM MILDEW**

If it is necessary to roll the awning up wet, be sure to roll it out to dry when the weather is better. While the vinyl 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 FABRIC**

Cleaning the awning regularly 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.
FOR EASE OF OPERATION
If it becomes difficult to raise and lower the awning height, apply some of the supplied wax to the small tracks on the inside of the outer arms.

CAUTION: NEVER USE A BARBEQUE GRILL (Figure 33), ANY TYPE OF PATIO HEATER (Figure 34) OR FIREPLACE (Figure 35) UNDER YOUR SUNSETTER AWNING.

ENJOY YOUR AWNING!!!!
<table>
<thead>
<tr>
<th>IF...</th>
<th>THEN...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awning won’t roll down after it was just installed...</td>
<td>Check to see that the arms are adjusted properly using the supplied acorn nuts (Review Steps 25-27).</td>
</tr>
</tbody>
</table>
| Fabric not rolling straight when opening or closing the awning...    | 1. Check that the fabric was tacked to the awning rail (Step 28).  
|                                                                     | 2. Roll the awning out, unlock the rafters and loosen the fabric stop with the supplied Allen wrench. 
|                                                                     | 3. Shift the fabric in the roller bar to adjust the squareness of the fabric. 
|                                                                     | 4. Tighten the fabric stop with the supplied Allen wrench. |
| One arm stays against the house when I roll the awning down...      | 1. Check to see that the fabric is tacked (Step 28).  
|                                                                     | 2. Check that the arms are plumb. 
|                                                                     | 3. Check that the rafters are centered behind the arms when the awning is rolled up. 
|                                                                     | 4. Check that the arms are adjusted properly using all four of the supplied acorn nuts (Review Steps 25-27). |
| Awning rail was bent in shipping...                                 | The awning rail can be straightened by using a wooden dowel. Call 1-800-670-7071 for a replacement section if necessary. |
| Awning has dirt and/or mildew on the fabric...                      | The awning was not properly cleaned or was left rolled up wet for a long period of time. Please call 1-800-670-7071 to order a SunSetter Cleaning/Maintenance Kit. |
| Awning is difficult to raise in the angled position...              | Apply supplied wax to reduce friction on inner arms. Do not spray silicone lubricants on the awning hardware, as the silicone will collect dirt. |
| Fabric has been damaged...                                         | Call for a vinyl repair kit. |
| Roller bar/crank loop is oriented wrong way...                     | Review steps in “Attaching the support arms to the roller bar and securing the awning rail and upper brackets to the house” on page 9. |
| If water has accumulated or pooled on the fabric...                | Follow the instructions in Appendix B to safely remove the water. |
| 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. |
| Rafter assemblies are rubbing against wall and/or not retracting fully when awning is in closed position | Insure that two(2) acorn nuts are installed on each inner arm. (Step 27 and figure 24). |
| When opening or closing the awning the drive unit binds, skips or spins freely. | The drive unit gears may have been stripped or damaged during operation. Please call 1-800-670-7071 for possible replacement. |
| My awning has been heavily damaged by a severe storm.              | We can help you replace the parts that were damaged. Please refer to the parts view figure on page 17 and identify the parts that need replacing. In some cases pictures of the awning damage may be required. Do not dispose of any components until awning parts have been replaced by SunSetter. |
## AWNING PARTS LIST

<table>
<thead>
<tr>
<th>PART #</th>
<th>DESCRIPTION</th>
<th>PART #</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020-1</td>
<td>Right Outer Arm Model 1000XT</td>
<td>2037-1</td>
<td>Long awning rail screws</td>
</tr>
<tr>
<td>2021-1</td>
<td>Left Outer Arm Model 1000XT</td>
<td>2038-1</td>
<td>Lag Screws - 1/4 x 3&quot;</td>
</tr>
<tr>
<td>2022-1</td>
<td>Left Rafter Assembly Model 1000XT</td>
<td>2039-1</td>
<td>Crank Loop with screw</td>
</tr>
<tr>
<td>2023-1</td>
<td>Right Rafter Assembly Model 1000XT</td>
<td>2040-1</td>
<td>Cream Boot</td>
</tr>
<tr>
<td>2024-1</td>
<td>Right Inner Arm Model 1000XT</td>
<td>2041-1</td>
<td>Lift handle rivets</td>
</tr>
<tr>
<td>2025-1</td>
<td>Left Inner Arm Model 1000XT</td>
<td>2043-1</td>
<td>Cream roller bar stickers</td>
</tr>
<tr>
<td>2026-1</td>
<td>Wall Bracket</td>
<td>2048-1</td>
<td>Right Outer Arm - Model 900XT</td>
</tr>
<tr>
<td>2027-1</td>
<td>Upper Bracket</td>
<td>2049-1</td>
<td>Left Outer Arm - Model 900XT</td>
</tr>
<tr>
<td>2028-1</td>
<td>Drive Unit Assembly</td>
<td>2050-1</td>
<td>Left Rafter Assembly - Model 900XT</td>
</tr>
<tr>
<td>2029-1</td>
<td>Left Roller Insert</td>
<td>2051-1</td>
<td>Right Rafter Assembly - Model 900XT</td>
</tr>
<tr>
<td>2030-1</td>
<td>Flat head Bolts and Allen wrench</td>
<td>2052-1</td>
<td>Right Inner Arm - Model 900XT</td>
</tr>
<tr>
<td>2031-1</td>
<td>Complete Fastener Kit</td>
<td>2053-1</td>
<td>Left Inner Arm - Model 900XT</td>
</tr>
<tr>
<td>2032-1</td>
<td>Replacement Deck Plate Kit</td>
<td>4603-1</td>
<td>Hand Crank Wand</td>
</tr>
<tr>
<td>2033-1</td>
<td>Lift Handle Kit</td>
<td>5555-1</td>
<td>Masonry attachment bag-lag shields only</td>
</tr>
<tr>
<td>2036-1</td>
<td>Short awning rail screws</td>
<td>CALL</td>
<td>Replacement fabrics w/valance (please call 1-800-670-7071)</td>
</tr>
</tbody>
</table>

## OTHER ITEMS AVAILABLE

<table>
<thead>
<tr>
<th>PART #</th>
<th>DESCRIPTION</th>
<th>PART #</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2034-1</td>
<td>3’ Awning rail section - Right side</td>
<td>7303-1</td>
<td>Awning rail 3’ middle section</td>
</tr>
<tr>
<td>2035-1</td>
<td>3’ Awning rail section - Left side</td>
<td>7304-1</td>
<td>Awning rail 4’ middle section</td>
</tr>
<tr>
<td>2044-1</td>
<td>Floor Mount Deck Plate Kit</td>
<td>7305-1</td>
<td>Awning rail 5’ middle section</td>
</tr>
<tr>
<td>5335-1</td>
<td>Cream Touch Up Paint</td>
<td>7306-1</td>
<td>Awning rail 6’ middle section</td>
</tr>
<tr>
<td>7004-1</td>
<td>Vinyl repair kit</td>
<td>CALL</td>
<td>Overhang Mounting Brackets</td>
</tr>
<tr>
<td>Wax</td>
<td>Wax</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Wax

Wax
**Installation Options for Overhang or Low Eaves**

**Minimum mounting height is 6′ 8″ for Model 900XT and 7′ for Model 1000XT**

If there is not enough clearance under an overhang, the awning can be mounted to the facia of the overhang - see figure 1. The following are some low overhang mounting techniques, as well as options for mounting on the front or underside of a deep overhang.

Using the methods shown in Figure 1 through 3 may require you to relocate the wall brackets as well. The wall brackets are normally placed in the same vertical plane as the awning rail and upper brackets. If the awning rail and upper brackets are more than 12″ away from the house, the wall brackets must be adjusted away from the house as well. The wall brackets must be attached to a vertical plane (not horizontal) as shown in figures B and C. If no vertical plane is incorporated, you should use the Floor Mount feature of the ground bracket. Refer to Appendix A in this booklet for further instructions on how to use the Floor Mount feature as shown in Figure A.

**Floor Mount / Wall Bracket Options**

The hardware can be mounted to the deck or patio (A), using the Floor Mount feature, utilizing the supplied Deck Plates. Flower boxes (B) and benches can also be used to mount the wall brackets. Vertical posts can be mounted between the deck or patio and the underside of the overhang (C).

**OPTION 1 - Mounting the awning rail and upper brackets to the fascia board.** With a 1x4″ fascia board, the awning can be mounted as in the instructions that come with the awning. (See Figure 1)
OPTION 2- With a gutter on the fascia and no room for the awning rail or upper brackets, a board can be mounted in front of the gutter using our Overhang Mounting Brackets secured to the rafters under the overhang. The number of brackets, which can be purchased separately, will vary according to the width of the awning. [See Figure 2]

WARNING: THE OVERHANG MOUNTING BRACKETS MUST BE SECURELY FASTENED TO THE RAFTERS AND POSITIONED EVENLY ALONG THE BOARD.

OPTION 3- The awning can be mounted under an overhang if desired. A predetermined set of Overhang Brackets, [Table 1] depending on the size of the awning, must be purchased separately. A board must be secured to the overhang so that the awning is in the desired location. Remember to mount the wall brackets accordingly as noted in the Floor Mount / Wall Bracket Options section.

WARNING: THE OVERHANG MOUNTING BRACKETS MUST BE SECURELY FASTENED TO THE RAFTERS AND POSITIONED EVENLY ALONG THE BOARD.

NOTE: If mounting Upper Brackets to facia or 1” x 4” board using Overhang Mounting Brackets, you may choose to replace the supplied 1/4” x 3” lag screws with shorter lag screws or machine bolts with washers/nuts (not supplied).

Figure 2

Figure 3

Overhang Mounting Brackets

<table>
<thead>
<tr>
<th>Awning Size</th>
<th>Number of Brackets</th>
</tr>
</thead>
<tbody>
<tr>
<td>7-8’</td>
<td>3</td>
</tr>
<tr>
<td>9-11’</td>
<td>4</td>
</tr>
<tr>
<td>12-14’</td>
<td>5</td>
</tr>
<tr>
<td>15-17’</td>
<td>6</td>
</tr>
<tr>
<td>18-20’</td>
<td>7</td>
</tr>
</tbody>
</table>

Table 1
Appendix 'A'

FLOOR MOUNT FEATURE
INSTALLATION INSTRUCTIONS

TOOLS NEEDED: Electric drill, Phillips screwdriver, center punch, hammer, pencil, 1/8” & 1/4” Drill bits, 7/16” wrench, small file.
For wood decks: 3/16” & 5/8” drill bits.
For masonry patios: 5/16” & 5/8” masonry drill bits.

PARTS ENCLOSED: (2) deck plates, (4) #14 x 1-1/4” Phillips screws, (4) 1-1/2” plastic anchors.

WARNING: Failure to wear safety glasses or to follow the instructions below can result in PERSONAL INJURY!

PLEASE NOTE THAT LEFT AND RIGHT REFERENCES ARE AS YOU ARE FACING THE HOUSE.

Complete Steps 1 thru 8 on the SunSetter awning installation instructions. On step 9 of the SunSetter installation instructions, the awning rail should be mounted 2” below an eave or any obstruction (See Figure 1). This is necessary as you may need the additional clearance while using the Floor Mount Feature. After determining your desired mounting height, complete steps 9 thru 23 of the SunSetter Awning installation instructions and then complete the steps listed below.

CAUTION: BE CAREFUL NOT TO ALLOW THE AWNING TO FALL DURING THESE STEPS

Step 1. Attach a deck plate onto the end of the ground bracket and secure with the ground bracket handle- see figure 2a and 2b. Make sure that hole ‘C’ in the deck plate is positioned away from the house- see figure 3.

Step 2. Operate the lift handle and extend the inner arm until the attached deck plate contacts the deck or patio surface.

Step 3. Position the arm so that the ground bracket is directly below the upper bracket and plumb the arm left to right and front to back. NOTE: IF THE UPPER BRACKETS ARE INSTALLED ON THE WALL, POSITION THE GROUND BRACKET AS CLOSE TO THE WALL AS POSSIBLE AND PLUMB THE ARM LEFT TO RIGHT. Mark the center of holes A and B (Figure 3) with a small punch or pencil. (A thin marker may work better for masonry patios). Mark the same locations for the other side. Move the arms out of the way and have your helper secure them.

Step 4. FOR WOOD DECKS: Drill 3/16” pilot holes, at points A and B, 1-1/2” deep for each of the two mounting screws on each plate (Figure 3).

FOR MASONRY PATIOS: Drill 5/16” pilot holes at points A and B, 1-1/2” deep for each of the two #14 plastic anchors (Figure 3). Install the anchors with a hammer being careful not to collapse the anchors.

Step 5. Remove the deck plate from bottom of the arm. Place the deck plate over the holes that you just drilled and align them with holes A and B in the deck plate. Mark the center of hole C and remove the deck plate. Repeat this step for the other side.
Step 6. Drill a clearance hole (one per plate) at point C, 3/8" deep using a 5/8" drill bit. Make sure to clean out the holes.

Step 7. Place the deck plates over the mounting holes and install the plates with the supplied #14 stainless mounting screws. Place the ground brackets on the deck plates and secure them together using the ground bracket handles.

Step 8. Be sure that the latch on the lift handle is fully engaged in a square hole inside of the inner arm- see figure 4. If not, raise the arm slightly so the latch engages in the next hole. You may need to unroll the fabric slightly if you cannot raise the arm easily. The lift handle will retract back towards the outer arm without assistance when the latch is fully engaged in a square hole. Do not force the handle closed as this will cause damage to the lift handle assembly. Figure 5a shows a correctly engaged lift handle. Figure 5b shows a lift handle that is engaged incorrectly.

Step 9. Make sure that both inner arms are extended the same amount from the outer arm. Adjust the arms, if needed.

Step 10. Determine how you will use the arms on your awning.
• Proceed to step 11a if you will be using the awning with either one or both support arms in the vertical position.
• Proceed to step 11b if you will be using both support arms only in the angled position.

Step 11a. FOLLOW THIS STEP IF YOU WILL BE USING THE ARMS IN THE PATIO (VERTICAL) POSITION. On the inside of the inner arm, locate the hole that the lift handle latch is currently engaged in. Make a mark next to this hole. This is necessary so that you will close the awning at the same location each time. Repeat this step for the other arm. Skip to step 16.

Step 11b. FOLLOW THIS STEP IF YOU WILL NOT BE USING THE ARMS IN THE PATIO (VERTICAL) POSITION. Look at the front of the inner arm. There should be a round hole either right below or right behind the bottom edge of the outer arm- see figure 6. If there is, continue with this step. If there is not a hole in the location explained above, skip to step 12 now. With a pencil, make a mark next to the round hole that is either below or right behind the bottom edge of the outer arm -see figure 6. Operate the lift handle and extend the inner arm about 2" so that you have access to the back of the arm (figure 7, step 1). On the next hole above the hole that you marked with the pencil, place an extra 1/4-20 x 1/4" screw supplied through the round hole from the back of the arm (figure 7, step 1). Attach an extra acorn nut supplied to the front of the inner arm and tighten with a 7/16" wrench. Lower the arm to the new acorn nut stop (figure 7, step 2). Repeat these steps for the other arm. Skip to step 16.

Step 12. If there is no round hole right below or right behind the bottom edge of the outer arm, you must drill a hole for the acorn nut stop on the front of the inner arm. Please follow the steps listed below.

Step 13. Make sure the ground bracket is sitting flat on the deck or patio surface. Using a pencil, draw a horizontal line on the face of the inner arm as shown in figure 8. At the center of the inner arm, draw a small vertical line that intersects with the horizontal line. This is the hole location for the acorn nut stop.

Step 14. Detach the ground bracket from the deck plate using the ground bracket handle. Operate the lift handle and slowly extend the inner arm approximately 4".
Step 15. Center punch the location for the acorn nut stop from step 13. Drill a 1/8” pilot hole, then enlarge to 1/4”. Deburr the hole if needed. From the back of the arm, place the 1/4-20 x 1/4” screw through the hole that you drilled. Attach the acorn nut to the front of the inner arm and tighten with a 7/16” wrench (see figure 7, step 1). Operate the lift handle and raise the inner arm to the acorn nut stop. Reattach the ground bracket to the deck plate. Repeat this step for the other arm.

Step 16. Using a Phillips screwdriver, remove the two short screws on each inner arm—see figure 9. Repeat for the other arm.

Step 17. Continue with Step 28 of the Sunsetter awning installation instructions.

Note: If you plan to use either arm in the vertical position, you need to call SunSetter Customer Service at 1-800 670-7071 and purchase another set of deck plates and then follow Steps 29-37 on page 12 to properly install them on your deck or patio.

To move the arms from the deck plates close to the house to the vertical position, complete the following steps.

• Fully open the awning according to your operating instructions.
• Unlock the ground brackets from the deck plates using the ground bracket handle (see Figure 10).
• Move the arm to the patio (vertical) position.
• Place the bottom of the arm over the deck plate that you installed away from the house. Secure the arm to the deck plate by lifting the ground bracket handle and rotate it clock-wise approximately 1/4 turn until it locks.
• To move the arms back to the deck plates closer to the house, reverse the above procedure.

CAUTION: USE CARE WHEN MOVING THE ARMS BACK TO THE DECK PLATE CLOSER TO THE HOUSE.
The SunSetter awning is not designed to hold the weight of rainwater pooling on the fabric. You must tilt the awning to allow appropriate drainage and prevent water from accumulating on the fabric (see the Homeowners’ Operation and Maintenance manual for details).

**WARNING: 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.

4. Have a helper turn the water faucet on. Let water run **ONTO THE GROUND** until there is a solid stream of water. **DO NOT ALLOW ANY WATER TO RUN ONTO THE FABRIC.**

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 fully drain the water from the fabric.

10. When the drain stops, make sure most water was drained. If not, repeat the process until most water is drained off of the fabric.

11. Follow the normal closing procedure to lower 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.

**Note:** We recommend that you purchase Rainaway arches to help prevent water collection and sagging. You must set one arm lower and create enough drop to allow rainwater to run off without accumulating on the fabric when you leave your awning unattended. If the weather forecast is unclear, and could be stormy, the awning must be retracted completely against the house when unattended.
5-Year Limited Manufacturer's Warranty
Awning and Accessories Model 900XT and 1000XT 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?
The following components of the SunSetter 900XT and 1000XT models and their accessories (defined as accessories attached to the awning) are covered under this Warranty, subject to the limitations set forth below. These components have a five (5) year limited (prorated) warranty, against manufacturer’s defects as outlined below:

(a) Should the purchaser promptly notify 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 arms, rafters, 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.

FRONT ROLLER BAR is warranted 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.

DRIVE UNIT 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 900XT and 1000XT awnings are designed for residential uses only. They are not designed for commercial uses, and are not designed to be installed on moving vehicles. The SunSetter 900XT and 1000XT awnings are also not designed to be used for carports. Any damage that results from the purchaser’s use of the SunSetter 900XT and 1000XT awnings for commercial uses or 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.

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 (except for awning accessories made by SunSetter Products) 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 24 hours a day, 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.

Visit the Owners Corner on the web at www.sunsetter.com/ownerscorner. The Owners Corner is exclusively for our customers.

From the Owners Corner you’ll find technical support & troubleshooting steps for your awning and accessories. While visiting the Owners 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.

Thank you for Choosing SunSetter!