

Brasilia Azul Free Standing Awning

User and Installation Manual

February 2018 version

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2. READ ME!

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

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

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

BE CAREFULL! A correct and proper assembly as well as the integrity of the installation surface of your Brasilia Azul Free Standing Awning is the sole responsibility of the customer – user.

3. Getting ready

3.1. Tools and help you will need



- Security knife for unpacking
- 6' ladder
- Measuring tape
- Ratchet and Sockets (13 mm (+/- 1/2") and 7 mm (+/- 11/16").
- Philips screwdriver to open the tube
- 6 mm and 8 mm Allen key
- Level

You will need help to install the Dual Awning on its support. It takes two persons to safely install the casing on the supports. You will also NEED TO RENT A MANUAL LIFT (see figure 1).



3.2. Revision of installation requirements

Evaluate the required space to install the free standing Awning by **following the steps** explained in sections **3.2.1** and **4.1**.

3.2.1. Required installation space

Your free standing Awning has an adjustable pitch and will be set to a minimum of 18'' when opened, for a 6.5' projection. When assembled, the structure of the 12 x 10 Azul measures 8' 5'' high by 10' by 12' (with both fabric sides fully extended). The structure of the 16 x 10 Azul measures 8' 5'' high by 10' by 16' (with both fabric sides fully extended). **Please consider this when selecting the installation area**.

The motorized version of the Azul free standing Awning requires an AC (GFI) outlet. The length of the electrical cord is 24 feet, **please also consider this when selecting the installation area.**

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

3.2.2. Unpacking you free standing Awning

Your Azul free standing Awning comes in **two distinctive tubes; the smallest and heaviest** of the two contains the Awning casing. **The larger and lighter tube** contains the 2 pillars, the 2 **'T'** shaped bases, the 2 brackets, the hardware and remote handset (in the accessory box found in the tube) for the motorized version and the hand crank.

LIGHTER - LARGER TUBE: Unscrew and remove completely all 4 gypsum screws at each end of the tube and the 4 screws of the hardware compartment; put them aside for storage. <u>Make sure that all screws are removed since they may damage the parts if left</u> <u>on the tube</u>. Use a hammer to knock the borders of the wooden caps to clear them. Remove the wooden caps and pull the parts out of the tube. A second person is mandatory to safely perform this operation. Rest the parts on a canvas or grass to avoid cosmetic damage.

HEAVIER – SMALLER TUBE: Unscrew and remove completely all 4 gypsum screws at each end of the **smaller tube**; put them aside for storage. <u>Make sure that all screws are</u> <u>removed since they may damage the casing if left on the tube</u>. Use a hammer to knock the borders of the wooden caps to clear them. Remove the wooden caps and pull the casing out of the tube. A second person is mandatory to safely perform this operation.

Rest the casing on stands, on a canvas (tarp) or two stable and strong easels. Carefully remove the plastic wrapping with a security knife. Do not use a regular knife or Exacto as this can damage the awning.

<u>CAUTION:</u> The Azul arms are spring loaded and could open without warning. They were closed in the factory, but if damaged during transportation, they could abruptly open while being unwrapped.

3.3. Parts list

Larger tube (with accessory box inside)

- 1. 2 mounting brackets
- 2. 2 '**T**' shaped bases for mounting the pillars.
- 3. 2 pillars.
- 4. 1 Hand crank (wrapped on one of the pillars)

Accessory box

- 5. 4 screws (2 7/8") with matching nuts.
- 6. 6 screws (2 5/8") with matching nuts.

- 7. 12 small washers
- 8. 8 large washers
- 9. 1 remote handset (motorized unit)

Small heavy tube

10. Dual Awning Casing



4. Overview

4.1. Where to install

The Azul free standing Awning can be installed on your Patio floor or any other perfectly FLAT, SOLID AND LEVEL SURFACE which has the required space and strength to support the weight of this free standing structure. If you decide to install your Azul on the LAWN, please make sure the SURFACE IS LEVEL AND STRONG ENOUGH to support the full weight of the Azul's structure without sinking.

Installation on loose ground is not recommended.

5. Installing the free standing Awning

5.1. Structure assembly

Once you have measure and chosen the area for the installation, place all the parts, required tools and the manual lift near the area onto which the free standing Awning will be installed

5.1.1. Pillars – bases assembly

- **5.1.1.1.** Insert the first pillar into one of the **T** shaped bases. Make sure that the pillar's screw hole located at 7 5/16" from its base is the part of the pillar that will be inserted in the base.
- **5.1.1.2.** Once the pillar is inserted in the **T** shaped base, secure the pillar in place using one of the 2 7/8" bolt, 2 large washers and matching nut.
- **5.1.1.3.** Insert one of the large washers into the bolt. Insert that bolt with washer into the hole from the outside to the inside. Install the second large washer where the bolt is protruding on the other side and secure the bolt tightly with the matching nut using an 8mm Allen key on the bolt side while holding the nut in place with a ratchet and 13mm socket.
- **5.1.1.4.** Repeat the procedure for the second base pillar assembly.

5.1.2. Installing the brackets on the Awning Casing

Install the first bracket on the **underside of the casing at 1 1/4**" **from the inner edge** of the casing (**see figure 2**). Make sure that the 3 holes are visible.



Once the 3 holes are visible, Install a small washer into each of the 2 5/8" bolts. Insert the 3 bolts – washers into the 3 holes. Install 3 other small washers on the other side of the bracket and secure each of these bolts with the matching nuts using a 6mm Allen key and the ratchet with a 7mm socket. **Repeat the same procedure with the other bracket**.

5.1.3 Installing the casing on the pillars

IMPORTANT SAFETY NOTICE: The **casing is quite heavy**, it is **mandatory** to have **2 persons** when putting the casing on a manual lift to be rented for this purpose. **NOTE: Before putting the casing on the manual lift**, make sure to put some **protective covering on the manual lift's top plate** to avoid scratching the casing.

- **5.1.3.1.** Put the manual lift in the **middle of the installation area**.
- **5.1.3.2**. Put the **protective covering** on the manual lift's **top plate**.
- 5.1.3.3. With the aid of another person, put the casing on the lift.
- **5.1.3.4.** Put both the left and right Pillar/Base assemblies on each side of the structure at approximately 1' from the casing.
- **5.1.3.5.** With the Manual Lift, raise the casing so that the bottom of the brackets are between 1" and 2" above the top of the pillars.
- **5.1.3.6.** Bring inwards both Pillar/base assemblies and align them perfectly with the bottom of both brackets previously installed under the casing in section 5.1.2.
- **5.1.3.7.** Slowly lower the Manual lift/casing so that the **top of the pillars insert themselves into both casing brackets**. Make sure that the screw holes are aligned properly.

- **5.1.3.8.** Secure the casing to both pillars using the 2 7/8" bolts, 2 large washers and matching nuts. Insert one of the large washers into the bolt. Insert that bolt with washer into the hole from the outside to the inside. Install the second large washer where the bolt is protruding on the other side and secure the bolt tightly with the matching nut using an 8mm Allen key on the bolt side while holding the nut in place with a ratchet and 13mm socket.
- **5.1.3.9.** Repeat this operation for the other pillar.
- **5.1.3.10.** When all the bolts and nuts are secured and tight, remove the manual lift from under the structure/housing.

5.1.4. Levelling the Structure

IMPORTANT NOTE: It is mandatory that the structure be level before operating your free standing Awning.

5.1.4.1. First step: Measure the distance between both pillars at the top of the structure where they insert into the brackets directly under the casing and take note of this measurement (see figure 3).



5.1.4.2. Second step: Measure the distance between both pillars at the base of the structure and take note of this measurement (see figure 4).



5.1.4.3. Firstly, using a level, verify the vertical levelling of both pillars and take note which pillar needs adjustment if the need be.
Secondly, If there is a difference between the measurements between the first and second steps, you will need to push slightly the base on the side that is not levelled.

Repeat these steps until your free standing Awning is perfectly level.

5.2. Testing your installation

You will need help to test the strength of the installation of your free standing Awning. Open it completely. A person should be standing where the complete structure can be seen. The other person must gently raise one of the awning's front bar and move it. A properly installed free standing awning will see its arms move a little, but the structure must not move. If the structure does move, this means that there are 2 possible issues:

1- The bolts and nuts are not tight enough; re-tighten the bolts and nuts.

2- The surface on which the structure is installed is uneven; in this particular case, you will need to use solid shims under the base plates (see figure 5), where one or more of these 4 base plates are not in contact with the surface onto which the structure is standing. Please note that these shims must be the same dimension or slightly larger than the base plates.



Figure 5

5.3. Connecting and operating your free standing Awning

Plug your power cord into an AC (GFI) outlet.

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

5.3.1. Remote and support

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

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

5.4. Last details

The **limits** where the **awning opens and closes** have been programmed and tested in the factory. **To modify the limits, see appendix 7.B.**

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

Test your free standing Awning by pressing the up and down buttons on the remote.

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

6. Safety and advice

<u>WARNING:</u> PRIOR TO OPERATING THE FREE STANDING AWNING, BE SURE THAT NO OBJECT OR PERSONS COMES 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.

<u>CAUTION:</u> Never hang items from any part of the free standing Awning, except the accessories supplied by the manufacturer.

WARNING: NEVER ATTEMPT TO REPAIR OR DISASSEMBLE ANY PART OF THE FREE STANDING AWNING WITHOUT FOLLOWING REPLACEMENT PART PROCEDURES SUPPLIED BY THE MANUFACTURERS. TRYING TO DO SO WITHOUT PROPER INSTRUCTIONS CAN RESULT IN PERSONAL INJURIES AND CAUSE YOUR AWNING TO MALFUNCTION.

<u>CAUTION:</u> DAMAGES to the Awning Fabric, Arms and Mechanism CAUSED BY WATER POOLING, SNOW, ICE ACCUMULATIONS OR HIGH WINDS are NOT COVERED BY THE MANUFACTURER'S WARRANTY. Always retract your Awning during periods of snow, ice pellets, rain or high winds. Never leave your Awning extended out and unattended during periods of heavy winds.

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

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

6.1. Acrylic fabric maintenance

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

Standard Maintenance:

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

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

6.2 MAINTENANCE OF YOUR ELECTRIC MOTOR AND REMOTE CONTROL

Outdoor Electric Motor:

The electric Motor is equipped with an **automatic overheat shutoff system**. If you **operate your free standing Awning several times continuously**, the motor will stop its operation before it overheats. The motor will **resume normal operation after at least 20 minutes of cooling down (depending on the ambient temperature)**.

Protecting the GFI Electrical Outlet from water damage when the motor cord is plugged in:

To prevent water from entering the AC (GFI) Wall Outlet it is recommended to form a dip loop at the end of the power cord, see figure 6. Additionally, it is recommended to install a Weatherproof Cover over the Outlet. Covers are available at most local hardware stores.



Preparing your free standing Awning for winter:

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

Replacing the battery in your remote transmitter:

- Please note that you will most likely need to replace the battery in you remote handset after 3 years, or less if the remote stops working.
- Test your remote handset by keeping one of the buttons on the remote pressed; the LED indicator should flash for at least 5 seconds, if this is not the case, the battery needs to be replaced right away.
- You should be able to find this type of lithium battery (12V, 27A type) in just about every hardware or electronics store.
- To replace the battery, you will need to remove the battery cover by gently pressing and sliding it out; check the orientation of the old battery: this will indicate you the correct polarity, remove the old battery and put in place the new battery while making certain to respect the polarity. Re-install the battery cover (see figure 7).



7. Appendices

7.A. Adjusting the pitch

Fully open the free standing Awning using your hand crank or remote transmitter, as applicable. **Unplug the AC power cord from the outlet after opening the awning.**

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



<u>Note:</u> Depending on the free standing **Awning size**, the weight of the front bar varies (wider free standing Awnings will have heavier front bars). This will influence how high you can raise the front bar, using the adjustment capabilities of the arm clamps.

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

Have your helper lift the front bar several inches above the desired height. There are 2 setscrews under the arm support. The one closest to the middle of the casing prevents the front bar from going higher and the one farthest from the middle of the casing prevents the front bar from going lower. See figure 8.

To decrease the slope:

- Use an Allen key to lower the screw closest to the casing, and then raise the screw that is farthest from the casing.
- Ask your helper to gently release the front bar to see if it reached the desired height.

To increase slope:

- Use an Allen key to lower the screw that is farthest from the casing, and then raise the screw that is closest to the casing.
- Ask your helper to gently release the front bar to see if it reached the desired height.

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

Repeat the same procedure for the other Awning side.

You are now done with the installation. Plug the power cord into the AC (GFI) outlet and enjoy your free standing Awning.

7.B. Programming the free standing awning limits

You will need the green plastic adjustment tool included with your free standing awning. **NOTE: The front of the remote has to point towards the awning (see figure 9)**.



Figure 9

7.B.1. Programming the close limit

- 1. Plug in the AC power to your motor.
- 2. Press the top button on the remote handset and let it go; if the motor is still running after the free standing awning is fully closed, stop it by pressing the middle button on the remote.
- 3. The WHITE endless screw controls the close limit. (See figure 10 bottom of picture).
- 4. Turn the WHITE endless screw clockwise to change the closed limit of your free standing Awning. If the Awning does not move, continue turning the endless screw clockwise until the Awning moves. If the Awning closes too much, turn that same WHITE endless screw counter clockwise.
- 5. Once the limit is properly set, cease any adjustment and press the **middle button** on your remote handset.



Figure 10

7.B.2. Programming the open limit

- 1. Connect the AC power to your motor.
- 2. Press the bottom button on the remote handset and let it go; if the motor is still running after the free standing awning is fully opened, stop it by pressing the **middle button** on the remote.
- 3. The RED endless screw controls the open limit. (See figure 10 top of picture).
- 4. Turn the **RED endless screw clockwise** to change the open limit of your free standing Awning. If the Awning does not move, continue turning the screw clockwise until the Awning moves, if it moves out too much and the tarp is becoming loose, turn that same RED endless screw counter clockwise until the tarp is tight but with the arms fully extended.
- 5. Once the limit is properly set, cease any adjustment and press the **middle button** on your remote handset.

7.C. Wind Sensor

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

IMPORTANT NOTICE: <u>The manufacturer does not assume any liability for personal</u> injuries nor material damages caused by undetected atmospheric events.

The sensor is equipped with an integrated radio transmitter and autonomous power supply with two batteries. The product functions by detecting in real time any vibrations of the front bar of the awning, generated by the force of the wind. When the value detected by the sensor exceeds the set intervention threshold, the sensor sends a radio signal to the receiver on the motor, which in turn issues a command to **CLOSE** your Awning.

7.D. New Wind Sensor installation

NOTE: This procedure <u>only applies</u> if you need to replace your original wind Sensor

7.D.1. Open the sensor by *push the cover in the direction of the arrow* and remove the cover.



7.D.2. IMPORTANT- The Dooya wind sensor must be installed on the inner face of the front bar of the awning but it must not interfere with the total closing of the awning. The sensor must be positioned near the right-hand or left-hand corner of the front bar of the awning, not near the center.

- **7.D.3.** Secure the upper shell of the sensor (the one with the electronics) on the front bar of the awning, using a strip of double-sided tape, so that it can easily be moved during programming, if it is necessary to improve radio communication with the motor.
- **7.D.4.** Perform wind sensor memorization (see section 7.E.1.) and system calibration (see section 7.E.2.).
- **7.D.5.** Mark the position of the sensor on the bar of the awning; then remove the sensor and the strip of double-sided tape.
- **7.D.6.** Remove the seal from the lower base of the sensor and secure this base in the position marked on the bar.

CAUTION! – *Final installation of the wind sensor requires drilling the front bar* of the free standing awning (see figure 11). If the replacement wind sensor is a similar model than your original one, you can use the existing screw holes to definitely attach your replacement wind sensor to the front bar of your awning.







7.E. Memorizing the wind sensor in the motor receiver

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



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



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

- Connect the AC power to the motor and open the awning halfway. On the new wind sensor, put the threshold sensitivity dial to '0'. See figures 19 and 19.1. Install the batteries while respecting the polarity: the sensor will emit a 'beep' to indicate it is functional.
- 2. On an **already memorized remote handset**, press the **P2 button 2 times**, the **P2** button is on the back of the remote handset. **See figure 20**.
- 3. On the new wind sensor, press the multifunction button once, the sensor will emit a 'beep' to indicate that it is associated with the motor.
- 4. Set the sensor's sensitivity level with the threshold sensitivity dial. Set it to 5, (see figure 19.1) which is the mid sensitivity position and press the multifunction button once; the awning will close completely.
- 5. Set the sensor's **sensitivity level to 9** and **press on the multifunction button once**; the awning will **open** completely.
- 6. Set the sensor's sensitivity level to 4, the wind sensor is now programmed. See section 7.F.2. for the complete instruction on regulating the sensitivity to wind.



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7.E.1. Calibrating the sensor

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



7.E.2. Regulating the sensitivity to the wind

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

Very important! – During this operation, there must be absolutely NO wind. You can then test the sensitivity in the following way:

- 1. Open awning completely.
- Before modifying the base factory settings, you need to check whether these settings may be OK as they are. To do so, shake the front bar of the awning manually to make it vibrate strongly (the force of the action must be comparable to that produced by gusts of wind).
- 3. Based on the result (too sensitive/not sensitive enough), you must modify the factory base settings on the threshold sensitivity dial (see figure 15).
- 4. Lastly, repeat the test conducted in point 2.

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

If necessary, repeat the procedure several times until you find the best setting. **NOTE:** After the free standing Awning has been closed by the wind sensor, you will need to wait 5 minutes before you are able to open it again.

7.E.3. Memorizing a new remote handset

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

- 1. Remove the AC power to the motor.
- 2. Push and slide out the battery cover of the new remote, make sure that the battery is properly installed and locate the **P2 button underneath the battery** cover near the battery housing (see figure 16).
- 3. Put back the AC power to the motor and then press the **P2 button twice**, you should now hear the motor emitting a 'beep' which indicates that the new remote has been memorised by the motor.



Figure 16

7.E.4. Timeout after a "wind alarm"

If the awning has closed due to a "wind alarm", it can only be opened again after a timeout of about 5 minutes. During this timeout, any command for opening will not work.

7.E.5. Detection of "low battery"

When the sensor detects the low battery charge condition, the sensor will beep every 5 seconds to prompt the replacement of the batteries.

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

8. Troubleshooting Guide

Installation issues

Problem	Can I hardwire my free standing Awning directly to my
	house's electric system?
Solution	It is indeed possible to hardwire your free standing
	Awning's motor directly to your house's electrical
	system. For that matter, you will need to cut out the AC
	plug at the end of the cable, but do bear in mind that
	this will void the warranty on the motor and can also
	cause the programming of the motor to become more
	difficult. If you really need to go this route: NEVER CUT
	THE WIRE MORE THAN 30 cm FROM THE MOTOR SINCE
	THIS COULD POSSIBLY CUT THE ANTENNA WIRE. ALSO,
	PLEASE MAKE SURE TO HAVE A POWER SWITCH
	ACCESSIBLE NEAR THE ASSEMBLY TO FACILITATE THE
	PROGRAMMING PROCEDURE.
Problem	What is the minimum and maximum slope of my free
	standing Awning?
Solution	15 degrees: Even if it is possible to put the front of your
	free standing Awning higher, you have to make sure
	that it has a sufficient slone from back to front to allow
	the rain water to drain completely: the more abrunt the
	slope is ensures that the water will not nool on the
	fabric of your awning since it is not meant to support
	water per spow accumulations as this will damage the
	fabric and also possible damage the arms
Appearance issues	Tablic and also possible damage the arris.
Appearance issues	The fabric has small wrinkles on each side of the seams
Froblem	hut not alsowhore
Solution	This is normal and is caused by the seam which is thicker
Solution	than the fabric
Problem	When my free standing Awning is open one side of the
FIODIem	front har is always higher than the other
Solution 1	Although for the fact that the free standing awning is
<u>solution 1</u>	adjusted at the factory a difference of a few millimeters
	in the levelling of the structure will have an impact
	resulting in many centimeters on the final clone result
	Therefore, you will need to readjust the surging's classes
	niererore, you will need to re-adjust the awning S slope;
	please note that the slope is adjustable independently
	on each of the two arms. See appendix 7.A for further
	details.

Problem	L have a wind sensor but my free standing Awning does not
Problem	close when it is windy
Solution 1	Check if the awning opens and closes with the remote
	handset if this is the case.
	 Replace the wind sensor's batteries with new ones
	PLEASE NOTE THAT YOU NEED TO UNPILIG THE MOTOR
	FROM THE AC BEFORE REPLACING THESE BATTERIES
	If it is not the case: See the problem 'My remote control doesn't
	make my free standing Awning open or close'
Solution 2	Proceed with testing the wind sensor to see if it is programmed
	as it should be
	See section 7 E to consult the wind sensor's programming
	buttons diagram
	Unscrew the wind sensor's cover to access the internal
	programming buttons: press Multifunction button to close the
	awning
	If the awning closes this means it is programmed properly see
	section 7 F.1. for calibration.
	If the awning does not close, see section 7.F. to program the wind
	sensor.
Solution 3	Is the wind sensor installed properly on the front bar near one of
	the edges? If not, see section 7.D.2. for installation instructions.
	Please note that the wind sensor needs to be oriented correctly;
	the lettering as to 'read' in the correct direction.
Problem	I have a wind sensor and my awning closes even when it is not
	windy.
<u>Solution</u>	The wind sensor's sensitivity is adjusted too high. Calibrate the
	wind sensor following the steps in section 7.E.2.
Problem	My remote control does not make my awning open or close.
Solution 1	If your awning is not fully closed, it could sometimes refuse to
	close completely; you then need to open it a bit more and then
	close it completely.
Solution 2	If your awning stops while opening or closing or immediately
	after it has moved, this could indicate that the overheating
	protection was triggered; if this is the case, wait a full 20 minutes
	and do a second attempt.
Solution 3	When the wind sensor triggers the awning to close, the awning
	will refuse to open for the next 5 minutes. After this 5 minute
	delay has expired, the awning will be operational again.

Solution 4	 Check if the AC outlet used is functional by plugging something else like a lamp into it. If the AC outlet is indeed functional but the awning still refuses to work, verify the remote handset. Verify if the remote handset batteries are working. A remote handset with weak batteries will also have a reduced range. Replace the batteries with a new set of AAAs.
Problem	My motor is not responding but it was working just minutes ago.
Solution 1	If your awning is not fully closed, it could sometimes refuse to close completely; you then need to open it a bit more and then close it completely.
Solution 2	If your awning stops while opening or closing or immediately after it has moved, this could indicate that the overheating protection as been triggered; if this is the case, wait at least 20 minutes (depending on the ambient temperature) and do a second attempt.
Solution 3	When the wind sensor triggers the awning to close, the awning will refuse to open for the next 5 minutes. After this 5 minute delay has expired, the awning will be operational again.
Problem	The awning stops before being completely open or it opens too much and the fabric becomes saggy.
<u>Solution</u>	The open limit of the motor needs to be adjusted; see sections 7.B.2.
Problem	Can other remotes interfere with my awning?
<u>Solution</u>	No, each remote handset has to be 'added' to a specific awning. Other remotes like the one for your garage door cannot communicate with your Awning.
Problem	Can I add more than one remote to my awning?
Solution	Yes, the Dooya motor can memorize up to 20 transmitters- remote handsets including wind sensors.
Problem	I lost my remote and now I cannot program my new remote.
<u>Solution</u>	In this case, please consult section 7.E.3.