

Rainier Track Screen

Congratulations on your new shade product from Alexander Awnings. To increase the longevity and years of enjoyment of your new shade product, please follow these guidelines and instructions. While your shade system is virtually maintenance free, a few simple steps will increase the life and hassle-free operation of your product.

Warranty

- Alexander Awnings' workmanship is warranted under normal conditions for a 5-year period from the time of purchase. Failure to operate our product as per our suggested instructions will make this warranty null and void.
- The product itself has a warranty of 5 years on the motor, frame, and fabric.

Operation

- Your screen should roll up and down with ease. However, if the wind is pushing on the fabric as it is rolling down it may jam up the lower bar in the track. To mitigate this, make sure to be near your screen when rolling it down. With moderate winds present, if you should roll down the curtain and it gets jammed up, it will stop and raise up a couple inches. This happens to help protect the fabric inside the cassette from bunching.
- If your screen is getting stuck while there is little to no wind you can lubricate the tracks with a dry silicone spray. DO NOT use grease or any other heavy lubricants as it could possibly stain the fabric and collect pollutants from the air.

WARRANTY CARD



- Your new screen has a special safety feature built into the motor to help alleviate the possibility of it closing on a child, family pet or any other obstruction. When the bottom bar notices resistance from an object it will immediately stop and raise a couple inches allowing you to remove the obstruction and continue to roll down the screen.
- Your hand held remote has the capability to operate your unit from a far distance. Be careful that you don't place your remote control in an area where a child could accidentally initiate the function of the unit. You wouldn't want your curtain to roll out in a storm without your knowledge.

Troubleshooting

Issue	Causes	Solution
Your roll screen suddenly stops operating while retracting or extending.	This is because the motor has a thermal breaker to protect it from over heating.	If this occurs allow the motor 15-20 minutes to cool down. It should begin operating again.
Your roll screen does not function at all.	A GFI outlet on the exterior of your house has been tripped. A breaker on your electrical panel has been tripped. Your remote-control battery has died.	Go around the exterior of your house and press the reset button on any GFI outlets. Check your electrical panel to see if any breakers are tripped. Replace your remote battery.

If after the above steps have been taken and you are still having issues be sure to call us.