

The Do's & Don'ts of Extending the Life of Your Awnings

- Do keep your remote away from children.
- Never leave your awning unattended while it is extended.
- Do not extend your awning in windy conditions.
- Do not barbeque or have a large open fire under your awning.
- Do not allow birds to nest on your awning.
- Do not allow leaves, twigs etc. to roll up into your awning.
- Do not allow rain or snow to accumulate on extended awnings as this may cause product damage or failure and it's not covered under warranty.

If you have any questions concerning your new purchase, please feel free to contact our office and we will be more than happy to address them. Enjoy the comfort, beauty, and function of your new shade system.



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Retractable Awning Specific Warranty Information



Warranty Information

Alexander Awning's Workmanship - is warranted under normal conditions for a 5-year period from the time of purchase and/or installation. Failure to operate our product as per our suggested instructions will make this warranty null and void.

Acrylic Fabric – is warranted for 10 years from the date of install against mold, mildew, and premature fading.

Retractable Frame – is warranted for 5 years from date of install against manufacturer defects.

Somfy Motor System – is warranted for 5 years from date of install against manufacturer defects.

Note: Misuse of your awning in wind, rain or snow conditions voids all warranties.

Daily Use information

- Your retractable awning can withstand 25km/h winds which is about 3 inches of up and down movement of the front bar.
- Do not leave your awning extended during a thunderstorm. Retractable awnings will withstand a light rainfall depending on the pitch of your awning. They are not designed to withstand heavy down pours. If pooling of rainwater continues to accumulate on the awning the extra weight can not be supported by the arms of the retractable.
- If you roll out your awning halfway (approx. 5ft) it will be less susceptible to wind and rain damage.
- We recommend being outside when using your retractable awning while its fully extended in order to keep an eye on it as wind and rain conditions can quickly change in the Niagara Region.
- Also never leave your property or call it a night while your awning is rolled out. A calm evening can easily turn into a stormy night.
- Do not BBQ or have large open flames under the awning as it can cause damage and/or discoloration to your fabric.

Somfy Motor System (if equipped)

- If you chose to add the Somfy motor option to your new awning, rolling your fabric in and out is a breeze. Water infiltration into Somfy motor controls, switches and electronics are not covered by Somfy warranty.
- Motors are self-contained and require no maintenance.
- Your remote control has a very long range, and it will work a fair distance away from your unit. Be careful that you don't place your remote control in an area where a child can gain access to it, or where it can accidentally be used. You wouldn't want your awning to roll out in a storm without you knowing.
- Your remote control is water "repellent" but still shouldn't be left outside in the elements.
- The battery in your remote is a CR2430 button cell and should last up to 5 years

Manual Crank Operation (if equipped)

- Manual crank operation of your awning provides easy movement. Remember to rotate both of your arms as you turn the crank. You will find technique is just as important as strength for rolling the awning in and out. When you are rolling the awning in you are working against the spring tension built into the arms so you will notice that it will have a little more resistance.
- When you are done operating the awning with your crank, we recommend removing the crank from the gear. That way it will not swing around and cause damage to the surrounding area.
- Remember that the awnings arms will never be completely straight. The slight bend in the arms keeps the fabric taut and tensioned. When rolling out your awning you will always want a small gap in the elbow of the arm as shown in fig. 1



- With manual crank operation it is possible to roll your awning in backwards. Your awning is rolling correctly if the fabric is unrolling off the top of the tube as shown in fig. 2. If your fabric is rolling off the bottom of the tube, you have accidentally rolled your awning up backwards.



Maintenance

- Your retractable awning is almost maintenance free however there is one step you can take to keep your awning running smoothly and quietly.
- On the tube that the fabric rolls around there is a motor or gear on one side and an idler on the other as shown in fig. 3. Be sure to remove the end cap on the idler side at the beginning of each season and lube it with a white lithium grease (can be found at Canadian tire etc.) or WD-40 for a smooth and quiet operation for the season.



Wintertime/End of Season

- In the winter or end of season there are a couple steps to take to keep your product safe and clean for next spring.
- When you roll up your awning for the winter make sure it is completely dry and clear of leaves and debris. This will ensure when you open your awning in spring it will be a clean sheet of fabric.
- If you have the Somfy motor option, we recommend unplugging the unit as this will mitigate accidental operation of the unit in the winter. You don't want to accidentally roll out your awning in the middle of a snowstorm. This will cause extensive damage.