

Retractable Canopy

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 help to 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.
- There is a Lifetime Warranty on all extruded aluminum.
- A 10-year warranty is available from date of sale, if fabric becomes unserviceable due to a manufacturing defect which results in abnormal loss of colour or strength during average use and exposure which pertains to sunlight, mildew, and atmospheric chemicals.
- A 5-year warranty from time of sale on trolleys, pulleys, and end caps.

WARRANTY CARD



How to operate

To operate this unit, you must unravel the cord from its cleat and stand directly beneath the overhead pulley to operate the unit correctly and easily. Once you have it opened/closed, or somewhere in between, put tension on both ropes at the same time and wrap it around the cleat to hold that position.

You may notice some crease lines (known as crazing) in the middle of the fabric panels from shipping but be assured that after a time of exposure to sun and rain, these creases will fade out over time. Depending how often it is opened and closed these creases may re-appear from time to time.

The panels are purposely on an angle to shed any rainfall. This canopy can accommodate moderate rains and winds.

Winter Cover

In the first autumn after the initial install, our installers will return to install the winter cover. This cover is made from a black vinyl and is secured in place with Velcro. It wraps around the unit, leaving the ends open for air movement through the fabric as to restrict mold and mildew growth. The following spring you the customer, are responsible for removing the cover as well as re-installing it the following fall. This helps to give protection and longevity to your fabric.

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 shade system.

WARRANTY CARD

