



## Awning Operation & Maintenance Manual

### Operating a Manual Awning

#### How to Operate:

The manual gear eyelet is located on the right or left side of the roller tube. The gear fits inside the tube, the eyelet is located on the gear generally facing downward for easy access.



Using the crank provided, insert the universal end into the eyelet and crank clockwise. The arms should immediately start projecting out.

Pay attention to the material when cranking in and out, it should always be rolling on top of the tube and not underneath.

When you are close to the maximum projection, always stop before the elbows of the arms lock. Your arms are stronger with more of a bend at the elbow than in the locked position. If the arms of your awning are locked it may be a bit tough to start cranking it back, a little extra muscle may be required.

### Operating Pitch Adjust

The Pitch adjust is available on awnings with no more than 2 arms. It is located at the base of each arm below the mounting beam.

#### Royal Pitch Adjust



#### Plus Pitch Adjust



You can operate the pitch at any time, although it is recommended to operate when not in motion. Using the crank provided, insert the universal end into the eyelet, if at

maximum height, crank the handle clockwise to lower the pitch downwards. Crank handle counter clockwise to bring pitch up.

The pitch adjust operates each arm separately, you may pitch each arm down 2 feet at a time, going back and forth until you reach 45-degree angle or until the pitch reaches its maximum aloud pitch. It is acceptable to retract your awning in and out with the pitch adjusted if the front profile is within 1 foot of being level.

## **Operating a Motorized Awning**

### **Step 1: How to Operate**

Depending if your unit is operated by a single channel or multi channel remote, you may need to select the number on the display by using the right or left button. “o” operates on all units, the individual unit programming numbers will have been assigned at the time of installation.

To project the awning, press the down button. The awning will automatically stop at the outer limit or stop point. To retract the awning, press the up button. The awning will automatically stop at the inner limit or stop point.

### **Step 2: Stopping the Awning Using Remote**

Somfy: Should you wish to stop the awning at any point, simply press the “my” button to stop the shade.

### **Step 3: Setting a Preferred “My” Position**

It’s also possible to program a preferred position. In this example, I’ll set the preferred position at the halfway point. To do so I’ll need to set the awning in motion by pressing the down arrow, I will then press the “my” button to stop the awning at the halfway point.

Then to set the preferred position, press and hold the “my” button until the awning jogs. The preferred position is now set and can be accessed at any time simply by pressing the “my” button. To delete this position, repeat the same process, after holding the “my” button until the unit jogs, the setting will then be deleted.

### **Step 4: While Awning is in Motion**

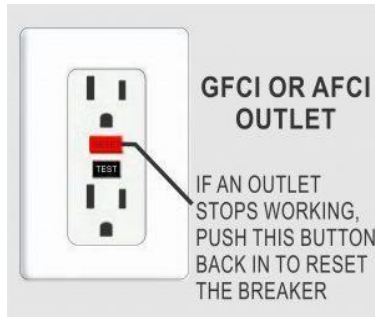
When projecting awnings, always observe that the awning is projecting properly and there is no obstruction to prevent the unit from coming out. This is extremely important as failure to do so could damage the awning.

Always keep sharp objects clear of the sensors as this could result in cutting or damage to the unit. Jot objects and open flame will result in damage to the screen.

## **Maintenance & Troubleshooting**

### **Motorized Retractable Awnings – Spring Check Before Operation**

In the beginning of the season, always check your GFCI breaker and reset it before you try to operate the awning.



Look for any GFCI or AFCI outlet that has been triggered – these outlets have “Test” and “Reset” button and often just pushing the “Reset” button will work.

If power is not restored, call Artistic Awning & Screens for advice or to schedule a service appointment.

#### **Awning remote:**

When you press the button and a red light comes on, showing on the bottom of the front side of the remote, this means the batteries are fine. If the light does not go on you need to replace the batteries.

Tools required: Mini Phillips screwdriver and new battery. The battery needed is a 3V DL 2430 Duracell battery (see photo) you can purchase at a local London Drugs.



Remove the backing of the remote using your mini Phillips screwdriver, take note on what side of the battery is face up before removing it. Replace old battery with new.

Press the down arrow button to ensure the remote is working before putting the backing of the remote case on.

#### **Wind Sensor:**

Batteries should be changed once a year at the beginning of the year.

Tools required: small flat head screwdriver and 2 AAA batteries.

Your wind sensor is located on the front profile bar of your awning, it will be located on the same side your motor is on. To remove the wind sensor, lightly tap it to the left- if

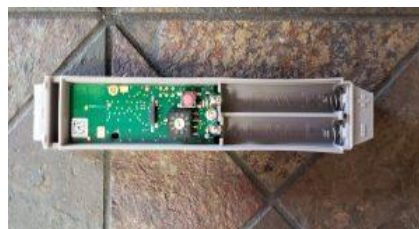
you are unsure, the front of the wind sensor shows picture images of what side is locked and what side is unlocked.



Once removed, flip the device over and pop out the grey backing with your flat head screw driver.

Please take note of the direction of the batteries as the wind sensors go against everything you have ever been taught about what way batteries should go in. Pop the grey backing back onto the sensor and slide the wind sensor back into the base going in from the right.

The awning will not work without the wind sensor attached to the base correctly.



## **Manually Operated Retractable Awnings & Fixed Frame Awnings**

### **Lubrication:**

Although it is not necessary, the awning hardware (moving parts) may be lubricated once a year. A lithium grease spray lubricant can be used if gears are really stiff and hard to operate. Apply a very small amount of lubricant on the pitch adjust bushing to maintain optimal, smooth operation. After application make sure you crank the pitch up and down to spread the lubrication throughout the threading.

**\*\*\*Avoid spraying any lubricant on the fabric.**

**Do Not:** Project the awning(s) beyond the limits, patio awning arms are not designed to extend in a straight line. There must always be a bend at the elbow of the arm for strength and tightness of the fabric. Make sure that the fabric is rolling off the top of the roller tube.

**Do Not:** Leave your awning out in the rain. Retractable awnings will withstand moderate rainfall. They are not designed to withstand heavy rain. If the rain is heavy

enough to create puddles in the fabric, the fabric may stretch. If very heavy accumulation occurs, there may be further damage to the frame.

**Do Not:** Allow birds to nest on your awning.

**Do Not:** Extend your awning in the presence of strong winds, snow, or rainstorms. Your awning can withstand up to 40 kmph. A good rule of thumb is, if your awning is fluttering in the wind and it is uncomfortable reading a newspaper, take your awning in with you.

**Do Not:** Leave your awning unattended, when you are not at home, retract it. When you retire for the night retract the awning.

**Do Not:** Wash your awning with a soap or harsh solution, or scrub too vigorously with an abrasive cleaner, as it will take off the 3M Scotchgarding and possibly destroy the fabric.

**Do Not:** Cook food or have fires within reach of the awning, as fire, smoke and grease can cause damage.

## **Cleaning Care & Maintenance**

### **Acrylic & Vinyl Fabric Cleaning:**

What does proper fabric cleaning involve? Not much at all! The main objective is to keep as much dirt and grime off the fabric as possible.

The fabric can be cleaned without removing it from the frame.

Brush off, with a clean, soft household broom any loose soil. Hose down (do not use a pressure washer- a simple gentle garden hose is sufficient) your awning fabric (top and bottom) with clean water. We recommend you do this on a hot dry day for the fabric to completely air dry before retracting it. We suggest cleaning the awning at least twice each year, in the spring after pollen has spread and again in the fall after the leaves have fallen. Do not use harsh or strong detergents (use Woolite or dawn dish soap) or scrub too vigorously with a cleaner. Never dry the fabric using heat or a steam press. Keep shrubbery and vines away from the system, as many plants contain acids that can be harmful to the fabric.

- Brush off loose dirt
- Hose down
- Prepare a cleaning solution of water and mild soap such as Woolite or Dawn dishwashing liquid
- Use a soft bristle brush to clean

- Allow cleaning solution to soak into the fabric
- Rinse thoroughly until all soap residue is removed
- Air dry

### **Frame Cleaning and Maintenance:**

The frames are all made of non-corrosive materials. We recommend that you wipe down the frame and all moving parts with a damp rag- soap is not necessary.

### **Miscellaneous:**

The valance on your retractable awning is a separate piece of fabric. Because it is more exposed to the elements you may wish to remove it during the winter. Simply remove the end cap from the front rail and slide the fabric and spline off. To avoid creasing the fabric simply remove the spline and store the fabric rolled up rather than folded. Be sure to place it in a dry, well-ventilated area away from rodents. A concrete floor is not an ideal place. Never store in a plastic bag, this can trap moisture and promote mildew.

### **General Troubleshooting Questions**

To avoid the risk of personal injury or damage to your Artistic Awning Retractable Awning, Artistic Awning strongly recommends that you contact your Artistic Awning Authorized Dealer prior to performing any maintenance on your product.

Under normal operation, it is not necessary to perform any adjustments or lubrication to any of the components. We do recommend having a yearly maintenance done by our professional installers to ensure everything is in the best working condition it can be.

### **Your Retractable motorized awning won't do anything.**

**Possible Cause:** The GFCI breaker has been triggered and turned off power to the outlet.

**Solution:** Quickest way to determine if the GFCI breaker has been triggered, unplug your awning and take anything electric device and plug in to the outlet and turn on. If it is receiving power, it is not your GFCI breaker and you need to call for a service. If there is no power, you need to find your closest GFCI breaker and reset.

### **"My motorized Awning keeps retracting every 10 – 15 minutes after I put it out."**

**Possible Cause:** The batteries in your wind sensor need replaced

**Solution:** Remove your wind sensor from the front profile of the awning. Remove back of wind sensor & replace the 2 AA batteries.

\*\* Please take note of the direction of the batteries as the wind sensors go against everything you have ever been taught about what way batteries should go in. Pop the grey backing back onto the sensor and slide the wind sensor back in to the base going in

from the right. The awning will not work without the wind sensor attached to the base correctly.

**Center beam (Marcesa Beam) is sticking out on one side past my fabric.**

**Cause:** Awning was brought in or out when not perfectly level or during a windy time.

**Solution:** Fully extend the awning and carefully push the beam back in the approximate center of the awning.

**“My manual Awning won’t fully come in; it stops about a quarter of the way from being in.”**

**Cause:** The awning was cranked in the wrong direction too much.

**Solution:** If the material is rolling under the awning roller tube, you need to reverse the way you were cranking until it goes to full extension. Keep turning the crank until the fabric gets loose and begins to roll over the top of the roller tube. Awning will now fully retract back in.

IF YOU HAVE ANY ADDITIONAL QUESTIONS REGARDING YOUR ARTISTIC AWNING RETRACTABLE AWNINGS PERTAINING TO MATTERS NOT COVERED IN THIS WARRANTY & MAINTENANCE GUIDE, PLEASE CONTACT YOUR ARTISTIC AWNING AUTHORIZED DEALER.

## **Setting limits & Programming**

(Limits will be set to product specifications upon installation by trained professionals. Only attempt if instructed to by Artistic Awning personnel. If altered and service visit is required, charges may occur)

### **Somfy Setting limits & Programming**



Remote control handheld on wall switch

### **Initiate Programming**

**Step 1:** The first step is to initiate programming. Now all motors are shipped in factory mode, which means neither the upper nor lower limits have been set. Let's refer to the limits as the shade stop position. So to initiate programming we're going to press and hold the up and down buttons simultaneously until the shade jogs. A jog is simply a brief movement of the shade.

### **Confirming the Shade Direction**

**Step 1:** The second step is to confirm the direction of the shade. To do this press and hold the down button to confirm the shade is moving in the down direction. Release and the shade will stop. If this is not the case, you'll need to reverse the direction of the shade. Press and hold the "my" button for two seconds until the shade jogs. The shade direction is now corrected.

### **Setting the Limits**

#### **Setting the Upper Limit**

**Step 1:** The third step is setting the upper limit, or stop position. To do so, press and hold the up button until the shade reaches the most desired upward limit or stop position. Release the button and the shade will stop. For demonstration purposes we're stopping the shade here, however typically the shade would be stopped at the topmost portion of the window.

Now that the desired upper limit or stop point has been set we'll continue with this step by pressing the "my" and down button simultaneously. Be sure to press the "my" button slightly before pressing the down button, this will move the shade in a downward position



to set the lower limit or stop point. Press the “my” button to stop the shade at the desired lower limit or stop position. You may adjust by pressing the up or down arrows.

#### **Step 4: Setting the Lower Limit**

To set the lower limit or stop point, press the “my” and up buttons simultaneously. Be sure to press the “my” button slightly before pressing the up button, this will send the shade to the desired upper limit that has been previously programmed.

#### **Step 5: Confirming Both Upper and Lower Limits**

The fifth step is confirming the upper and lower limits or stop points. To do so, press and hold the "my" button for two seconds. The shade will jog. The upper and lower limits, or stop points, are now confirmed.

#### **Step 6: Exiting Programming Mode**

The sixth step is exiting programming mode. To do so, locate the programming button on the back of the remote control. Then using a small screwdriver, or paperclip, press and hold the button until the shade jogs. The programming is now complete, the remote may now be used to operate the shade in user mode.

## Wind Sensor & Wind Sensor



Awnings can come equipped with automatic wind detection. Set for preterminal wind speed to retract screens under certain weather conditions.

### **Somfy Wind Cup Sensor Programming**

**Step 1:** Run awning out 1 foot

**Step 2:** Press programming button on back of remote and hold until motor jogs

**Step 3:** Press programming button on back of sensor, unit should job confirming it has linked

**Step 4:** Press the up button on remote run awning back in.

Programming is complete

### **Wiggly Wind Sensor Programming**

**Step 1:** Remove the back of the wind sensor, ensure it is equip with batteries and the batteries are in the correct order.

**Step 2:** Take remote, ensure it is on the correct channel. Turn Remote over & press programming button on the back & hold until the awning motor jogs

**Step 3:** Take wind sensor and press and release the red programming button, motor should job to verify connection.

**Step 4:** Put backing back on the wind sensor. Mount wind sensor plate on to the front profile using double sided tape or 1/2" screws. Mount on the same side as the motor is located. Slide the wind sensor on to the plate following the arrows to lock into place.

Programming is complete.