

OUTRIGGER

Operating Instructions and Warranty

OI Code: OI01A

Operating Instructions and Warranty

Large Retracting Awning with poles

Fabric: Ferrari 502 pvc

1/ Release winch

To release the winch, hold winch handle and release ratchet lever

2/ Pull Awning Out

To pull the awning out along the cables, grab the cord attached to the centre tension point and pull firmly. Pull the awning right out until it almost reaches the pole and lock the cord in the rope jammer. To lock the rope jammer push the lever firmly downwards against the rope.

At this stage do not tension the cords on the outer two tension fittings until the awning has been tensioned on the winch.

3/ Tension the Awning

To tension the awning, reconnect the winch ratchet lever and wind the winch handle until the awning pulls semi taut down the centre.

Go to the outer two rope tension fittings and pull firmly on the ropes until the sides of the awning have similar sag to the centre of the awning. Do not over tension the awning as this may snap the winch cable. If the awning appears to sag when a reasonable amount of tension has been applied to the winch, release the tension and adjust the ropes.

Go back to the winch and wind the winch handle until the awning pulls taut. If the tension is even on each rope tension fitting the awning will set neatly and with minimal sag and rippling.

4/ Adjusting the Awning

The retracting awning can be set in intermediate positions. To adjust the position of the awning, release a small amount of tension at the winch, then go to one of the poles and release the desired amount of rope. Release the same amount of rope at the other pole and retension the awning.

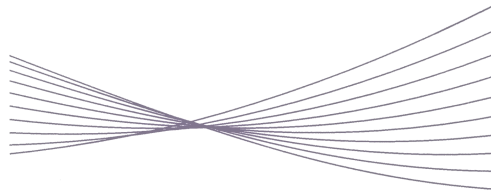
Wind In Instructions

1/ Release Winch

Hold winch handle and release ratchet lever. Wind winch handle backwards until the awning begins to sag.

2/ Release Cords at each pole.

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Release the cord from each pole by lifting the rope jammer lever upwards. Rotate the lever as high as it will go and ensure the cord is free to run upwards through the jammer.

3/ Wind in Awning

The awning is wound in by the winch with the ratchet off. Ensure the awning is always loose when winding in and stop immediately if the awning pulls taut. The awning will only pull taut if one of the pole cords catches on its rope jammer.

Important

1/ Heavy Rain

For rainproof awnings it is very important for the rain to flow off the awning. This is easily achieved by ensuring there is always adequate tension on the awning. A correctly tensioned awning has minimal sag.

2/ High Wind

This retracting awning has been designed to withstand winds to approximately 80 km/h. In most instances this means the awning can be left up for months on end. However when gale force winds are forecast the awning should be wound in as repeated exposure to high winds can shorten the life of a retracting awning.

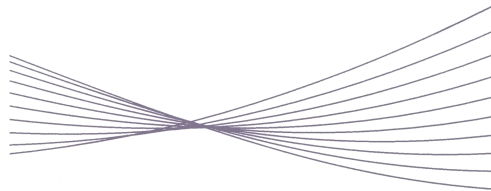
3/ Fabric Care

This awning has been manufactured from a premium grade pvc coated tensile fabric. The fabric is rainproof and has a life expectancy of 15 to 18 years. The fabric has been high frequency welded and the high load points stitched with a top grade uv stabilised sail making thread. The life of the thread is guaranteed for 15 years.

PVC is an extremely durable fabric with special surface coating designed to minimise the accumulation of dirt. It is however not self cleaning and a periodic clean with a hose and soft brush greatly assist in maintaining a clean appearance. For heavily soiled awnings a pressure cleaner with a wide angle spray is the most effective method of cleaning. If desired a mild household detergent may be used to assist with the cleaning.

4/ Awning Maintenance

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The retracting mechanism is a simple and robust system which requires minimal maintenance. The winch cable is a wearing item is usually replaced when the awning is restitched

5/ For stitched awnings only

When a stitched rainproof awning is first installed the stitching is sealed with a silicone or Scotchguard based spray to waterproof the needle holes. This is a temporary measure as after around 5 to 6 weeks the thread swells and completely seals the stitching.

If heavy rain occurs within the first 6 weeks after the awning has been installed, it is likely the awning will leak along the line of stitching. This is only temporary and after a couple more weeks the thread will completely seal the needle holes.

Warranty

Fabric Guarantee

Your retracting awning has been manufactured from Ferrari 502 Awning pvc which comes with a 5 year manufacturers guarantee. Ferrari 502 pvc is manufactured with a high tensile polyester base cloth and is coated with a UV stabilised pvc that is mildew repellent. The fabric is rated as a fire retardant. The expected life of a pvc awning is approximately 12 to 15 years.

Fittings Guarantee

The fittings for your awning are manufactured from either stainless steel or aluminium and are guaranteed for 5 years. The guarantee covers failure and deformation in normal conditions of maintenance and security. The powder coating on the poles and fittings incorporates a 5 stage pretreatment and is guaranteed for 5 years.

Workmanship Guarantee

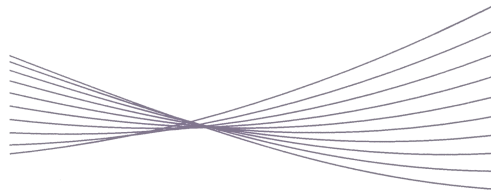
The awning fabric has been stitched with a UV stabilised Tenara expanded pte thread and all stitching is guaranteed for 15 years.

All workmanship performed by Outrigger in the assembly and installation of the awning is guaranteed for 3 years.

Exclusions

Your awning has been designed to withstand winds to 80 km/h and can be left up for extended periods of time. Occasionally winds in excess of this strength hit Sydney and cause damage such as bent poles, branches falling on awnings, tiles blowing off roofs and cutting awnings etc. This sort of damage is not covered by Outriggers warranty, however it is usual for it to be covered by your house and building insurance if you include the sail in your insurance policy.

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Set up Instructions

Ongoing Customer Service

Emergency Call-outs

Emergency call-outs where an awning has ripped, come undone or may cause damage to property and people, and will require a scheduled visit within 24 hours of receiving the call, will be charged at the following rate;

If it is a two person job, the call-out fee is \$150 for the first half hour and then \$50 per half hour.

If it is a single person job, the call out fee is \$100 for the first half hour and then \$30 per half hour.

Non Emergency Call-outs

Non Emergency call-outs where an awning has ripped or is holding water, but the problem has been temporarily rectified by the owner, will be charged at the following rate;

(Non Emergency call-outs usually require a visit scheduled within 7 days of receiving the call.)

If it is a two person job, the call-out fee is \$100 for the first half hour and then \$50 per half hour.

If it is a single person job, the call out fee is \$50 for the first half hour and then \$30 per half hour.

Service Calls

Service call-outs outside of warranty will be charged at the following rate;

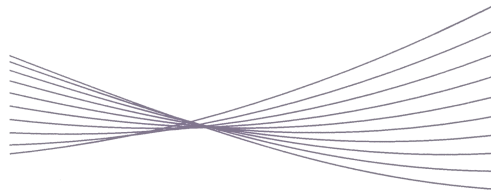
If it is a two person job, the fee is \$100 for the first half hour and then \$50 per half hour.

If it is a single person job, the fee is \$50 for the first half hour and then \$30 per half hour.

Warranty Call-outs

Warranty call-outs will be assessed by an Outrigger Quote Person prior to scheduling a service visit. The Quote Person will quantify the repair work required and will determine if any out of pocket expenses will be incurred by the customer.

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