

**OUTRIGGER**

# Operating Instructions and Warranty

OI Code: OI1011

Operating Instructions and Warranty

**Motorised Retracting Awning with Poles**

**Fabric: Ferrari 502 pvc**

## 1/ Wind out the Awning

The remote control unit for your awning utilises three buttons to operate the awning. The button with an arrow pointing in the upwards direction winds out the awning. The centre button stops the awning, and the button with an arrow pointing downwards winds in the awning. To wind out the awning press the upwards arrow button and hold for about 2 seconds.

After 1 second the motor should start to unwind the awning. After 2 seconds release the button and the awning will continue to unwind from the roller.

## 2/ To Stop the Awning

To stop the awning in any position press the centre button and hold for about 2 seconds.

To allow the awning to reach its fully extended position do not press the centre button, and the awning will continue to unwind from the roller until it reaches a pre-set limit switch.

## 3/ Fully extending the awning

Your awning will stop automatically when it reaches the fully extended position. It will not overrun the stop and it does not require pressing of the centre stop button.

## Wind In Instructions

### 1/ Wind in the awning

Press the button with the arrow pointing downwards on the remote control unit, and hold for about 2 seconds. After 1 second the motor should start to retract the awning. After 2 seconds release the button and the awning will continue to wind in the awning.

### 2/ To stop the awning

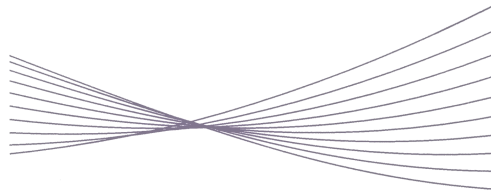
To stop the awning in any position when winding in the awning, press the centre button and hold for about 2 seconds.

### 3/ Fully Retracting the Awning

To fully retract the awning do not press the centre button and the awning will continue to wind in the awning until it is fully retracted.

Your awning will stop automatically when it reaches the fully retracted position. It will not overrun the stop and it does not require pressing of the centre stop button.

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## **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 no sag.

### **2/ High Wind**

This retracting awning has been designed to withstand winds to approximately 100 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**

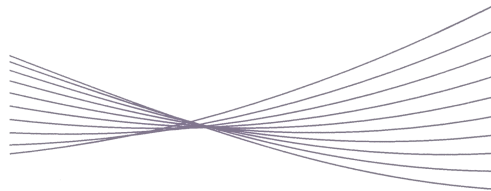
The motorised retracting mechanism is a simple and robust system which requires periodic maintenance. The motor will work most reliably when it is operated regularly.

The awning tension ropes sometimes show signs of wear on regularly operated awnings after 3 to 4 years and should be replaced when they start to fray.

### **5/ Motor Problems**

Motor problems can generally be traced to 2 causes. If the motor or the sensor gets wet the motor will not operate. You will need to call Outrigger to service or replace the motor if this

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happens. When your awning is installed a weatherproof cover is placed over the motor and sensor to minimise the risk of this occurring.

The second cause of motor problems is corrosion in the electrics. For motorised awnings in areas that are prone to salt corrosion it is probable that your awning will experience corrosion problems to the electrics at least every 2 years. For awnings in this environment the motors should be serviced by Outrigger every 12 months.

## **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.

### **Motor and Fittings Guarantee**

The motor for your awning has a 12 month manufacturer backed warranty. The expected life of the motor in most environments is greater than 12 years, however to achieve this life the motor will require periodic servicing. The recommended service intervals are dependent on the awning environment. For awnings close to the coast every 12 months is recommended, for awnings within 2 km of the coast every 2 years, and for other locations every 5 years.

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**

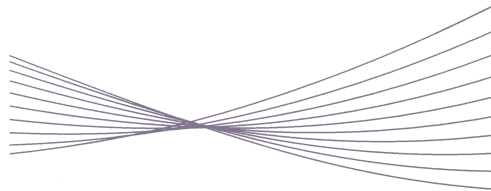
The awning fabric has been stitched with Tenara expanded pte thread and all stitching is guaranteed for 15 years.

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 100 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;

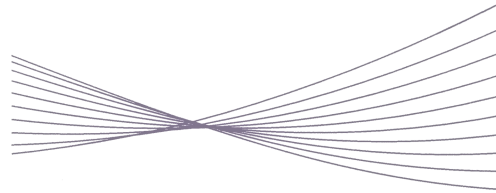
If it is a two person job, the fee is \$100 for the first half hour and then \$50 per half hour.

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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