

TROUBLESHOOTING

IF...	THEN...
Awning won't roll down after it was just installed...	Check to see that the Arms are adjusted properly using the supplied Acorn Nuts (Review Steps 49 through 57).
Fabric not rolling straight when opening or closing the Awning...	<ol style="list-style-type: none"> 1. Check that the Fabric was tacked to the Awning Rail (Review Step 58). 2. Roll the Awning out, unlock the Rafters and loosen the Fabric Stop with the supplied $\frac{5}{64}$" Allen Wrench. 3. Shift the Fabric in the Roller Bar to adjust the squareness of the Fabric. 4. Tighten the Fabric Stop with the supplied $\frac{5}{64}$" Allen Wrench.
One Arm stays against the house when I roll the Awning down...	<ol style="list-style-type: none"> 1. Check to see that the Fabric is tacked (Review Step 58). 2. Check that the Arms are plumb. 3. Check that the Rafters are centered behind the Arms when the Awning is rolled up. 4. Check that the Arms are adjusted properly using all four of the supplied Acorn Nuts (Review Steps 49 through 57).
Awning Rail was bent in shipping...	The Awning Rail can be straightened by using a wooden dowel. Call 800-670-7071 for a replacement Rail section if necessary.
Awning has dirt and/or mildew on the Fabric...	The Awning was not properly cleaned or was left rolled up wet for a long period of time. Please call 800-670-7071 to order a SunSetter Cleaning/Maintenance Kit.
Awning is difficult to raise in the angled position...	Apply supplied wax to reduce friction on Inner Arms. Do not spray silicone lubricants on the Awning hardware, as the silicone will collect dirt.
Fabric has been damaged...	Call for a Vinyl Repair Kit.
Roller Bar/Crank Loop is oriented wrong way...	Review steps in "Attaching the Support Arms to the Roller Bar and securing the Awning Rail and Upper Brackets to the house" on Page 6 .
If water has accumulated or pooled on the Fabric....	Follow the instructions on Page 20 to SAFELY DRAIN RAIN WATER FROM THE AWNING FABRIC.
Fabric wrinkles when the Awning is opened/closed...	<p>The Awning Fabric has a hem along both ends of the material; some wrinkling is a characteristic of the extra thickness along either edge. This wrinkling may be more noticeable when retracted and after prolonged periods when the Awning is not used. This condition is normal.</p> <p>Leaving the Awning open in warm weather should minimize the wrinkling over a period of time.</p>
Rafter Assemblies are rubbing against wall and/or not retracting fully when the Awning is in the closed position	Ensure that two(2) Acorn Nuts are installed on each Inner Arm. (Review Steps 49 through 57).
When opening or closing the Awning the Drive Unit binds, skips or spins freely.	The Drive Unit gears may have been stripped or damaged during operation. Please call 800-670-7071 for possible replacement.
My Awning has been heavily damaged by a severe storm.	<p>We can help you replace the parts that were damaged.</p> <p>Please refer to the XT Awning Parts View figure on Page 14 and identify the parts that need replacing. In some cases pictures of the awning damage may be required. Do not dispose of any components until awning parts have been replaced by SunSetter.</p>