

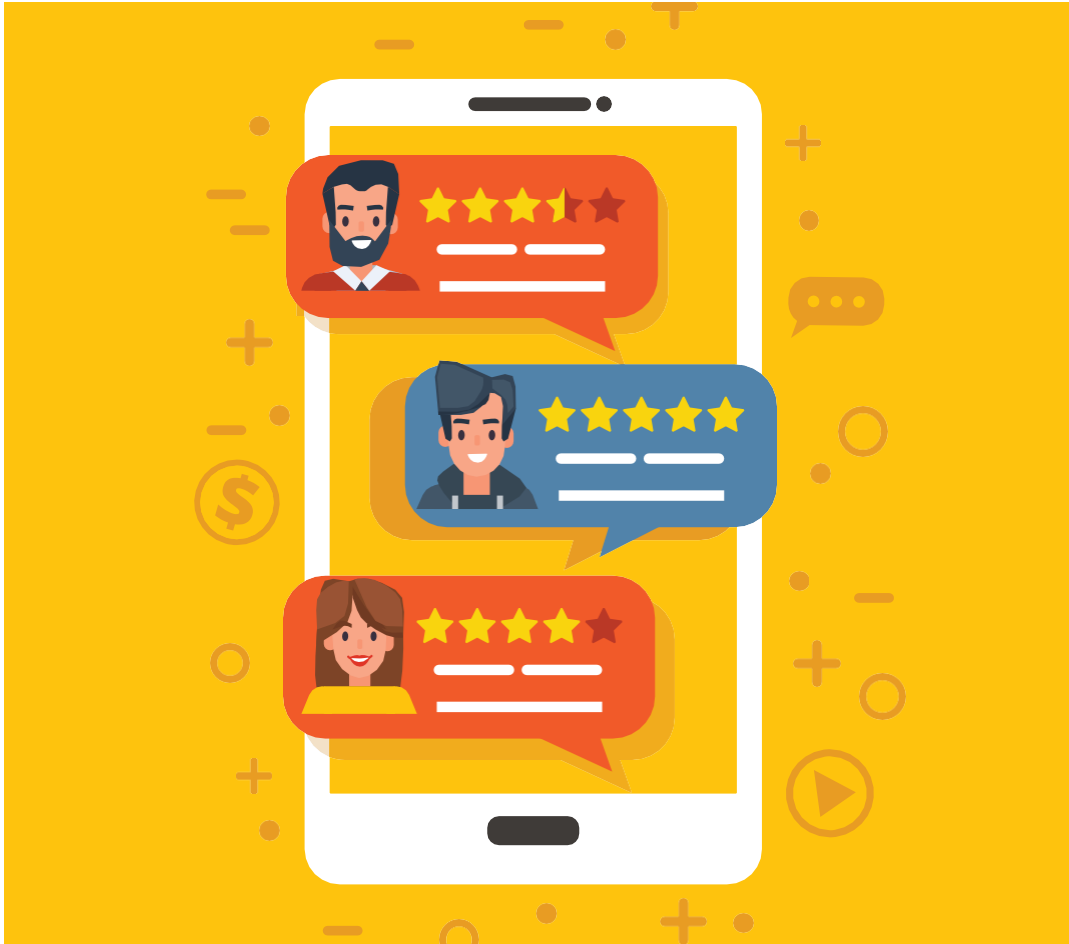


home improvements

a division of see enterprises, llc



Thank You



**We would love to hear your feedback,
on our social media channels!**

<https://www.facebook.com/seehomeimprovementspage/>

<https://www.instagram.com/seehomeimprovementsindiana/>

Operating your Motorized Awning, Screen or Shelter

Wireless Remote Control



Up Button

Press to Close/Retract Awning, Shelter or Screen

My Button

The “My Button” acts as a stop button when the shade is opening or closing

Down Button

Press to Open Awning, Shelter or Screen for Sun/Shade Protection

Channel Selector Button

This button is to change operating control of multiple awnings, shades or screen at your location if multiple units are present.

(The LED Light will illuminate each time the button is pressed, indicating the selected channel. This feature will be used if you are operating multiple shade products from the same remote.)

Wind / Motion Sensor

The **optional** motion sensor is located on the end of the awning's front bar. This feature is wireless and it is designed to automatically retract the awning with the detection of wind-generated movements, which can help protect your awning from future damage.



(It is recommended that the sensor battery be changed every 6 months.)

Manual Operation



If you purchased a non- motorized or a motorized with manual override model, optionally a hand crank will be provided for you to manually crank in or out your awning or shade. In case of motor failure or power outage, this option will allow you to manually operate the awning.

This feature is also available if you purchased an awning with a front drop valance.

Proper Care & Cleaning

Acrylic Fabric Cleaning



To clean your fabric, spray off loose dirt and debris with a water hose. For bird droppings and attached residue, use warm water and a soft scrub brush, **then rinse. When finished, allow the awning to dry completely, then coat with rain repellent, such as a Scotch Guard.** When using the rain repellent, **test the corner first for color fastness.** If the fabric passes the colorfast, test,

light mist the entire fabric area of the awning with rain repellent and allow to fully dry before retracting

If your awning has tougher stains, such as mildew, you can try to remove the stain by using a mild soap, such as Ivory Soap or Woolite with warm water and a soft scrub brush. Avoid using any product with the word detergent in it. **ONLY USE A MILD SOAP.** After using the soap, rinse the awning thoroughly and allow to dry before retracting. Remember to allow the awning to dry completely, then follow the steps above to coat the fabric with rain repellent.

Awning Frame Maintenance

Proper care for the frame of the awning includes rinsing with warm water and wiping it down with a soft rag; then following that up with a dry cloth to prevent spotting. If you choose to lubricate the moving parts of the awning, the lubricant must be a **100% Silicone lubricant.** **DO NOT** use lubricants such as WD-40, as they will leave a residue and may stain the fabric.

Screen Fabric Cleaning

Sunesta's exterior screen fabric is made of **strong vinyl-coated polyester and fiberglass,** making it mildew and fade resistant. To properly clean your screen fabric, remove dust with a vacuum cleaner or compressed air. Do not scrub. Do not use any solvents or any abrasive substance which might cause damage. Clean using water with a sponge, or a soft brush dipped in soapy water using mild detergent. Rinse with clean water. Leave the fabric fully exposed until completely dry.



Proper Care & Cleaning (con't)

Clear Vinyl Windows Cleaning

Hose or blow off loose dirt particles from surface. Flood window before wiping. Using plain water or mild soap and water solution and a soft cloth or tissue, gently clean the window. Rinse window with water, making sure to remove all soap residue. Allow window to dry before rolling it up. Do not use harsh brushes or abrasives while cleaning the plastic windows, as this will scratch the window. Do not use harsh detergents. A mild detergent such as Plexus, in water applied with a soft cloth may be used. Do not use products containing silicones or alcohol on the windows, such as typical commercial vinyl care products or glass cleaners. Do not rub the window while dry, for this may scratch the window. Always make sure the window is wet with water before doing any cleaning.

Cleaning Schedule

The frequency of cleaning depends on your location. If you are inland, you should clean your system and fabric twice a year. However, if you live in a coastal region near the ocean, you will need to clean your system and fabric once per month to prevent stains and corrosion due to the salty air. Proper care of your Sunesta product will extend its life and your enjoyment. For questions not covered in this document, please contact your local Sunesta dealer-**SEE Home Improvements 317-770-0205**.



FAQ's

Can I adjust the pitch of my awning?

The pitch of your awning will be fixed. The pitch will be adjusted at time of install to your liking to provide you the best shade protection. The awning can be re-pitched after the initial installation; however, this should only be done by a professional and a service charge will be applied if you want to change the pitch after the initial install.

Why are the arms not fully extended when projected?

The arms are designed to have a slight bend to them when projected. This adds strength to the awning in case of wind. Depending on the size of the awning, you may also notice some slack or sag in the deck fabric. This is also completely normal.

FAQ's (con't)

Can I leave the awning out in the rain?

It is OK to leave your awning out in a light rain, but the ability to shed water will depend on how steep of pitch the awning is set at. **During a medium to heavy rain, we recommend retracting your awning**, for any pooling of water on the fabric could lead to damage to both the arms and the fabric due to the weight of the water on top. Steeper-pitched awnings will repel water better. Damage caused to the unit by rainfall is not covered under the Sunesta Warranty.

Can I roll up my shade products when wet?

Yes, you may roll up any of our shade products while they are wet. Always roll out the shade product when conditions are better to allow the fabric to dry properly.

Can I leave my awning out in windy conditions?

This will depend on the model and size of your awning. Sunesta awnings are designed to handle significant wind. **If winds are reaching the 25-30mph rate, you definitely will want to retract your awning to prevent any damage from occurring to the frame or fabric.** The optional motion sensor is highly recommended, for it will automatically retract when wind speeds get excessive. Damage caused by wind or storms is not covered under the Warranty.

Can I add the motion sensor after the awning is installed?

Yes, the motion sensor can be added to your awning if you didn't order it as an option with the original order. However, your unit must use a wireless motor. Please consult with your local Sunesta dealer for a price quote.

Can the fabric be replaced on my awning?

Yes, the fabric can be replaced on your awning. The fabric is under warranty from defect for 10 years; however, if you experience a tear or the fabric wears out over a period of time, we can replace the deck and valance fabric. **Your awning has its own specific smart code, which is stored** in the Sunesta database so we can get the exact fabric if the style is still available.

FAQ's (con't)

Will my awning operate in cold temperatures?

We don't recommend using the units in extremely cold conditions, for ice could build up inside the unit which could cause stress on the motor and lead to damage.

What should I do with my awning in the winter?

The most common is purchasing the Sunesta Sunboot, which is a complete cover designed to protect your awning in the winter. If you did not purchase during the initial sale, this can be ordered for you at any time.

If you have any other questions, please call your local Sunesta dealer SEE Home Improvements 317-770-0205, we can assist you with your needs.

Troubleshooting

We, of course, always enjoy hearing from our clients. However, if you are having issues with your retractable shade, there are usually a few simple things you can try that often will resolve your problem. If these resolutions do not work, then we recommend calling your local Sunesta Dealer, listed above.

Here are some of the most common problems we hear that can be resolved with simple troubleshooting.

Troubleshooting

“My awning doesn’t work”

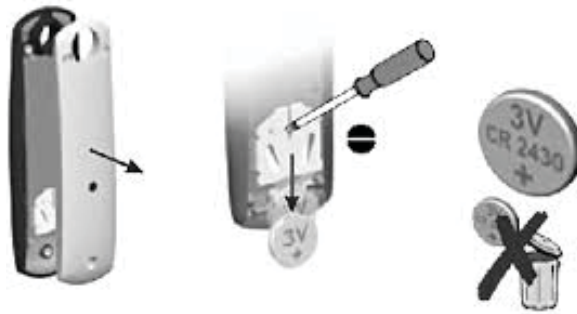
Check to see that you have power to the outlet by plugging another electrical device into the outlet beside the awning. If the device does not operate, the ground fault (GFCI) for your outlet might have tripped for a variety of reasons, including from a storm or from moisture that might have entered the outlet. These outlets can be very sensitive. If there is not a reset button on the face of the outlet there is often a GFCI breaker or outlet in your garage which **may need to be reset. You want to find the outlet that has a TEST button.** Press the test button and look for a green light to appear. Once it does, press the RESET button on that same outlet and that should re-establish power. **If the specific outlet used by the awning does not have the TEST button, this outlet could be linked to another outlet that does have that feature.** Once you find it, go through this process. Some older homes may not have these types of outlets and in that scenario, you will want to check in your breaker box to see if the actual breaker in the panel has tripped. If it has, the breaker will need to be turned to the OFF position and then switched to the ON position.



If you find after plugging in a different electrical device, that power is existing at the outlet, then it is possible that the battery needs to be changed out in your remote. To check the remote, press any button, and a momentary red light should illuminate. If the light does not illuminate, then the battery for the remote should be replaced.

1. Using a small screwdriver, loosen the screws on the back side of the remote control and remove cover. (illustration on next page)
2. Replace the battery with one 2430 Lithium 3V battery. **If problem persists, please contact our local dealer.**

Troubleshooting (con't)



“My awning retracts too easily when the wind blows”

The wind sensor is equipped with a sensitivity adjustment. Please contact your Sunesta Dealer for assistance with this problem.

“After showing off how my awning worked to my friends/family, it stopped working”

The Sunesta awning motors are equipped with a thermal switch which will automatically shut down the operation if the awning is retracted or projected too often in a short period of time. Once the motor cools down (after about **45-60 minutes**) it should work just fine. **This is a great feature, especially** when having young children that might gain access to the remote and start playing with it. This feature is to protect the motor from burning out.

“My awning extends, but then in a few minutes, retracts on its own”

Most likely your awning has a motion sensor with failing or weak batteries. Replace the batteries. (2 AAA's required). There is a video on You Tube. Search for Replace Somfy Wind Sensor batteries.

“My awning front bar is lower on one side than the other”

This is common with our SmatTilt feature. However, if you do not have this feature and it has occurred, please retract the awning and contact our service department. Do not use the awning until consulting with your local Sunesta dealer.

“I left my awning out and it's full of water”

From underneath the awning, push up on the fabric with a broom or soft device to expel the water from the canvas.

“My screen stops rolling down and goes back up on its own”

The Sunesta retractable screens are equipped with an Anti- Backroll System (ABS) which will stop the screen from extending further if it senses an obstruction (object inside screen channels, chairs, people). Clear the unit of the obstruction(s). This could also occur on very windy days, for the pressure can **activate the ABS.**

Warranty

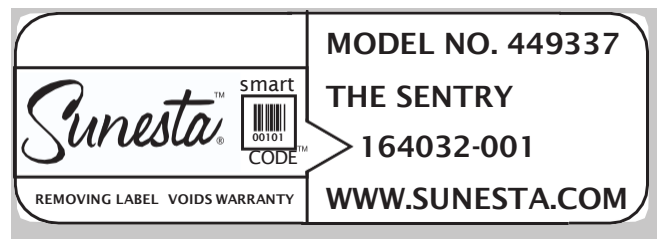
As the pioneer in manufacturing customized retractable awnings and screens, Sunesta offers unmatched engineering for perfect performance. **Since 1981, we have led the industry in technological advances, and continue this tradition of engineering excellence in all our products.** Every component, feature and option are designed with this focus on innovation.

Sunesta's in-house expert partners with other component specialists and engineers around the world to ensure our awning and screen systems **offer best-in-class technology. We invented the process of computer-** aided awning and screen manufacturing, and our proprietary equipment and processes ensure precise customization with the industry's fastest turnaround time.

For you, this means your awnings and screens are perfectly crafted by our team of experts with attention to every detail in a timely manner.

Look for the Sunesta Lifetime Service Label.

Only Sunesta Retractable Awnings and Screens are branded with a unique order number. We call it the **SmartCode™** - your awning and screens individual I.D. number.



Through the **SmartCode system**, we keep your custom order details and specifications in our database, allowing us to answer product questions and provide updates regarding your individual awning or screen. We have a **SmartCode** on file for each awning and screen produced, for instant, customized service.

Warranty & Natural Properties of Acrylic Fabric

LIMITED 10-YEAR WARRANTY: All of our acrylic fabrics are covered by a limited 10-year warranty against mildew, rot, and fading. Complete details are provided in warranty card upon installation.

Solution-dyed acrylic fabrics are high-performance, long lasting products which are manufactured under the highest **standards of quality and precision**. **Solution dyeing means our colors are locked into the fibers so they can't wash out** or run. Consequently, they resist fading from the sun, wind, and rain, remaining rich and vibrant. Our fabrics strongly resist mildew and rot. Plus, they will not harden, crack, or peel in the way vinyl can.

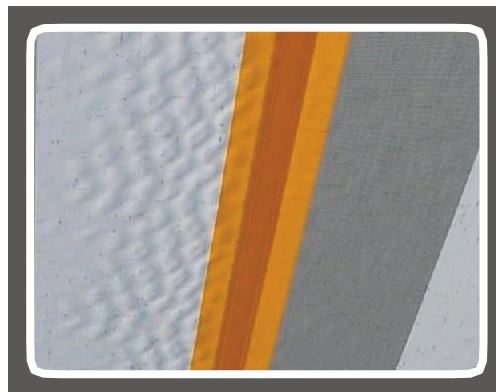
Utmost care of the fabric is taken in the cutting, sewing, handling, assembly, shipping, and installation. Because of the nature of some awning, screen, and shelter products, the process by which it is manufactured, and the type of fabric **finish required because of environmental protection, the following properties may occur naturally to some extent in all acrylic fabrics**. However, they do not affect the value, quality, usability, durability, or warranty of the product.

Crease Marks: This light discoloration of the fabric finish occurs when the fabric may be folded or gathered to accommodate proper fabrication. (See example below.) A marbling effect may also occur from gathering or bunching of the fabric. The discoloration may be more noticeable on solid colored fabrics and be more obvious when viewed in brighter light, such as sunlight.

Dimpling: This is a natural occurrence with awning products which require the fabric to be rolled onto a tube. When the fabric is rolled onto tubes, the sewn seams and hems are twice as thick as the fabric center. Single-layered center panels roll up tighter than the seams and hems, therefore creating dimpling next to the seams, hems, and fabric panel center. (See examples below.)



Crease Marks



Seam and Hem Dimpling



Center Panel Dimpling

Care and Cleaning: Acrylic Fabric should be cleaned regularly before substances such as dirt, roof particles, etc., are allowed to accumulate on and become embedded in the fabric, which could allow mildew to grow. The fabric can be **cleaned without being removed from the installation**. **Simply brush off any loose dirt, roof particles, etc.; hose down** and clean with a mild solution of natural soap in lukewarm water (no more than 100 degrees F.) Rinse thoroughly to **remove soap**. **DO NOT USE DETERGENTS**. **Allow to air dry**. **Since acrylic fabrics receive a water repellent treatment, they can resist a light, short shower. For heavier, more persistent showers, though, the awning should be rolled up in order to prevent damage. Awning fabric which has been rolled up while wet should be unrolled to dry as soon as possible.**

Register Warranty

Please go to <http://www.sunesta.com/warranty-registration/> to register your warranty.

All areas required are notated by an asterisk (*). Selecting your local dealer is not required but recommended.

Owner's Last Name:*	<input type="text" value="Enter last name"/>
Street Address:*	<input type="text" value="Enter address"/>
City:*	<input type="text" value="Enter city"/>
State/Province:*	<input type="text" value="Select a State/Province"/> <input type="button" value="v"/>
ZIP Code:*	<input type="text" value="Enter ZIP Code"/>
Phone Number:*	<input type="text" value="Ex. 888-555-1234"/>
Email Address:*	<input type="text" value="Enter Email"/>
Dealer:	<input type="text" value="Select a Dealer"/> <input type="button" value="v"/>

Answering all the questions on your warranty registration is key to helping us better serve our customers in the future.

- Please rank your overall experience with Sunesta®.*
- Extremely Satisfied ★★★★★
 - Satisfied ★★★★
 - Neutral ★★★
 - Dissatisfied ★★
 - Very Dissatisfied ★

Testimonial:

Along with your rank of how your overall experience was, we encourage you to leave a comment in the testimonial section regarding your experience and what it adds to your home!



CAUTION



- **DO NOT** attempt to adjust the awning components in any manner. Severe injury could occur.
- **DO NOT** hang from, pull down on or attach any items to any part of the frame or its components. Injury may result as a result of overload breakage.
- **DO NOT** operate awning if one side appears lower than the other. Injury may occur. Immediately close the awning and call servicing dealer.
- **DO NOT** leave awning extended while unattended.
- **DO NOT** operate awning during thunderstorms and lightning.
- **DO NOT** remain under awning if wind is lifting fabric extensively. Close awning.
- Insure any accumulated rain water is manually forced out of fabric prior to closing awning. Damage to fabric may occur with weight of rain water.
- **DO NOT** attempt to adjust electrical wiring. Severe electrical shock may occur



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