



## OWNER'S MANUAL

### Congratulations on purchasing a ShadeMaster Retractable Awning!

We are confident that you will have many years of satisfaction and enjoyment from this product which has been proudly manufactured in the U.S.A and installed by Apple Door Systems. Please keep this owners manual and warranty information for your records. If for any reason you have a question or concern about your awning, simply call Apple Door Systems at **1-800-277-3667** or contact us online at **[www.appledoor.com](http://www.appledoor.com)**.

Thank you for choosing ShadeMaster by Apple Door Systems.

A handwritten signature in black ink, appearing to read "Dan Apple".

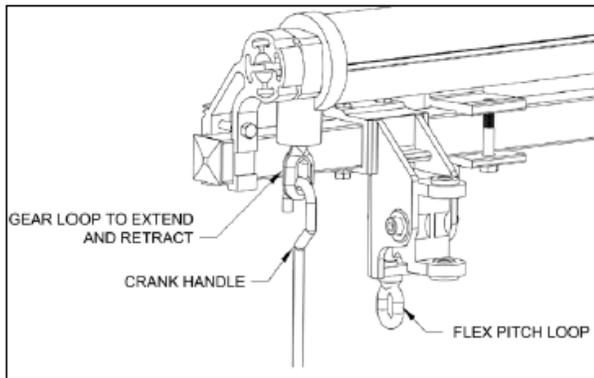
Dan Apple  
President  
Apple Door Systems

## ShadeMaster Operating Instructions

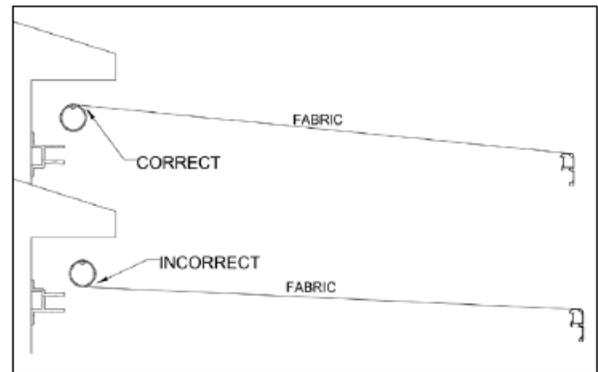
### Manual Gear Operation

Your awning may be extended or retracted from either the left or right side depending on how you ordered it. To extend the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning (*See detail #1*). **Note: Before you operate the awning all arms must be at the same pitch/angle. Damage will occur if this procedure is not followed.** Turn the hand crank in a circular motion until the awning is fully extended and the arms “lock” in place. When the awning is fully extended the arms will not be straight. **Warning:** If you continue to unwind fabric off the roll tube, the fabric will sag and eventually start to roll up from the under side of the roll tube. This can cause the fabric to come out of alignment or damage the fabric. *The fabric should always run over the top of the roll tube* (*See detail #2*). To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully retracted.

Detail #1



Detail #2



## Motorized Operation

Your new motorized retractable awning has been equipped with a state of the art electric motor. It has been preset with limit switches by your installer. These settings will allow you to extend or retract your awning to any position at the touch of a button, without the worry of over extending or retracting your awning. There are two system options available.

**Hard-wire:** Your installer or electrician wires the awning motor directly to a power source and will install a interior switch to operate the awning.

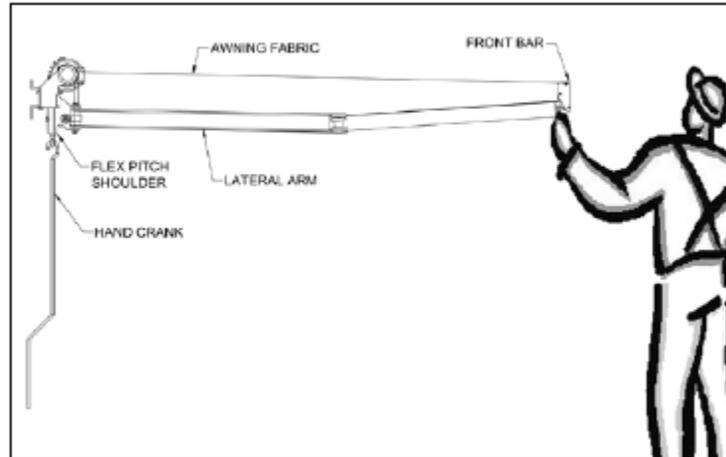
**Remote Control:** Comes standard. This system uses a remote control transmitter to operate the awning. Pressing the up button will retract the awning, pressing down will extend the awning, and to stop the awning, simply press the stop button. If the awning does not fully open or close, or once open the awning continues to run unrolling fabric, STOP THE AWNING! and call your dealer. Note: Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 10-15 minutes. Once the motor has cooled the awning can be operated normally. A 12' plug-in power cord and hand held transmitter are provided for ease of installation and operation. Warning; Before you plug in your motor, be sure the receptacle is equipped with a GFI (Ground Fault Interrupter). If it is not, have your local electrician install one before you plug it in. Your awning has also been equipped with a manual override. The manual override feature allows you to retract the awning during power loss and protect the awning from storm and wind damage. Do not operate the manual override while the awning is under power or severe damage will occur. If you ordered a wind sensor, see the installation instructions included in the box with the control.

## Pitch Adjustment

**Flex pitch Shoulder:** This patented shoulder system allows you to adjust the angle of your awning to compensate for changes in the angle of the sun as the seasons change by using your hand crank. To adjust the pitch (angle) of your awning, extend the awning no more than ¼ of it's full projection. Next, insert the hook end of your hand crank into the silver pitch adjustment loop on the bottom of each shoulder (See detail #1). Now turn the hand crank in either a clockwise direction to lower the pitch or a counter-clockwise direction to raise the pitch. Follow the same procedure until all the arms have been adjusted to the desired level. You can adjust the pitch of your awning when it is fully extended *only* if another person holds up the front of the awning (or arm), taking the added weight off the flex pitch bolt. Only the person adjusting the flex pitch can determine how high to lift the awning as the flex loop should turn easily. Over-lifting has the same affect as not lifting at all. Important: The flex pitch shoulder has limitations to consider when operating. Once you have achieved the highest possible range of pitch, the loop cannot be turned any further.

Note: Do not force it! *Failure to follow these instructions can damage the flex pitch shoulder and void the warranty.*

Detail #3



## Care & Maintenance

### Sunbrella® Fabric Care and Cleaning Instructions

Some of the most frequently asked questions about Sunbrella® fabrics concern care and cleaning. The good news is that Sunbrella® is designed to be easy to maintain. By following a few simple care and cleaning steps, the fabric will maintain its beauty for many years.

### Important Background

Sunbrella® fabrics are made from 100 percent solution-dyed acrylic yarns. Solution-dyeing is the process of adding color to acrylic fibers during manufacturing while they are in a liquid state. This characteristic of Sunbrella® fabrics is the key to locking in color, easy cleaning and long life. Because Sunbrella® fabrics are woven, they are also highly breathable, which is why they dry quickly with only air exposure. It's also important to know that Sunbrella® fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish requires replenishment after vigorous cleaning. Sunbrella® fabrics will not support the growth of mildew, but dirt on the fabric can lead to mildew growth, which makes regular cleaning important. No set timetable exists for when fabric should be cleaned, and the local environment has a great deal to do with determining cleaning frequency. Cleaning is required less frequently in a dry environment than in a humid one with heavy foliage. Sunbrella® awning fabrics carry a five-year limited warranty. With proper care and cleaning, you can expect excellent service from Sunbrella® fabrics far beyond warranty periods.

### Fabric Cleaning

One of the best ways to keep Sunbrella® fabrics looking good and to delay the need for deep or vigorous cleaning is to hose fabrics off on a monthly basis with clear water. This practice will help prevent dirt from becoming deeply imbedded into the fabric and eliminate the need for more frequent vigorous cleaning. In most environments, a thorough cleaning will be needed every two to three years. When it's time for a thorough cleaning, Sunbrella® fabrics can be cleaned while still on an awning frame, size permitting, they can be removed for cleaning in a washing machine.

When cleaning Sunbrella® fabrics is it important to observe the following:

- Always use mild soap i.e. Ivory Snow, Dreft or Woolite. Never detergent.
- Water should be cold to lukewarm. Never more than 100 degrees.
- Air dry only. Never apply heat to Sunbrella® fabrics.

If you are cleaning Sunbrella® fabric while still on the frame, follow these simple steps.:

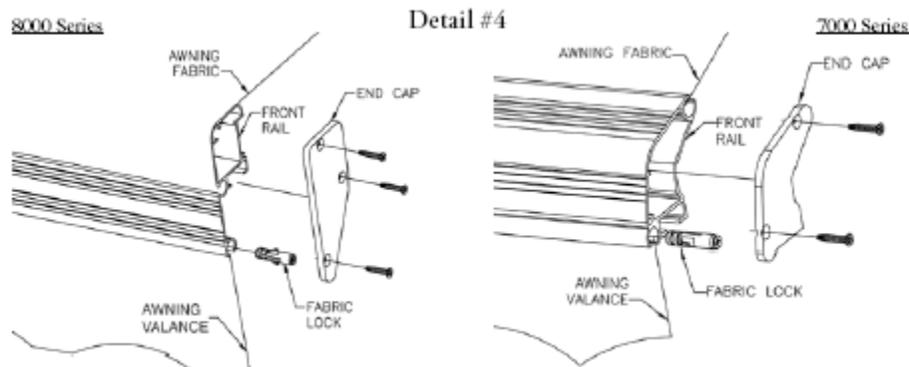
- Brush off loose dirt.
- Hose the awning down thoroughly.
- Prepare a cleaning mixture of water and mild soap (no detergents).
- Use a soft bristle brush to clean.
- Allow soap to soak in.
- Rinse thoroughly.
- Air dry.

## Frame Cleaning & Lubrication

The frame is composed of powder coated steel or aluminum components with a stainless steel chain arm tension system, which is virtually maintenance free. All the hardware is made of high quality, corrosion-resistant materials. Over time, dust and dirt will collect on the frame and will require periodic cleaning to maintain its appearance. A mild spray cleaner or water/detergent mixture may be applied to the frame and then wiped clean. In most situations it should not be necessary to lubricate the moving component parts of your awning. However, installation near salt water may require the use of silicone or lithium grease spray, available at your local retailer, when squeaking occurs. One area of note would be the pivot end of the roller tube (the opposite end from the gear or motor). Using the silicone spray with a straw attached to the spray nozzle, lubricate generously the area between the end of the roll tube and the end bracket. Important: Do not use any petroleum based spray lubricant. Take care not to over-spray on the fabric material.

## Valance Removal

You may wish to remove and store the valance during long periods when the awning will not be in use, such as the winter months. As this portion of the fabric is exposed to the weather, even while the awning is retracted, it will wear and discolor sooner than the main top will. To remove the valance, simply remove the screws from each front rail end cap with a Phillips screwdriver (See Detail #4). Now remove the fabric locks located in the hem on both sides of the valance and slide it out of the channel. Roll up the valance and place in a plastic bag (be sure valance is dry) along with the fabric locks and store for the winter. Re-attach the front rail end caps. To install, simply reverse the process.



## Annual Maintenance Recommendation

Apple Door Systems recommends an annual maintenance program for your retractable awning that should include cleaning the fabric, cleaning the frame and front bar, testing the operation and setting pitch and limit adjustments. You can either perform this maintenance yourself or we can provide it for you on an annual basis. Call us at 1-800-277-3667 and ask for our GoldStar Maintenance Program.

## Troubleshooting

**Problem:** Your motorized awning does not move in or out.

**Solution:** Be sure there is power to the outlet. Check to see if there is a reset button on the exterior outlet or if the circuit breaker is off.

**Solution:** Your motor comes with a built-in heat sensor to prevent motor damage in the event of repeated use. This heat sensor will automatically shut the motor off to allow it to cool before it can be operated again. This cool down period normally takes between 15-20 minutes. Once the motor has cooled the awning can be operated normally. In the mean time you can use your motor's manual override loop and hand crank provided to operate the awning.

**Problem:** The fabric sags and is not tight.

**Solution:** The fabric can stretch if rainwater is allowed to pool-up on the awning. Remember, your awning is designed for shade, not as a rain cover. Retract your awning in and on the next sunny day extend the awning and allow it to dry thoroughly. Your awning should not be rolled up wet for long periods of time.

**Solution:** You have rolled the fabric out too far, allowing the fabric to unwind off of the roller tube. Reverse the cranking direction slightly until the fabric is taut.

**Solution:** The awning is not fully extended. The fabric will be most taut when the awning is extended to its maximum projection. Important: The fabric should always roll over the top of the tube, not from underneath.

**Problem:** The fabric bunches up or wrinkles in places when retracted.

**Solution:** It is common for fabric to bunch or pucker slightly on wider awnings. This will not harm the fabric. This can possibly occur in wider awnings that have a center support. Center supports are mounted to square the tube and positioned around the roller tube to prevent it from bowing out, while keeping the fabric taut when extended.

If you are still experiencing problems, call our Customer Service Support Team. Our well-trained staff can assist you and resolve any questions or problems you are experiencing.



### Customer Service Center

1-800-277-3667 or online at [www.appledoor.com](http://www.appledoor.com)

Monday - Friday 8:30 am - 5:00 pm.



## Limited Warranty ShadeMaster Retractable Awnings

Apple Door Systems shall warrant its ShadeMaster retractable awnings to be free from defects in materials and workmanship and installation as outlined below from the date of installation. Purchaser understands that ShadeMaster retractable awnings are manufactured for Apple Door Systems by The Apple Door Systems Company of Auburn, Maine and that manufacturer's warranty shall support but not supersede the limited warranty stated herein.

**Lifetime Framework Warranty** - ShadeMaster frame components meet or exceed ISO 9001 and TUV standards. We proudly back this quality commitment with a lifetime framework warranty. This warranty includes all framework and hardware, but excludes any fabric, motors, electronic controls or labor. Please refer to the accompanying warranties for coverage on these items. Apple Door Systems warrants to the original purchaser that the framework and hardware shall be free from defects in material and workmanship for life. Under the warranty, Apple Door Systems agrees to repair or replace if deemed defective (at its sole discretion) any hardware or framework component. (Commercial customers limited to 5 years, Series 6700v limited to 10 years.)

**10 Year Extended Fabric Warranty** – ShadeMaster awning fabric has a 10 year limited warranty. This warranty covers the fabric and seams from becoming unserviceable, due to a loss of uniform color or strength from normal exposure conditions, including sunlight, mildew and atmospheric chemicals. Apple Door Systems warrants to the original purchaser that the fabric shall be free from defects in material, workmanship and Apple Door Systems agrees to repair or replace fabric if deemed defective (at its sole discretion) as listed below. Replacement of the original fabric does not extend the fabric warranty coverage. (Commercial customers limited to 5 years.)

**2 Year Extended Labor Warranty** - This warranty covers labor associated with the repair or replacement of any component which has been determined to be defective by the manufacturer to the original purchaser.

**Returns or Replacement** - All warranty claims require the approval from Apple Door Systems in advance of any work performed on parts repaired or replaced. Any and all part(s) deemed defective must be returned to Apple Door Systems.

**10 Year Extended Motor Warranty** - ShadeMaster awnings provided with Somfy motors shall be warrantied by a 10 year extended warranty. Apple Door Systems warrants to the original purchaser that its motors will be free from defects and perform to the standards applied in normal operations. This warranty covers the motor, crown, drive and cord from becoming unserviceable. All associated electronic Somfy sensors and controls will be covered for one year from date of installation. Apple Door Systems agrees to repair or replace motor if deemed defective (at its sole discretion) as listed below. Replacement of the original motor does not extend the motor warranty coverage. (Commercial customers limited to 5 years.)

**APPLE DOOR SYSTEMS SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESS LIMITED WARRANTY**, including but not limited to any damage to buildings, other property or for any injuries or damages sustained by any person whomsoever, or the recovery of any direct or indirect costs such as shipping, travel, lost time, installation labor charges, cleaning, repair, or other building materials.

This warranty gives you specific legal rights and you may also have other rights as provided by the state of Virginia. Apple Door Systems does not authorize anyone to change or modify the above warranties in any respect. **ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO SHADEMASTER AWNINGS IS LIMITED IN DURATION TO THE DURATION OF THE APPLE DOOR SYSTEMS WRITTEN WARRANTY SET FORTH ABOVE AND NEITHER APPLE DOOR SYSTEMS NOR ANY AUTHORIZED SELLING DEALER SHALL BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES.**

For warranty service contact Apple Door Systems Customer Service Department at the location nearest to you (see below). In order to be protected by this warranty, save your proof of purchase should repair be required.