



# AWNINGS

PRODUCT CARE AND USE

Please follow these product care instructions. Our aim is to provide you with years of hassle-free weather protection with very little maintenance. Failure to follow these will void your warranty.





SHOWROOM:  
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[www.makingshade.co.nz](http://www.makingshade.co.nz)

## GENERAL GUIDELINES

- Retractable awnings should be retracted in periods of high winds and are intended to be used for sun protection. Your awning can only withstand small amounts of rain as long as the pitch is greater than 15°, if not, you could risk pooling in the fabric which can damage your awning.
- Awnings should be used under supervision only as weather conditions can change quickly.
- Do not attempt to adjust or remove any awning component, trying to do so may result in personal injury or product malfunction.
- Fabric can form wrinkles or in some instances have a slight wavy effect, this is normal due to the awning fabric requiring seams along the width. This is not a fault.
- Do not use a BBQ, other cooking equipment or gas heating under the awning, this can damage the fabric and cause mould/mildew.

## OPERATION

Manually crank operated awnings should be turned to extend, turn slowly and do not try to force the crank handle, you must ensure to keep the handle on the same angle as the gearbox position.

When extending the awning wind the handle until the folding arms are in place and the fabric is at its most taut position – you may need to wind back slightly to reach this position.

When you are finished using the awning simply wind to retract - The fabric must always roll off the top of the roller tube. Ensure you do not jam the fall bar against the roller as this can leave indentations in the fabric.

Automated awnings are very easy to use, inner and outer limits are set during installation. Simply push the button (up/down) to extend or retract your awning, this can be stopped in any position by pushing the centre button on the remote. Remotes and sensors are battery operated which will require changing from time to time.

**IMPORTANT NOTE:** 'UP' on the remote must always be used to return the awning to its closed position.

If the awning is fitted with a motion sensor this will send a signal to the motor several times an hour to let the motor know it's still protecting the awning. If the motor does not receive this signal for a period of one hour after being opened, it will close automatically as a protective measure. This is also a sign that the sensor batteries need replacing.

We have information online!

Take a look online at [www.makingshade.co.nz](http://www.makingshade.co.nz)



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## **HARDWARE MAINTENANCE**

**IMPORTANT NOTE:** If awning is automated do not spray water at the motor head.

Your awning components are powder coated using Dulux powder coat systems. As a general rule cleaning should take place every six months. In areas where pollutants are more prevalent, such as beach front and industrial or geothermal areas, then a cleaning program should be carried out on a more frequent basis ie. one to three months.

- Carefully remove any loose surface deposits with a wet sponge.
- Use a soft brush (non abrasive) and a mild household detergent (do not use solvents) in warm water, remove dust, salt and other deposits.
- Rinse off with clean fresh water.
- It is recommended to check all fasteners annually.

## **FABRIC MAINTENANCE**

We recommend cleaning your fabric with a soft-bristled brush and rinsing with water. For localised stains, clean with a neutral detergent mixed in lukewarm water and rinse.

When used in awnings, it is very important to allow fabric to dry completely before rolling it. Should it be necessary to roll the awning while the fabric is still damp, it can be dried with air (under no circumstances should hot air be used), although the fabric dries out very quickly thanks to its technical characteristics.

## **THERMAL PROTECTION (AUTOMATED PRODUCTS ONLY)**

Your Making Shade product maybe fitted with an internal motor for ease of operation. The motors used have a 3-4 minute run time, after this time they can cease operation to ensure a thermal overload is not reached - damaging the motor.

If this function is to happen, allow the motor to cool down for approximately 30 minutes (depending on atmospheric temperatures) before it is able to operate again. This is normal for all tubular motors and is not a fault.

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## **WARRANTY**

Your awning comes with a five-year limited warranty on all hardware components of the system.

The warranty will be void if the fabrication and/or installation has not been completed according to manufacturer's specification or the following:

- The maintenance plan is not followed
- Damage caused by extreme weather events
- Water ingress to the motor (caused by insufficient flashing)
- Vandalism
- Incorrect operation or cleaning

Fabric skin warranties differ based on user selection.

## **SERVICE**

Don't forget we offer a Product Service. This service checks the operation of your product, checks the condition of the fabric and stitching and changes remote control batteries if necessary. If you feel your Making Shade product could benefit from a health check please get in touch with the Making Shade Team.

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