SunSetter®
RETRACTABLE AWNINGS

Owner's Manual & Assembly Instructions

Do Not Discard,
Retain for Future Reference

SunSetter OASIS® Freestanding Awning

WARNING:

FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PERSONAL INJURY!

For Technical support visit us at **http://ownerscorner.sunsetter.com**,
e-mail at **contactus@sunsetter.com** or call Toll Free 800-670-7071 • Fax 877-224-4944

READ ME FIRST

Congratulations! You have purchased the SunSetter OASIS Freestanding Lateral Arm Awning which will provide you and your family with many years of enjoyment outdoors.

Before you begin assembly, take a moment to familiarize yourself with the Awning and its Owner's Manual. Please check to ensure all of the parts listed have been included with your Awning and that you have the correct color Fabric. The SunSetter OASIS comes in two cartons; one with the Awning assembly (large tube) and one with the Support Hardware (rectangular carton). If you ordered the Cover or Wireless Wind Sensor, you will find that located with the Awning Assembly. Any additional accessories you may have ordered with your Awning will be in separate packaging.

Note: Left and Right references are as you are facing the Awning from the Motor or Gear Assembly End**.**

Assembly of your Awning

Note: It is important to follow this Instruction Manual to attach the Awning to the Support Hardware located in the rectangular carton. Please read these Instructions completely before assembling and operating your SunSetter OASIS Awning. We recommend that the Awning should be assembled in the general area that it will be used. The area of use needs to be flat and level. It should have unobstructed overhead clearance to a height of approximately 9 feet.

Operation of your Awning

Your **SunSetter** Awning has the ability to be opened partially or to it's full projection. Both sides of the **SunSetter** OASIS will open and close during the operation of the Manual Gear Unit or Motor. Please retain your Owner's Manual and Assembly Instructions for future reference regarding operation, care and maintenance, troubleshooting, customer service and warranty information.

Note: The Motorized Awning Will Close Tight Before Opening . . .

When opening the Motorized Awning for the first time, the Motor will begin to open, then quickly reverse direction closing all the way, then continue to open. This is a standard operation of the Motor after it has been without power for more than (2) two minutes.

WARNINGS:

- **NEVER TRY TO MOVE THE MOTORIZED OASIS AWNING WHEN THE MOTOR POWER CORD IS CONNECTED TO THE ELECTRIC OUTLET. YOU MUST DISCONNECT THE MOTOR POWER CORD FROM THE OUTLET BEFORE MOVING YOUR AWNING. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY**
- **ALWAYS RETRACT/CLOSE AND UNPLUG YOUR OASIS BEFORE MOVING OR REPOSITIONING IT. FAILURE TO DO SO CAN CAUSE UNSTABLE CONDITIONS THAT CAN LEAD TO DAMAGE TO THE AWNING AND PERSONAL INJURY.**
- **ALWAYS USE A HELPER TO MOVE OR REPOSITION THE AWNING.**
- **YOU MUST RETRACT YOUR AWNING WHEN RAIN WATER STARTS POOLING ON THE FABRIC, OR WHEN SNOW STARTS ACCUMULATING ON THE FABRIC, OR DURING HIGH WINDS. FAILURE TO DO SO COULD RESULT IN THE UNIT TIPPING OVER, OR COULD COLLAPSE THE AWNING, WHICH COULD RESULT IN PERSONAL INJURY. TO PREVENT DAMAGE OR INJURY, IT IS STRONGLY RECOMMENDED TO CLOSE YOUR OASIS AWNING WHEN UNATTENDED OR WHEN NOT IN USE.**

Customer Support

Our technical experts are available **8am - 10pm EST** daily via email at **contactus@sunsetter.com** or call us at **800-670-7071** should you require assistance. We also invite you to visit the Owner's Corner website at **http://ownerscorner.sunsetter.com** for additional information on your Awning and other products.

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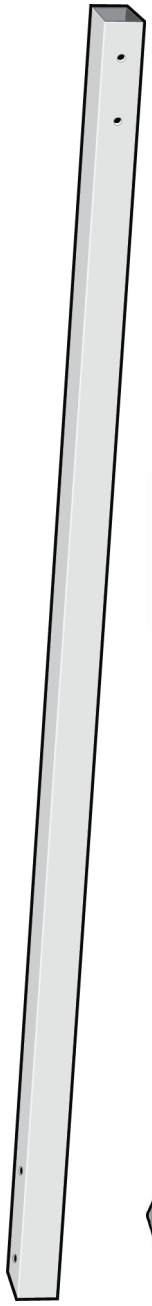
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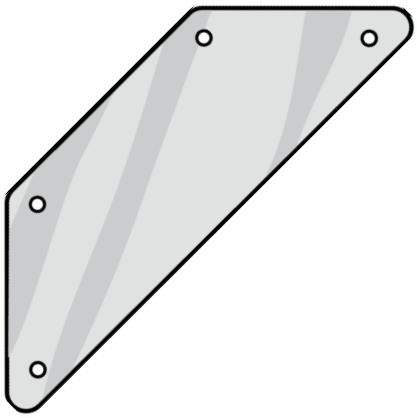
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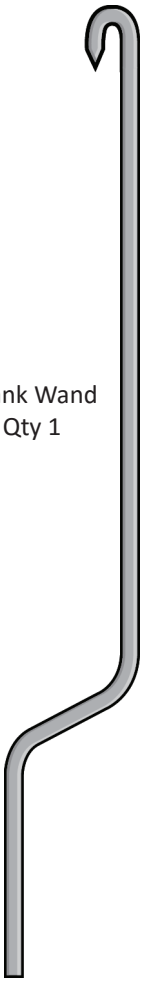
Parts Supplied



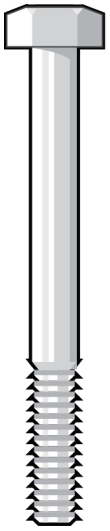
Square Bar Upright
Qty 2



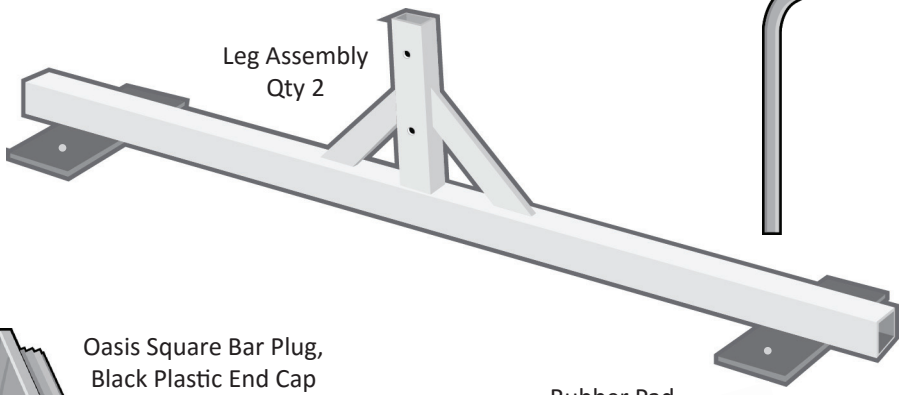
Corner Braces
Qty 4



Crank Wand
Qty 1



⅜" x 2½" Hex Bolt
Qty 10



Leg Assembly
Qty 2

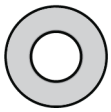


Lock Nut
Qty 12



Oasis Square Bar Plug,
Black Plastic End Cap
Qty 4

Rubber Pad
Qty 8



⅜" Flat Washer
Qty 20

Parts Supplied - Motorized Models Only



Multi-Channel
Remote Transmitter Qty 1



(spare)
Battery
CR2430
Qty 1



Wall Mount Kit for
Remote Transmitter
Qty 1

Cord Cover
74" Long
Qty 1

Velcro Straps
Qty 4

SunSetter Oasis Freestanding Awning
Assembly and Operating Instructions

WARNING: FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN PERSONAL INJURY! PLEASE READ THESE INSTRUCTIONS IN ITS ENTIRETY BEFORE ATTEMPTING TO COMPLETE THIS PROCESS.

WARNING: DO NOT REMOVE THE PLASTIC SAFETY SLEEVES FROM THE LATERAL ARMS UNTIL INSTRUCTED TO DO SO.

CAUTION: Do not remove the Red Foam Packing located at the middle of the Oasis Awning Assembly until instructed to do so.

1. Before beginning, please familiarize yourself with the components of the Oasis Awning as shown in **Figure 1**, and the supplied Parts shown on **Page iv**.

Note: The Oasis Awning should be assembled in the general area that it will be used. The area of use should be flat and level. It should have unobstructed overhead clearance to a height of approximately 9 feet.

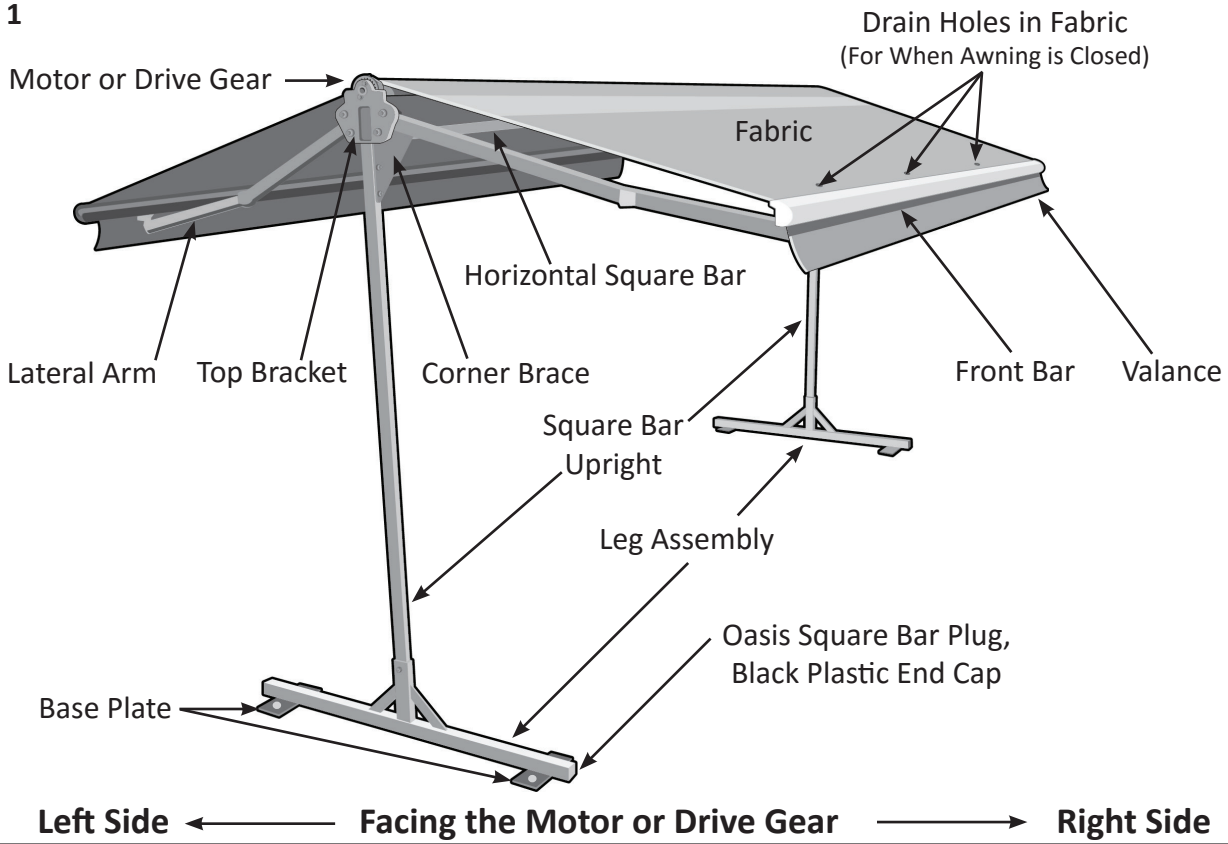
Tools Required:

You will need a Helper, 9⁄16" Socket and Driver, Mallet (or Hammer), 9⁄16" Wrench, Step Ladder, 2 or 3 Chairs or Saw Horses (position Oasis on these during assembly process).

Note: Two additional Helpers will be needed to place the assembled Awning in the upright position.

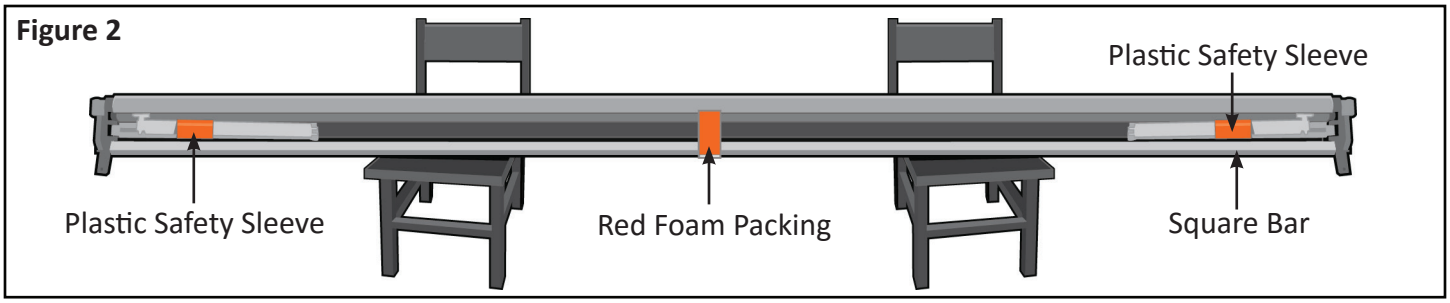
A video outlining the Oasis assembly process is available at http://ownerscorner.sunsetter.com.

Figure 1



2. Position two chairs approximately 8 feet apart. Carefully remove the Awning assembly from the cardboard shipping tube and separate the Corner Braces, Hand Crank Wand, Cover (if purchased) and Fasteners from the Awning. Lay the Awning Assembly across the chairs with the Horizontal Square Bar facing towards the front of the chairs, being careful not to damage the Fabric. See **Figure 2**.

Figure 2



CAUTION: Do Not Remove the Red Foam Packing Material Located at the Middle of the Awning Assembly Until Instructed to do so. See Figure 2.

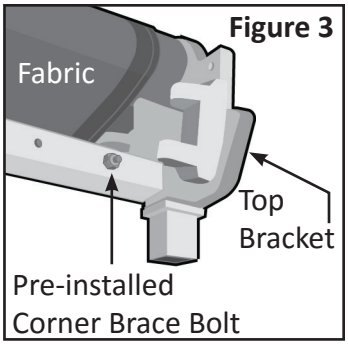
Unpack the Awning

3. Unpack the Awning Assembly to gain access to both ends of the Awning Assembly. Do Not Remove the four (4) Plastic Safety Sleeves from the Lateral Arms at this time. See **Figure 2**.

4. Locate the four (4) Corner Braces, and six (6) ⅜" x 2-½" Bolts, (8) Lock Nuts and twelve (12) Washers in the Hardware Kit.

Note: Two additional Bolt sets that will be used to install the Corner Braces are already temporarily pre-installed in the Awning Assembly. You will be directed when to remove and reinstall these Bolts later in the instructions. See Figure 3.

Figure 3



Begin Assembly of the Awning

5. Using one set of the hardware (1 Nut, 1 Bolt and 2 Washers) secure two Corner Braces on one end, to the Horizontal Square Bar, as shown in **Figure 4**.

Note: Do not completely tighten the locknut at this time.

MOTORIZED MODELS ONLY: The Motor Electric Cord is secured to the Awning Top Bracket with a Nylon Cable tie. Do not remove the Nylon Cable Tie until you have completed Step 7.

6. Carefully remove the Pre-installed Corner Brace Bolt (see **Figure 4**) from the Horizontal Square Bar and discard the Nut. Swing both Corner Braces up to align with the Holes in the Horizontal Square Bar and re-install the Bolt through the Corner Braces and Horizontal Square Bar. Secure with a **new locknut** from the Hardware kit. See **Figure 4a**.

Note: Do not completely tighten the locknut at this time.

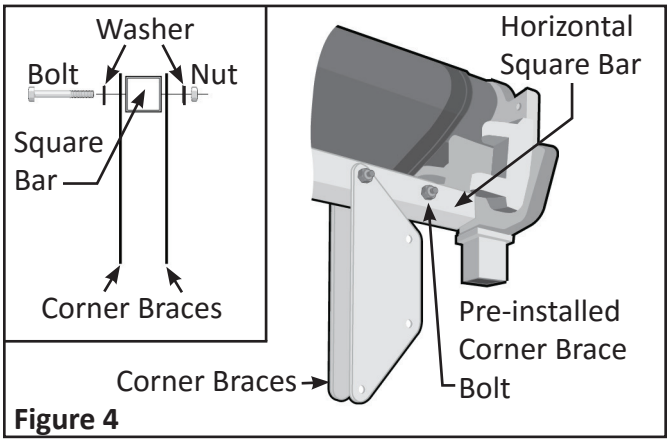


Figure 4

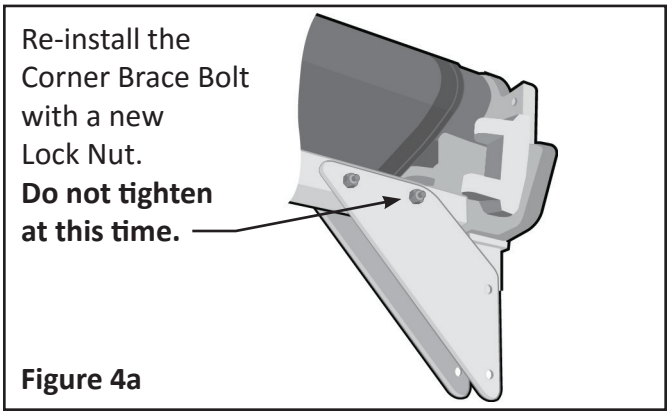


Figure 4a

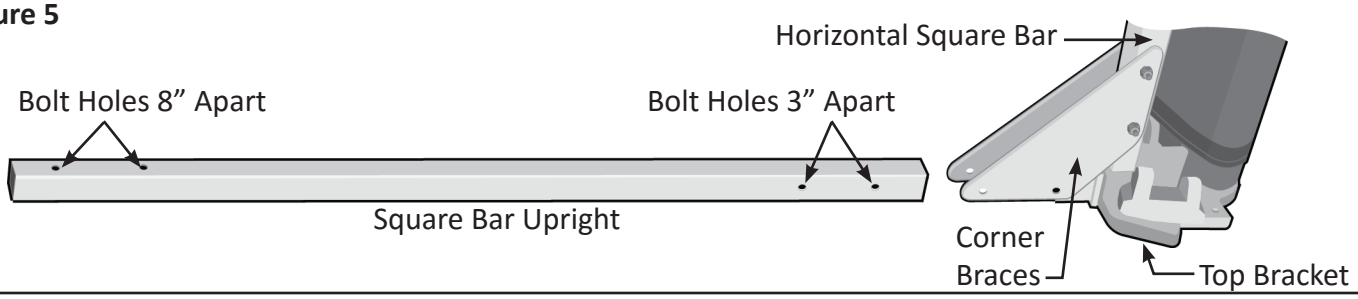
7. Repeat **Steps 5** and **6** for the other end of the Awning Assembly.

MOTORIZED MODELS ONLY: remove the Nylon Cable Tie that is securing the Electrical Cord to the Awning Top Bracket.

8. Locate the two (2) Square Bar Uprights packaged in the cardboard box. See **Figure 5**.

9. Orient one of the Square Bar Uprights so that the end of the Bar with the two holes that are approximately 3 inches apart is pointing toward the Awning Assembly. See **Figure 5**.

Figure 5



10. Push the Square Bar Upright onto the Awning Assembly Top Bracket, making sure that the Bolt Holes in the Square Bar Upright, Corner Braces and Awning Assembly (Top Bracket) are properly aligned. See **Figure 5a**.

11. Using two (2) sets of the hardware (nut, bolt and 2 washers) secure the Corner Braces, Square Bar Upright and Awning Assembly (Top Bracket) together. See **Figure 5b**.

12. Repeat **Steps 10** and **11** for the other end of the Awning Assembly.

13. When the Square Bar Uprights have been installed, securely tighten all eight (8) Bolts used to secure the Corner Braces.

14. Locate the two (2) Leg Assemblies packaged in the cardboard box and the four (4) Black Plastic End Caps packaged with the Awning Assembly. See **Figure 6**.

15. Install one (1) Black Plastic End Cap in each end of the Leg Assemblies. Tap the Black Plastic End Caps securely in place with a hammer. Attach two Rubber Pads underneath each Base Plate on each Leg Assembly. See **Figure 6**.

Figure 5a

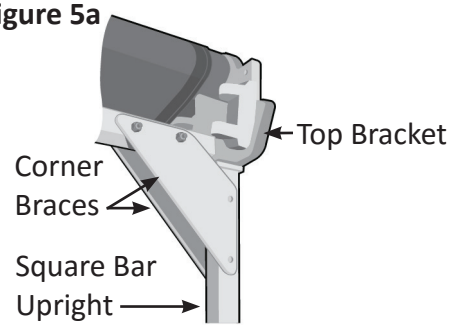


Figure 5b

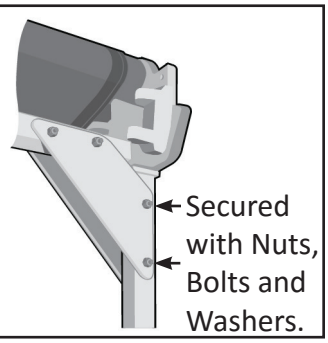
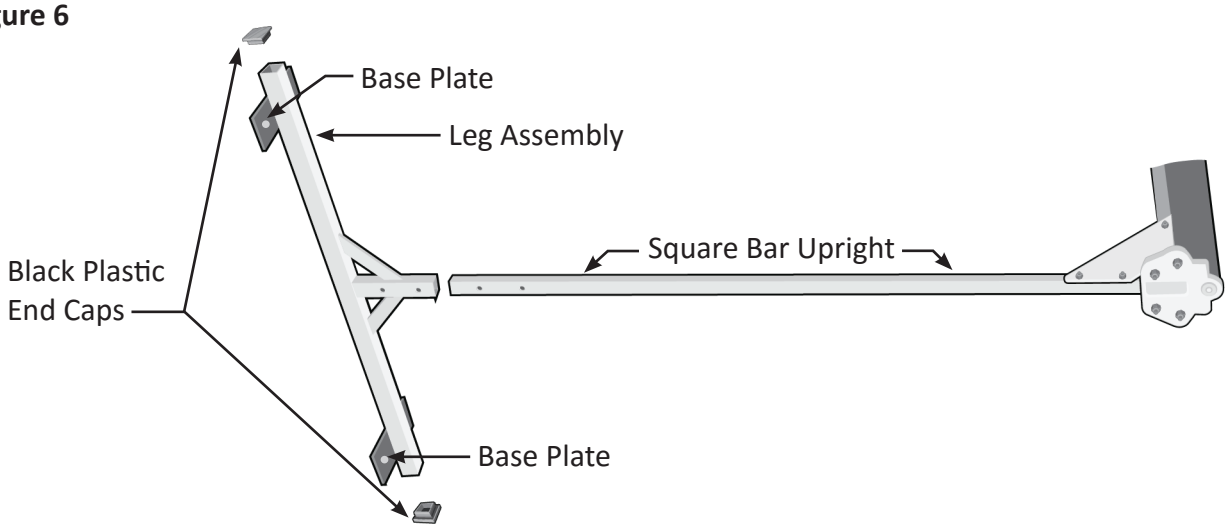


Figure 6

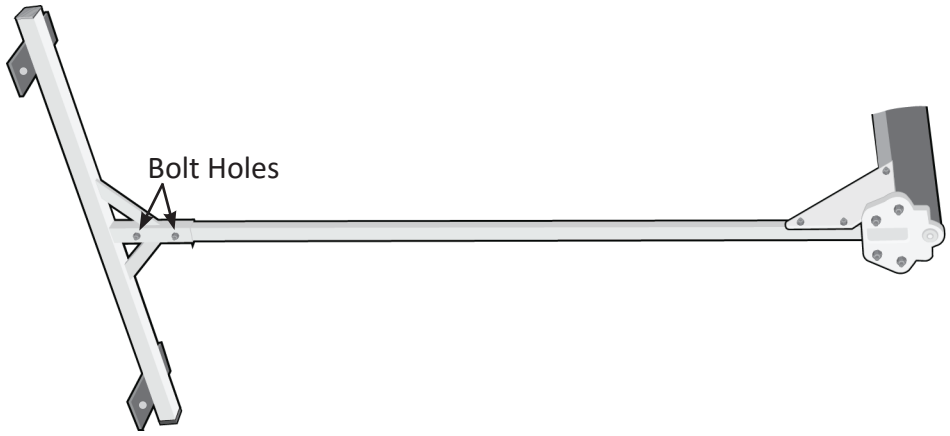


Complete the Leg Assembly

16. Orient one of the Leg Assemblies as shown in **Figure 6**.

17. Push the Leg Assembly onto the Square Bar Upright, making sure that the Bolt Holes in the Leg Assembly and Square Bar Upright are properly aligned. See **Figure 6a**.

Figure 6a



18. Using two sets of Hardware (1 Nut, 1 Bolt and 2 Washers) secure the Leg Assembly to the Square Bar Upright and securely tighten Bolts.

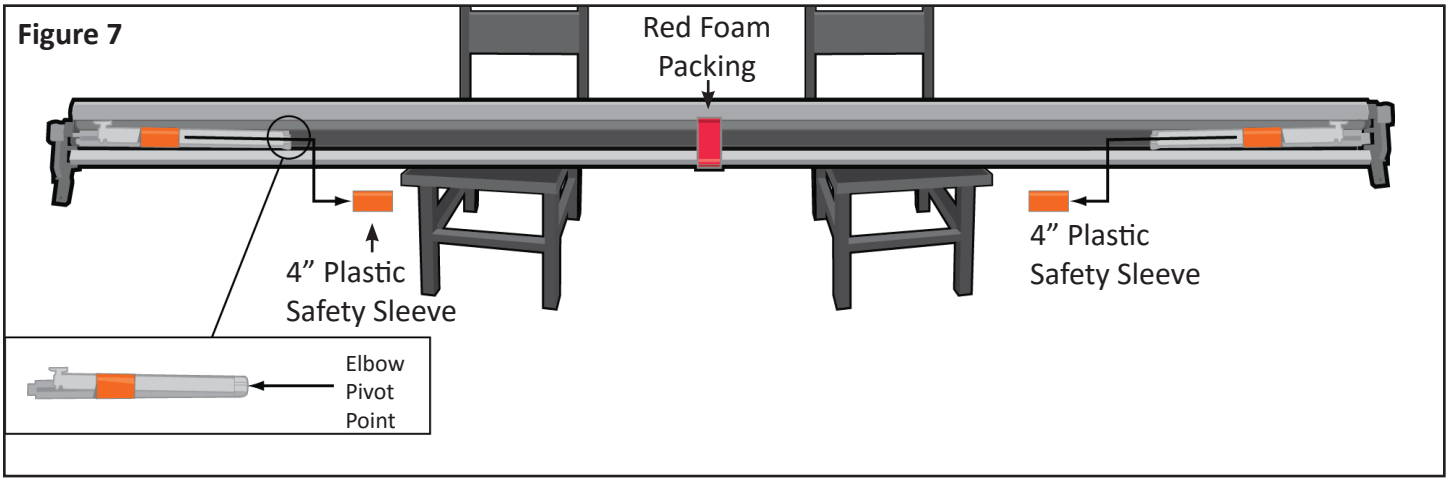
19. Repeat **Steps 16** thru **18** for the other end of the Awning Assembly. Have a helper hold the Awning steady while attaching the second Leg Assembly.

<u>WARNING</u>: BEFORE REMOVING THE PLASTIC SLEEVES, MAKE SURE NO PERSON IS IN CLOSE PROXIMITY TO THE AWNING FRONT BAR ASSEMBLIES. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY.

20. Remove the Plastic Safety Sleeves from all four (4) Arm Assemblies, **<u>one at a time</u>**.

<u>Note</u>: You may need to squeeze Lateral Arms together to easily remove the Plastic Safety Sleeves. Do not use a knife or blade to cut the Safety Sleeves. When removed, do not discard the Safety Sleeves, retain them for future use. Remove the Red Foam Packing from the middle of the Awning Assembly. See Figure 7.

Figure 7



Upright the Awning onto the Leg Assemblies

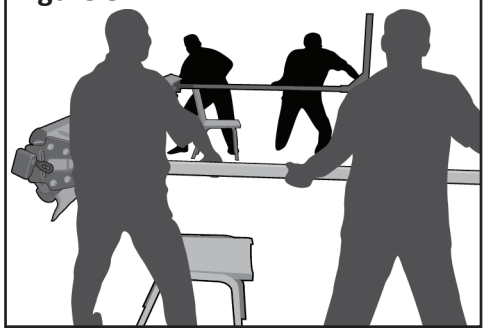
WARNING: THE FOLLOWING PROCEDURE SHOULD BE PERFORMED BY FOUR PEOPLE!

21. One person should be positioned at each Leg Assembly to prevent the Awning from sliding as the unit is placed in the upright position. See **Figure 8**.

22. One person should be positioned at each end of the Awning Assembly, and be able to support and lift the weight of that end of the Awning. See **Figure 8**.

23. When the helpers are in position, the two people positioned at the ends of the Awning Assembly should lift the Awning together and tip the unit until the Awning is upright on the Leg Assemblies.

Figure 8



Note: In areas of gusty or strong winds, it is recommended to secure the Oasis awning to the floor. Each Base Plate in the Leg Assemblies has pre-drilled holes to accommodate a ⅜" screw or bolt. Please consult with a local handyman for the best hardware for your application.

Manually Operated Awnings continue with Step 29.

Motorized Awnings continue with Step 24.

Motorized Setup

Note: For Motorized Awnings – Do not plug in the Motor Power Cord yet.

24. Locate the Cord Cover and position the Cover over the Motor Electrical Cord and flat against the inside of the Square Bar Upright. See **Figure 9**.

25. Using the supplied Velcro straps, secure the Cord Cover in place. See **Figure 10**.

26. Plug the Electric Motor Cord into your Ground Fault Interrupter (GFI) outlet.

WARNING: FAILURE TO PLUG THE ELECTRIC MOTOR CORD INTO A GROUND FAULT INTERRUPTER (GFI) OUTLET CAN RESULT IN PERSONAL INJURY.

27. A Wall Mount for the Remote Transmitter is included with the Remote Transmitter. See **Figure 11**. Position the Wall Mount at the desired indoor location and secure as needed.

CAUTION: Do Not Permit the Hand-Held Remote Transmitter to Get Wet as this Can Affect its Proper Operation. It is Recommended to Keep the Remote Transmitter Indoors When the Awning is not in use.

Note: During an electrical outage, you can open or close your Awning using the supplied Crank Wand. Just insert the Wand into the Crank Loop and turn. See Figure 12.

Figure 9

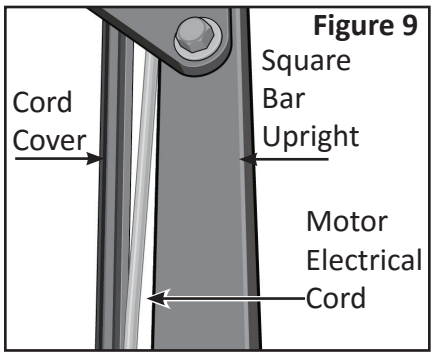


Figure 10

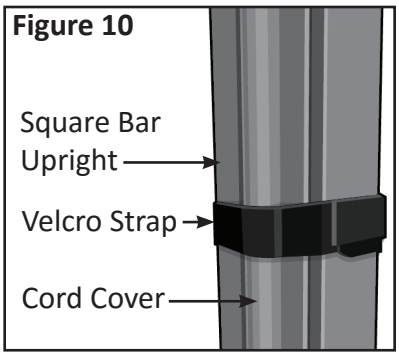
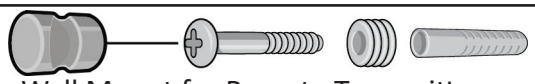
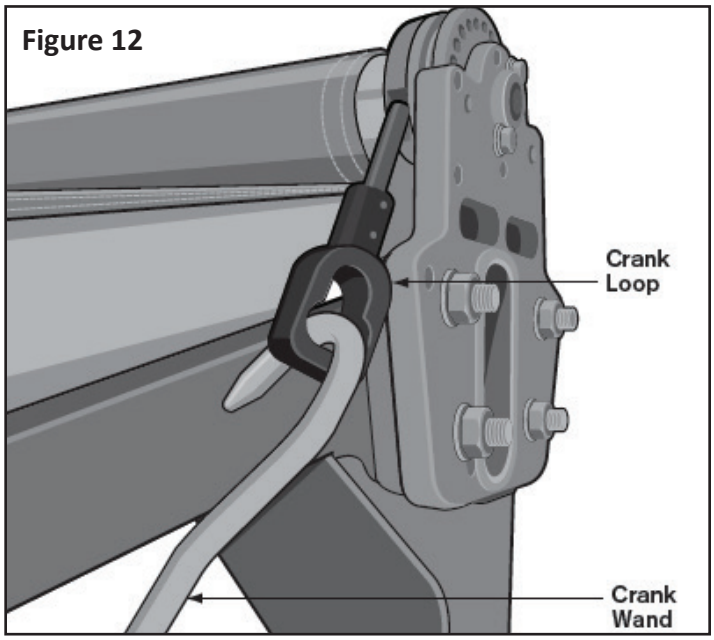


Figure 11



Wall Mount for Remote Transmitter

Figure 12



Test for Proper Operation

Motorized Awnings Only

Note: When opening the Awning for the first time, the Motor will begin to open, quickly reverse direction closing all the way, then continue to open. This is a standard operation of the Motor after it has been without power for more than two (2) minutes.

Note: The Open and Close Stop Position Limits on the Awning Motor were set and tested at the SunSetter factory prior to shipment.

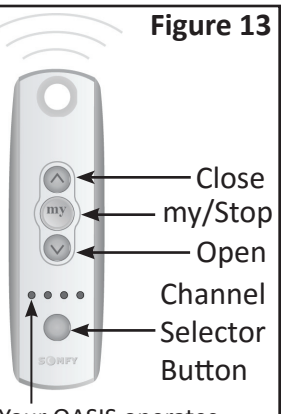
28. Test the operation of your Awning by using the Open and Close buttons on your Remote Transmitter. Your OASIS was programmed at the factory to operate on Channel 1 of the Multi Channel Remote Transmitter. See **Figure 13**.

For more information about operating the Multi Channel Remote Transmitter, see the bottom of Appendix A.

- Select Channel 1 on the Multi Channel Remote Transmitter.
- Press and release the Open button. The Awning should Open to its full projection. The Lateral Arms will still be bent but locked at the elbow (this is normal).
- Press and release the Close button. The Awning should Close to a point where the Front Bars are between 4 to 7 inches from the Square Bar.
- Press and release the my/Stop button to stop the Awning at its current position.

To adjust the preset Open and Close Stop Position Limits, see **Appendix A**.

Figure 13



Your OASIS operates on Channel 1.
For more info about the Multi Channel Remote Transmitter, see **Appendix A.**

Manually Operated Awnings Only

29. Using the Hand Crank, unroll the Oasis Awning. Stop unrolling before the Fabric begins to sag. The Arms will still be bent at the elbows, this is normal as they will never straighten out completely.

Note: If you unrolled the Awning past the point where the Arms are fully Open, the Fabric will begin to sag. To correct this, simply reverse the rotation of the Hand Crank and Close the Awning until the Fabric is tight.

Note: The Fabric on the left side (as you face the Gear Assembly or Motor) should always roll under the Roller Bar and the Fabric on the right side should always roll over the Roller Bar. See Figure 13a.

This completes your Awning Assembly.

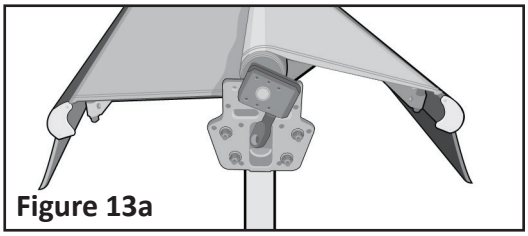


Figure 13a

WARNING FOR ALL OASIS AWNINGS:

- **ALWAYS USE A HELPER TO MOVE THE AWNING. DO NOT ATTEMPT TO MOVE THE AWNING ALONE. FAILURE TO DO SO COULD CAUSE DAMAGE TO THE AWNING, WHICH COULD RESULT IN PERSONAL INJURY.**
- **DO NOT MOVE THE AWNING WITH FABRIC EXTENDED OUT. YOU MUST FULLY RETRACT THE AWNING BEFORE MOVING IT. MOVING THE AWNING WITH THE FABRIC EXTENDED OUT COULD RESULT IN THE UNIT TIPPING OVER, WHICH COULD RESULT IN PERSONAL INJURY.**

WARNING FOR MOTORIZED OASIS AWNINGS:

- **NEVER TRY TO MOVE THE MOTORIZED OASIS AWNING WHEN THE MOTOR POWER CORD IS CONNECTED TO THE ELECTRIC OUTLET. YOU MUST DISCONNECT THE MOTOR POWER CORD FROM THE OUTLET BEFORE MOVING YOUR AWNING. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY.**

General Care and Maintenance

CAUTION: Prior to Operating the Awning, Be Sure That No Objects or Persons Can Come in Contact With it as it Opens and Closes. Keep Children Away From Any Moving Parts of the Awning as it Operates.

CAUTION: Never Attempt to Hang Items From Any Part of the Awning, Except Those Accessories That are Supplied by the Manufacturer.

WARNING: NEVER ATTEMPT TO REPAIR OR DISASSEMBLE ANY PART OF THE AWNING WITHOUT FOLLOWING REPLACEMENT PART PROCEDURES SUPPLIED BY THE MANUFACTURER. TRYING TO DO SO WITHOUT PROPER INSTRUCTIONS COULD RESULT IN PERSONAL INJURY.

CAUTION: Damage to the Awning Fabric, Arms and Mechanism Caused by Water Pooling on the Fabric or Windy Conditions are not Covered by the Manufacturer's Warranty. Always Retract Your Awning During Periods of Snow or Heavy Rain. Never Leave Your Awning Extended When There are Heavy Winds.

WARNING: YOU MUST RETRACT YOUR AWNING WHEN RAIN WATER STARTS POOLING ON THE FABRIC, OR WHEN SNOW STARTS ACCUMULATING ON THE FABRIC, OR DURING HIGH WINDS. FAILURE TO DO SO COULD RESULT IN THE UNIT TIPPING OVER, OR COULD COLLAPSE THE AWNING, WHICH COULD RESULT IN PERSONAL INJURY.

Note: It is normal for the Fabric to form waves or wrinkles at the hemmed edges as the Awning rolls up. This is because the Fabric layer is double only along the edges. It is also possible for the Awning Fabric slightly to sag as a result of its own weight.

PROTECTING THE SUNSETTER FABRIC FROM MILDEW

If it is necessary to roll the Awning up wet, be sure to extend it out to dry when the weather is better. While the Awning Fabric itself won't mildew, mildew can form on the dust and dirt allowed to accumulate on the Fabric. If the Fabric is rolled up and stored when wet, the moisture will promote the formation of mildew. Do not use caustic cleaners.

CLEANING THE FABRIC

Cleaning the Awning regularly will extend the life of the Fabric and prevent the formation of mildew. Call **800-670-7071** to order a **SunSetter** Cleaning and Maintenance Kit.

PROTECTING THE SUNSETTER FRAME

Your **SunSetter** Awning contains extruded and die cast aluminum components. These aluminum parts are powder-coated for long lasting beauty. We have included a bottle of color-matched touch-up paint with your Awning in the event that some area of the painted surface gets scratched during installation. Please use as needed.

LUBRICATION

Once a year, you may wish to lubricate the Gray Plastic Bushing on the Roller Bar on the side opposite the Motor or Gear Crank Unit. During extended use, dust may accumulate on this moving part and may cause a minor squeak as the Awning opens or closes. Any type of light lubricant will eliminate this type of noise. You may also wish to lubricate the Elbow Pivot Point of the Lateral Arms (See **Figure 7 insert)**.

CAUTION: NEVER USE A BARBECUE GRILL, ANY TYPE OF PATIO HEATER, OR FIREPLACE, UNDER YOUR SUNSETTER AWNING. See Figure 14.

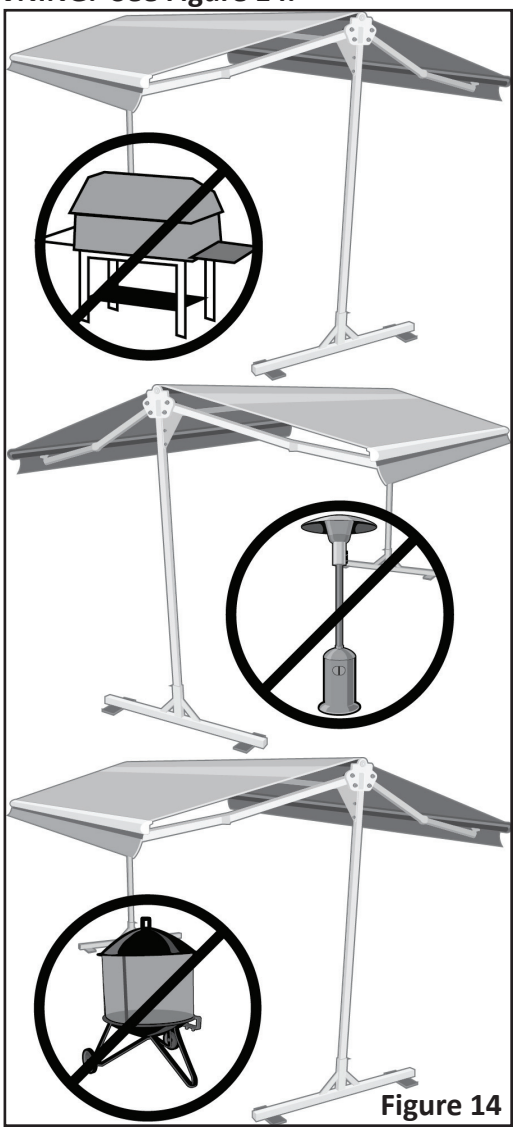


Figure 14

Care and Maintenance - SunSetter Woven Acrylic Fabrics

SunSetter woven acrylic Fabrics are made of 100% solution-dyed acrylic fiber and have a special finish which delays the formation and accumulation of dirt. To preserve this finish, cleaning of the Fabric must include the following.

Standard Maintenance

- Thoroughly remove the dust from the dry Awning Fabric by vacuum cleaning, gently beating or brushing.
- Then clean with a prolonged spraying of lukewarm water and a mild soap while gently brushing. Rinse thoroughly to remove soap.

Stain Removal

- For more stubborn cases, a general solution of no more than ½ cup (4 oz.) of bleach and ¼ cup (2 oz.) of mild soap per gallon of water is normally recommended. Do not leave this mixture on the Fabric for more than 20 minutes. Then the Fabric should be rinsed thoroughly with cold water to remove all of the mixture.

CAUTION: Bleach can deteriorate sewing threads. The Fabric should be rinsed thoroughly with cold water to remove all of the soap. This method of cleaning may remove part of the water repellency of the Fabric. Therefore, if water repellency is important, the Fabric afterwards should receive an application of any air curing fluorocarbon water repellent treatment like 303 High Tech Fabric Guard.

Applying 303 High Tech Fabric Guard

303 Should be applied to **SunSetter** woven acrylic Fabrics after each thorough cleaning, which typically removes the original finish and reduces the fabric's water repellency.

- Allow the clean fabric to completely air dry.
- Apply 303 Fabric Guard in a well ventilated area following instructions on the container.
- Apply 303 in a thin, even coat and allow Fabric to dry completely. Pay particular attention to the sewn seams that may allow water to seep through the needle holes.
- Apply a second thin, even coating of 303. (Two light coatings are more effective in restoring Fabric water resistance than a single heavy coating. A 15 ounce bottle provides coverage of up to 50 square feet of Fabric).

For more information please see **www.303products.com**.

Caution: If an Awning is retracted while wet, open it as quickly as possible and allow the Fabric to dry.

Although the Fabric is mold, mildew and rot resistant, this procedure is necessary because atmospheric pollution deposits on the surface of the Fabric can mold and mildew under damp conditions.

Care and Maintenance of Your Electric Motor and Remote Transmitter

WARNING: ANY PERMANENT WIRING OF THE AWNING MUST BE PERFORMED BY A LICENSED ELECTRICIAN PER YOUR LOCAL ELECTRICAL CODES. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY.

The Outdoor Electric Motor

The Motor is supplied by Somfy Systems, Inc, the recognized world leader in specialized electric tubular motors for Awnings and sunshades. This 110 volt Motor is UL (Underwriters Laboratories) and CSA (Canadian Standards Association) approved. This Somfy Motor features the manual override option that allows you the safety and convenience of manual operation during electrical failures.

The electric Motor is equipped with an **automatic overheat protection shutoff system**. If you run your Awning several times continuously, the Motor will stop its operation before it overheats. The Motor will resume normal operation after 15 minutes of cooling down.

Preparing Your Awning for Winter

Unplugging the Motor Power Cord from your (GFI) Wall Outlet and covering the socket may prevent rain and moisture from entering the outlet which could interfere with proper Motor function in the Spring. Before rolling up your Awning for the last time of the season, it may be beneficial to ensure the Fabric is clean and dry, which will prevent mildew from forming over the winter.

To aid in Winter protection we strongly recommend the use of a **SunSetter** Awning Cover. If you do not have a cover and would like to order one, please call **800-670-7071**. Installing the SunSetter Cover will keep your Awning clean and ready for use on the first day of Spring.

The Remote Transmitter

Do not permit the hand-held Remote Transmitter (see **Figure 15**) to get wet as this can affect its proper operation. It is recommended to keep the Remote Transmitter indoors when the Awning is not in use.



Figure 15

Changing the Battery in Your Remote Transmitter



CR2430

Please note that you might have to replace the battery (**3V Lithium CR2430**) after 3 years, or if the Remote Transmitter stops working.

Test the Remote Transmitter by holding down the Open, Close, or my button (see figure 15) for at least 5 seconds. The LED should flash for at least 5 seconds. If the LED does not flash for at least 5 seconds, without losing brightness, replace the battery.

One spare battery (**3V Lithium CR2430**) is included with the Remote Transmitter packaged with your SunSetter Oasis Motorized Awning.

You should find this type of battery (**3V Lithium CR2430**) in any local hardware store. To replace the battery, simply remove the small Phillips screw on the back of the Remote Transmitter, remove the back cover, replace the old battery and reinstall the back cover and Phillips screw. Be sure to note the orientation of the old battery as you remove it.

Protective Cover - OASIS Freestanding Awning
Installation Instructions - 'Helper Needed'

Tools Needed: Step Ladder (2)

Parts Supplied: Cover, Bungee Cords (7 for 12ft model, 9 for 16ft model)

WARNING: FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PERSONAL INJURY.

Make sure that your Oasis Awning is in the fully closed position.

Remove the Protective Cover from its packaging. Orient the Cover so that the sewn hem is facing down.

With your helper carefully place the Cover (hem facing down) on top of the Oasis Awning assembly and extend the Cover the length of the Oasis Awning. The Cover is designed to extend approximately 2 inches beyond each end of the Oasis Awning. See **Figure 1**.

Locate the Bungee Cords and insert one of the Bungee Cords through the Grommet at each side of the Cover (see **Figure 2**) and secure the Loop over the Ball. See **Figure 3**.

Figure 1

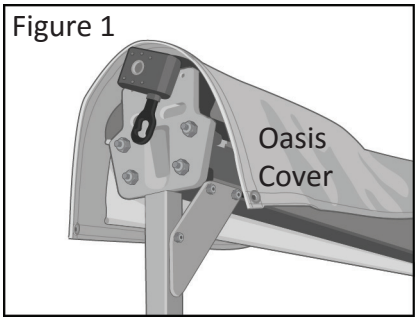


Figure 2

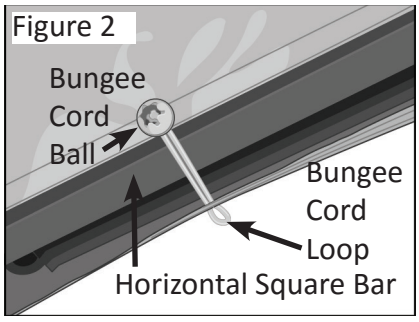
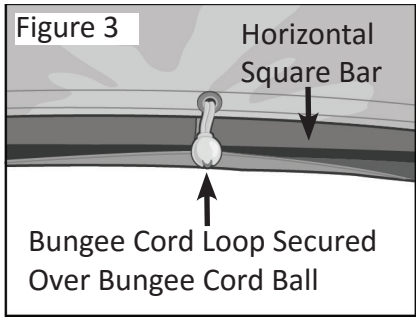


Figure 3



How to Safely Remove the Bungee Cords from the Cover

WARNING: IF YOUR COVER IS SECURED TO THE OASIS AWNING WITH BUNGEE CORDS OR ANY OTHER TIE DOWNS, FAILURE TO FOLLOW THESE INSTRUCTIONS WHEN REMOVING THE BUNGEE CORDS FROM THE COVER COULD RESULT IN PERSONAL INJURY.

WARNING: DO NOT PLACE THE LADDER OR STAND IN FRONT OF THE OASIS AWNING FRONT BARS. DOING SO COULD RESULT IN PERSONAL INJURY.

To make sure that the Oasis Awning is **completely** closed under the Protective Cover, inspect the following conditions from the end of the Oasis:

1. Check to make sure that the Fabric between the Front Bars and the Roller Bar is tight. See **Figure 1**.
2. If the Fabric is loose or sagging (see **Figure 2**), push the CLOSE button on your Remote Transmitter or use the manual hand Crank Wand to fully close the Oasis Awning and wrap the Fabric tightly around the Roller Bar.
3. Check to make sure that the Fabric is now tight between the Front Bars and Roller Bar. See **Figure 1**.
4. Position yourself under the Oasis Awning. Remove the Bungee Cords one at a time.
5. Test the operation of your Oasis Awning using the OPEN and CLOSE buttons on the Remote Transmitter.

Figure 1
Fabric Tight

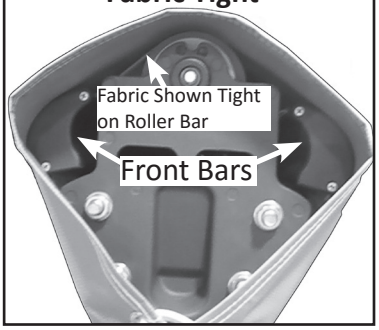
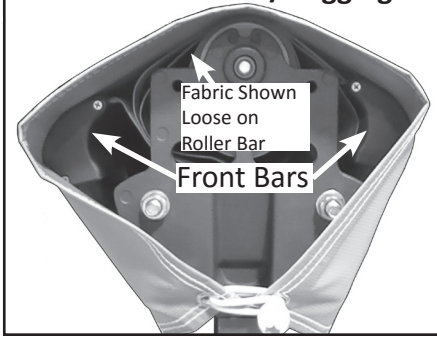


Figure 2
Fabric Loose / Sagging



TROUBLESHOOTING

Problem with Appearance	Solution
Fabric wrinkles when the Awning is opened/closed	The Awning Fabric has a hem along each side; some wrinkling is a characteristic of the extra thickness along those edges. This wrinkling may be more noticeable when retracted and after prolonged periods when the Awning is not used. This condition is normal.
Lateral Arms (elbows) are not even when Awning is retracted	Each Lateral Arm is individually connected to the Awning assembly Top Brackets. Therefore, it is normal that when the Awning is closed, the Arms may not necessarily be even with each other when viewed from the underside of the Awning. This condition is normal. Please ensure that the Awning Fabric is evenly centered on the Roller Bar and Front Bars. This will assist the Lateral Arms in closing more evenly.
Awning does not close evenly, one side is closed and one side is still open about one foot.	The rotation of the Fabric on the Roller Bar may have been reversed. Manually crank the Awning open. The Fabric on the left side (as you face the Gear Assembly or Motor) should be rolling from the bottom of the Roller Bar, and the Fabric on the right side should be rolling over the top of the Roller Bar. See **Figure 16**. If the Fabric is not as noted in **Figure 16**, continue unrolling the Fabric until the Fabric on the left side is rolling from the bottom and the Fabric on the right side is rolling over the top of the Roller Bar. Then roll up the Fabric until the Fabric becomes tight.
The Roller Bar and Fabric appear to bounce when opening and closing the Awning.	The Roller Bar that holds the Fabric is supported only at the extreme ends and it may bow toward the center. As the Roller Bar rotates, it may move up and down toward the center. This is a natural tendency of the Roller Bar.
When opening or closing the Awning, the Gear Assembly binds, skips or spins freely.	The Drive Gear may have been stripped or damaged during operation. Please call **SunSetter** Customer Service at **800-670-7071** for a possible replacement.
Awning does not seem to be stable, and sways (rocks) on the Leg Assemblies.	The Awning is not on a flat and level surface. Use a level to check that both of the Square Bar uprights are level. See **Figure 16a**. If the Square Bar Uprights are not level, you can move the Awning to a different location that provides a flat and level surface or you may choose to level the area under the Leg Assemblies.

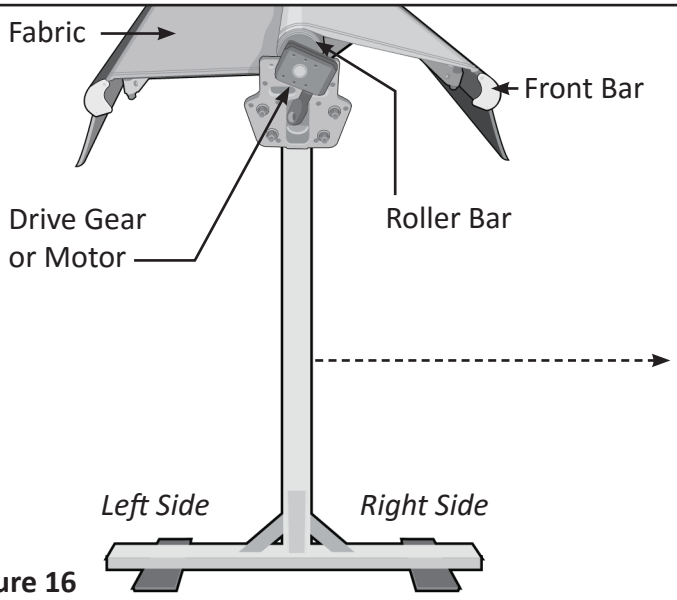


Figure 16

<u>Note</u>: Left and Right references are as you face the Gear Assembly or Motor.

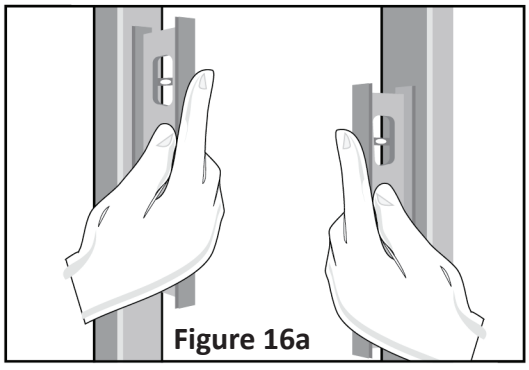


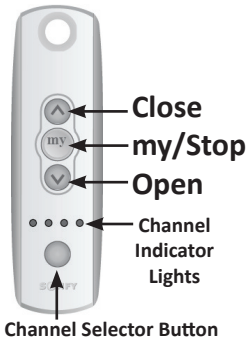
Figure 16a

TROUBLESHOOTING - Continued

Problem with Motor or Gear Assembly	Solution
Can I "hard-wire" the Awning Motor into my home?	**SunSetter** cannot be responsible for any changes in electrical configuration of the Motorized Awning. Have your electrician contact Somfy (motor manufacturer) directly via their website www.somfysystems.com. **Note: Some maintenance procedures such as resetting communication between the Remote Transmitter and Awning require power to be interrupted. Therefore, hard-wiring the Awning may interfere with this procedure.**
After installing, the Awning will not function.	• Is there power to the outlet? Test with a known good appliance, such as a lamp. • Test the Remote Transmitter - Hold a button, the LED light should blink for at least 5 seconds. • If Remote Transmitter fails this test, replace the battery (**CR2430**) with a new battery. • If using a Multi Channel Remote Transmitter, ensure the correct channel is selected.
The LED light on the Remote Transmitter does not come on.	Remove the battery and reinsert (check polarity to ensure battery is inserted correctly) in battery slot and try pushing button again, if no light, replace the battery (**CR2430**) with a fresh, new one.
The Awning closes on its own (Awnings with optional Wind Sensor).	Three conditions can cause the Awning to close on its own. 1. The **Wireless Wind Sensor has detected rapid movement** up and down and has sent a "close" signal to the Awning, causing the Motor to close the Awning. Wind Sensor Sensitivity is adjusted by using a small screwdriver to turn the potentiometer from the factory setting of 2 to a higher setting up to 9. The lowest setting can be 1. Do not set to 0. 2. The **Wireless Wind Sensor has low batteries**, causing the Motor to Close the Awning **after being open 15 minutes**. Replace the AA batteries. Do not use rechargeable batteries. 3. The **Wireless Wind Sensor has lost communication with the Motor, closes every hour.** a. This can be caused by dead batteries, in which case the AA batteries must be replaced with non rechargeable ones. b. This can also be caused by a Wireless Wind Sensor being physically removed from the Awning, but not removed from the Motor's memory. If a Wireless Wind Sensor had been Added to the Motor, but not properly Deleted, and that Wind Sensor is not available to be properly Deleted from the Motor's memory, then reprogram the Motor according to instructions in **Appendix B**.
Awning works in one direction only.	Follow instructions in **Appendix A** to see if the Open or Close stop position setting can be repositioned in either direction. If the Motor continues to rotate in only one direction, please call **SunSetter** Customer Care at **800-670-7071** for assistance.
The Open or Close stop limit needs to be changed.	Follow instructions in **Appendix A** to change existing Open or Close stop limits of the Motor.
Can other Remote Transmitters interfere with the operation of this Motor?	No. Your Somfy Sunea Motor operates on a specific, unique frequency. In addition, each Remote Transmitter has its own unique identification code that must be manually and intentionally matched to each motor.
Motor stopped responding, but worked a few minutes ago.	The motor is enclosed in the Roller Bar. Heat can become trapped inside the Roller Bar, causing the motor to turn itself off (before overheating) after several minutes of continuous use. This may occur in as few as 5 to 10 cycles of continually opening and closing the Awning. This may be more noticeable with the 16 foot wide model, particularly in hot weather. Please allow at least 15 minutes for the motor to cool down before attempting to operate the motor again. Meanwhile, the hand crank override should be operational.
The GFI outlet 'trips' or shuts off.	• Test the outlet by plugging in another appliance (such as a hair dryer or lamp) to ensure the outlet is working properly. • Test the Awning by getting power from an outlet on another circuit using an extension cord. • There may be moisture inside the motor housing causing the GFI to trip, please allow the motor to dry out over 2-3 days. The motor is designed to operate if it gets wet and dries out.
Button on Remote Transmitter must be held down for Awning to Open or Close.	Programming of the Motor has not been completed. Hold the "my" button until the Awning jogs. If the problem continues, hold the Programming Button on the back of the Remote Transmitter until the Awning jogs. If this fails, please call SunSetter Customer Care at **800-670-7071** for assistance.

APPENDIX A

ADJUSTING THE OPEN AND CLOSE STOP LIMITS FOR THE SUNSETTER MOTORIZED AWNING



TO CHANGE THE OPEN LIMIT:

1. Open the Awning to its current Open position and **let it stop on its own**.
2. Press and Hold the OPEN and CLOSE buttons simultaneously until the Awning moves a little bit, or jogs back and forth, then release the buttons.
3. Adjust the Awning to the new Open limit position (the Awning moves only while pressing the OPEN or CLOSE button).
4. Press and Hold the "my" button until the Awning moves a little bit, or jogs back and forth, then release the "my" button.
5. Check the new Open limit.



TO CHANGE THE CLOSED LIMIT:

1. Close the awning to its current Closed position and **let it stop on its own**.
2. Press and Hold the OPEN and CLOSE buttons simultaneously until the Awning moves a little bit, or jogs back and forth, then release the buttons.
3. Adjust the Awning to the new Closed position (the Awning moves only while pressing the OPEN or CLOSE button).
4. Press and Hold the "my" button until the Awning moves a little bit, or jogs back and forth, then release the "my" button.
5. Check the new Closed limit.

How to Use the Multi Channel Remote Transmitter

- Your OASIS is programmed to Operate on **Channel 1** of the Multi Channel Remote Transmitter.
- **Channel 1** is the first channel on the left.
- **To identify the active Channel**, press and release the Channel Selector button.
  The active Channel Indicator Light will blink for about **5 seconds**.
- **To move to the next Channel**, press and release the Channel Selector button while the Channel Indicator Light blinks.
  The next Channel becomes active.
  That Channel Indicator Light blinks for about **5 seconds**.
- All four blinking Lights indicates **Channel 5** is active.
- Channel selection moves in order **from Channel 1 through 5, then back to 1**.



APPENDIX B

Resetting Remote Communication and Reprogramming the Motor

- This procedure describes the actions needed to reset the communication between the Motor and the primary Remote Transmitter used to control your Motorized Awning.
- This procedure programs the Awning Motor to accept commands from one primary Remote Transmitter.
- This procedure overwrites the factory set **Open** and **Closed** positions with new **Open** and **Closed** positions.

Note: To ONLY change the Open and Close preset positions, follow the basic procedure in Appendix A.
Tools needed: A pen or similar pointing device is needed to press and hold the Programming Button.

WARNING: ALL STEPS MUST BE FOLLOWED EXACTLY AND COMPLETELY.



PREPARE MOTOR - Read these instructions FIRST, completely and thoroughly.

1. Set the Remote Transmitter to Channel 1.
2. Press and Hold the **my** button; the red LED light should blink for at least 5 seconds.
3. Disconnect Power for two (2) full seconds.
4. Connect Power for ten (10) full seconds.
5. Disconnect Power for two (2) full seconds.
6. Connect Power. The Awning should move, then stop on its own.
7. Press and hold the **Programming** button for ten (10) seconds, watching for two (2) separate jogs back and forth, several seconds apart (about 6 seconds).
   Note: A single jog is defined as a quick two-direction movement of the motor.
8. Press and Hold the **CLOSE** and **OPEN** buttons together, release when the Awning jogs.
   Note: **The Awning now moves ONLY while holding down the CLOSE or OPEN button.**

SET PROPER DIRECTION OF MOTOR ROTATION

9. Press the **OPEN** button to check the direction of the motor rotation. The Fabric on the **left side** should be rolling from the **bottom** of the Roller Bar (as you face the Gear Assembly or Motor), and the Fabric on the **right side** should be rolling over the **top** of the Roller bar.
10. If the direction is incorrect, change direction by holding the **my** button until the motor jogs. Press the **OPEN** button again to check for the correct direction of the motor rotation.



SET THE CLOSED AND OPEN POSITIONS

11. Move the Awning to the desired **Closed** position.
12. Press and Hold the **my** and **OPEN** buttons together; release when the Awning begins to **Open**.
13. Press the **my** button to **Stop** the Awning at the desired **Open** setting.
14. Make desired adjustments to the **Open** position.
15. Press and Hold the **my** and **CLOSE** buttons simultaneously; release them when the Awning begins to **Close**. **Let the Awning stop on its own** at the **Closed** position set in step 11.
16. Press and Hold the **my** button; release when the Awning jogs. This step stores the new **Open** and **Close** positions.

Note: If steps 8 - 15 fail, unplug the Awning, plug it back in, then begin again from step 8.

FINALIZE PROGRAMMING OF MOTOR

17. Press and Hold the **Programming** button; wait for a jog. This completes the procedure.
    Note: The Awning now operates with a touch and release of the **OPEN** or **CLOSE** button.
18. Test the Awning for correct one-touch operation, using the **OPEN** and **CLOSE** buttons.

To Add or Delete a Control Device (Transmitter)

To **ADD** an additional Control Device (such as a 2nd Remote, All Weather Remote or Wall Switch);

- Press the Programming button on the back of the Transmitter that was supplied with the Awning until the motor "jogs."
- On the additional Control Device, press the Programming button until the Motor "jogs," then release

To **DELETE** a Control Device, repeat the two steps listed above and the additional Control Device is removed.

5-Year Limited Manufacturer's Warranty For the SunSetter OASIS and Accessories

A. WHO GIVES THIS WARRANTY?
SunSetter Products, 184 Charles Street, Malden, MA 02148.

B. WHO IS ENTITLED TO THIS WARRANTY?
This Warranty applies only to the original purchaser who paid for the product and may not be assigned or transferred to subsequent owners. This Warranty applies only to products purchased and located in the US.

C. WHAT ARE THE RESPONSIBILITIES OF SUNSETTER PRODUCTS UNDER THIS WARRANTY?
Subject to the terms and conditions set forth herein, **SunSetter Products** will furnish replacements for parts found by **SunSetter Products** to be defective in design, manufacture or assembly, under each specific component or product warranty as set forth below.

D. WHAT ARE THE RESPONSIBILITIES OF THE ORIGINAL PURCHASER UNDER THE WARRANTY?
1. Before any claims may be made under this Warranty, the original purchaser must have paid in full for the product covered under the Warranty, according to the terms and conditions of the pay-plan defined in the original order. **IF THE PURCHASER HAS FAILED TO MAKE FULL PAYMENTS ACCORDING TO THE SPECIFIC PAY PLAN FOR THE PRODUCT, THIS WARRANTY SHALL BE NULLIFIED AND SUNSETTER PRODUCTS SHALL BE RELIEVED FROM ANY RESPONSIBILITY OR LIABILITY UNDER THIS WARRANTY.** The purchaser agrees and acknowledges that this Warranty agreement constitutes an executory contract.

2. The purchaser must use care in the assembly, maintenance, operation, use, and storage of the product in accordance with the instructions contained in the owners manual. **ANY FAILURE TO ASSEMBLE, MAINTAIN, OPERATE, USE AND STORE THE PRODUCT IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE OWNERS MANUAL WILL NULLIFY THIS WARRANTY AND RELIEVE SUNSETTER PRODUCTS FROM ANY RESPONSIBILITY OR LIABILITY UNDER THIS WARRANTY.**

3. Promptly notify **SunSetter Products** of any claims.

4. The purchaser may be required to provide a photograph of any defective parts. **The purchaser may also be required to pay a deposit until the defective parts are returned to SunSetter Products for inspection.** The purchaser must obtain a return authorization form from **SunSetter Products** customer service department prior to the return of any merchandise and after having received such authorization, return the part or product, freight prepaid, to **SunSetter Products**.

E. WHAT IS COVERED UNDER THIS WARRANTY?
1. The following components of the **SunSetter** OASIS Awning and its accessories (defined as accessories attached to the Awning) are covered under this Warranty, subject to the limitations set forth below. These components have **a five (5) year limited (prorated) warranty**, against manufacturers defects as outlined below:

(a) Should the purchaser promptly notify **SunSetter Products** of such defects within one year (12 months) from the date of the original purchase, the defective component will be replaced at no charge.

(b) After one year but within five years (60 months) from the date of the original purchase, a defective component will be replaced upon the purchasers payment of $\frac{1}{60}^{th}$ of the full retail cost of the component for each month of use prior to the claim.

2. Covered Components:

STRUCTURAL SUPPORTS, which include the Lateral Arms, the Square Bar, the Front Bars and all other attached supports are warranted not to fail for five (5) years provided that the components are not subjected to excessive winds or water pooling on the fabric.

ROLLER BAR is warranted for five (5) years against any and all damage including cracking and permanent bowing that would affect the performance of the Awning, provided that the awning is not subjected to excessive winds or water pooling on the fabric.

FABRIC is warranted for five (5) years against:
(a) Excessive fading under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owners manual.
(b) Mildew on the fabric. Mildew will not form on the fabric itself, but may form on dirt and dust that have not been removed from it. Please see maintenance instructions for proper cleaning outlined in owners manual.
(c) Excessive cracking or peeling under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owners manual, and provided that the awning is not subjected to excessive winds or water pooling on the fabric.

ELECTRIC MOTOR (Motorized Models only) is warranted for five (5) years not to fail under normal conditions if maintained, operated, used and stored in accordance with the instructions contained in the owner's manual.
GEAR MECHANISM is warranted for five (5) years not to fail under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owners manual.
AWNING ACCESSORIES (defined as accessories attached to the awning) are warranted for five (5) years not to fail under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owners manual.

F. WHAT IS NOT COVERED UNDER THIS WARRANTY?

1. The **SunSetter** OASIS Awning is not designed to be used for carports. Any damage that results from the Purchasers use of the **SunSetter** OASIS Awning for carports is not covered by this warranty.

2. Any failure or damage of the components that results from any intentional or negligent actions by the purchaser or by any other person is not covered by this Warranty.

3. It is the responsibility of the purchaser to retract the Awning during windy or rainy weather conditions. Any failure or damage to the Awning that results from the Awning falling due to stormy weather conditions is not covered by this Warranty.

4. Labor charges connected with installation of replacement parts are not covered by this Warranty.

5. Freight expenses to and from **SunSetter Products** in shipping damaged or replacement parts are not covered by this Warranty and must be paid by the purchaser.

6. Stretching of fabric or damage to any structural component caused by wind or water pooling on the fabric or any other weather are not covered by this Warranty.

7. Any modification or addition to the awning structure and support system will nullify this Warranty and relieve **SunSetter Products** from any responsibility or liability under this Warranty.

G. GENERAL PROVISIONS AND LIMITATIONS

1. THE WARRANTY GRANTED HEREIN IS THE EXCLUSIVE REMEDY FOR THE PURCHASER. SUNSETTER PRODUCTS MAKES NO OTHER WARRANTIES TO THE PURCHASER, EXPRESS, STATUTORY, IMPLIED OR OTHERWISE AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATIONS, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

2. TO THE EXTENT PERMITTED BY LAW, SUNSETTER PRODUCTS SHALL HAVE NO LIABILITY TO THE PURCHASER OR ANY OTHER PERSON FOR INCIDENTAL, SPECIAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES OF ANY KIND OR NATURE WHATSOEVER, WHETHER ARISING OUT OF BREACH OF WARRANTY OR OTHER BREACH OF CONTRACT, NEGLIGENCE OR OTHER TORT, OR OTHERWISE, EVEN IF SUNSETTER PRODUCTS SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH POTENTIAL LOSS OR DAMAGE. IN NO EVENT SHALL SUNSETTER PRODUCTS BE LIABLE FOR LOSS OF PROFITS AND/OR WAGES.

3. Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

4. This warranty gives you specific rights, and you may have other rights, which vary from state to state.

Important Customer Service Information

Congratulations on your SunSetter purchase. We hope that your SunSetter product has arrived in perfect condition and that the assembly instructions we have provided help you assemble and use your purchases with ease. If you still have questions, or need assistance from our Customer Service Department, please email us 7 days a week at **contactus@sunsetter.com** or call Toll Free at **800-670-7071**, from 8:00 am to 10:00 pm. (EST), 7 days a week. We'll be happy to help.

WARNING: ALWAYS CLOSE YOUR OASIS AWNING WHEN UNATTENDED OR WHEN NOT IN USE. FAILURE TO DO SO COULD CAUSE PERSONAL INJURY OR CAUSE DAMAGE TO THE AWNING.

Thank you for Choosing SunSetter