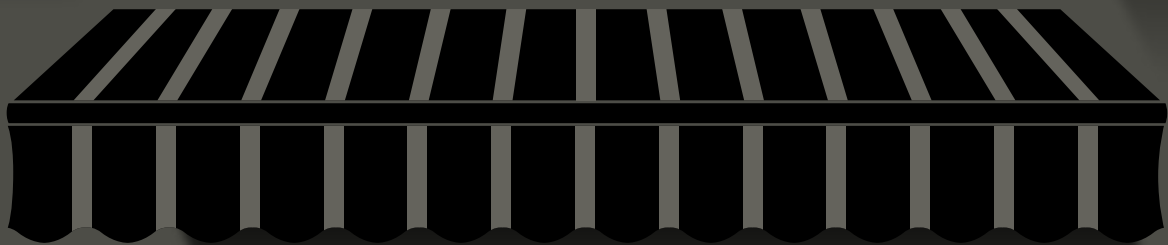


sunsation™  
RETRACTABLE AWNINGS

careguide



# SERVICE

SUN 3000 • 5000 • 8000  
RETRACTABLE AWNING

# THANK YOU

## FOR BUYING A SUNSATION AWNING

Congratulation on your purchase! Sunsation awnings are known for their quality and reliability. Enjoy your new Sunsation awning on your deck or patio and experience an enhanced lifestyle for years to come.

In this Service Guide, you will find everything you need to maintain and upkeep your awning. From programming and troubleshooting your awning, to care and cleaning instructions, use this guide to keep your awning in pristine condition.

Our 5-year limited manufacturer's warranty will provide peace of mind in the event that you experience any difficulties with your new Sunsation™ awning. Please contact your awning installer for customer support assistance.

We know your new awning will bring pleasure and comfort in your life and we wish you many happy times under its protection.

# CARE & CLEANING



One of the best ways to keep Sunbrella® fabrics looking good is to hose fabrics off every month with clean water. This helps prevent dirt from becoming deeply embedded in the fabric and eliminates 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 or, size permitting, they can be removed to aid in the cleaning of stubborn spills or for professional cleaning.

## General or Light Cleaning

To clean Sunbrella while still on an awning frame:

- Brush off loose dirt.
- Hose down.
- Prepare a cleaning solution of water and mild dishwashing soap.
- Use a soft bristle brush to clean.
- Allow cleaning solution to soak into the fabric.
- Rinse thoroughly until all soap residue is removed.
- Air dry.
- May not require re-treatment depending on the age of the fabric.

If stubborn stains persist, you can use a diluted bleach/soap mixture or 303 Multi Surface Cleaner for spot cleaning of mildew.

## Heavy Cleaning for Stubborn Spills and Mildew

Sunbrella fabrics do not promote mildew growth, however, mildew may grow on dirt and other foreign substances that are not removed from the fabric. To clean stubborn stains:

- Prepare a solution of 1 cup of bleach and 1/4 cup mild soap per gallon of clean water.

- Allow mixture to soak into fabric for up to 15 min.
- Clean with soft bristle brush. *(Note: This step should be avoided when cleaning the coated side (Back side) of Sunbrella Plus, Supreme, or Clarity.)*
- Rinse thoroughly until all soap residue is removed.
- Air dry.
- Repeat if necessary.
- Re-treatment of fabric for water and stain resistance will be necessary after using bleach solution.

Note: Use caution when cleaning the coated (underside) of Sunbrella Plus, Supreme, or Clarity with the recommended bleach solution. The coated side of the fabric should only be sprayed with the recommended bleach solution and rinsed thoroughly.

## Retreating Sunbrella Fabrics

Sunbrella fabrics are engineered to provide long-term performance. After repeated thorough cleanings or years of use and exposure, you may choose to refresh your fabrics with an appropriate retreating agent. We recommend 303® Fabric Guard™ for the job.

Applying retreatment:

- Clean Sunbrella fabric, using one of the cleaning methods outlined.
- Allow Sunbrella to completely air dry.
- Apply retreatment in a well-ventilated area following instructions on the container.

## Professional Awning Cleaners

For any issues that persist with your awning fabric, contact your awning installer for more information on professional awning cleaning services and re-treatment services.

# TROUBLESHOOTING & PITCH CONTROL

## Awning won't extend.

Check that the awning fabric is straight on the track. If it is misaligned, the fabric will jam and the awning won't open or close properly. Call your awning installer for assistance.

## Awning won't retract.

If your awning is not closing properly, the arms may be misaligned. You can try adjusting the pitch of each arm until it is level. For instructions, see below. For further assistance, contact your awning installer.

## Motorized awning will not operate.

In the event of a power outage, or if the motor has malfunctioned, the awning may not close with the remote. In this case, you can close your awning manually. Follow instructions on page below. Call your awning installer to troubleshoot the motor.

## The awning makes unusual noises when opening or closing.

This can mean many things: the motor may be malfunctioning, or the arms are not working properly. Call your awning installer to diagnose and help fix the problem. You may need a new motor, so check with your awning installer if it is covered in the 5-year parts warranty.

## Awning is not running on the track.

If the awning track is moving slowly, there may be debris or contaminants clogging up the track. A simple bit of WD-40 may help. Contact your awning installer before attempting any adjustments yourself.

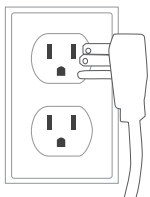
## Awning fabric is sagging

Awning may be overextended and needs to be retracted some in order to tighten the fabric.

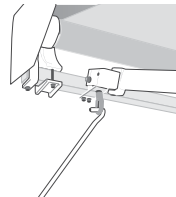
## Awning fabric is wrinkled

Leave the awning open in the sun for a while; this should straighten smooth out the fabric.

## Pitch Control & Level Awning



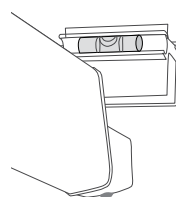
1. If your awning is motorized, unplug the power cord from the source.



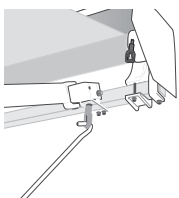
4. Repeat with all pitch control loops until desired height is reached.



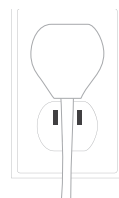
2. Make sure awning is fully extended.



5. Check the level on the front of the awning to make sure the awning is straight.



3. Insert the hand crank into the pitch control loop and turn crank to adjust bar up or down to desired height.



6. When finished, unhook the crank. Plug in the motor. Enjoy your awning!

# SOMFY AWNING UPGRADES



## Somfy myLink

With Somfy myLink™, you are in control. Operate your motorized awning from anywhere with one tap to extend and retract your awning as needed. You can even automate your awning on a schedule to effortlessly enjoy its many benefits.



Free iOS and Android app



## Smart Control

The Somfy Smart Home system lets you easily control your awning with voice commands to Alexa or Google Home.



**Weather  
Sensors**



**Switches &  
Remote Control**



**LED  
Lighting**

# PROGRAM YOUR SOMFY MOTOR



## Set the awning limit remotely

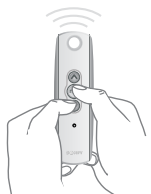
Sunea RTS CMO motors can be set with the Telis remote control.  
For videos and Troubleshooting, go to [www.sunsationawning.com/support/](http://www.sunsationawning.com/support/)



**STEP 1**  
Initiate programming by pressing both the ▲ (Up) and ▼ (Down) buttons at the same time until the motor jogs.



**STEP 2**  
Check the direction of operation. Press and hold the ▼ button and confirm it moves the motor out. To change the direction press and hold the my (Stop) button until the motor jogs.



**STEP 3**  
Bring the motor to your desired upper limit by pressing the ▲ button. Press and hold both the my and ▼ buttons until the motor begins to move down, then release. Use the my button to stop it at the desired lower limit



**STEP 4**  
Press the my and ▲ button until the motor begins to move up. the motor will stop at the original upper point.



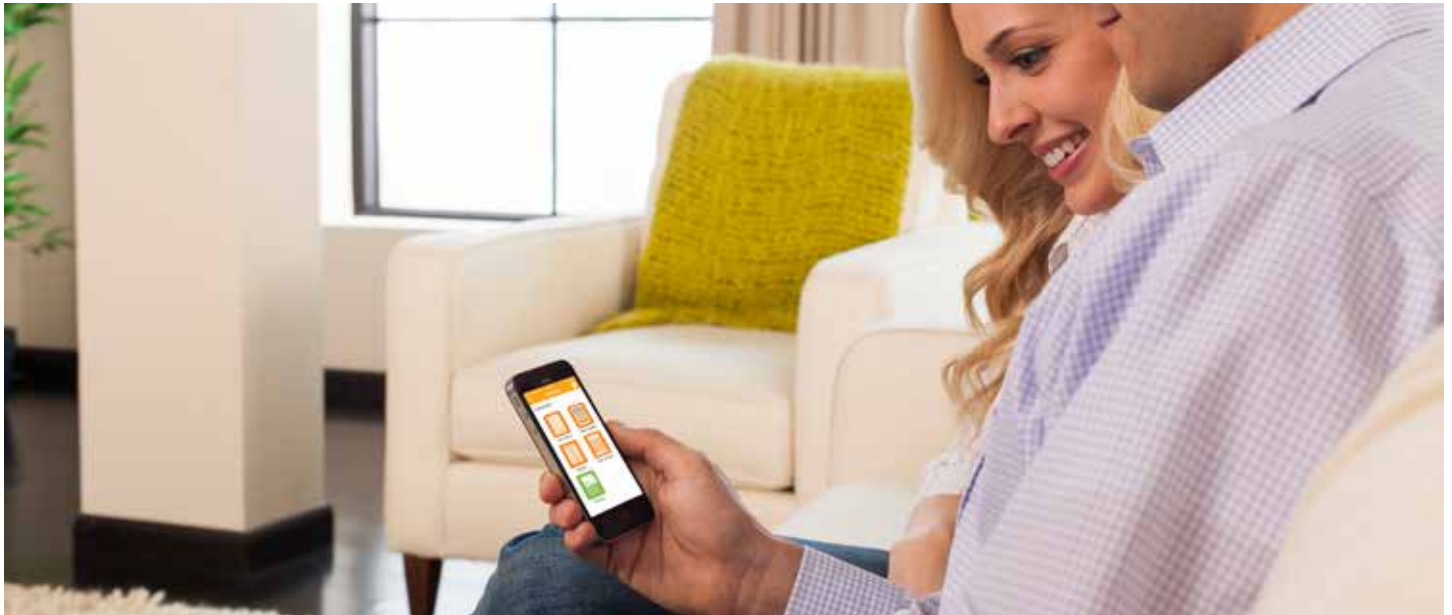
**STEP 5**  
Press and hold the my buttons until the motor jogs



**STEP 6**  
Press and hold the Program button on the back of the transmitter until the motor jogs. Double check limits as a precaution.



# SET UP YOUR MYLINK™ APP



## Somfy Mylink™ Setup & RTS Programming

1. To get started, download the free app from the iTunes app store or Google Play. Plug the myLink interface into a standard outlet. Be sure to place the myLink near the motorized applications you plan to control. The myLink will blink red.

2. Next, open the myLink app and press Start New System. Follow the setup prompts. Confirm the status LED is solid red indicating that the myLink is in setup mode.

3. Go to network settings on your device and connect to the myLink network. Return to the myLink app and press the Search for myLink button. For local time and sunset/sunrise myLink schedules, you will need to allow the app to use your location.

4. Choose your network, enter the WiFi network password, and press Next. The myLink will join your network.

5. Confirm the LED status is solid green indicating that the myLink is connected to the LAN.

6. Once it turns solid green, press Continue. Follow the prompts to update the system if required. Now simply name your myLink (for example Downstairs, or Living Room, or Kitchen) and select your preferred icon.

Your myLink is now setup and we can begin RTS programming. You can add up to 16 channels to your myLink.

1. Confirm that the RTS motorized products are fully operational from at least one RTS control and that all limits are set, including the “my” position if desired. Now, identify the transmitter that currently controls the motorized shades and confirm that it’s working properly. (NOTE: the myLink cannot be used to set limits or add and delete RTS transmitters.)

2. Select the channel or channels that operate the product you wish to program. Press the programming button on the back of the remote until the shade moves up and down briefly.

3. Return to the app and press the Program button. The shade will move up and down briefly again.

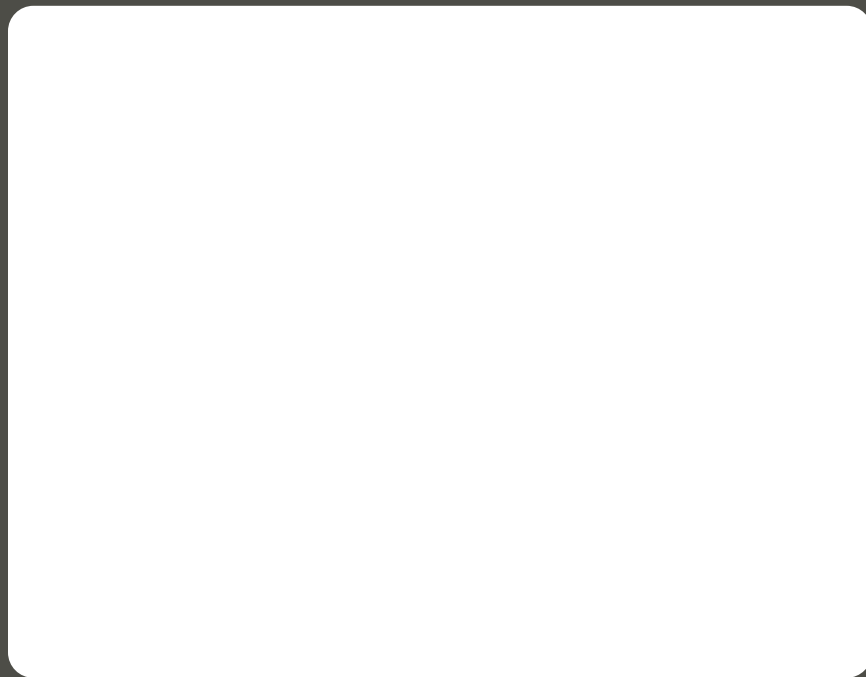
4. Now simply test the operation. The programming is now complete for that channel. Press DONE to add additional RTS channels. You can repeat the process to create up to 16 channels.

That’s it, you’re myLink is ready to use! You can, however, change your RTS programming at any time! On the main menu, select Edit then select RTS programming.

Visit [somfysystems.com](http://somfysystems.com) for more information on how to program your awning.

# sunsation

RETRACTABLE AWNINGS



Sunsation™ awnings deliver Quality, Comfort, and Class.  
Become a Sunsation™ owner today and see what all the hype is about.

[sunsationawning.com](http://sunsationawning.com)