



**NU** *Shade*<sup>®</sup>

Retractable Awning  
Installation &  
Operation Manual

# NUShade Retractable Awning Installation & Operation Manual

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# 1. Introduction

Congratulations and thank you for purchasing a NuShade Retractable Awning. We are confident of your satisfaction and years of enjoyment with our product. In order to make the best of your investment, be certain to familiarize yourself with the contents of the entire owner's manual before installation or operation. If you feel this procedure is too difficult to achieve on your own, seek the assistance of a local home improvement or building contractor.

***IMPORTANT: Improper installation and operation of your awning can result in severe personal injury as well as product failure not covered by warranty.***

*If you experience any problems, first try the solutions suggested in the troubleshooting section of this manual or call our Customer Service Support Team. Our factory-trained staff can assist you and resolve any questions or problems you are experiencing.*

***Nulmage Customer Service Center 1-800-901-3313  
Monday - Friday 8:00 a.m. - 5:00 p.m. EST***

## Product Handling:

Your NuShade Retractable Awning has been constructed, packaged and shipped with the utmost of care using state-of-the-art technology. Take care when removing the awning from the shipping container so it will be protected from accidental damage or soiling.

Once the awning has been removed from the shipping container, do not drop or drag the awning across the ground. Transport the awning by wrapping your arms around it or lifting on the square support tube that runs the entire length of the awning. **NEVER** carry the awning by the fabric roll tube, as this will cause permanent damage not covered by the warranty.

It is also very important to take care when removing the packaging material around the awning. The fabric material is just below the clear protective wrap and use of a razor knife can easily slice into it. Locate the flat surface of 1/2" Styrofoam and carefully cut the clear wrap down the entire length of the Styrofoam. **DO NOT** cut deep just through the plastic wrap or damage to the awning can occur. The remainder of the wrap can now be easily removed.



### ***IMPORTANT WARNING!***

*Your new awning is intended as a protection against the sun only. It is not to be used during periods of strong wind, rain, hail, or snow. The warranty will not cover use during these periods or installation in salt water environments at any time.*

## 2. Basic Tools Required

- A. Drill with Impact, if possible
- B. 1/4" Drill Bit
- C. 9/16" Socket
- D. Level
- E. Caulking and a Caulking Gun
- F. Tape Measure
- G. Sturdy Ladders
- H. Adjustable Wrench

### Additional tools needed for:

#### **Weatherguard Cover:**

- I. 13mm Socket
- J. #2 Phillips Screwdriver
- K. 3/16" Allen Wrench

#### **Roof Mount Kit:**

- L. 3/8" Drill Bit
- M. 9/16" Wrench



### ***IMPORTANT!***

***If you have chosen the Roof Mount option, please refer to the installation instructions in Section 4 on page 10 of this manual now.***

## 3. Wall Mount Installation

### **House Preparation:**

Inspect the surface on which the awning will be mounted. Be sure you have a clear span with no light fixtures, downspouts or other obstructions.

Sight the wall surface to be sure there are no bows or sweeps in the wall. If there are, shimming the mounting brackets or ledger board will be required at time of installation.

Since the awning weighs 8-12 pounds per linear foot, it is important to install the mounting brackets securely to support the weight of the awning when extended. It is critical that the mounting lag bolts be installed into a stud or ledger board. Plywood sheathing or equivalent will **NOT** support the awning.

### **Awning Installation:**

For wall mount installation, there are two options available. Choose the one that best fits your desired application:

**Option "A":** If mounting on a wood framed wall with wood or vinyl siding.

**Option "B":** If mounting over stucco, veneers or uneven surfaces.

**NOTE:** Installations directly over smooth structural concrete use Option "A", changing the mounting fasteners to those listed in **Option "M"** (at top of page 8).

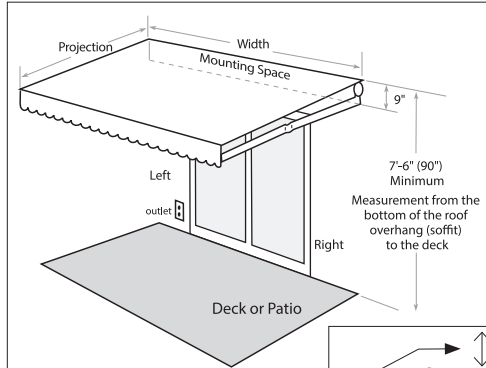
## Option "A": Installation on a wood framed wall with wood or vinyl siding

Mounting brackets can be installed directly on the wall. It is critical that all brackets be mounted level, plumb and on the same surface plane. Brackets that are out of alignment or mounted on an uneven wall surface will cause the awning not to function properly.

**3-1**

To start, see **Detail #1A** to determine the proper height for mounting. We recommend a minimum of 7'-6" from the deck or patio to the top of the mounting bracket.

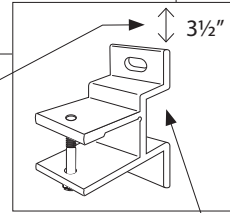
**NOTE:** See **Detail #1B**, you will need a minimum of 3½" of unobstructed room above the top of the mounting bracket for the awning to fit properly; this measurement increases to 4½" with a Weatherguard Cover.



**Detail #1A**

3½" of unobstructed space required above mounting bracket.

If using a Weatherguard Cover, increase to 4½".



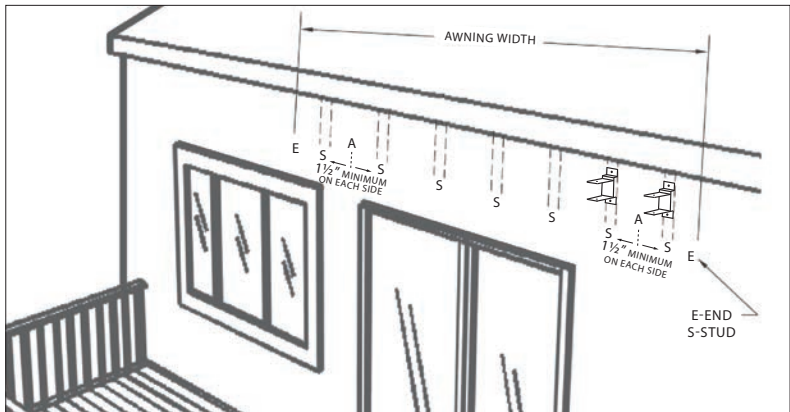
**Detail #1B**

mounting bracket

**3-2**

Next, we need to select the mounting area and locate the studs in the wall. See **Detail #2**, measure the entire length of the square bar and determine the position (left to right) on the wall where the awning will be located and mark both ends with an "E" for end.

*continued on next page*



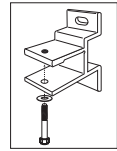
**Detail #2**

Locate all studs between the two "E's" and mark the siding with an "S" over each stud. Measure the distance from each end of the square bar to the center of the bolts that hold the arm supports to the square bar, and then transfer this measurement in from both "E" marks and mark this measurement "A" for arms.

Locate the "S" mark closest to each of the "A" marks, allowing at least 1½" on each side of the "A" mark for the arm support.

**NOTE:** A mounting bracket **MUST** be installed on each side of the arm support, on a stud, or the awning will not operate properly and the warranty will be void. If this is not possible, see **Option "B"** now for installation with a ledger board.

Continue using the mounting bracket as a guide, marking the hole locations centered on the stud and drill 1/4" pilot holes. Attach the mounting brackets with the threaded hole for the clamping bolt **FACING UP**, using the 3/8" x 4" galvanized lag bolts and washers provided, see **Detail #5B**. If possible, it may be necessary to move the awning left or right on the wall to accommodate the stud locations. It is critical that all lag bolts are mounted into the studs.



Detail #5B

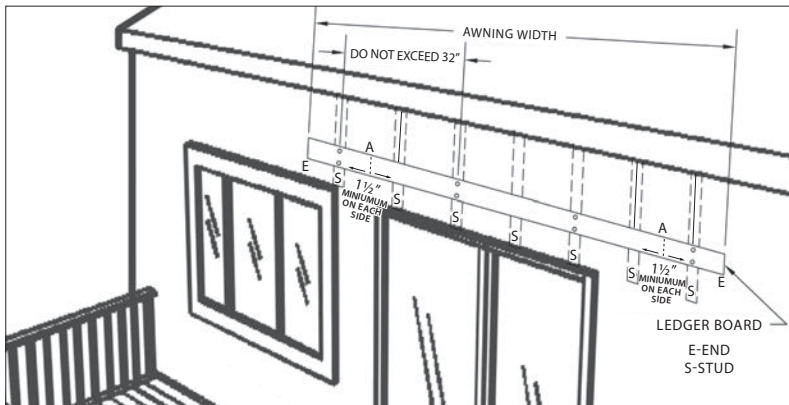
### Option "B": Installation on a Ledger Board

To start, see **Detail #1A** (page 5) to determine the proper height for mounting. We recommend a minimum of 7'-6" from the deck or patio to the top of the mounting bracket and ledger board.

**NOTE:** You will need a minimum of 3½" of unobstructed room above the top of the mounting bracket and ledger board for the awning to fit properly this measurement increases to 4½" with a Weatherguard Cover. See **Detail #1B** (page 5).

Next, we need to select the mounting area and locate the studs in the wall. See **Detail #3**, measure the entire length of the awning square bar and add 2", then determine the position (left to right) on the wall where the awning will be located and mark both ends with an "E" for end. Locate all studs between the two "E's" and mark the ledger board with an "S" for each stud. Using a pressure treated 2" x 6", or 2" x 8" if you have ordered the Weatherguard Cover, cut the ledger board the length of the square bar plus 2" and

continued on next page



Detail #3

**3-3**

*continued from previous page*

paint to match house or awning frame. Once dry, install the ledger board on the wall at desired mounting height between the two "E's".

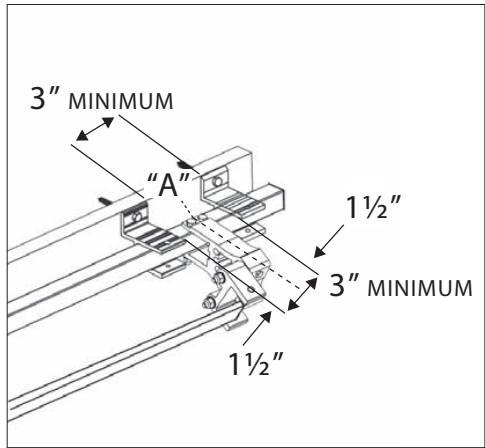
**NOTE:** Depending on the type of wall surface, the ledger board may be able to be installed over the existing surface; others will require the siding/surface to be removed under the ledger board before installation. Hardware for securing the ledger board to the wall is **NOT** provided. If you are not sure which applies to you or what mounting hardware is needed, seek the advice of a local home improvement contractor.

**3-4**

**Be sure the ledger board**

**is level.** It is critical that all lag bolts be mounted into structural material such as studs or structural concrete. Counter sink the lags and caulk all joints.

You are now ready to install the mounting brackets to the ledger board. Measure the distance from each end of the square bar to the center of the bolt that holds the arm support to the square bar, and then transfer this measurement plus 1" in from both ends of the ledger board and mark this measurement "A" for arms, see **Detail #4.**



**Detail #4**

**3-5**

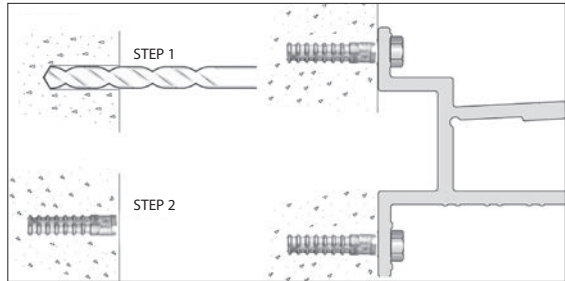
Measure 1½" to either side of the "A" mark to locate the closest edge of the wall bracket on each side. Continue using the mounting bracket as a guide, keeping the top of the mounting bracket flush to the top of the ledger board with the threaded hole for the clamping bolt **FACING UP**, mark the hole locations and drill ¼" pilot holes. Attach the mounting brackets using the 3/8" x 4" galvanized lag bolts and washers provided.

## Option "M": Installation Directly on Smooth, Structural Masonry

### Additional tools needed for masonry installation:

A. 5/8" masonry drill bit

**3-6** Use Option "A" from page 5 and follow the bracket positioning instructions. Using the mounting brackets as a guide, see **Detail #5**, mark the locations on the masonry and drill 5/8" hole about 2¼" deep using a masonry drill bit.



Detail #5

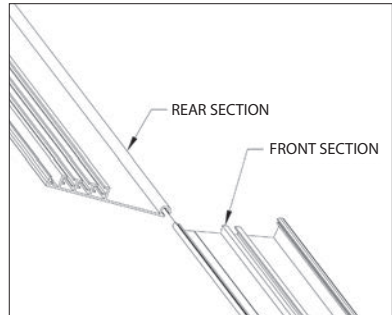
Insert the lag shields and secure mounting brackets using the 3/8" x 2½" lag bolts supplied.

*If you ordered a Weatherguard Cover, continue to the next step to assemble the cover; if you did not, proceed now to Mounting the Awning (page 9)*

### Assembly of Weatherguard Cover:

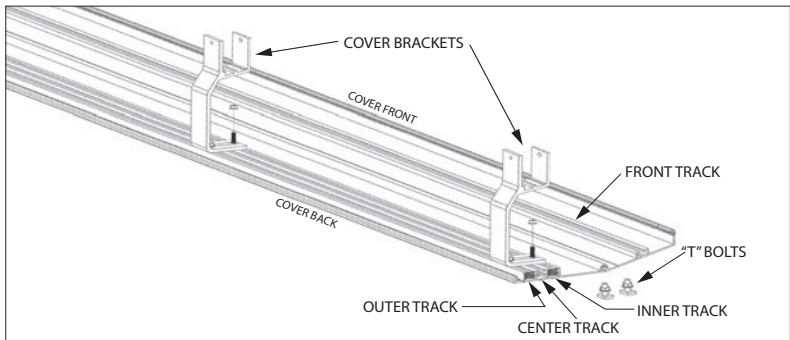
**3-7** First, start by sliding the hood sections together as shown in **Detail #8** so they are flush on both ends. Lay the hood upside down along side of the awning. Lay a protective covering on the ground first so you do not scratch the hood during this process.

Next, slide 4 "T" bolts into the outer track and 4 "T" bolts into the inner track, see **Detail #9**.



Detail #8

continued on next page



Detail #9

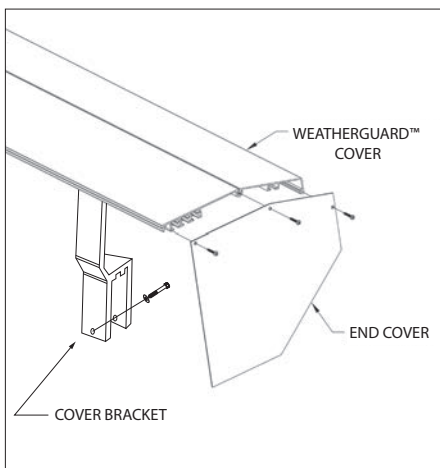


**3-7** *continued from previous page*

Space one cover bracket near each end of the cover and the other two divided equally between them.

Slide two "T" bolts, one from each track, into place for each cover bracket. Place a cover brackets over "T" bolts and tighten with nuts supplied. Be sure the cover brackets do not interfere with any mounting brackets or arm supports on the back of the square bar, check to be sure the back of the cover bracket is facing the back of the Weatherguard Cover.

See **Detail #10** and install both end caps with the Phillips screws provided.



**Detail #10**

## Mounting the Awning:

First, choose from one of the three options below.

**3-8** **Option #1: Mount the awning WITHOUT a Weatherguard Cover:** Follow Step 1 below

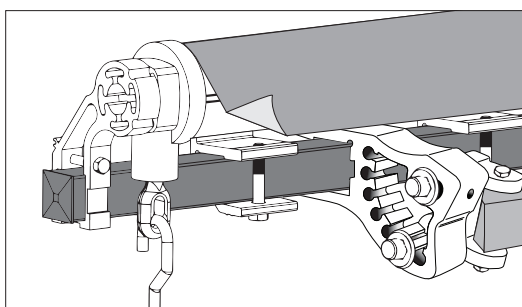
**Option #2: Mount the awning on a wall with a Weatherguard Cover with AT LEAST 8" of clear space above the awning:** Follow Step1, then Step 2 below

**Option #3: Mount the awning on a wall with a Weatherguard Cover with LESS THAN 8" of clear space above the awning:** Follow Step 2 first, then Step 1 below

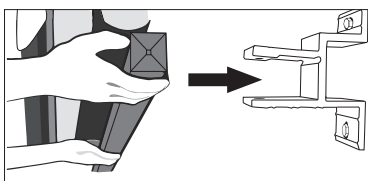
### STEP 1

You are ready to place the awning into the mounting brackets. **This step will require at least 2-3 people.**

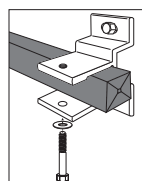
Lift the awning and slide the square bar into the mounting brackets, see **Detail #6A**. The gear loop will be at the bottom of the awning. Secure the square bar to the mounting brackets with the clamping bolts supplied, see **Detail #6B**. Be sure the mounting bar is seated flush to the back of the bracket.



**Detail #6**



**Detail #6A**



**Detail #6B**

*continued on next page*

Slide the clamping bolts up through from the bottom of the bracket and thread into the top hole. Be sure to tighten completely so that the locking lip on the inside of the mounting bracket locks down over the square bar.

## STEP 2

Install your Weatherguard Cover onto the square bar.

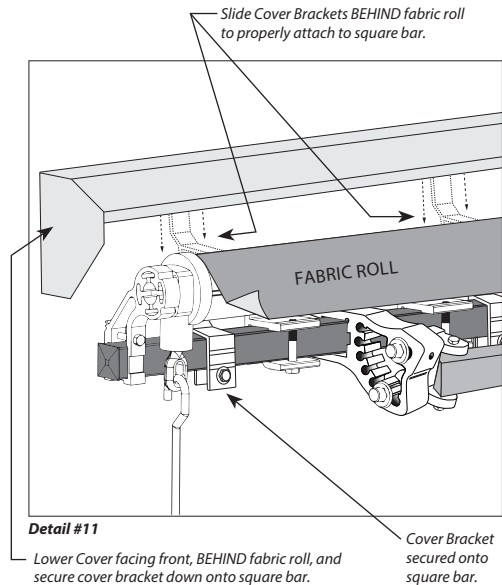
**This step will require at least 2 people.**

With the Cover facing the proper direction see **Detail #11** lower the cover brackets down onto the square bar.



### **IMPORTANT!**

***Be careful not to hit the fabric with the brackets as it can cause a tear or hole that is not covered by the warranty.***



Insert the cover bracket clamping screws and tighten the cover brackets onto the square bar. Carefully remove any and all remaining packing materials including the plastic lip covers holding the arms closed.

***Continue now to section 5 of this manual: Awning Operation (page 16)***

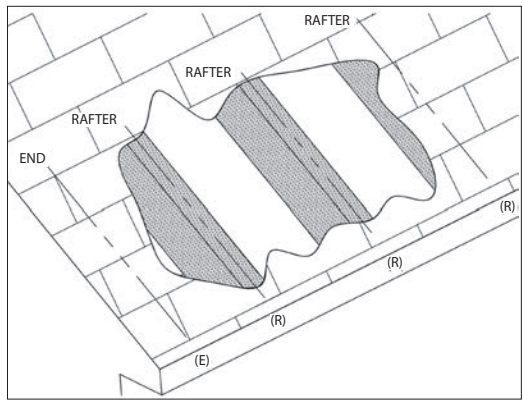
## 4. Roof Mount Installation

When installing roof mount brackets, it is important that all brackets be level and plumb to the front of the fascia. By mounting the brackets plumb to the fascia, gear operation can be utilized from the deck or patio with the use of the hand crank.

A proper sealant must be used around all lag bolts through roofing to prevent any possibility of leaking. Ask your local home improvement store for its recommendation of sealant.

The following instructions assume the installation is on a pitched roof with standard roof shingles and wood frame construction. For all other types, seek the assistance of a local building contractor. A 2" x 8" pressure treated ledger board will be required for ALL roof mount applications.

**4-1** First, let's install the roof brackets. Measure the entire length of the awning square bar. Determine the position (left or right) on the roof where the awning is to be located and mark both ends with an "E" for end.

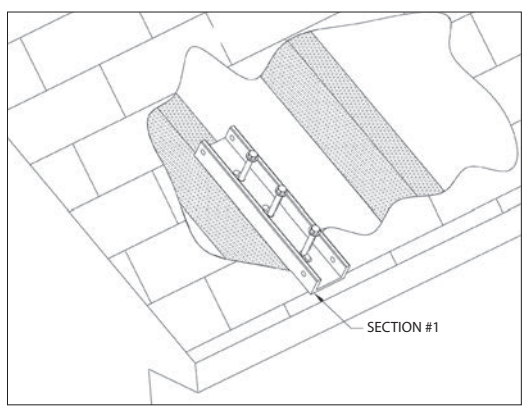


**Detail #12**

Locate all the roof rafters between the two "E's" and mark the edge of the roofing with an "R" over each rafter see **Detail #12**.

Install one roof bracket on the roof rafter closest to the inside of each of the two "E's". For awnings 14' or less, install the third bracket on a roof rafter near the center of the other two. For awnings 15' and over, install the two additional brackets divided evenly between the two end brackets.

**4-2** Use roof bracket Section #1 as a guide; position the bracket on the "R" mark and drill three 1/4" pilot holes through the roofing and into the rafter.



**Detail #14**

Now attach Section #1 of each roof mount bracket using three 3/8" x 4" galvanized lag bolts with a washer under each head.

Do not completely tighten at this time, see **Detail #14**.

Be sure to center the lag bolts in the middle of each of the oval slots and apply sealant around each bolt at the time of installation. On wider awnings, center additional brackets and install over roof rafters.

**! IMPORTANT!**  
**Before securing lag bolts, be sure all roof brackets are on the same plane.**

**TIP:** Stretch a piece of string along the front of all the roof brackets and adjust as necessary. The oval slots in Section #1 allow this piece to be adjusted. Once all the Section #1 pieces are attached and on the same plane, they can be tightened securely to the roof.

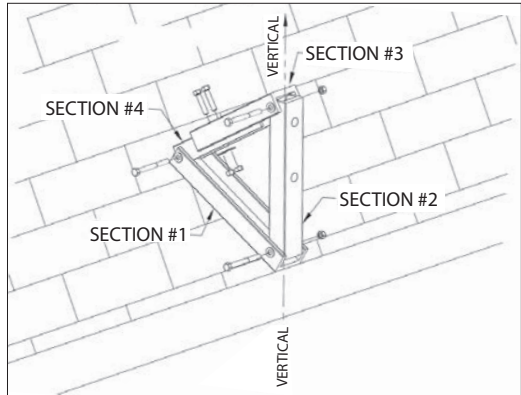
**4-3**

Attach the remaining Sections #2, #3 and #4 using the 3/8" x 3 1/2" hex bolts, washers, and nuts provided see **Detail #15**. Do not completely tighten the bolts at this time.

Attach Section #2 to the front of Section #1.

Attach Section #4 to the back of Section #1.

Attach Section #3 to the top of Section #2.



**Detail #15**

Once all roof brackets have been assembled, fold the bracket forming a triangle. Sections #3 and #4 can now be adjusted to form a plumb vertical face on Section #2.

Once the face is plumb, you will need to drill two 3/8" holes through Section #4 using the predrilled holes in Section #3 as a guide.

**TIP:** A clamp can be used to hold Sections #2 and #3 together while drilling the holes. Once this is completed, secure the two sections together with two 1 1/2" hex bolts, washers and nuts provided.

All other sections of the roof mount bracket may now be tightened securely. Complete the same procedure on the remaining roof brackets.

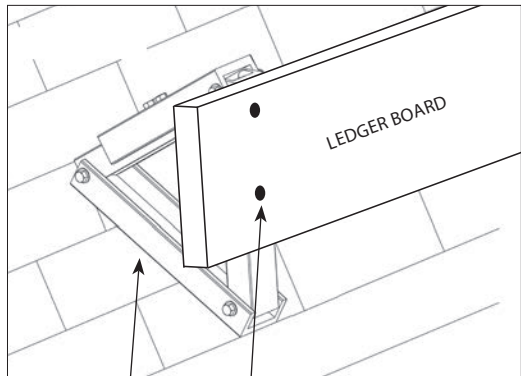
**4-4**

**Next, let's install the ledger board.**

Measure the entire length of the awning square bar and add 2".

Using a pressure treated 2" x 8", cut the ledger board the length of the square bar plus 2" and paint all sides and ends to match the awning frame.

Once dry, install the ledger board to the roof mount brackets, see **Detail #16**.



**Detail #16**

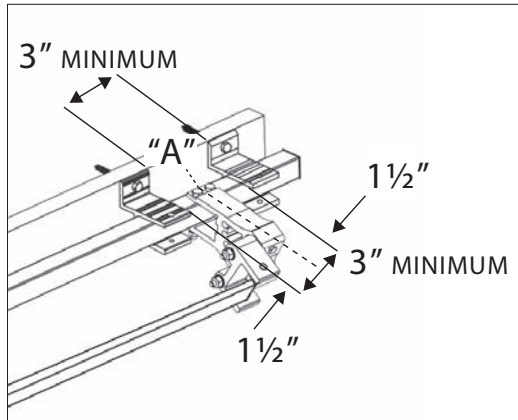
Roof bracket

Secure ledger board to roof bracket with two 3/8" x 3" bolts with washers under the head and Nylock nut

**Be sure the ledger board is level.** Hardware for securing the ledger board to the roof brackets is provided. Use two 3/8" x 3" bolts with washers under the head and Nylock nut on each roof bracket. Tighten well.

**4-5** Now let's install the mounting brackets.

You are now ready to install the mounting brackets to the ledger board. Measure the distance from each end of the square bar to the center of the bolt that holds the arm support to the square bar, and then transfer this measurement plus 1" in from both ends of the ledger board and mark this measurement "A" for arms, see **Detail #4**.



**Detail #4**

Measure 1½" to either side of the "A" mark to locate the closest edge of the wall bracket on each side. Continue using the mounting bracket as a guide, keeping the bottom of the mounting bracket flush to the bottom of the ledger board, with the threaded hole for the clamping bolt **FACING UP**, mark the hole locations and drill ¼" pilot holes. Attach the mounting brackets using the 3/8" x 4" galvanized lag bolts and washers provided. Repeat on the other end.

You are now ready to install the awning.

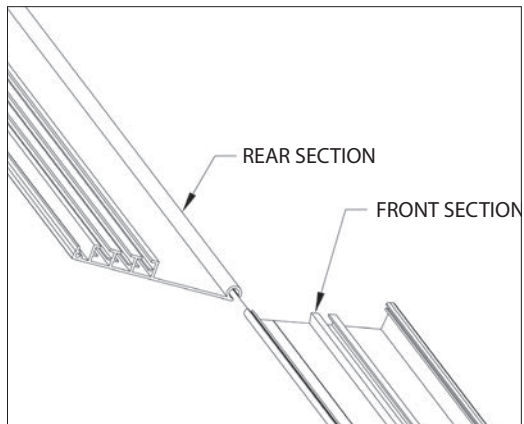
**If you ordered a Weatherguard Cover, see the next step to assemble the cover; if you did not, proceed now to Mounting the Awning (page 14)**

### Assembly of Weatherguard Cover:

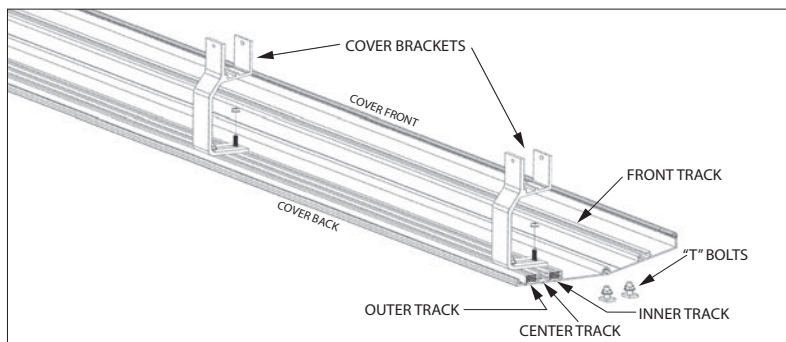
**4-6** First, start by sliding the hood sections together as shown in **Detail #8** so they are flush on both ends. Lay the hood upside down along side of the awning. Lay a protective covering on the ground first so you do not scratch the hood during this process.

Next, slide 4 "T" bolts into the outer track and 4 "T" bolts into the inner track, see **Detail #9** on next page.

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**Detail #8**

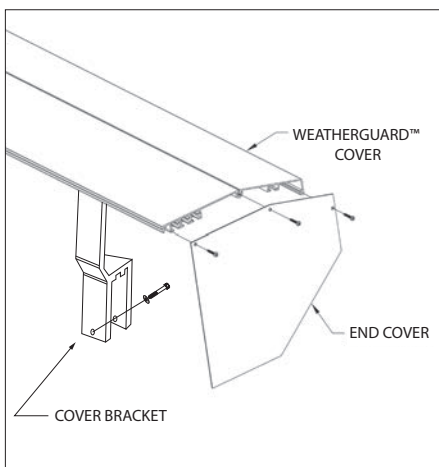


Detail #9

Space one cover bracket near each end of the cover and the other two divided equally between them.

Slide two "T" bolts, one from each track, into place for each cover bracket. Place a cover brackets over "T" bolts and tighten with nuts supplied. Be sure the cover brackets do not interfere with any mounting brackets or arm supports on the square bar, check to be sure the back of the cover bracket is facing the back of the Weatherguard Cover.

See **Detail #10** and install both end caps with the Phillips screws provided.



Detail #10

## Mounting the Awning:

First, choose from one of the two options below.

### Option #1: Mount the awning WITHOUT a Weatherguard Cover:

Follow Step 1 below

### Option #2: Mount the awning on a wall WITH a Weatherguard Cover:

Follow Step 1, then Step 2 below

#### STEP 1

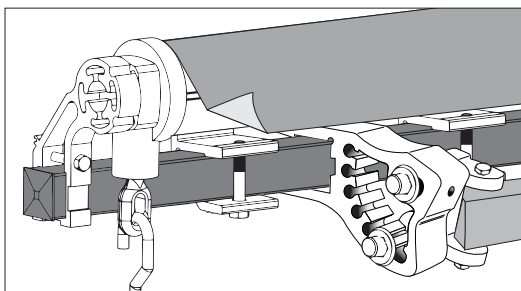
You are ready to place the awning into the mounting brackets. **This step will require at least 2-3 people.** Lift the awning and slide the square bar into the mounting brackets, see, **Detail #6A** (page 15).

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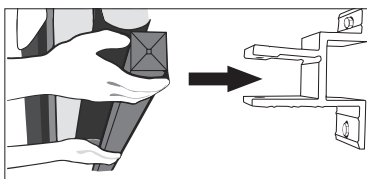
**4-7** *continued from previous page*

The gear loop will be at the bottom of the awning. Secure the square bar to the mounting brackets with the clamping bolts supplied, see **Detail #6B**. Be sure the mounting bar is seated flush to the back of the bracket.

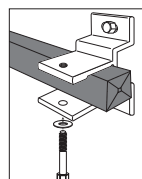
Slide the clamping bolts up through from the bottom of the bracket and thread into the top hole. Be sure to tighten completely so that the locking lip on the inside of the mounting bracket locks down over the square bar.



**Detail #6**



**Detail #6A**



**Detail #6B**

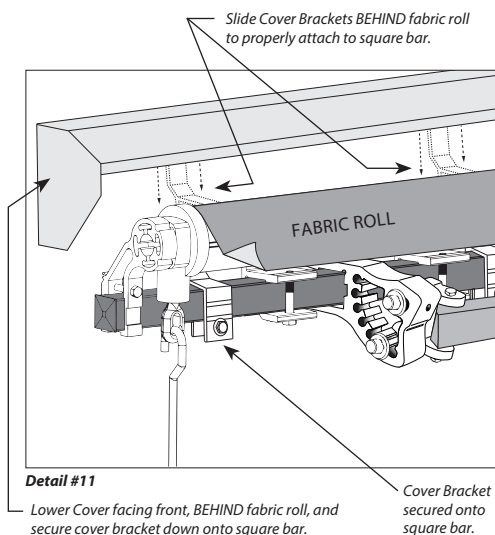
**4-8** **STEP 2**

Install your Weatherguard Cover onto the square bar.

**This step will require at least 2 people.**

With the Cover facing the proper direction, see **Detail #11**, lower the cover brackets down onto the square bar.

**IMPORTANT!**  
*Be careful not to hit the fabric with the brackets as it can cause a tear or hole that is not covered by the warranty.*



**Detail #11**

Insert the cover bracket clamping screws and tighten the cover brackets onto the square bar. Carefully remove any and all remaining packing materials including the plastic lip covers holding the arms closed.

**Continue now to section 5 of this manual: Awning Operation (page 16)**

## 5. Awning Operation

### Manual Gear Operation:

Your awning may be extended or retracted from either the left or right side depending on how you ordered it.

- 5-1** 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 #17**.

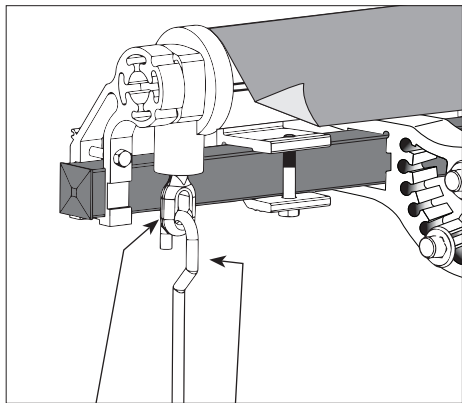
Turn the hand crank in a circular motion until the awning is fully extended and the arms "lock" in place.

When the awning is fully extended, the arms will not be straight.

#### **WARNING!**

**If you continue to unwind fabric off the roller tube, the fabric will sag and eventually start to roll up from the underside of the roller tube. This can cause the fabric to come out of alignment or damage the fabric.**

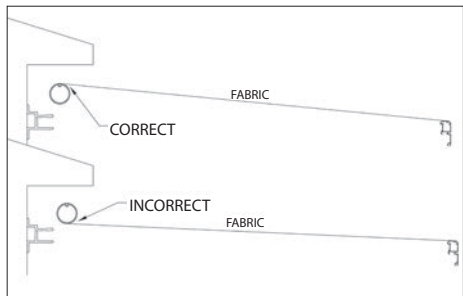
The fabric should **always** run over the top of the roller tube see **Detail #18**. To retract the awning, simply repeat the process, turning the hand crank in the opposite direction until the awning is fully retracted.



Detail #17

Gear loop to extend and retract

Crank handle



Detail #18

### Motorized Operation:

If you purchased the optional motorized version, your NuShade Retractable Awning has been equipped with a state-of-the-art electric motor that requires no maintenance and is pre-wired and ready to use. An 18' 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 a local electrician install one before you plug it in.**

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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. If there is NO power going to the awning, place the hook end of your crank handle into the gear loop located at the far end of the awning see, **Detail #17** on page 16. Turn the hand crank in a circular motion until the awning is fully retracted.

**DO NOT** operate the manual override while the awning is under power or severe damage will occur.

Your new motorized retractable awning has been equipped and preset with factory limit switches. 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. This system uses a remote-controlled transmitter to operate the awning.

**Pressing the “up” button will retract the awning, pressing “down” will extend the awning, and to stop the awning mid-way, simply press the “stop” button.**



***IMPORTANT!***

***If the awning does not fully open or close, or in the unlikely event that once open, the awning continues to run, unrolling the fabric: STOP THE AWNING!***

***Call our toll free hotline 1-800-901-3313. Your limit switches have somehow become unset. We will guide you through how to easily reset these.***

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 and 15 minutes. Once the motor has cooled, the awning can be operated normally.

Your handheld transmitter is battery operated and replacement batteries are available at most electronic retail stores and should be replaced annually. **Do not** leave the remote out in the rain.

## 6. Care & Maintenance

### **Fabric Care & Cleaning:**

The fabric on your awning is made from 100% solution-dyed acrylic yarns. Solution dyeing is the process of adding color to acrylic fibers during manufacturing while they are in a liquid state. By following a few simple steps, the fabric will maintain its good looks for years. Because the fabric is woven, it is also highly breathable, which is why it dries quickly with only air exposure.

The fabric has also been treated with a fluorocarbon finish, which enhances water repellency. It will not support the growth of mildew, however dirt on the fabric can lead to mildew growth, which makes regular cleanings necessary. Your local environment has a great deal to do with determining cleaning frequency. A dry environment requires less cleaning than a humid one.

You can delay the need for vigorous cleaning by simply hosing the fabric off on a monthly basis. This will help prevent dirt from becoming embedded in the fabric. A thorough, vigorous cleaning should be done every year.

### **Important Reminders:**

1. Always use a natural soap, never detergent.
2. Water should be cold-to-lukewarm.
3. Air dry only; never apply heat.

### **Cleaning Steps:**

1. Brush off loose dirt and debris.
2. Hose fabric down.
3. Mix ½ cup of natural soap and water.
4. Use a soft bristle brush to clean.
5. Allow soap to soak in.
6. Rinse thoroughly.
7. Air dry.

For stubborn stains, mix a ¼ cup chlorine bleach and ¼ cup of natural soap with water. Apply and let soak for no more than 20 minutes, scrub vigorously with a soft bristle brush then rinse thoroughly and air dry.

### **Frame Cleaning:**

The frame is composed of powder coated steel and 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 a water and soft soap mixture may be applied to the frame, hose off and then wiped clean. In salt water environments, this cleaning method should be performed monthly to reduce corrosion. **Salt water corrosion is not covered by our warranty at any time.**



### **WARNING!**

***Never use any type of grill, patio heater or fireplace under your NuShade awning. Doing so could result in the fabric burning or melting, as well as serious personal injury.***



### **IMPORTANT! BEFORE CALLING FOR SERVICE:**

***If you are experiencing any problems with the installation or operation of your awning, DO NOT call your retailer! First, try the solutions provided in the troubleshooting section below or call our Customer Service Support Team where our factory-trained staff can assist you: 1-800-901-3313***

### **Troubleshooting:**

1. ***The awning has a knocking or cracking noise when operated.***

**SOLUTION:** The awning brackets have not been tightened completely. Be sure the mounting bar is completely seated in the back of the mounting bracket and tighten the mounting bolt until the locking lip on the inside of the mounting bracket is drawn down over the mounting bar see **Detail #6** on page 9.

2. ***The fabric sags and is not tight.***

**SOLUTION 1:** The fabric can stretch if exposed to rain and water is allowed to pool-up on the

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awning; this is not covered by the warranty. Remember, your awning is designed for shade, not as a rain cover. Retract the awning in carefully removing the water. 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 2:** The arms are not fully extended. The fabric will be most taut when the arms are at their furthest projection. Extend the arms until they lock.

**SOLUTION 3:** The arms are at full projection but you have continued to unwind the fabric off the roller tube. Reverse cranking direction and retract the awning in until the fabric is taut. Important: The fabric should always rolover the top of the roller tube, not from underneath see **Detail #18** on page 16.

### 3. The awning squeaks when operated.

**SOLUTION:** A squeaking noise can resonate throughout the awning making it difficult to identify the area to be lubricated. Most commonly it will be the pivot end of the roller tube specifically, the area between the end bracket and the roller tube. Apply a small spray of pure silicone or lithium grease spray. NEVER use any petroleum based spray lubricant as permeant damage will occur.

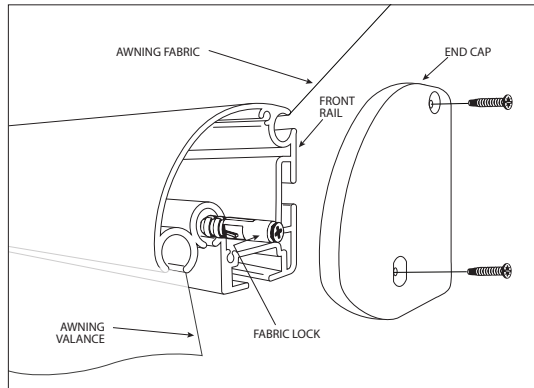
### 4. Motorized awning does not move in or out.

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

## 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. Valance damage is not covered by the warranty.

To remove the valance, simply remove the screws from the front rail end caps with a Phillips screwdriver, see **Detail #21**.



**Detail #21**

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. Reattach the front rail end caps. To install, simply reverse the process.

## 7. Warranty Information

NuShade® Awnings are manufactured by Futureguard® under the highest standards of production, and will be warranted by Futureguard® to the original purchaser as listed below.

### Frame Warranty:

All NuShade Awnings used for residential purposes are covered by a limited 5 year warranty from the date of original purchase to the **original purchaser only**, proof of purchase is required with all claims. This warranty covers awning framework, hardware, fabric and motors. Awnings installed for commercial or rental property use will have a warranty period of 1 year. NuShade warrants to the original purchaser that the framework and hardware shall be free from defects in material in workmanship for as long as this warranty remains in effect. Under this warranty, NuShade agrees to repair at our facility or replace free (at our sole discretion) any hardware or framework component, fabric or motor. Labor or shipping costs related to the repair are NOT included. **Proof of purchase is required with all claims.**

### Fabric Warranty Specifics:

NuShade warrants the fabric cover purchased to be free from defects. This warranty covers specifically the fabric and seams from becoming unserviceable because of loss of strength from normal exposure conditions. Rips, tears or holes caused by human, environmental or weather conditions are NOT covered in any way at any time. Replacement of the fabric cover does not extend the fabric cover warranty. NuShade warrants to the original purchaser that the fabric shall be free from defects in material in workmanship for as long as this warranty remains in effect.

### Motor Warranty Specifics:

NuShade warrants that its motors will be free from defects and perform to the standards applied in the normal operation of this awning. Awnings installed for commercial or rental property use will have a motor warranty period of 1 year.

**Warranty Exclusions:** NuShade assumes no liability for damage due to faulty or improper installation, use or misuse for which this product was not intended or improperly maintained. NuShade is not liable for damages to any structure on which the awning was installed, or to property above, below or near the awning. This warranty does not cover damages to the awning, caused by salt water corrosion, acts of God, ice, snow, rain, wind, vandalism, fire, neglect, weights or loads hung from the awning, or normal wear and tear from use. This warranty is in lieu of all warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose. NuShade will not be liable for any incidental or consequential damages. This warranty gives specific legal rights and you may also have other rights that may vary from state to state.

**Returns or Replacement:** All claims must be submitted in writing. No returns will be accepted without prior written authorization by NuShade, and must be returned in its original shipping tube or box. All unauthorized returns will be refused. The return shipment is to be freight prepaid by the Buyer, and under no circumstances shall the buyer deduct the value of the returned merchandise or the freight from any remittance due.

***This Warranty is void if the awning is not properly or regularly maintained and cleaned.***



[www.nuimageawnings.com](http://www.nuimageawnings.com)

1-800-901-3313

NuShade®