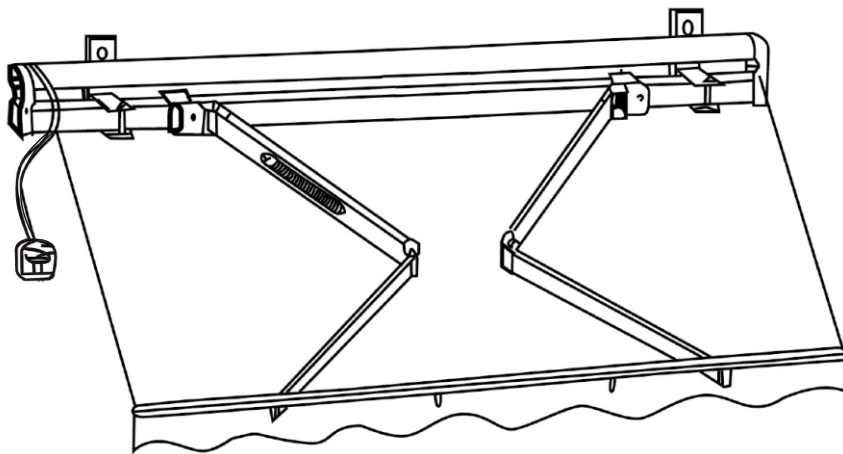




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840-269V70\_840-269V71



**EN\_Tips:**Please do not use in Severe weather to avoid damage.

**FR\_Conseils :** Ne pas utiliser dans des conditions météorologiques difficiles afin d'éviter tout dommage.

**ES\_Consejos:**Por favor, no utilice en tiempo severo para evitar daños.

**PT\_Dicas:**Por favor não utilizar em tempo severo para evitar danos.

**DE\_Tipps:**Bitte nicht bei schlechtem Wetter verwenden, um Schäden zu vermeiden.

**IT\_Suggerimenti:** si prega di non utilizzare in condizioni climatiche avverse per evitare danni.

**EN\_IMPORTANT, RETAIN FOR FUTURE REFERENCE: READ CAREFULLY.**

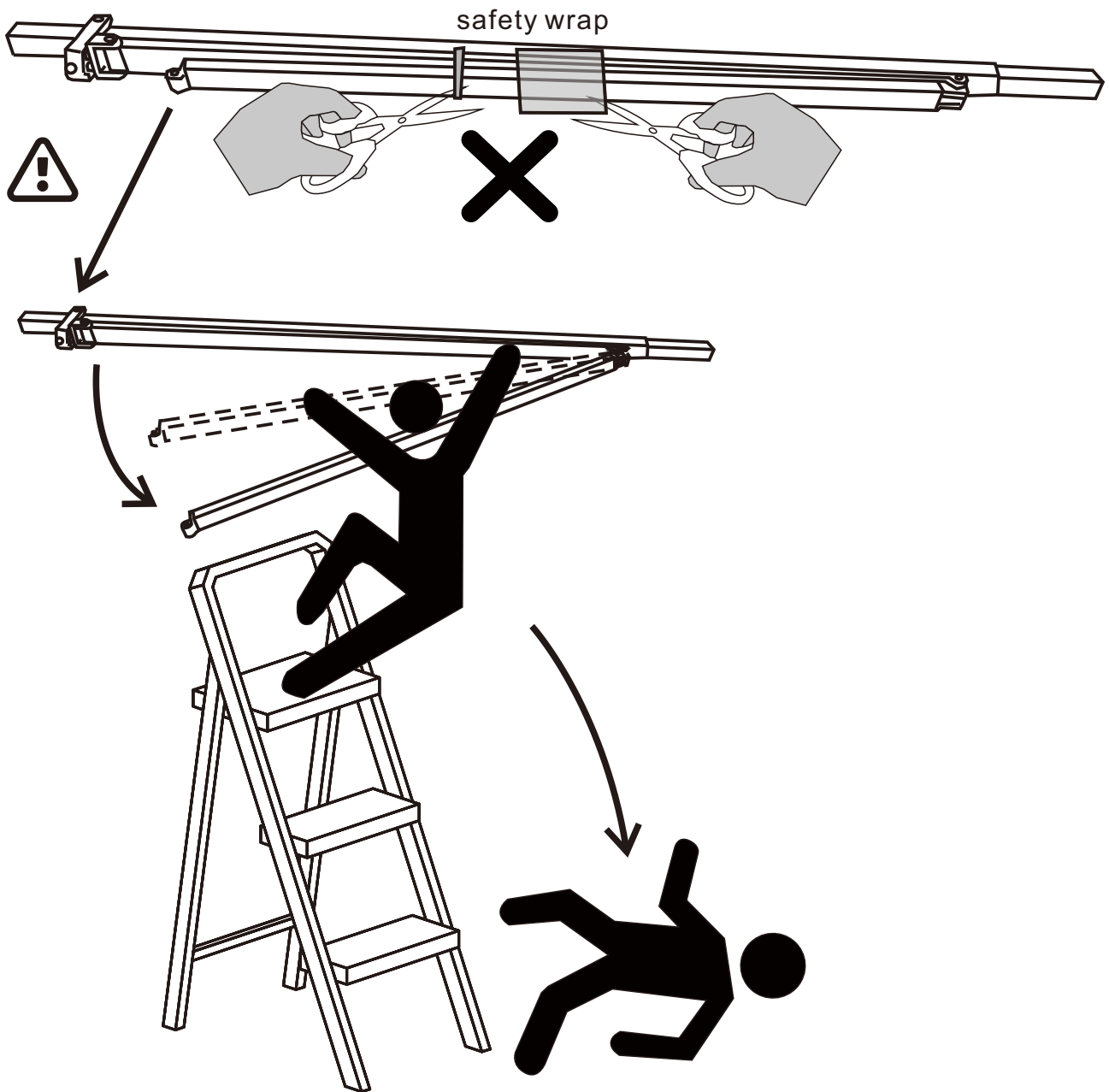
**FR\_IMPORTANT:A LIRE ATTENTIVEMENT ET À CONSERVER POUR CONSULTATION ULTÉRIEURE.**

**ES\_IMPORTANTE, LEA Y GUARDE PARA FUTURAS REFERENCIAS.**

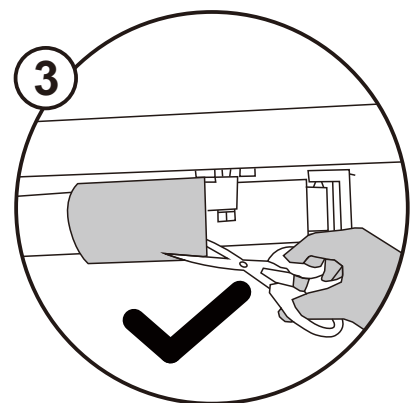
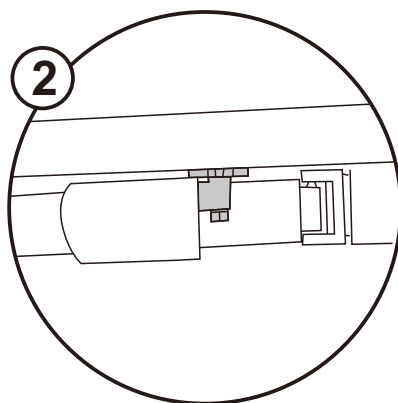
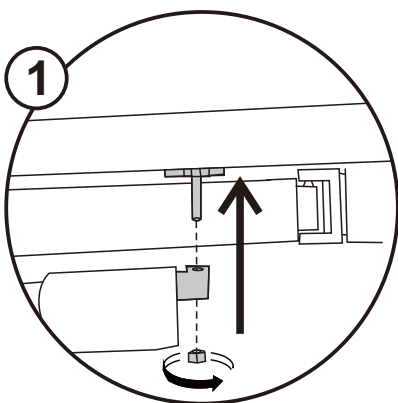
**PT\_IMPORTANTE, RETER PARA REFERÊNCIA FUTURA: LEIA ATENTAMENTE.**

**DE\_WICHTIG! SORGFÄLTIG LESEN UND FÜR SPÄTER NACHSCHLAGEN AUFBEWAHREN.**

**IT\_IMPORTANTE! CONSERVARE IL PRESENTE MANUALE PER FUTURO RIFERIMENTO E LEGGERLO ATTENTAMENTE.**



AWNING ARMS WILL CAUSE INJURY! ONLY CUT AWNING ARMS TAPES AFTER AWNING FULLY ASSEMBLED!!!



WARNING: WILL CAUSE INJURY! ONLY CUT AFTER FULLY ASSEMBLED

Thank you for purchasing our Retractable Awning! We hope you will find joy in our product for many years to come.

To ensure your personal safety during installation and to get the most out of your investment, please read this entire manual before beginning the installation process.

Please contact our customer support line for help if you have any problem or need assistance when assemble, have missing or defective parts, or any other issues, we will try our best to help solve your problems.


We can also offer you the assembly video if you want.

**Before you proceed, please read the following safety precautions:**

## Important Safety Instructions


**Warning: For your own and safety of other persons, it is important to follow below instructions and obey warnings.**


### Symbol explanation

 This warning triangle calls attention to hazards that it can lead to death or to severe injuries or which is important for the functioning of the awning.

 This sign identifies important notes.


### Safety instruction

 **To install this awning technical knowledge is necessary.** Do not mount this awning yourself but contact a professional workman for help if necessary.  
you are unsure if the awning can be mounted on the place you chose for installation.  
you do not understand the instruction manual or parts of it.  
you do not have necessary tools available.  
you do not have necessary technical knowledge.

 **A minimum of two healthy adults are required to move and install the awning** as the product is big and heavy. Do not try to install the awning alone. If the awning falls, it could cause serious injuries and damages! Contact an authorized assembler for help.


 **Do not install the awning when you find damage parts are that parts are missing.** Contact you dealer.

 **Keep children and pets out of the working area during assembly and adjustments.**

 **This product and its fixing parts are only suitable for installation on a plain cement wall or stable unrendered brickwork. If the wall/brickwork shows cracks you have to consult a professional.**

 **If your building has an exterior shell (such as insulation, double brick wall, brick facing), installation should be taken out by a professional.**

 **Nobody is allowed to change the products' design and structure without the permission of manufacture or authorized deputy.**


 Please make sure that your hands are clean at the time of the assembly; Otherwise you may soil the awning fabric and frame.


 **The operation in frosty conditions may damage the awning.**

 **The operation in snowy conditions may damage the awning.**

 **In case of rain retract the awning if tilt angle is less than 14°.**

 **Nobody is allowed to climb onto the awning. Hanging anything on the awning is forbidden.**

 When extended, various forces, including wind and rain, will affect an awning. These sometimes substantial forces must be absorbed by the awning and transferred to the assembled structure via its mounting brackets. Under extreme loads, excessive attractive force can be exerted on the anchor bolts. **Therefore, before starting assembly, check the load-bearing capacity of the mounting base and if necessary take corresponding measures of ensure stable installation of the brackets.**

 If the mounting base is unstable, you have to consult a specialist in your vicinity.

## ASSEMBLY INSTRUCTIONS

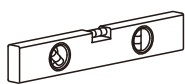
### **WARNING**

Improper installation and operation of your awning can result in severe personal injury as well as product failure not covered by warranty. Please follow all instructions carefully or contact technical support for assistance.

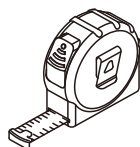
**Please prepare below tools before assembly.(Not included)**



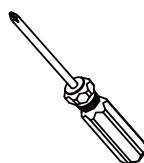
Pen



Chalk line leveler



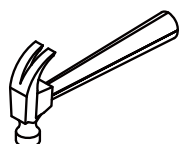
Measuring tape



Cross screwdriver



Power drill with 14mm drilling bit



Non-metallic mallet



Two ladders



Glove



Wrench of M17 and M14



M8

# Parts List

**A-1 Roller(left) with motor 1PC**



**A-2 Roller(right) 1PC**



**B-1 Torsion bar(left)with L-1(left arm) 1PC**



**B-2 Torsion bar(right)with L-1(right arm) 1PC**



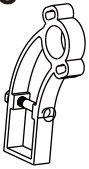
**C-1 Front bar(left) 1PC**



**C-2 Front bar(right) 1PC**



**D  
Roller support  
1PC**



**E-1  
2PCS**



**E-2  
2PCS**



**E-3  
M8x55mm  
2PCS**



**F-1 (Left)  
1PC**



**F-2(Right)  
1PC**



**N-1(Left)  
1PC**



**N-2(Right)  
1PC**



**H-1 (Left)  
1PC**



**H-2 (Right)  
1PC**



**M Fabric  
1PC**



**N  
Fabric Liner  
3PCS**



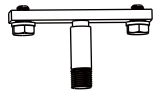
**O  
Valance  
1PC**



**P  
Bolt for cover  
&fabric liner  
2PCS**



**Q  
Arm-bar Link  
2PCS**



**Q-1 Screw nut  
2PCS**



**Q-2  
Plastic washer  
2PCS**



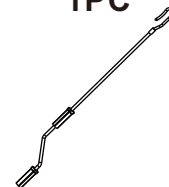
**A-A-1  
M4x10mm  
8PCS**



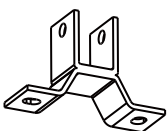
**A-A-2  
M5x10mm  
2PCS**



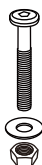
**T hand crank  
1PC**



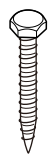
**G-1  
2PCS**



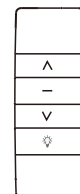
**G-2  
2PCS**

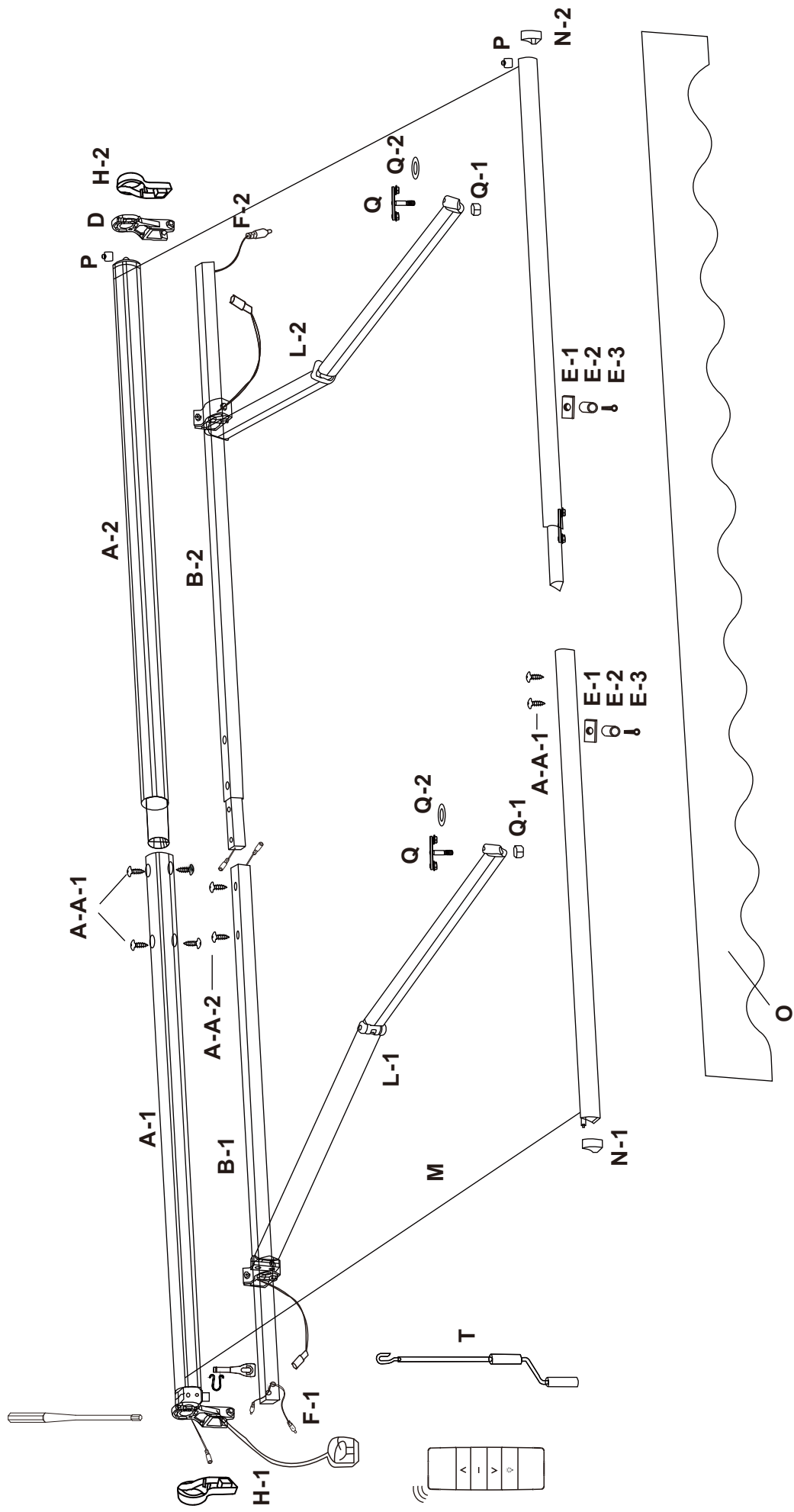


**G-3  
M10x80mm  
4PCS**



**G-4  
M10x100mm  
4PCS**





# ASSEMBLY

## STEP 1

### Preparing Your Work Space

1. Before you begin, it is best to lay out all necessary tools to make setup smoother. Refer to the required tools section for the list of necessary tools.

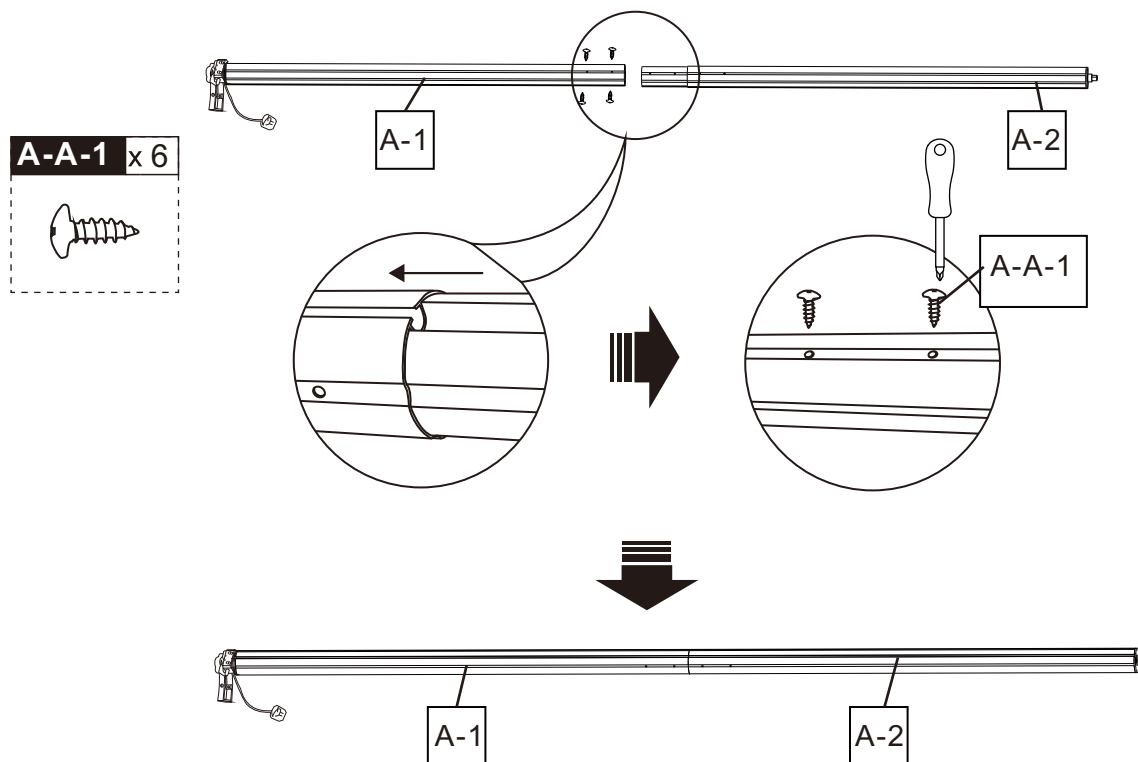
### WARNING

DO NOT remove the safety wrap that holds the awning arms down. Serious injury can result from removing the wrap too soon.

2. Open the awning box and unwrap each piece carefully to avoid damaging the product.
3. Lay out each piece of the awning to ensure that all the pieces are present. Refer to the parts diagram for detailed information regarding parts.
4. Open the small inner box that contains the small parts and lay them out as well.

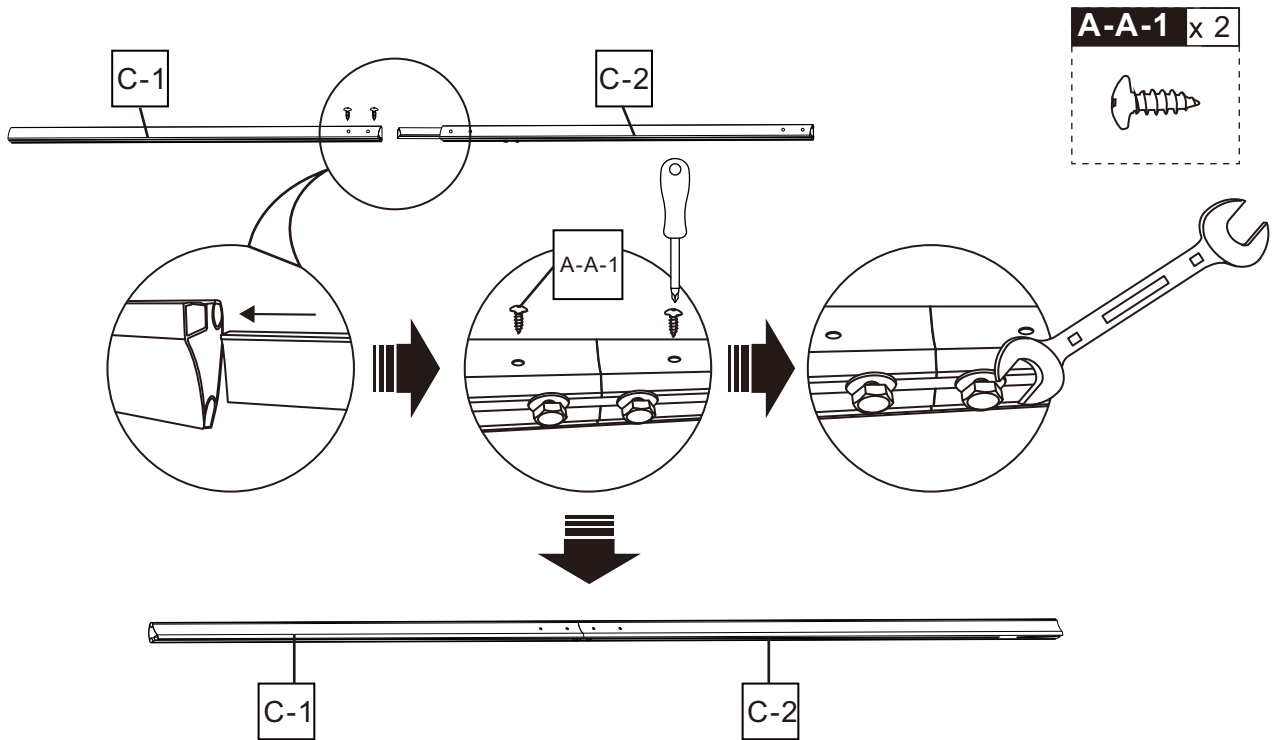
## STEP 2: Connecting Roller tubes

Keep the rollers aligned, assemble the roller and secure it with the corresponding bolts as figure below:



### STEP3:Connecting Front Bars

Connect the front bar and secure it with the corresponding bolts as figure below:  
(please keep the front bar aligned).



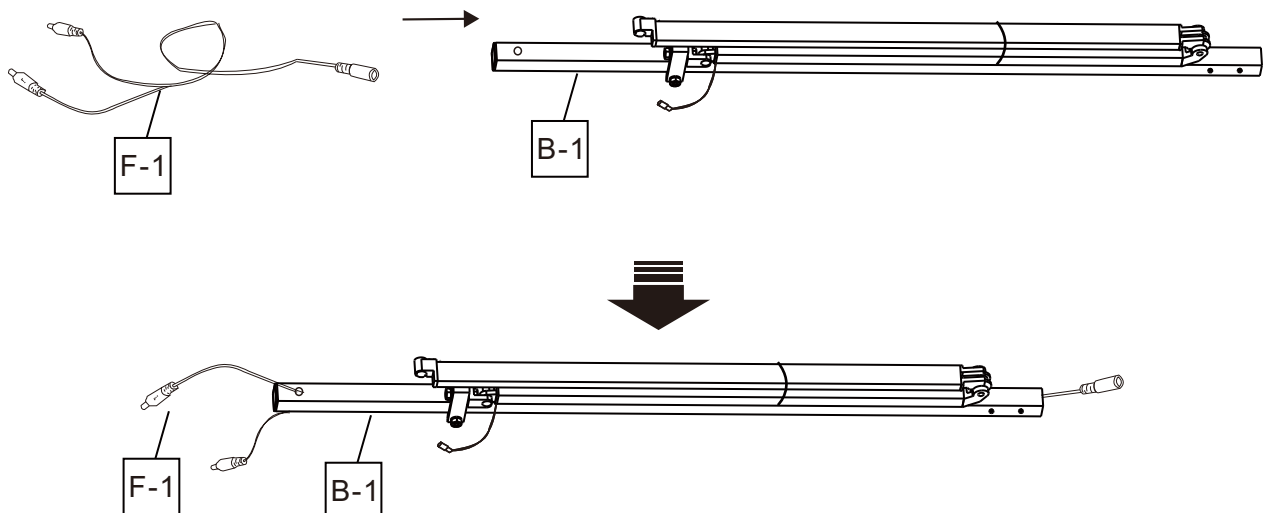
### STEP4:Connecting Torsion Bars

#### ⚠ WARNING

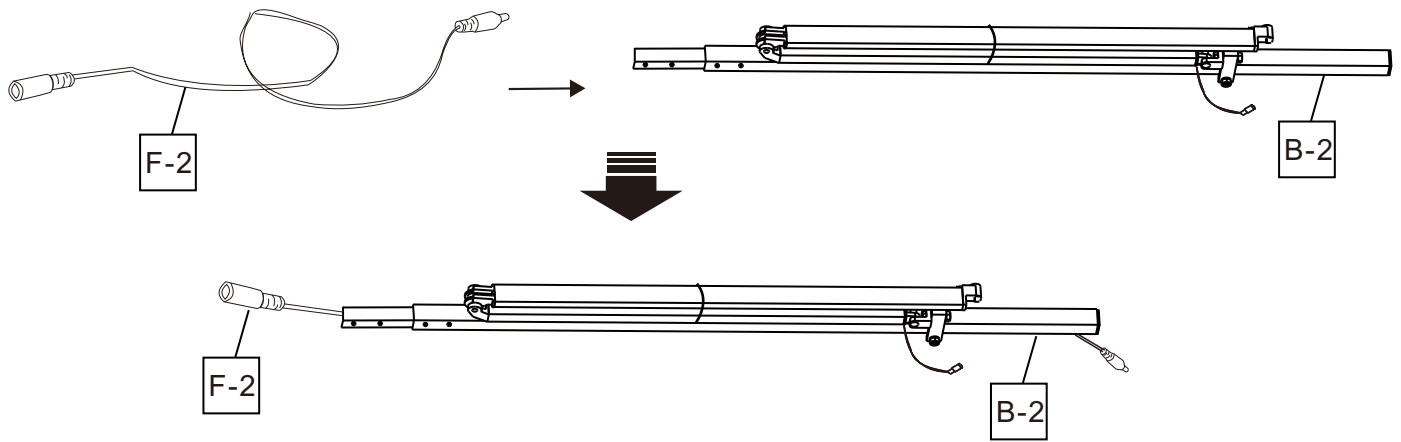
DO NOT remove the safety wrap that holds the arms down!!



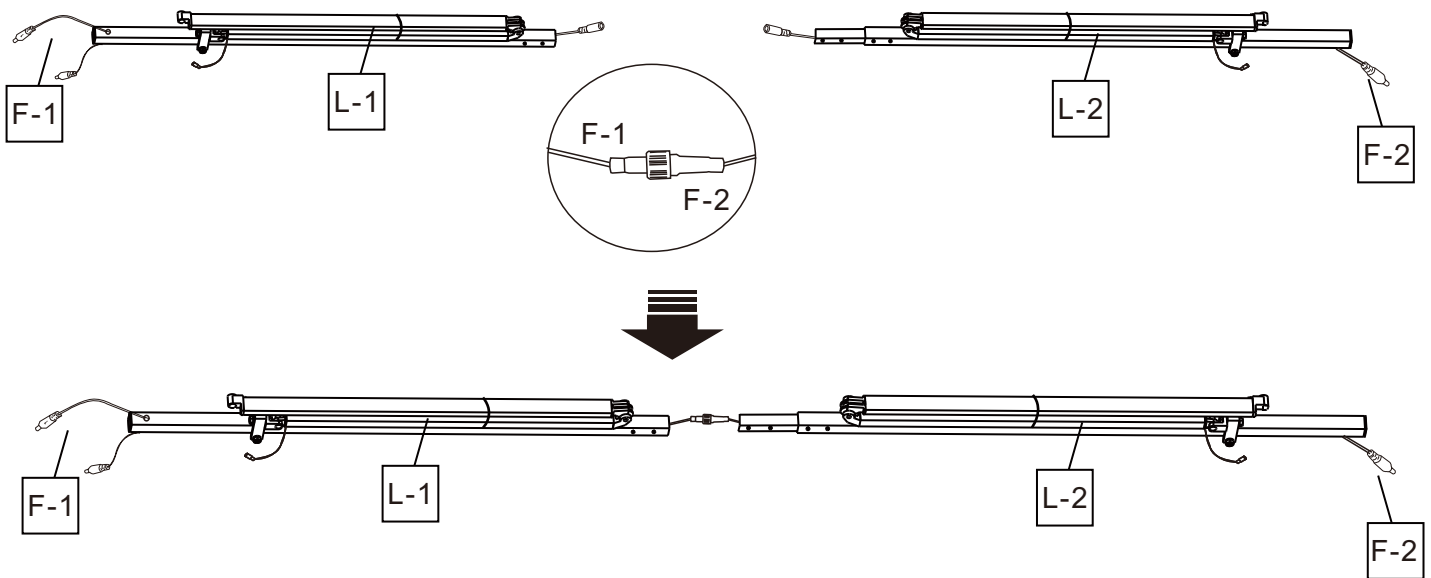
1. Insert the power line(F-1) into the left torsion bar(B-1), as figure below:



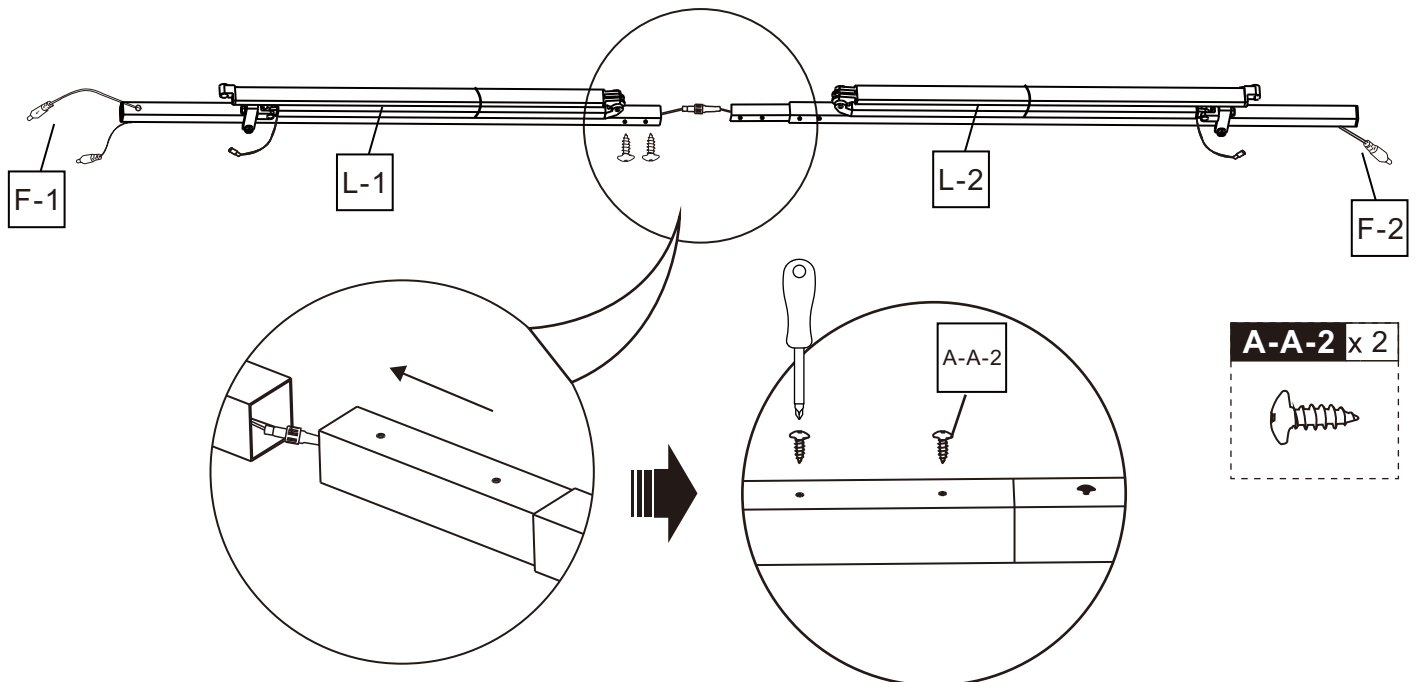
2. Insert the power line (F-2) into the right torsion bar(B-2) as figure below:



3. Connect the power line (F-1) and power line(F-2) together as figure below:

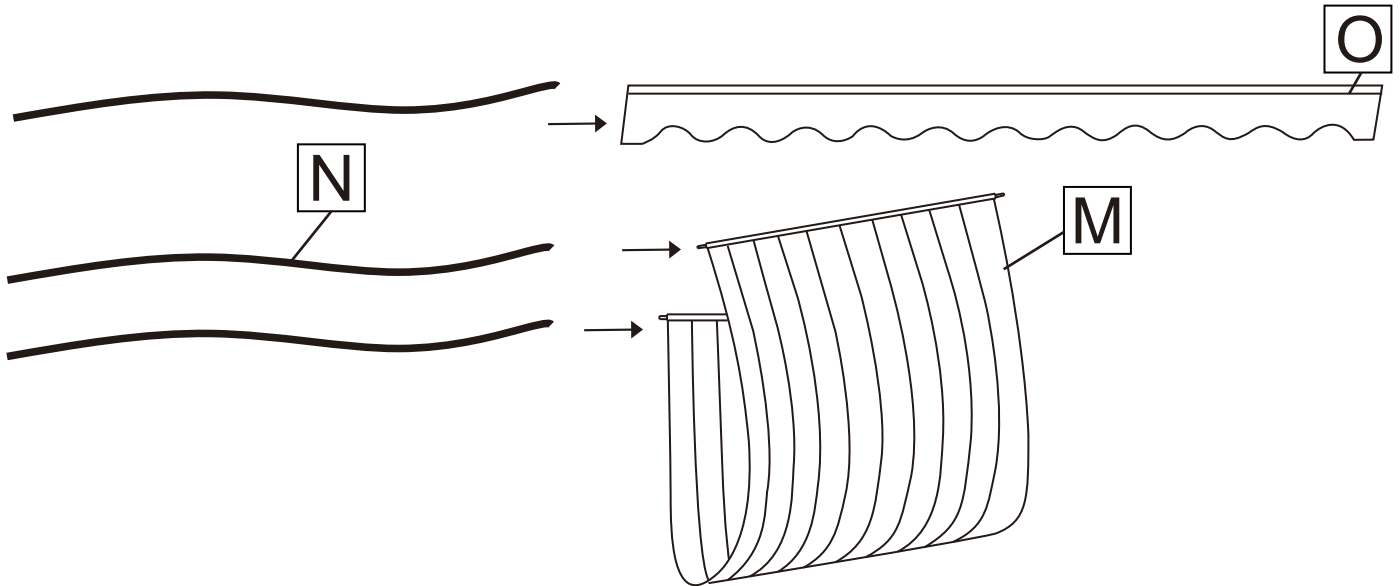


4. Connect the torsion bar (B-1) and torsion bar(B-2) together as figure below:

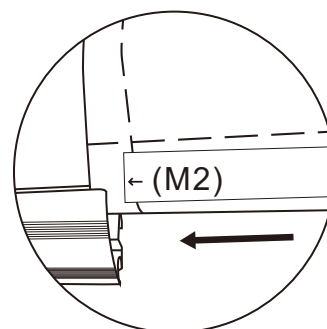
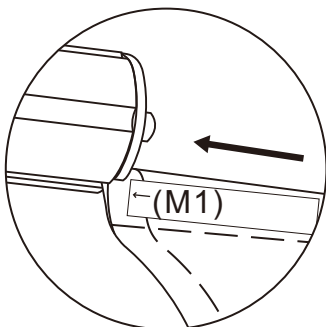
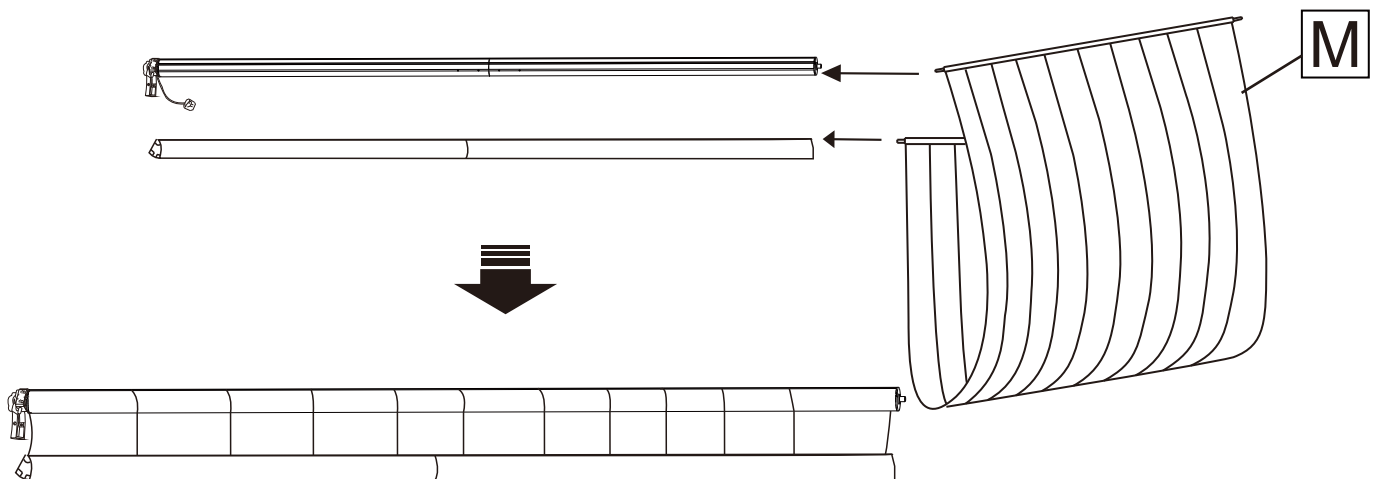


## STEP5: Fabric Assembly

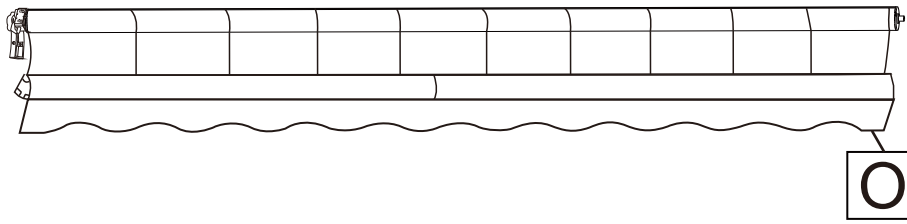
1. Open the fabric box carefully to ensure that the product is not damaged.
2. Unfold both piece of awning fabric. You should have one large fabric piece (M) and a valance with scalloped edge (O). You should also have three fabric liner cords (N).
3. Thread the fabric liners through both ends of the large awning fabric (M) as well as the valance (O). This may be a slow process and is easier with two people.



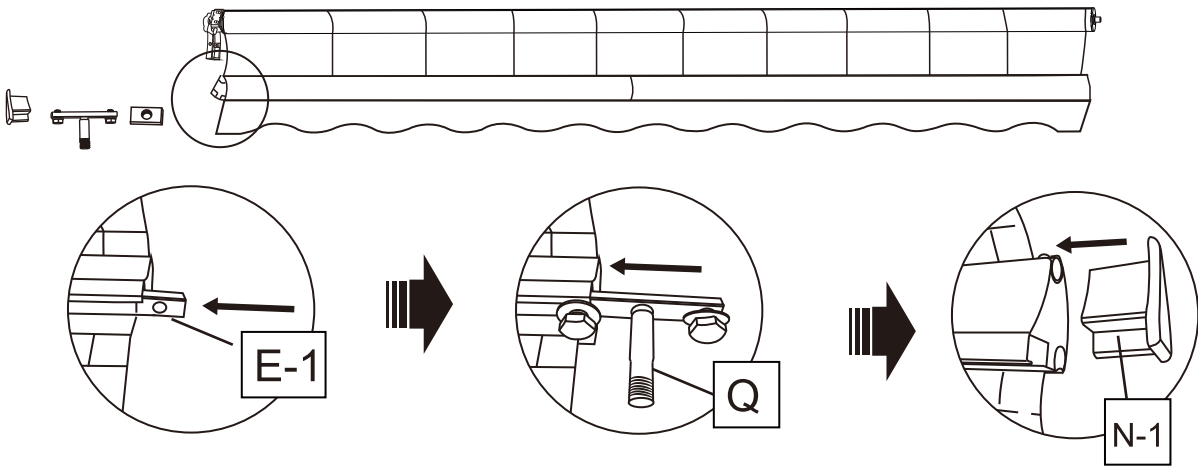
4. Once the liners are threaded through the fabric, find the roller tube. Thread the fabric and its liner through the slot in the roller tube all the way to the end. Note: the fabric has a front and a back side. The back side has a hem, and should face downwards.
5. Then thread the other end of the awning fabric through the slot in the front bar (wedge-shaped piece).



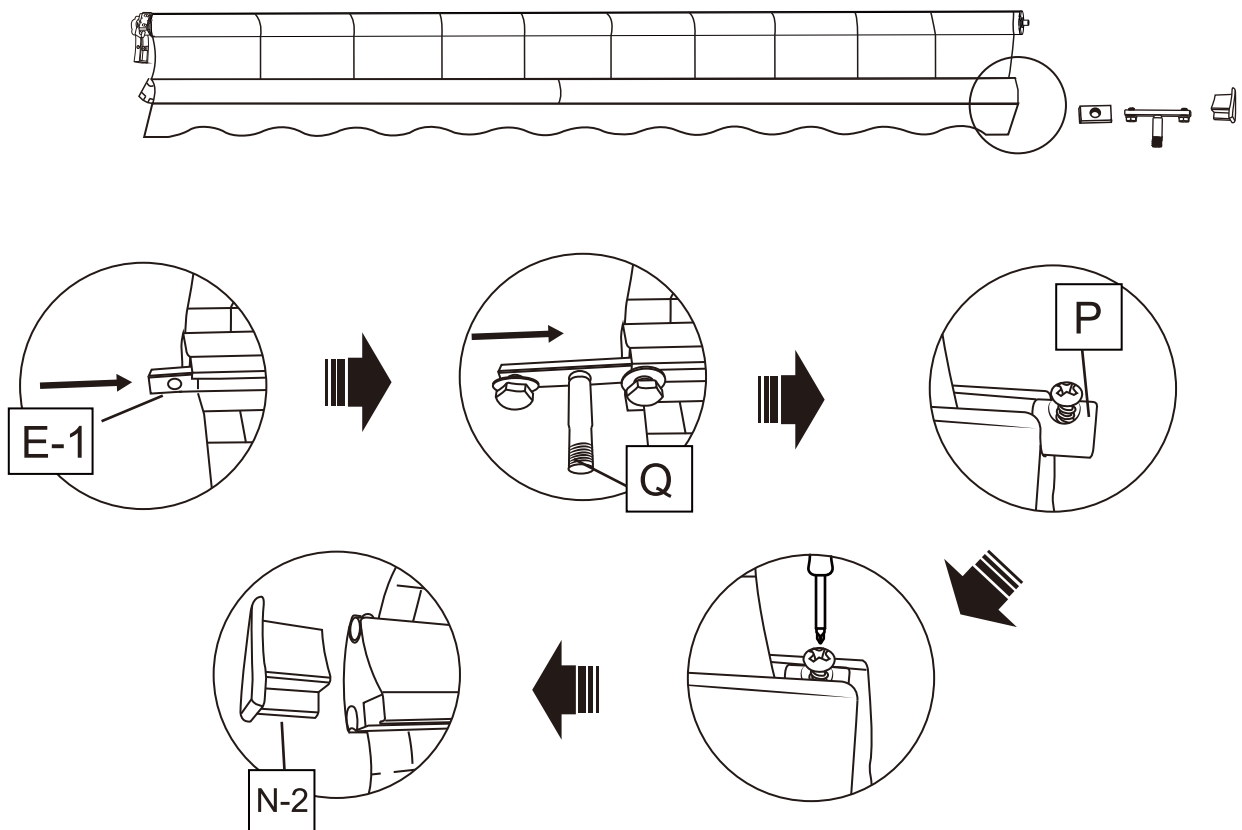
6. Roll the awning fabric counterclockwise around the roller tube as tightly and evenly as possible.
7. Thread the valance(O) through the other slot in the front bar all the way to the end.



8. Slide the(E-1)into the left front bar before arm-bar link(Q) into the groove of the front bar on left side. Then fix plastic cover(N-1) on the end of (C-1).



9. Slide the(E-1) into the front bar before another arm-bar link(Q) into the groove of the front bar on the right side. Put the bolt for fabric(P) inserted, fix the bar end with a plastic cover(N-2), then tighten the screw on the bolt(P).

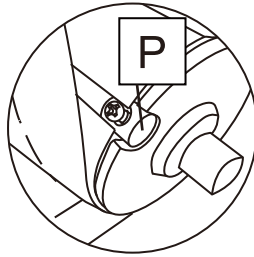


## STEP5: Roller Support Assembly

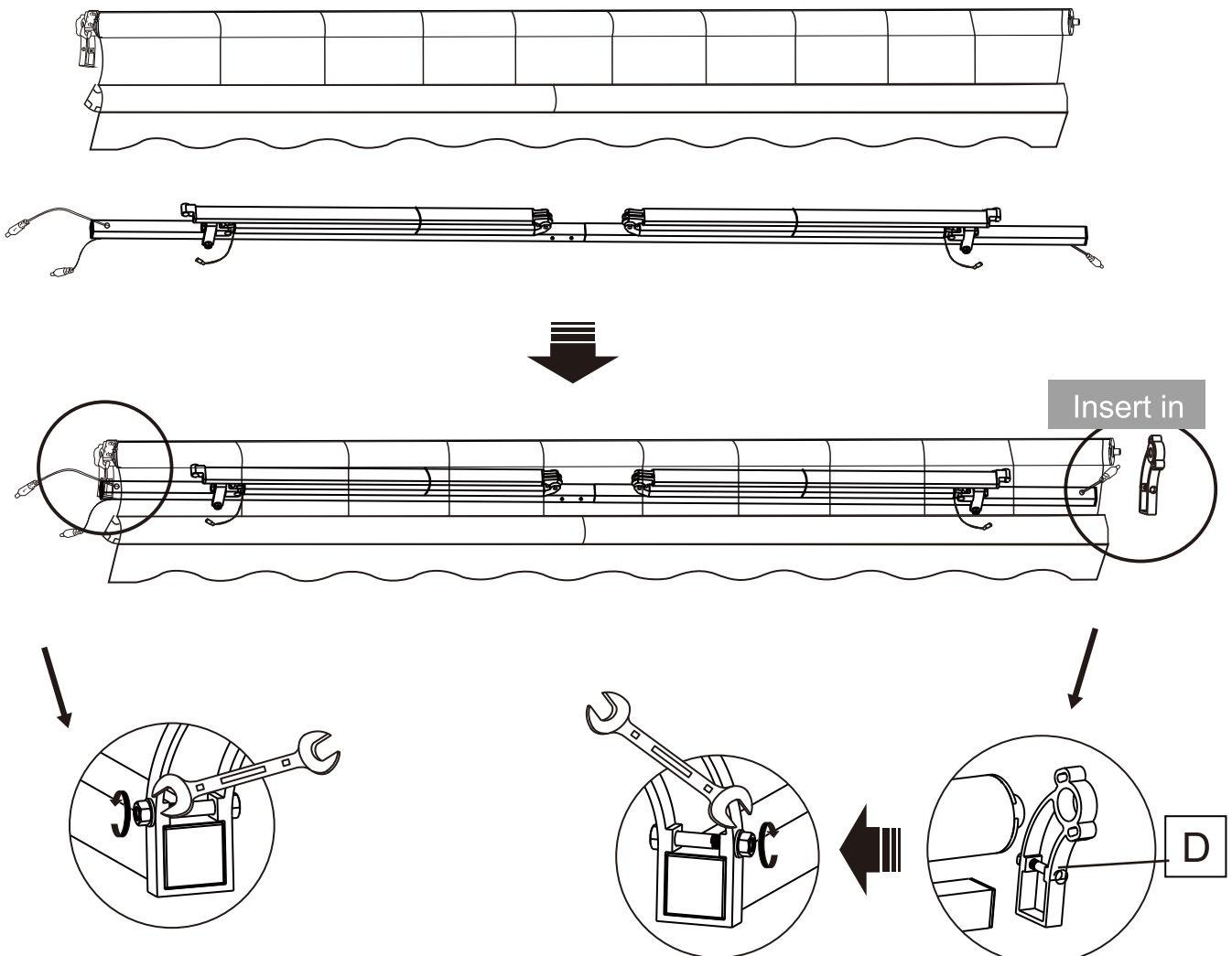
### WARNING

Be sure that the safety wraps holding the two front arms are secured on the torsion bar. Failure to check this could result in injury.

1. Fix the bolt(P) on the hole of the roller bar(A-2) on the right side. Screw it tightly.

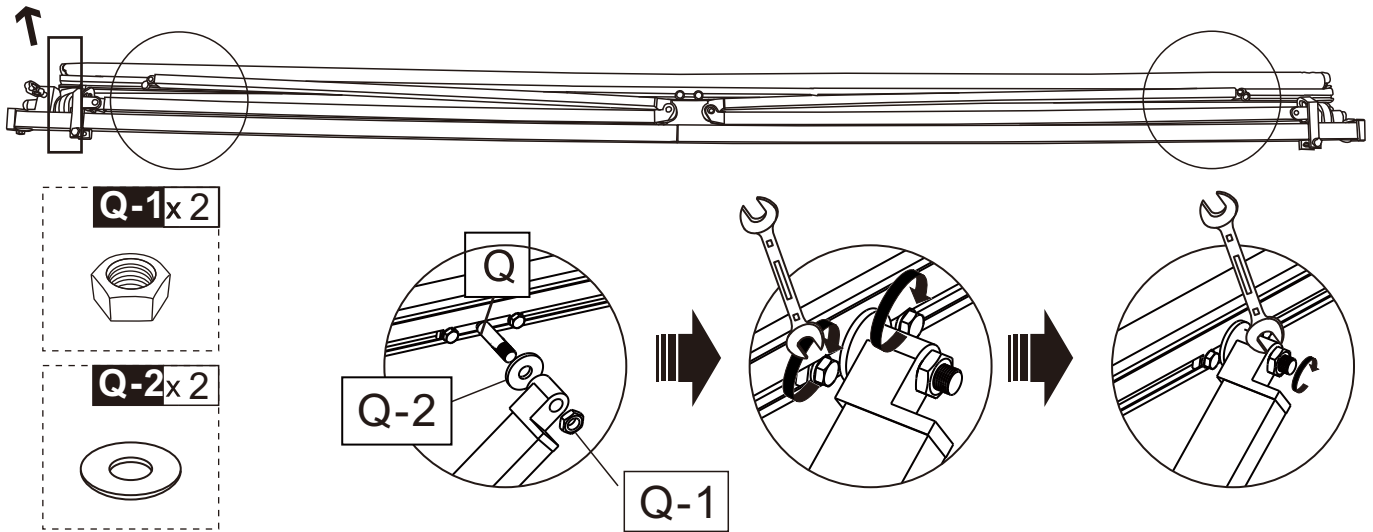


2. Using a mallet, knock the(A-1) with roller support into the torsion bar(B-1), knock the roller support(D) into the roller tube(A-2) and torsion bar(B-2). Use a wrench to tighten the screw nuts on the roller support. as figure below:

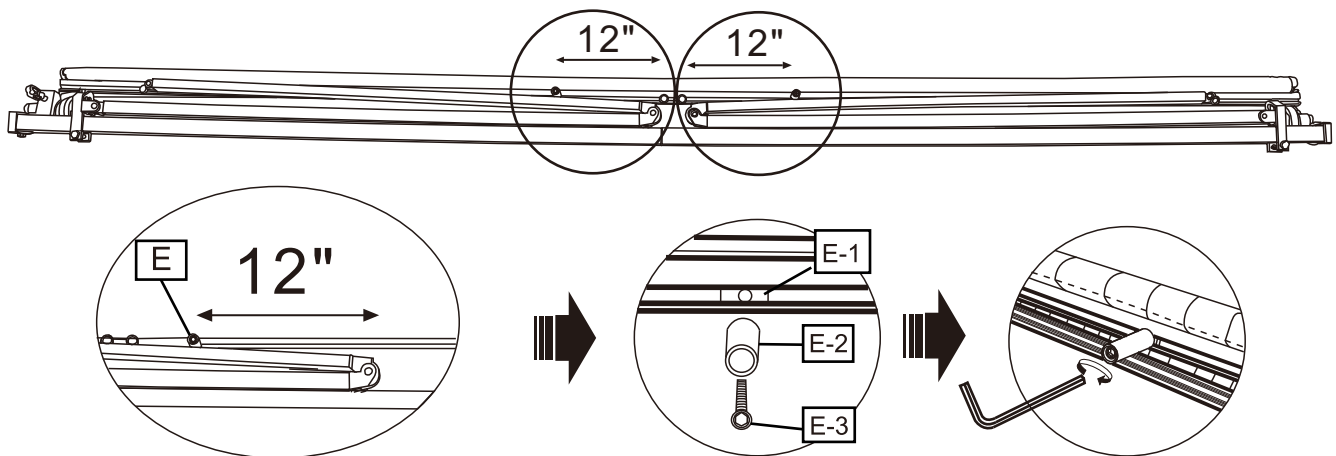


3. The arms need up, then screw two plastic washers into the arm-bar link(Q). Then insert the arm-bar links to the holes on the end of both arms. Tighten the screw nuts on the arm-bar links and then fix the links and arms with another two screws nuts.

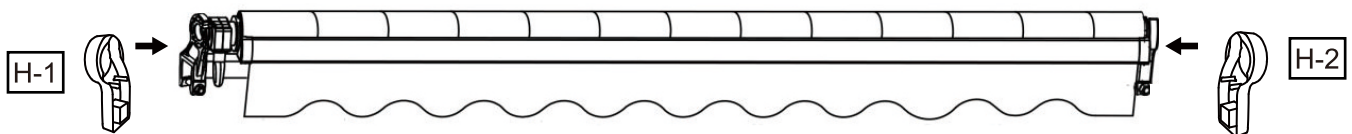
Please kindly check the roller and the front bar in same line, then tighten the screws.



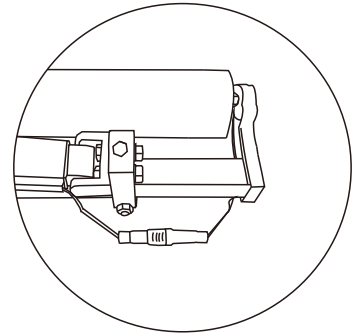
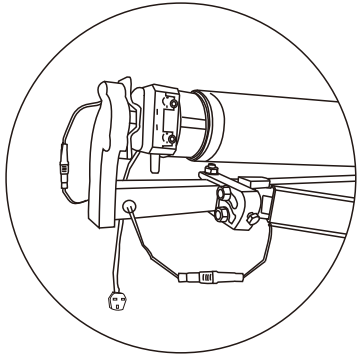
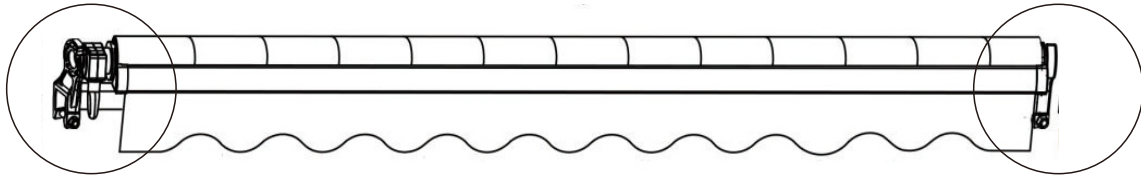
4. Check the distance from end of arm to E is 12" (30cm), then screw E-2 and E-3 into E-1, Tighten use 8mm wrench



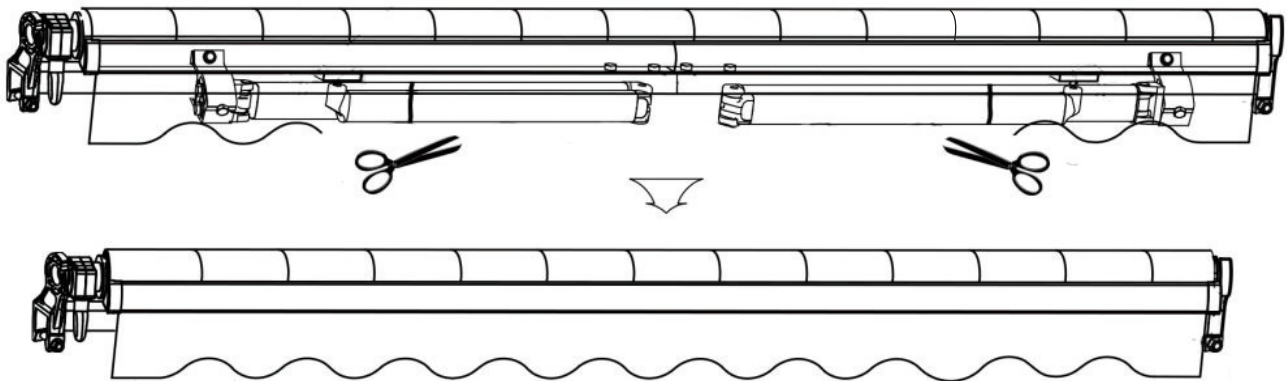
5. Insert H-1 into the left roller support, H-2 into the right roller support(D).



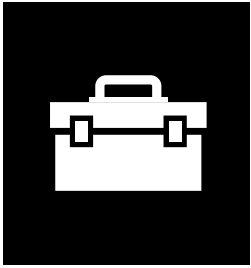
6. Connect the all power line together, as figure below:



7. After above steps, it is safe to cut the safety wrap that hold the arms and torsion bars. Awning assembly is complete now!



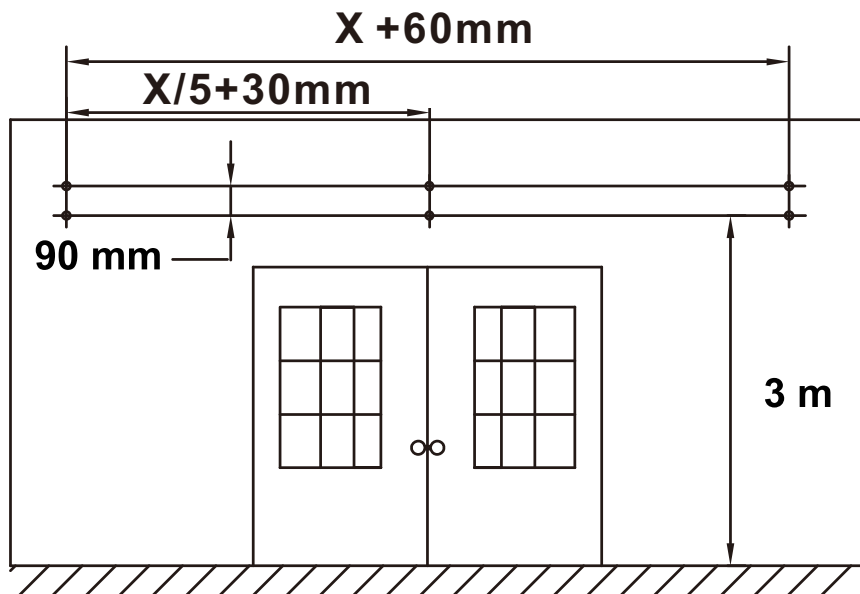
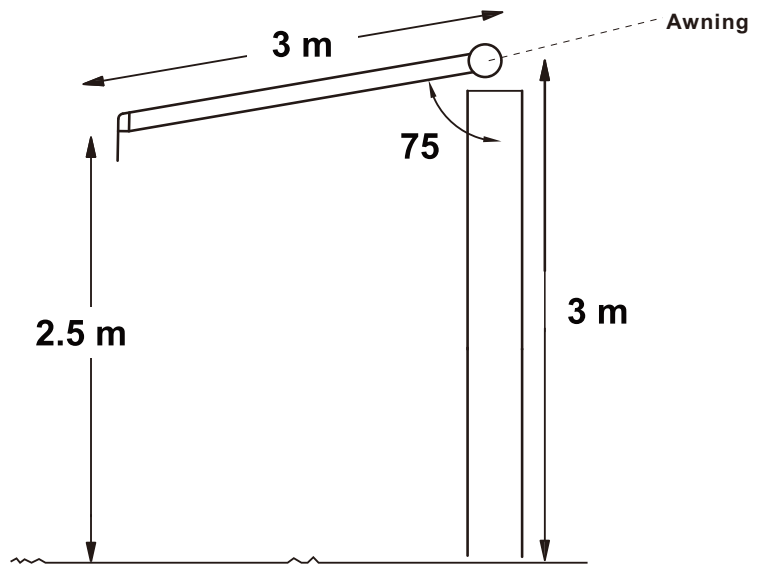
# Installation Procedure:



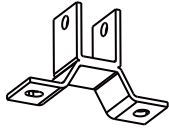
†14 mm

14mm, 17mm

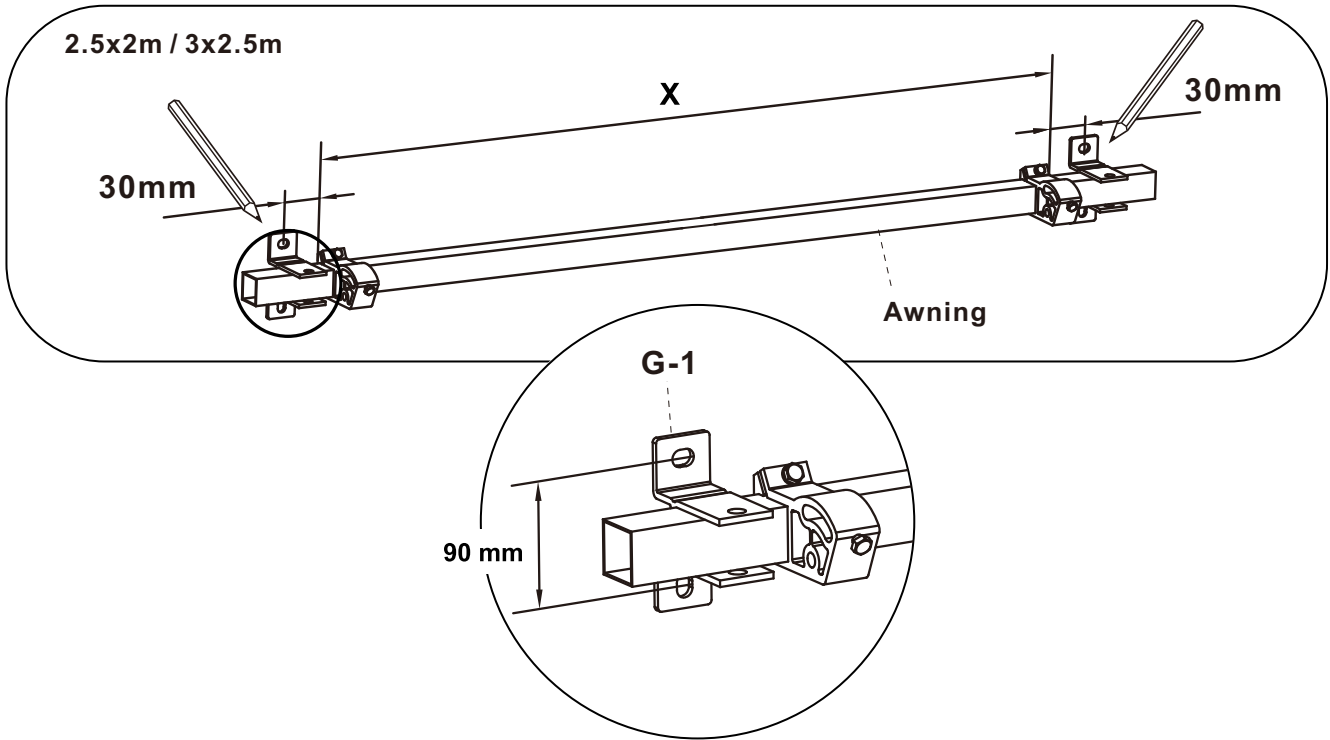
1



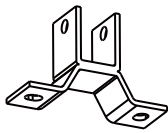
2



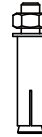
G-1



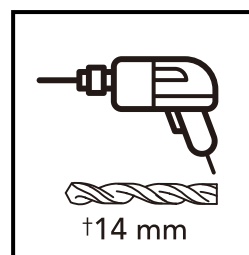
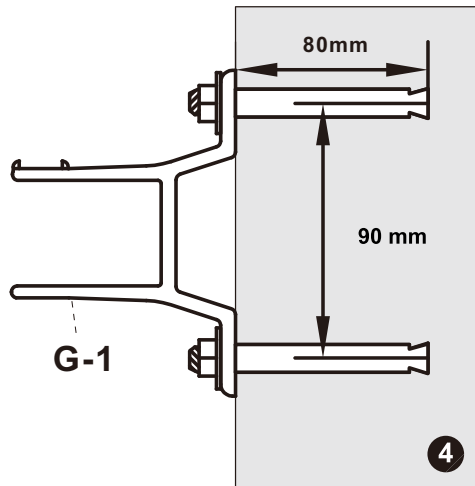
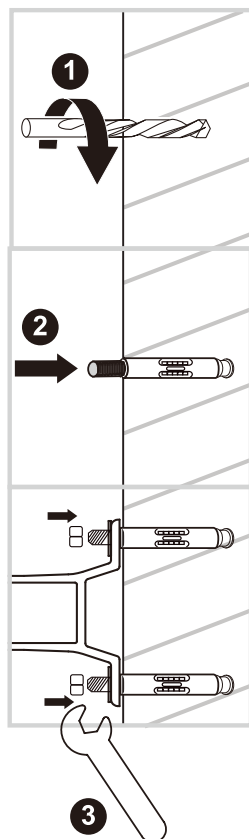
3a



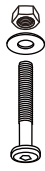
G-1 x 2



G-4 x 4

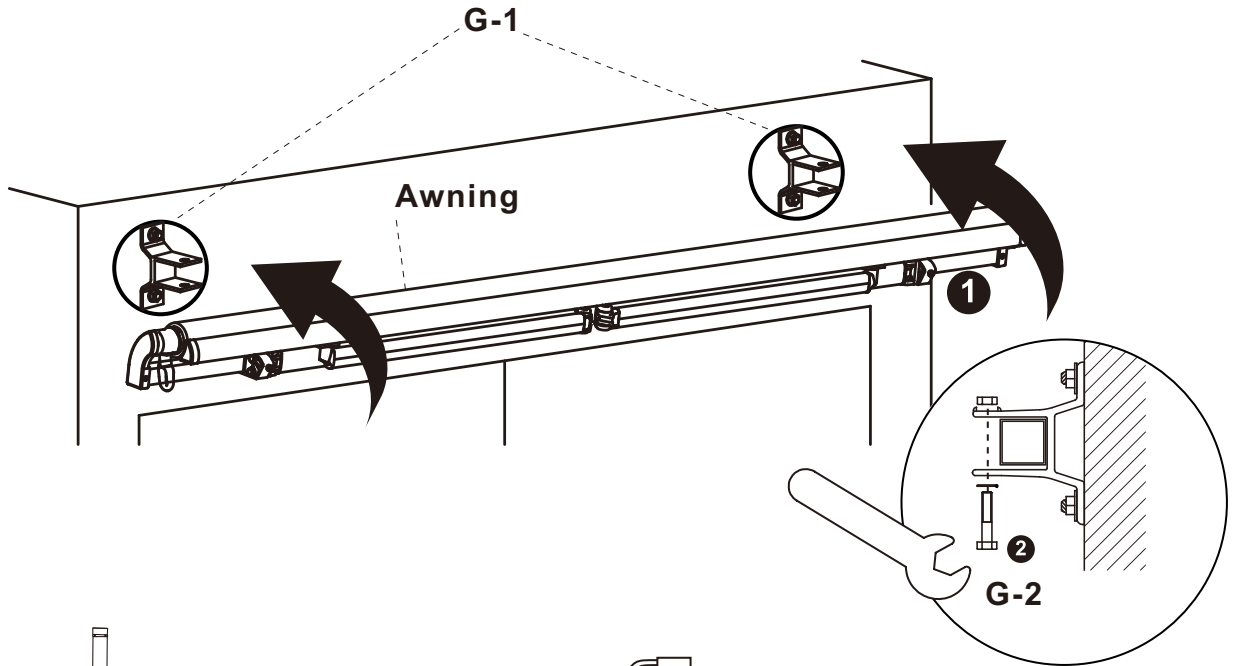


4

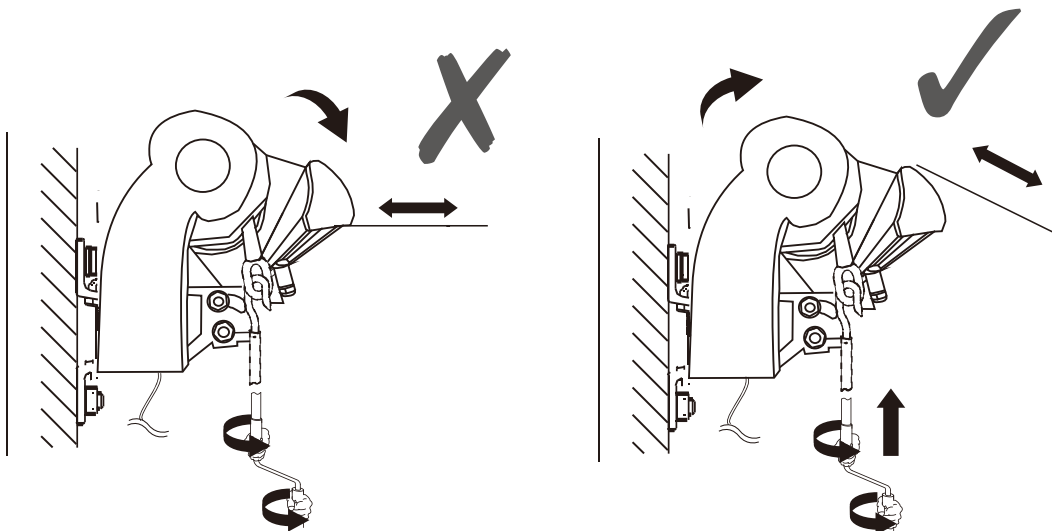
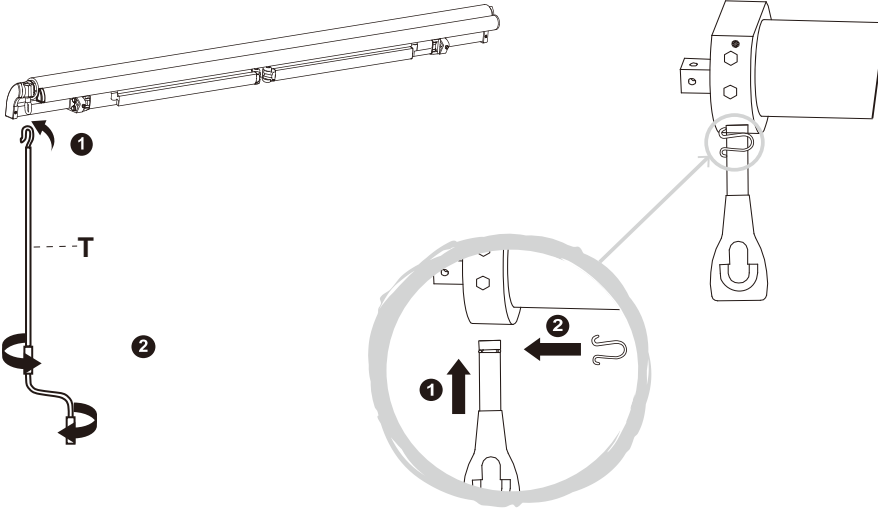
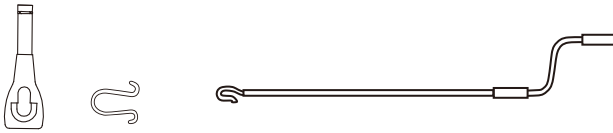


G-2

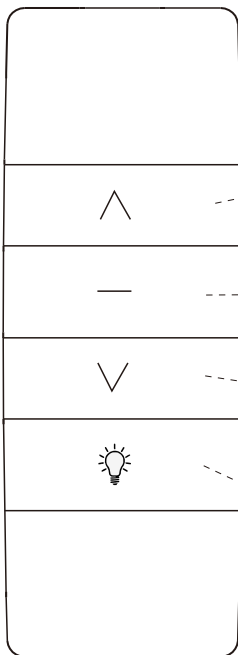
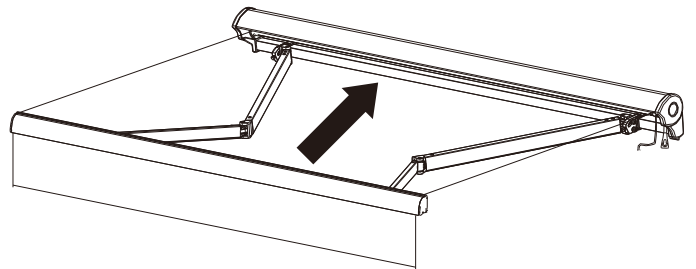
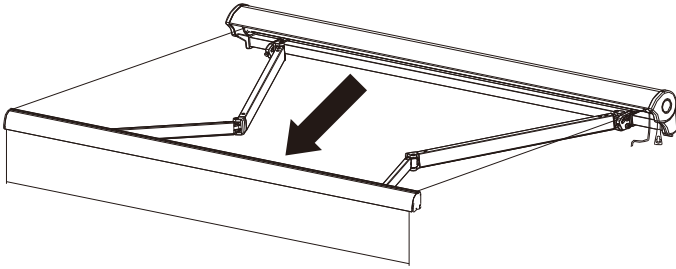
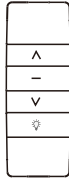
2.5x2m



5



6

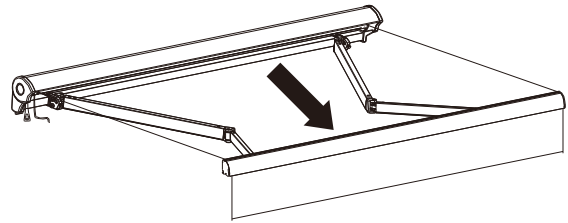
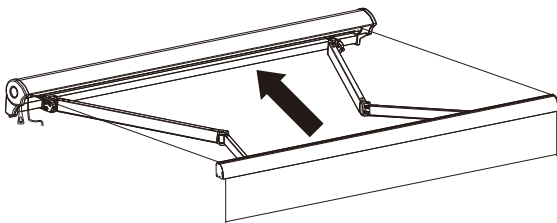
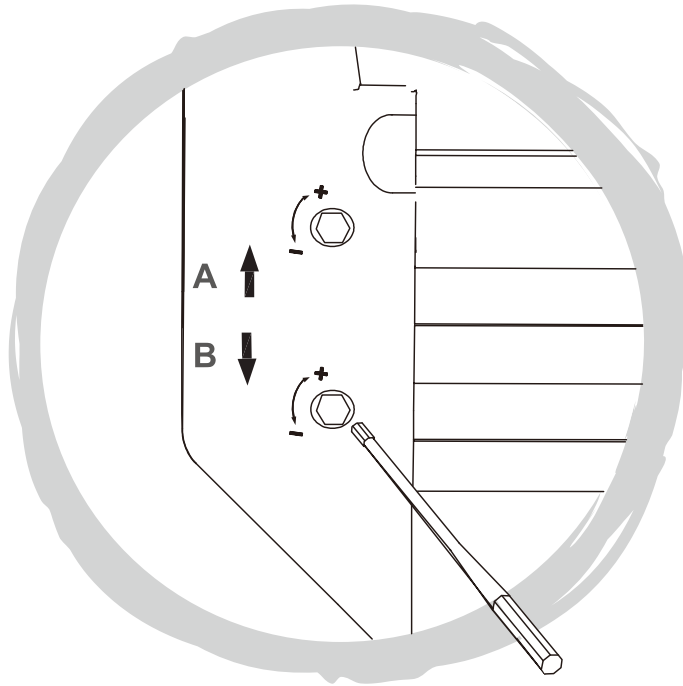


Close the awning  
Fermer le store

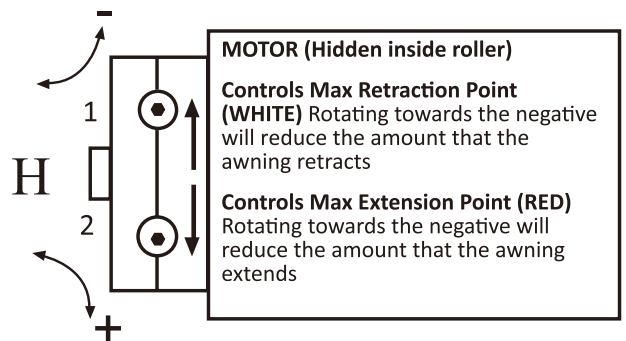
Stop the opening  
Arrêter l'ouverture

Open the awning  
Ouvrir le store

Open/Close the LED light



- A - Set awning closing range.
- B - Set awning opening range.
- A - Régler le champ de fermeture du store.
- B - Régler le champ d'ouverture du store.





The arms are not synchronized retracting

Die Arme sind nicht synchron eingefahren

Les bras ne se rétractent pas de manière synchronisée

Le braccia non sono ritirate sincronizzate

Los brazos no están sincronizados retrayéndose

2.

Solutions :

- EN
1. Find these screws beneath the front bar, and loose them a little bit ( **DO NOT UNSCREW COMPLETELY !!!** )
  2. Retract the awning and screw the screws

Lösungen:

- DE
1. Suchen Sie diese Schrauben unter der vorderen Stange und lösen Sie sie (**NICHT VOLLSTÄNDIG SCHRAUBEN !!!**)
  2. Ziehen Sie die Markise zurück und schrauben Sie die Schrauben fest



Solutions :

- FR
1. Trouvez ces vis sous la barre avant et desserrez les un peu (**NE PAS DÉVISSER COMPLÈTEMENT !!!**)
  2. Rétractez l'auvent et vissez les vis

Soluzioni:

- IT
1. Trova queste viti sotto la barra anteriore e allentale un po' (**NON SVITARE COMPLETAMENTE !!!**)
  2. Ritirare la tenda da sole e avvitare le viti

Soluciones:

- ES
1. Busque estos tornillos debajo de la barra frontal y afloje un poquito (**NO DESRANQUEAR COMPLETAMENTE !!!**)
  2. Retraer el toldo y atornillar los tornillos.



EN Common problems and solutions

FR Problèmes courants et solutions

ES Problemas y soluciones comunes

DE Häufige Probleme und Lösungen

IT Problemi e soluzioni comuni



1.

Adjust the angle of arms

Passen Sie den Winkel der Arme an

Ajustez l'angle des bras

Regola l'angolo delle braccia

Ajustar el ángulo de los brazos

#### Solutions :

EN Lower : Unscrew the [a] and [b], then unscrew the [c] to raise the arm.  
Finally, screw the [a] and [b]

Higher : Unscrew the [a] and [b], then screw the [c] to lower the arm.  
Finally, screw the [a] and [b]

#### Lösungen :

DE Unten : Schrauben Sie [a] und [b] ab und dann [c] ab, um den Arm anzuheben. Zum Schluss schrauben Sie die [a] und [b]

Höher : Schrauben Sie [a] und [b] ab und dann [c], um den Arm abzusenken. Zum Schluss schrauben Sie die [a] und [b]

#### Solutions :

FR Abaisser : Dévissez le [a] et [b], puis dévissez le [c] pour lever le bras.  
Enfin, vissez les [a] et [b]

Plus haut : Dévissez le [a] et [b], puis vissez le [c] pour abaisser le bras.  
Enfin, vissez les [a] et [b]

#### Soluzioni:

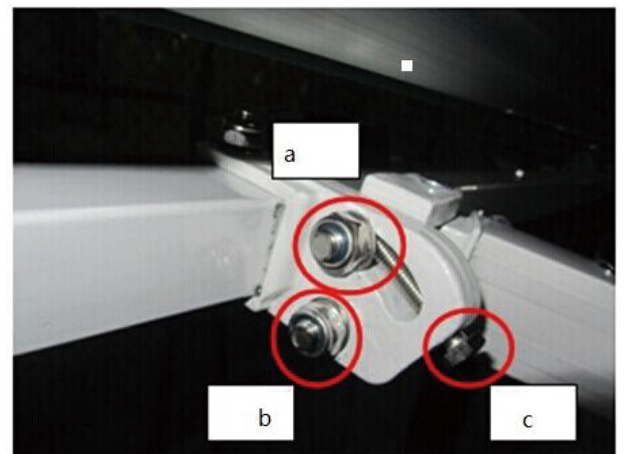
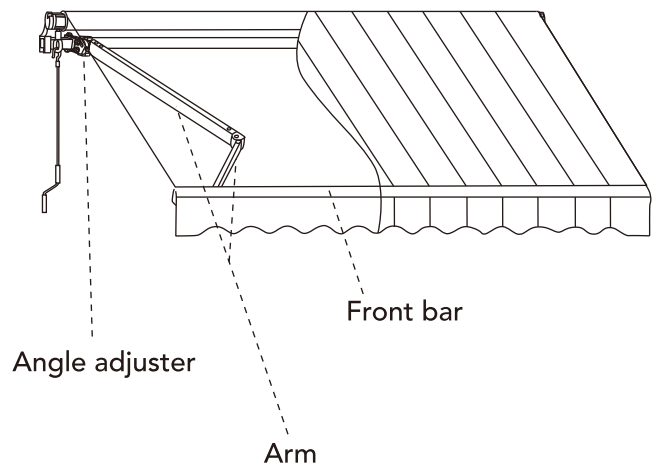
IT Abbassare : svitare [a] e [b], quindi svitare [c] per sollevare il braccio.  
Infine, avvita [a] e [b]

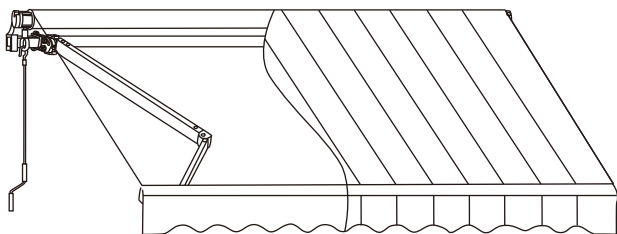
Più in alto : svitare [a] e [b], quindi avvitare [c] per abbassare il braccio.  
Infine, avvita [a] e [b]

#### Soluciones:

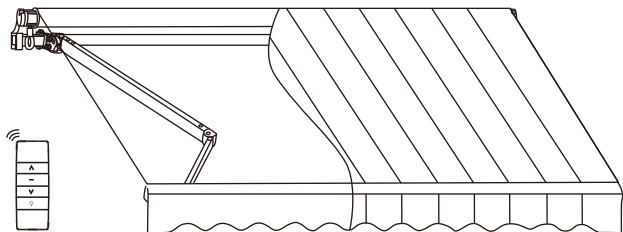
ES Inferior : Desatornille [a] y [b], luego desenrosque [c] para levantar el brazo.  
Finalmente, atornille [a] y [b]

Más alto : Desatornille [a] y [b], luego atornille [c] para bajar el brazo.  
Finalmente, atornille [a] y [b]





Insert the handle in the loop that is fixed at the awning. Open the awning by turning the crank handle clockwise. By turning it counter-clockwise you can retract the awning.



Press the extension button "EXT" for the awning extension. The role moves up and the awning will be extended. Press the retract button "RET" to close the awning. The role moves down and the awning will be retracted. Press the stop button "STOP" to stop the extension/retraction of the awning.

## Engine setting(off/on setting)

Factory default setting is best for the engine. Larger settings before its use should therefore not be necessary. In the following cases, however, the engine should be a bit readjusted if:

1. The awning doesn't close completely.
  2. The engine is not running yet, although the awning is fully closed.
- Change the maximum distance of the awning, by using the enclosed tool. Use the motor adjustment tool to adjust the motor.
  - Use the front motor adjustment screw to adjust the maximum distance (see Figure M).
  - Turn the adjustment screw with the tool in counterclockwise direction "+" to increase the maximum distance.
  - Turn the adjustment screw with the tool 20 in a clockwise direction "-" to reduce the maximum distance.
  - Use the rear adjustment screw to adjust the minimum distance (see Figure N).
  - Turn the adjustment screw with the tool in counter-clockwise direction "+" in order to increase the minimum distance.
  - Turn the adjustment screw with the tool in clockwise direction "-" to reduce the minimum distance.

**NOTE:** If the motor does not start on after repeated on setting, please wait 30 minutes and start it again afterwards.

**NOTE:** Over loading the motor is not good. Doing so may shorten its lifespan.

## Handling of the remote control

**Note:** There are legal limitations for the transmission range of radio waves. The maximum range is also limited by physical obstacles.

- Before installing, check whether the remote device and the awning are working correctly. Before you install the hooks.

To allow reaching almost every vertical area below.

Make sure that the mount is in a place to install the corresponding prescribed protection (IP 20) of the remote.

- Do not mount on metal or magnetic objects to avoid interference.

## Battery/Use

**NOTE:** When you insert the battery make sure that the contacts are not bent.

- Open the battery compartment with the spanner in the battery compartment lid in the direction of the battery compartment and press the battery compartment cover, then the battery compartment slides.
- Close the battery compartment, by clicking the two extensions of the battery compartment lid in the two cutouts on the battery compartment.
- Then press the skewer of the battery compartment lid into the hole at the battery compartment. The battery compartment cover snaps in with a click.
- If the remote control could not function, then check whether the batteries are inserted correctly and put them again if necessary.

## Maintenance


Regular maintenance will not only help to keep a long durability but it is also important for your own and the safety of other people.

- Examine regularly whether wall brackets are tight, if not, fasten them.
- Examine the gear box once half a year. If you find any damages, stop using until gear box has been repaired or renewed.
- Examine the bolts and nuts once half a year, fasten them if loose or lax.
- Stop using the awning immediately if it has been damaged or it is not tightened properly.

If you have any questions, please contact our customer care center, Our contact details are below:

**US**


 001-877-644-9366

 customerservice@aosom.com

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27150 SW Kinsman Rd Wilsonville, OR 97070 USA  
MADE IN CHINA

If you have any questions, please contact our customer care center, Our contact details are below:


**CA**

 416-792-6088

 customerservice@aosom.ca

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Si vous avez la moindre question, veuillez contacter notre centre d'assistance à la clientèle, Nos coordonnées sont les suivantes:

 416-792-6088

 customerservice@aosom.ca

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Markham, Ontario Canada L3R 4B9  
FABRIQUÉ EN CHINE

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**UK**


 0044-800-240-4004

 enquiries@mhstar.co.uk

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MH STAR UK LTD  
Unit 27, Perivale Park,  
Horsenden lane South  
Perivale, UB6 7RH  
MADE IN CHINA

Si vous avez la moindre question, veuillez contacter notre centre d'assistance à la clientèle, Nos coordonnées sont les suivantes:

**FR**


 0033-1-84166106

 aosom@mhfrance.fr

Importé par/Fabricant/REP:  
MH FRANCE  
2 Rue Maurice Hartmann  
92130 Issy Les Moulineaux  
France  
FABRIQUÉ EN CHINE

Wenn Sie Fragen haben, wenden Sie sich bitte an unser Kundendienstzentrum, Unsere Kontaktdaten stehen unten:

**DE**


 0049-0(40)-88307530

 service@aosom.de

ADRESSE DES IMPORTEURE/Hersteller/REP:  
MH Handel GmbH  
Wendenstraße 309  
D-20537 Hamburg  
Germany  
IN CHINA HERGESTELLT

In caso di dubbio, si prega di contattare il nostro centro assistenza clienti, I nostri dettagli di contatto sono di seguito:

**IT**


 0039-0249471447

 clienti@aosom.it

IMPORTATO DA/Produttore/REP:  
AOSOM Italy srl  
Centro Direzionale Milanofiori  
Strada 1 Palazzo F1  
20057 Assago (MI)  
P.I.: 08567220960  
FATTO IN CINA

Si tiene alguna pregunta, comuníquese con nuestro Centro de Atención al Cliente, Nuestros datos de contacto son los siguientes:

**ES**


 0034-931294512

 atencioncliente@aosom.es

IMPORTADOR/Fabricante/REP:  
SPANISH AOSOM, S.L.  
C/ROC GROS, N°15.08550, ELS HOSTALETES DE  
BALENYÀ, SPAIN.  
B66295775  
HECHO EN CHINA

Se tiver alguma dúvida, por favor contacte o nosso Centro de Atendimento ao Cliente, Os nossos dados de contacto são os seguintes:

**PT**

 0034-931294512

 info@aosom.pt.

IMPORTADOR/Fabricante/REP:  
SPANISH AOSOM, S.L.  
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