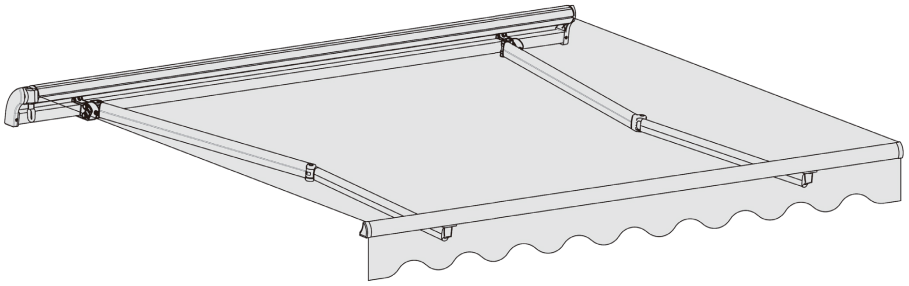
USER MANUAL

KEEP THIS MANUAL FOR FUTURE REFERENCE

EN	Manual Retractable Awning
DE	Manuelle einziehbare Markise
FR	Store banne manuel rétractable
ES	Toldo retráctil manual
NL	Handmatige uitschuifbare luifel
PL	Ręcznie chowana markiza
IT	Tenda da sole manuale retrattile
SV	Manuell infällbar markis



Model No.

19002/19003

EN All parts are packed in 1 carton. Please check against the parts list to confirm all components arereceived.

DE Alle Teile sind in 1 Karton verpackt. Bitte prüfen Sie anhand der Teileliste, ob alle Komponenten vollständig sind.

FR Toutes les pièces sont emballées dans 1 carton. Veuillez vérifier la liste des composants pour vous assurer que toutes les pièces sont présentes.

ES Todas las piezas vienen empaquetadas en 1 caja. Compruebe la lista de componentes paraconfirmar que ha recibido todas las piezas.

NL Alle onderdelen zijn verpakt in 1 doos. Controleer aan de hand van de onderdelenlijst of allecomponenten zijn ontvangen.

PL Wszystkie części są zapakowane w 1 kartonie. Sprawdź zgodnie z listą części, czy otrzymanowszystkie elementy.

IT Tutte le parti sono imballate in 1 cartone. Verificare in base all'elenco delle parti che tutti i componenti siano stati ricevuti.

SV Alla delar är packade i 1 kartong. Kontrollera mot reservdelslistan att alla komponenter har mottagits.

IMPORTANT

Missing or Damaged Parts?

Please contact us BEFORE returning the product to the place of purchase.



EN	**In the event that you find missing or damaged parts, please refrain from returning the product to the point of purchase.You may reach customer support for your country/ region.**
DE	**Sollten Sie fehlende oder beschädigte Teile feststellen, senden Sie das Produkt bitte nicht an die Verkaufsstelle zurück. Sie können sich an den Kundendienst für Ihr Land / Ihre Region wenden.**
FR	**Si vous constatez des pièces manquantes ou endommagées, veuillez ne pas returner le produit au point de vente. Vous pouvez contacter le service client de votre pays/région.**
ES	**En caso de que encuentre piezas faltantes o dañadas, no devuelva el producto al punto de compra. Puede ponerse en contacto con el servicio de atención al cliente de su país/región.**
NL	**Mocht u ontbrekende of beschadigde onderdelen aantreffen, stuur het product dan niet terug naar het verkooppunt. U kunt contact opnemen met de klantenservice voor uw land/ regio.**
PL	**W przypadku stwierdzenia brakujących lub uszkodzonych części prosimy nie zwracać produktu do punktu zakupu. Można skontaktować się z obsługą klienta dla swojego kraju/ regionu.**
IT	**In caso di parti mancanti o danneggiate, si prega di non restituire il prodotto al punto vendita. È possibile contattare l' assistenza clienti per il proprio paese/ regione.**
SV	**Om du upptäcker saknade eller skadade delar, vänligen returnera inte produkten till inköpsstället. Du kan kontakta kundsupporten för ditt land/din region.**

AFTER-SALES SUPPORT & CONTACT GUIDE

1. GLOBAL SERVICE HOTLINE

Service Available:
Monday to Sunday (7 Days a Week)

USA:
(+1) 855-605-4187

Canada:
(+1) 855-419-4067

UK:
(+44) 122-401-5109

Our phone lines may be busy or temporarily unanswered during peak periods. Please try your call again later if you cannot get through. Our support team will return all missed calls promptly. Thank you for your patience and understanding.

2. SERVICE HOURS

USA & CANADA (EASTERN TIME ZONE)

Summer Time (EDT, UTC-4):
10:30 AM – 08:00 PM

Winter Time (EST, UTC-5):
09:30 AM – 07:00 PM

UNITED KINGDOM (LOCAL TIME ZONE)

Summer Time (BST, UTC+1):
03:30 PM – 01:00 AM (Next Day)

Winter Time (GMT, UTC±0):
02:30 PM – 12:00 AM (Next Day)

3. 24/7 EMAIL SUPPORT

Official Service Email:

service@uhoo-global.com

We offer round-the-clock email support for product inquiries, operation guidance, after-sales maintenance and technical feedback. We will respond to your messages as soon as possible.

Read Manual First

- **EN** Read manual before assembly
- **DE** Anleitung vor Montage lesen
- **FR** Lire le manuel avant le montage
- **ES** Lea el manual antes del montaje

Check All Parts

- **EN** Check all parts before assembly
- **DE** Alle Teile vor dem Aufbau prüfen
- **FR** Vérifier toutes les pièces avant le montage
- **ES** Verifique todas las piezas antes del montaje

1-2 Person Assembly

- **EN** 1-2 person assembly recommended
- **DE** Montage durch 1-2 Personen empfohlen
- **FR** Montage à 1-2 personnes recommandé
- **ES** Se recomienda el montaje entre 1 y 2 personas

We're Here to Help

- **EN** Contact us if you need any help
- **DE** Kontaktieren Sie uns bei Fragen
- **FR** Contactez-nous si vous avez besoin d'aide
- **ES** Contáctenos si necesita ayuda



Preface / Language Notice

This manual is provided in English.
For your convenience, the following language versions are also available:
Deutsch (German), Français (French), Español (Spanish), Nederlands (Dutch), Polski (Polish), Italiano (Italian), Svenska (Swedish).

If you need a copy in one of these languages, please scan the QR code on the side/back cover of this manual to access the digital version.

Q&A

Q1: Can it be mounted on brick?
A: It can be placed on Brick, Reinforced concrete and Wooden walls.

Q2: How do I retract it?
A: Firstly, locate the crank handle on the side of the awning, then turn the crank handle in the opposite direction from when you extended it, the awning will smoothly roll back onto the roller tube, continue cranking until fully retracted.

Q3: What angle is best for rain?
A: Best Angle for Rain: 15°–30° pitch. This range allows rainwater to run off efficiently without pooling on the fabric. Anything flatter than 15° risks water collecting on the surface, which can cause sagging and strain the frame. Too steep (above 30°) reduces the usable shade coverage underneath.

Q4: What's the wind resistance limit?
A: Always roll up the awning when winds exceed 30 mph to prevent damage. Some buyers state the awning "doesn't budge in the wind" when properly angled and within this limit. But we still recommend retracting during strong winds, thunderstorms, and blizzards to extend its service life.

Q5: What is the awning made of?
A: 280g/m² premium polyester with PU coating – splashproof, anti-UV, and fading-resistant with UV protection.

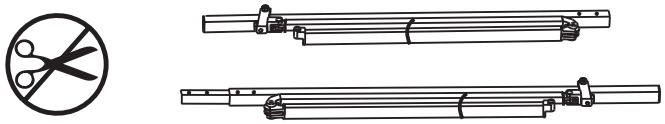
ASSEMBLY INSTRUCTIONS_19002/19003

⚠ 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.

Before you proceed, please read the following safety precautions:

- DO NOT remove the safety wrap that secures the awning arms until instructed to do so. The awning arms will spring open and can cause serious injury if handled inappropriately.
- DO NOT stand facing front of the awning when cutting off binds between arms. Hold tightly and stretch slowly until completely open.
- Kindly make sure use correct direction armrest to assemble, the awning will be easily damaged if use wrong armrest.



Proper location and fastening of the wall brackets is critical. Please follow instructions in the manual. Failure to securely fasten all brackets could result in the collapse of the awning and cause personal injury or death.

Keep children away from assembly area.

Safe Installation and Operation

1.Never install it in high and windy places, as the sunshade may drop and hurt someone.
2.Don’t use it in places that have vibrations or impulsions.
3.Don’t use it in places with high temperature such as walls near furnaces.
4.Don’t put heavy things on the frame as it may fall down and cause damage.
5.Please close the awning in storm conditions, such as excessive windy and rain.
6.Never use it for other purposes other than suggested.
7.Be careful with your fingers during installation.
8.Two adults are needed to move and install the sunshade as the product is big and heavy.
9.Please use all the screws and nuts correctly during installation as it is very dangerous if you leave it loose.

CATALOGUE

Parts List 1

Assembly 3

Preparing Your Work Place 3

Connecting Roller Tubes 4

Connecting Front Bars 4

Connecting Torsion Bars 5

Fabric Assembly 7

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Measuring the Mount Site 13

Drilling the Bolt Holes 14

Preparing for Mounting 14

Mounting the Wall Brackets 15

Mounting the Awning 16

Optional Installation 16

Common Mistakes 17

Parts List

A-1



Roller(left) 1PC

A-2



Roller(right) 1PC

B-1



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

B-2



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

C-1



Front bar(left) 1PC

C-2



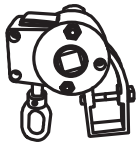
Front bar(right) 1PC

D



Roller support
1PC

D-3



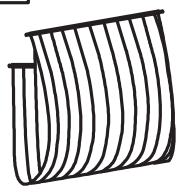
Geart box&
Roller suppor
1PC

Q



Arm-bar Link
2PCS

M



Fabric
1PC

N



Fabric liner
3PCS

O



Valance
1PC

P



Bolt for cover&
fabric Liner
3PCS
(1 for back up use)

N-1



Plastic cover
(right)
1PC

N-2



Plastic cover
(left)
1PC

F



Plastic washer
2PCS

A-A-1

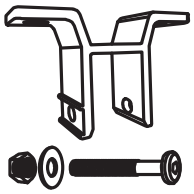


Screws M4
8PCS

A-A-2



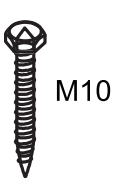
Hexagon Bolt M6
2PCS



Wall bracket
2PCS



Screw nut
2PCS

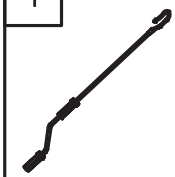


Spare for wood
4PCS



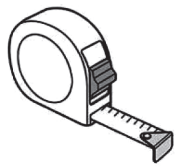
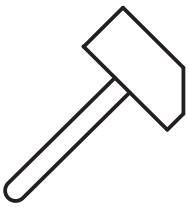
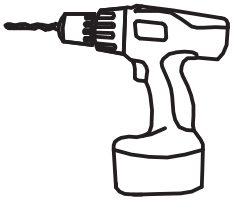
Expansion bolt
4PCS

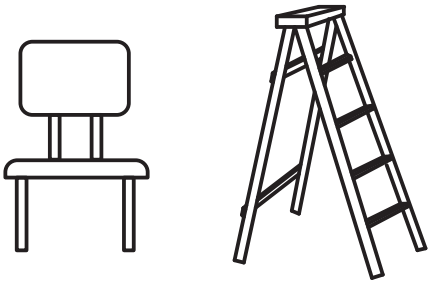
T



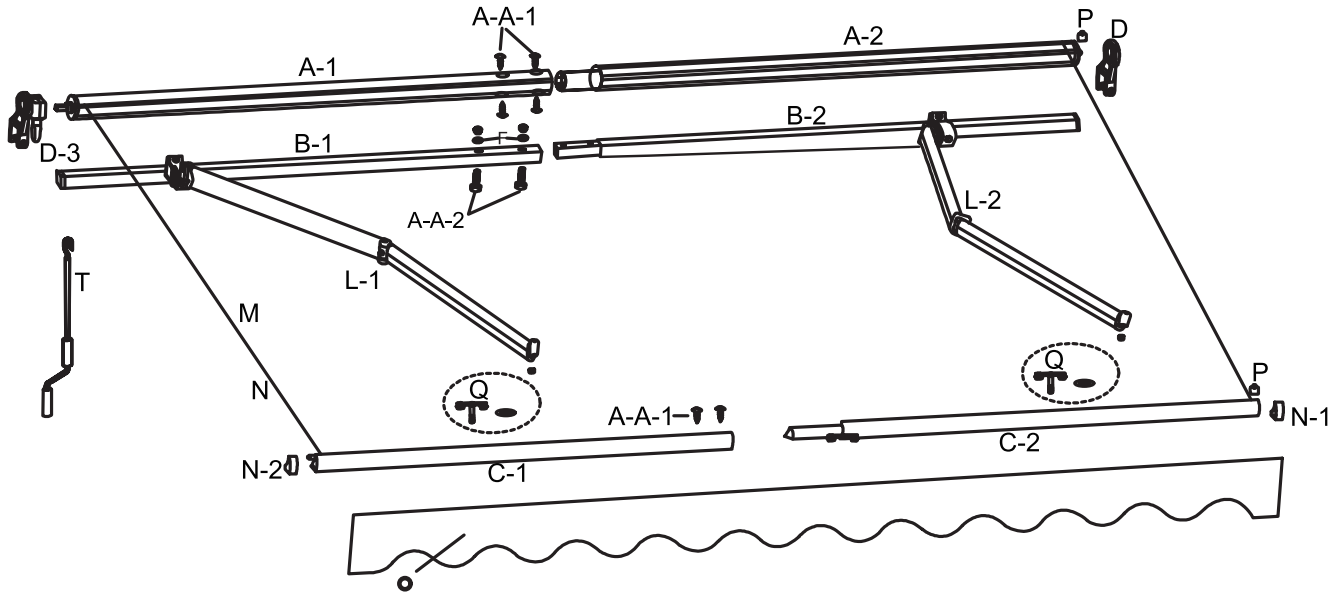
Hand crank
1PC

Please prepare below tools before assembly. (Not included)

 Measuring tape	 Non-metallic mallet	 Wrench (wrenches of M17 and M14)
 Cross screwdriver	 Power drill with 14 mm drilling bit	 Chalk line leveler



Two ladders or very sturdy chairs



ASSEMBLY

STEP1

Preparing Your Work Space

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

⚠ WARNING

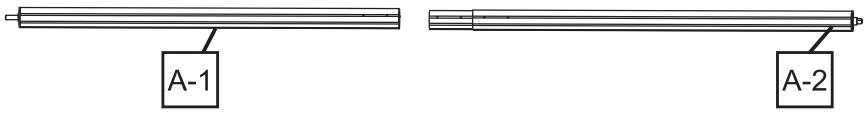
DO NOT remove the safety wrap that holds the awning armsdown. Serious injury can result from removing the wrap too soon.

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 pieces are present. 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.

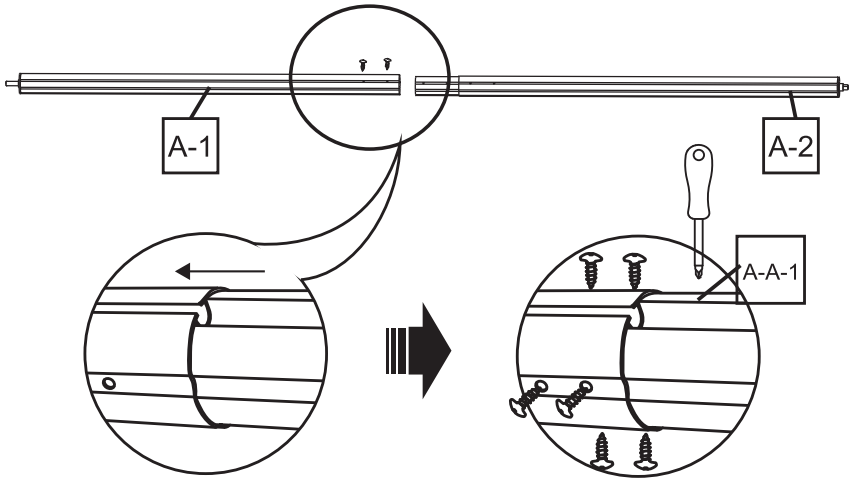
STEP2

Connecting Roller Tubes

1.Gather the two long, silver tubes (A-1, A-2) and lay them in a line.



2.Insert the roller tube (A-2) into the interior end of the roller tube (A-1). If insertion is difficult, use a mallet to tap it gently into place. Once inserted, screw (A-A-1) it into place.



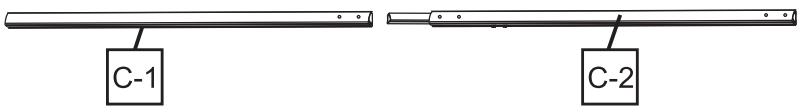
3.At this time, you will have one full-length roller, with both roller tubes connected and screwed securely into place.



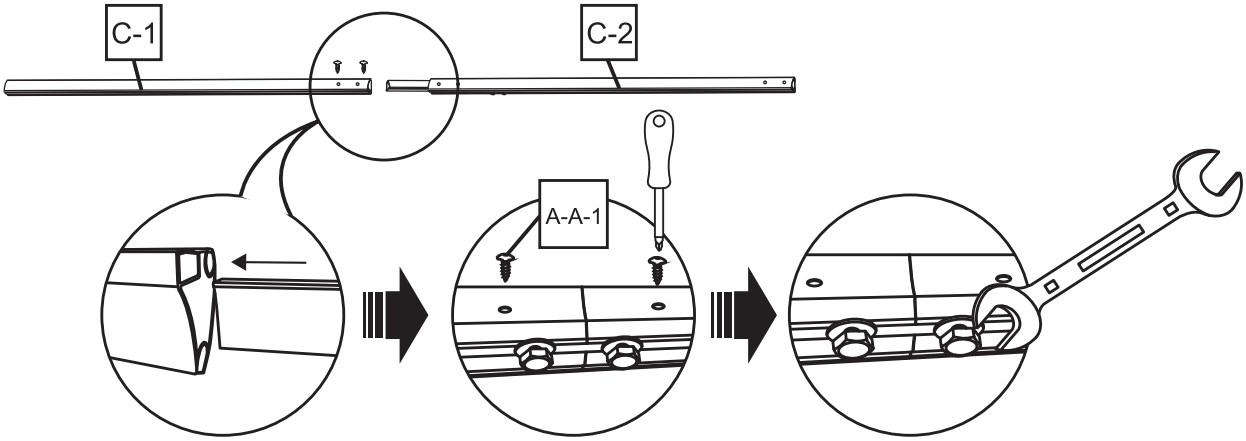
STEP3

Connecting Front Bars

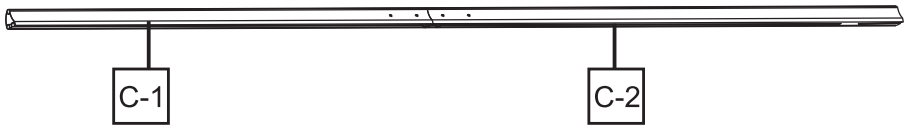
1.Gather the two long, wedge-shaped front bars (C-1, C-2) and lay them in a line.



2.Insert the front piece (C-2) into the interior end of the front bar (C-1). If insertion is difficult, use a mallet to tap it into place. Once inserted, screw (A-A-1) it into place and tighten the screw nut on the bar.



3.At this time, you will have one full-length front bar, with both pieces connected and screwed securely into place.

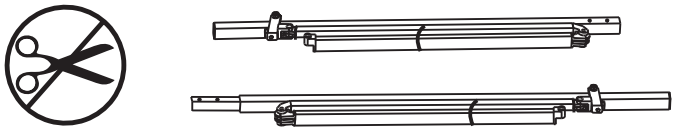


STEP4

Connecting Torsion Bars

⚠ WARNING

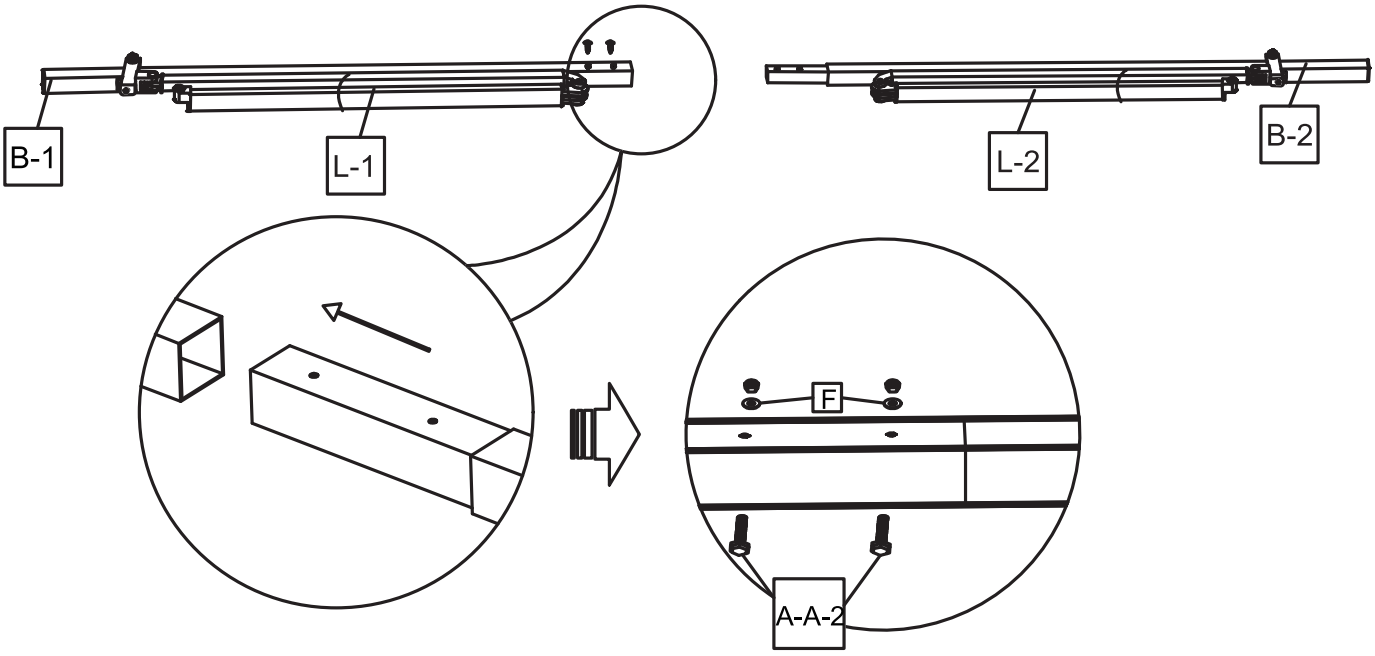
- DO NOT remove the safety wrap that holds the arms down!
- Kindly make sure use correct direction armrest to assemble, the awning will be easily damaged if use wrong armrest.



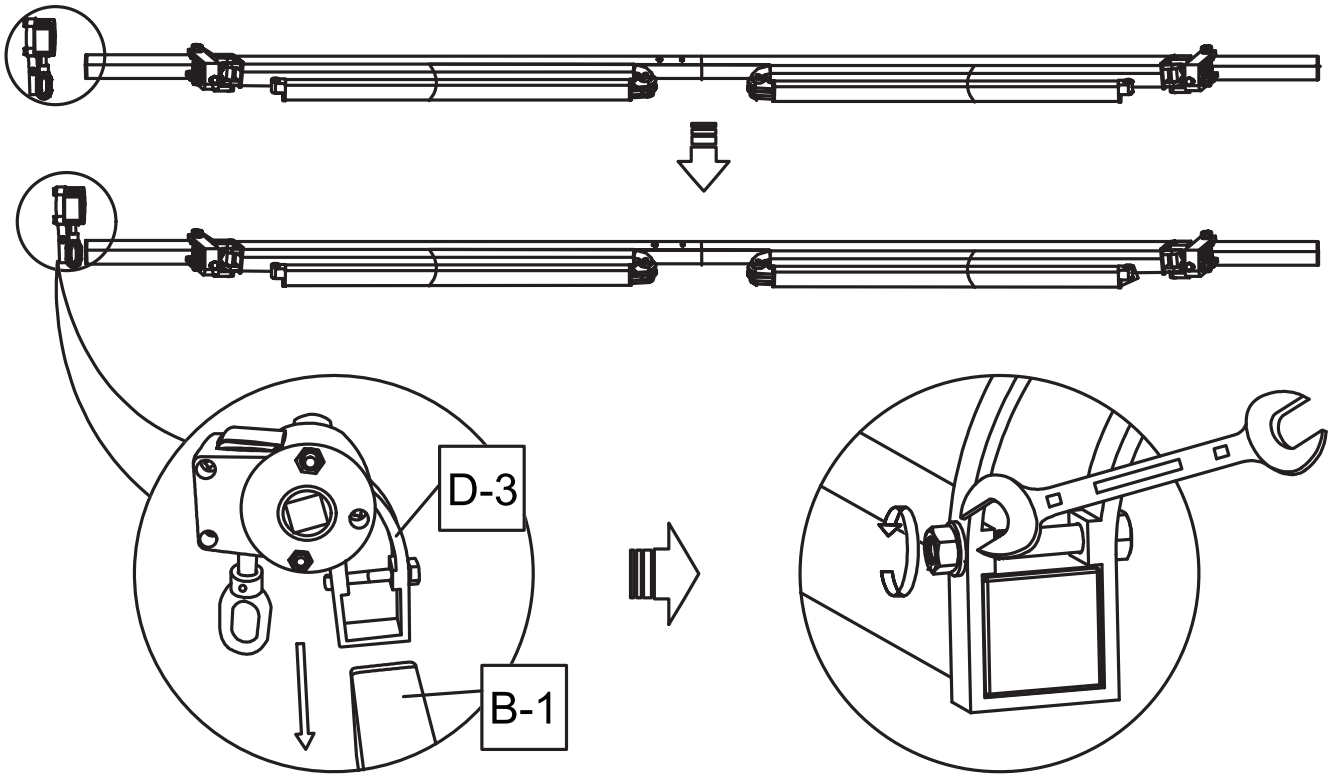
1.Gather the two white torsion bars with pre-assembled arms (B-1,B-2), and lay them in a line.



2.Connect the torsion bar (B-1) to the other side of the bar (B2). Once inserted, screw (B-B-1) it into place.



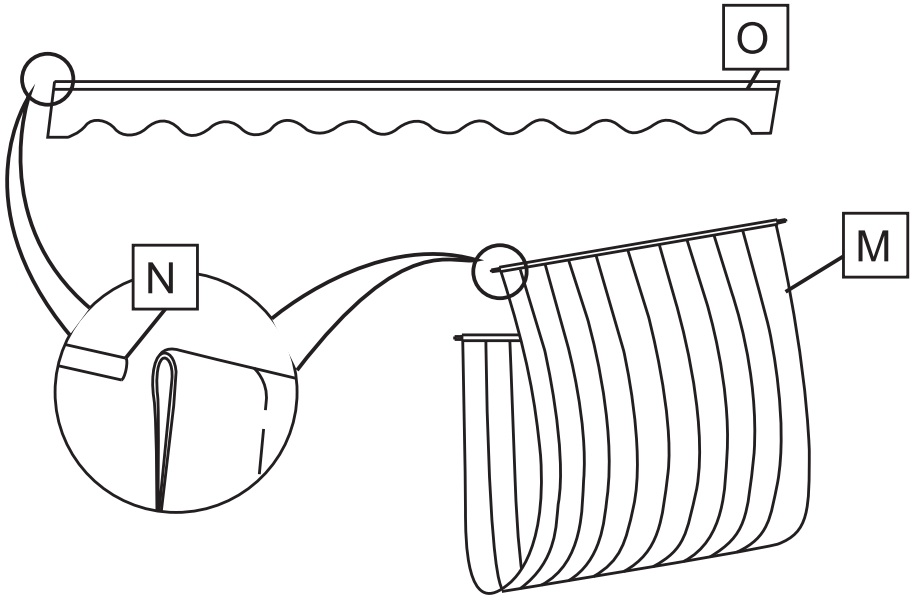
3.Hammer left roller support with gear box (D-3) Into the left side of the torsion bar with gentle strength. Tighten the screw nuts with screwdriver.



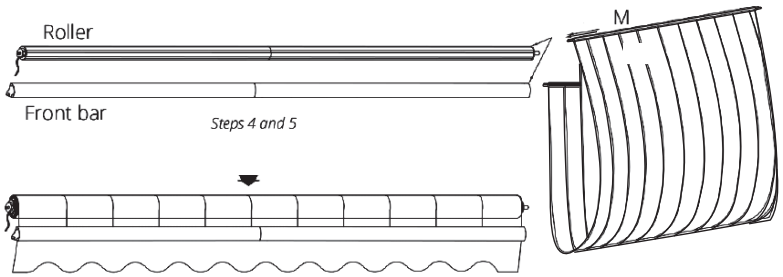
STEP5

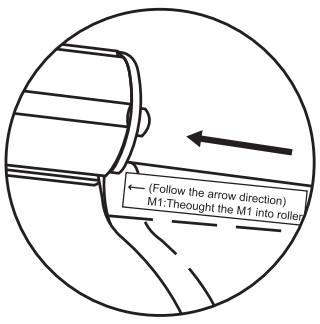
Fabric Assembly

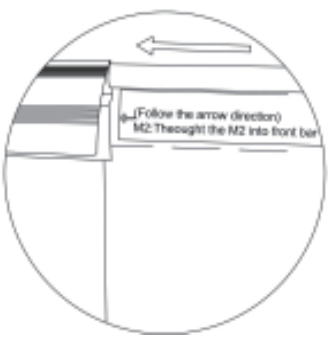
1.Open the fabric box carefully to ensure that the product is not damaged.
2.Unfold both pieces of awning fabric. You should have one large fabric piece (M) and a valance with scalloped edge (O). You should also have three fabric liner cords (N).
3.Thread the fabric liners through both ends of the large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



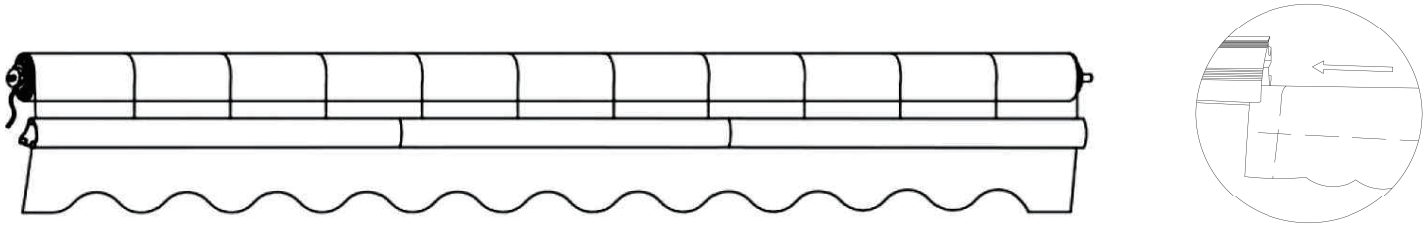
4.Once the liners are threaded though the fabric, find the roller tube. Thread the fabric and its liner through the slot in the roller tube all the way to the end. Note: the fabric has a front and a back side. The back side has a hem, and should face downwards.
5.Then thread the other end of the awning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



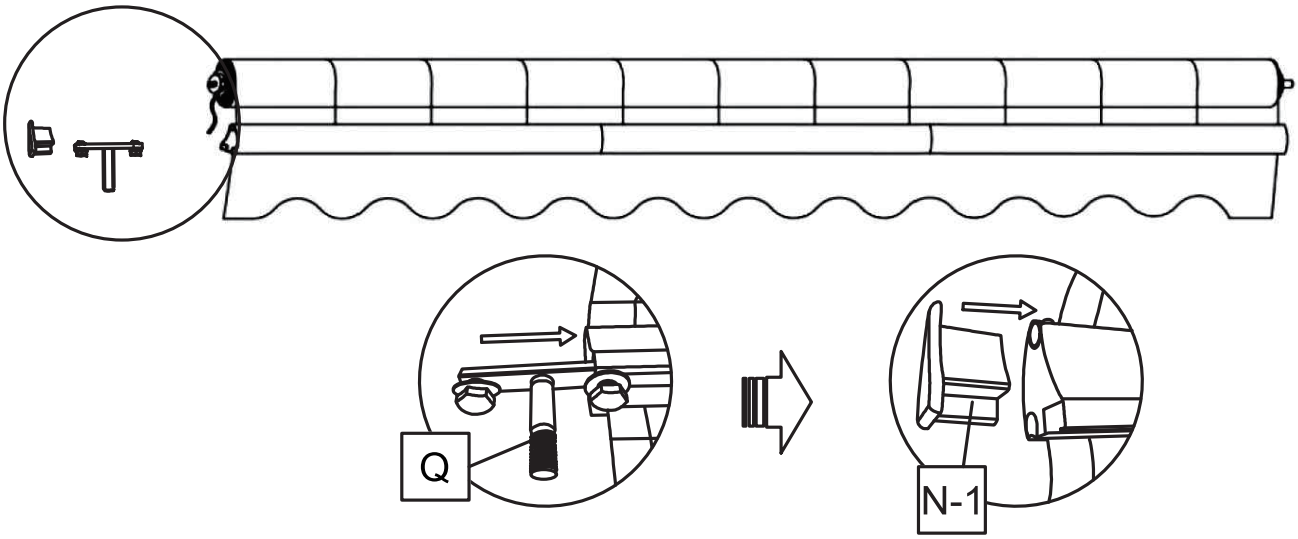




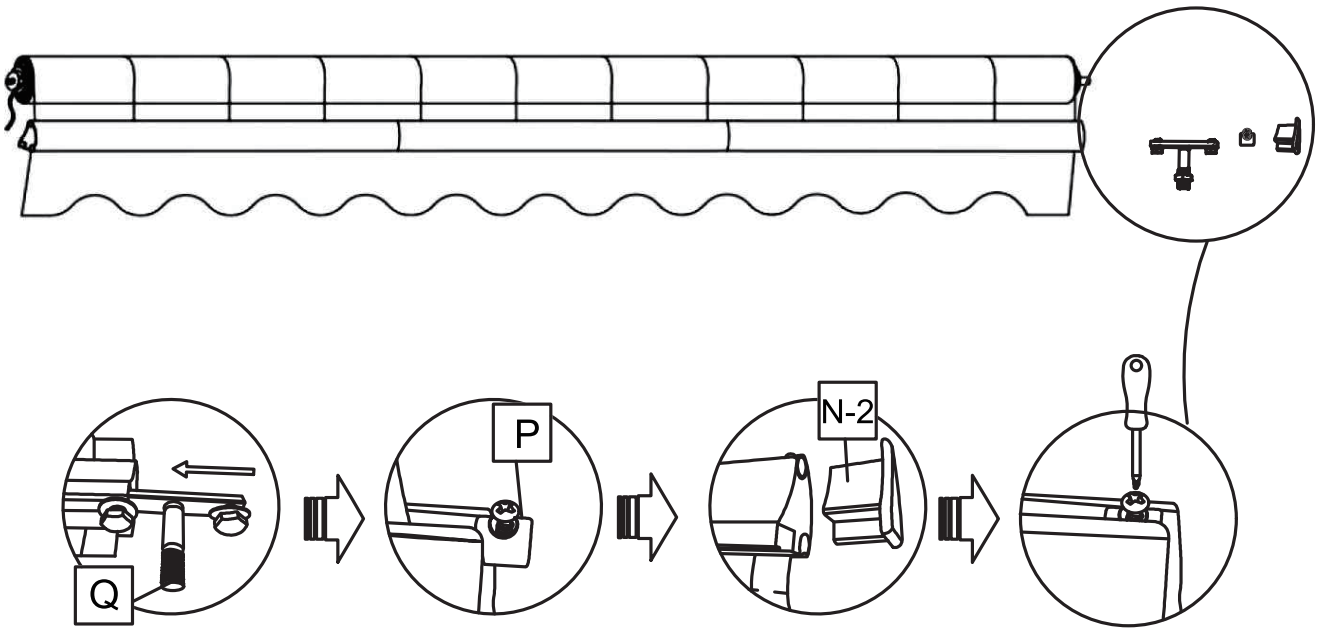
6.Roll the awning fabric counterclockwise around the roller tube as tightly and evenly as possible.
7.Thread the valance (O) through the other slot in the front bar all the way to the end.



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



9.Slide another arm-bar link (Q) and Pole base (U) 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).



STEP6

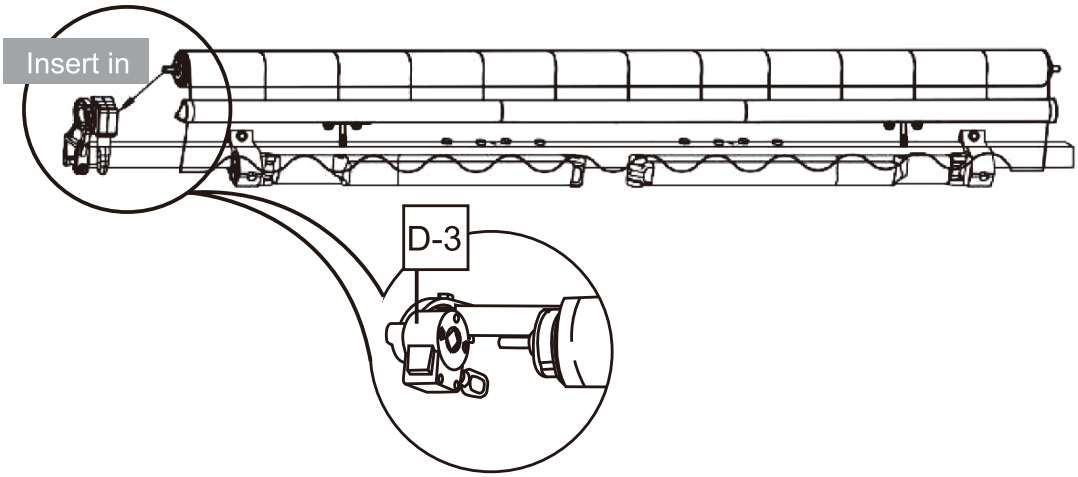
Roller Support Assembly

> ⚠ 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.

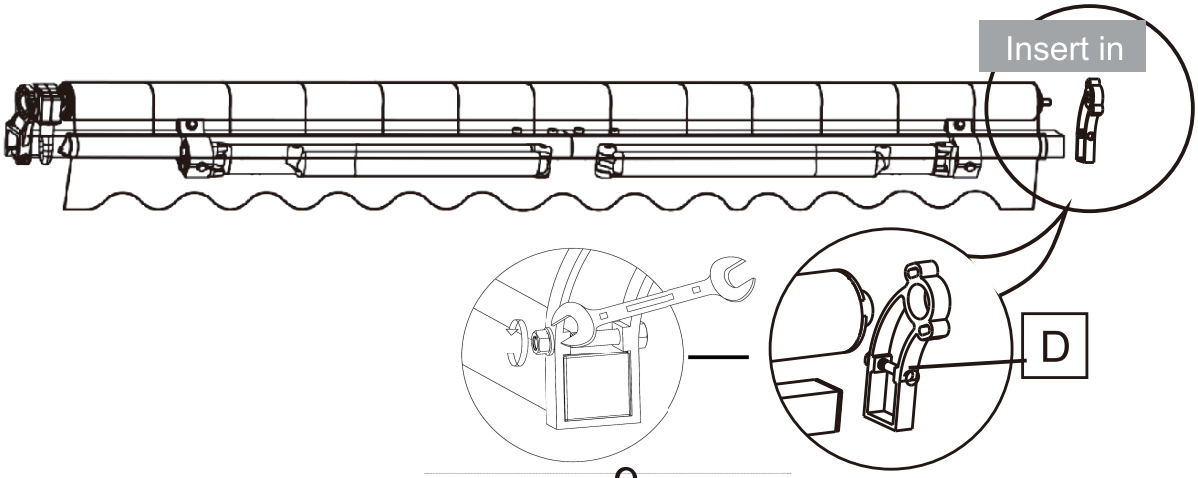
1.Fix the bolt (P) on the hole of the roller bar (A-2)on the right side. Screw it tightly.



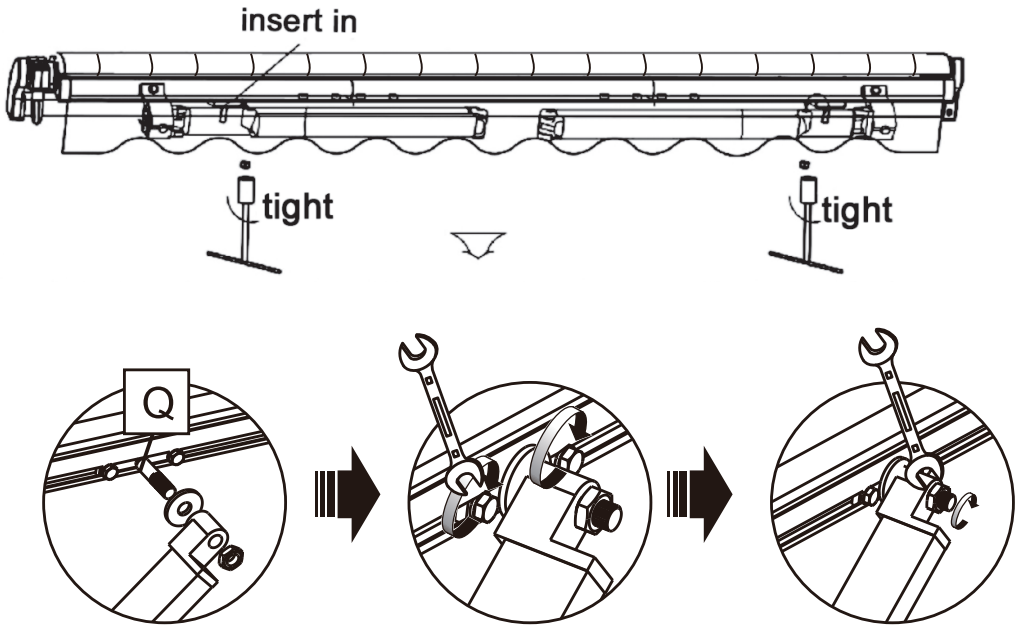
2.Find the inner square shaft on the roller tube. Insert this into the square hole on the gear box (D-3) on the torsion bar.



3.Using a mallet, knock the roller support (D) into the right end on the roller tube (A-2). Use a wrench to tighten the screw nuts on the roller support.



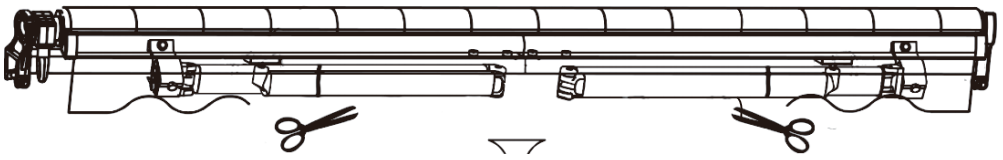
4.Screw two plastic washers (F) into the arm-bar links (Q). Then insert the arm-bar links to the holes on the end of both arms. Tighten the screw nuts on the arm-bar links and then fix the links and arms with another two screws nuts. (Note: Do not fully tighten the screw nuts, leaving about 0.15inch space in between.)



5.Fasten the pole base U, recommend the distance betweeen the pole U and armrest side is 7"



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



⚠	If you find that the fabric wraps unevenly or that the two arms won't open together at the same time, look at the stability of the two arms. Solution: adjust the arm bar link's position on the front bar outwards, as necessary.

Specification

Product name	Material and surface treatment	Applicable wall type	Recommended installation height	Applicable weather
Retractable awning (Please see details on the package)	Materials: Steel tube, aluminum alloy, plastic parts, polyester fabric. Service treatment: Tubes: spray paint and oxidation Cloth surface: PU, UV, waterproof	Reinforced concrete walls, brick walls, and wooden walls	2.5m-4m 8ft-13ft	The products are used to shield sunshine. Applicable when wind is under level 5. Not suitable for rainy weather.

Wall Mounting

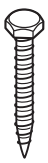
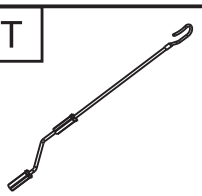
Notes about Wall Mounting

This awning can be secured to reinforced concrete, brick and wooden wall.

1. Expansion bolt is for reinforced concrete, brick.
2. Spare of wood is for wooden wall, recommend to drill 0.25inch(6.5mm) holes for it, and make the hole large if spare can not get it.

We recommend a professional installer for the safest and most secure installation.

Never attempt to secure the wall brackets to loose wall stones or any surfaces that are not absolutely firm!

 Wall bracket 2PCS	 Hex screw 2PCS	 M10 Spare for Wood 4PCS	 Expansion bolt 4PCS	T  Hand crank 1PC

⚠ CAUTION

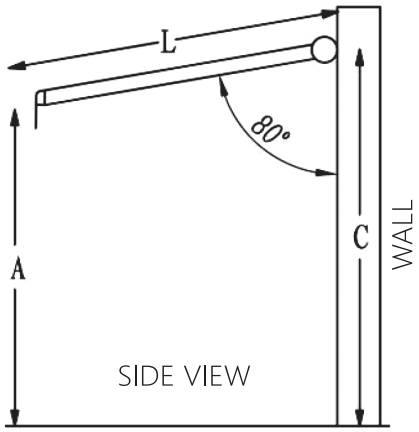
Proper location of the brackets is the most important aspect of the awning installation. It is critical that you fasten all the mounting brackets to studs, joists, headers or other major structural components.

⚠ WARNING

Failure to securely fasten all the brackets to the wall could result in the collapse of the awning and cause personal injury or death.

Mounting Height

It is important to take the awning's drop area into consideration before bolting your wall mounts. If you would like to mount above a patio door, for example, please leave at least 8 inches above the door frame and be sure that the awning does not interfere with opening and closing the door. The drop angle can only be changed minimally, so take this into consideration when deciding where to place your awning.



We recommend that the awning surface make an angle of about 80 degrees to the wall when open.

Recommended installation height: 8-13 feet.
The ideal drop angle (when fully extended) has already been set in the factory, so you may not have to change the pitch/angle.

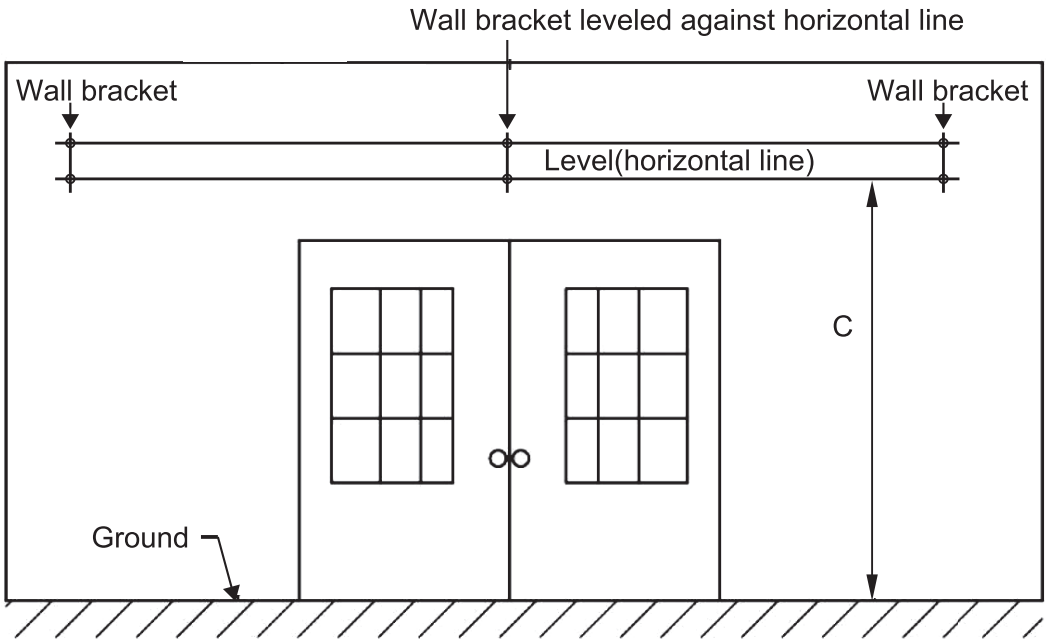
CALCULATIONS:
You can use the following formula to calculate the appropriate angle.
C = A + 0.17*L
A = The desired height of the front bar
L = The length of the arm stretched out
C = The height of the wall brackets

STEP1

Measuring the Mount Site

1.Measure the length of your awning along the wall where you intend to install it. This line will be the highest point of your awning and align with the top of the wall bracket. Use a leveler to make a chalk line across the distance.
2.Important: Double check that the line is level all the way across.
3.Be sure that the line is centered over the patio door, window, or other feature, if applicable.
4.Now that you have a straight, centered line, measure the middle point and mark it. This is where the middle wall bracket will be installed.
5.Take a wall bracket and place the top of it, completely level, under the line, as shown in the diagram below. With chalk or a pencil, mark the position of all the wall brackets and their bolt holes. Please note the distance between each wall bracket should be the same.

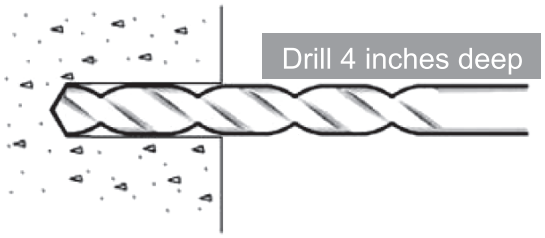
Awning < 10.8 Feet	Requires only 2 wall brackets total: one for each end of the torsion bars.
Awning =10.8-14 Feet	Requires 3 wall brackets total: one for each end, and one in the middle.
Awning= 14.5-20 Feet	Requires 4 wall brackets total: one for each end, and two in the middle.



STEP2

Drilling the Bolt Holes

1.Now that you have a straight level line across the wall with the locations of the wall brackets and their bolt holes marked, you can drill holes to mount the brackets.



2.Using a 14mm masonry drill bit, drill the first bolt hole approximately 4 inches (8 cm) deep, as shown in the diagram. This must be drilled through solid brick or concrete to offer the necessary support for the awning.
3.Drill the remaining holes exactly as in step 2.

> ⚠ WARNING
>
> All bolt holes must be aligned vertically and horizontally to ensure that the awning hangs straight.
> Double check alignment before drilling if you are not certain.

> ⚠ WARNING
>
> The diameter and depth of your mounting holes must be the same size as the expansion bolts.

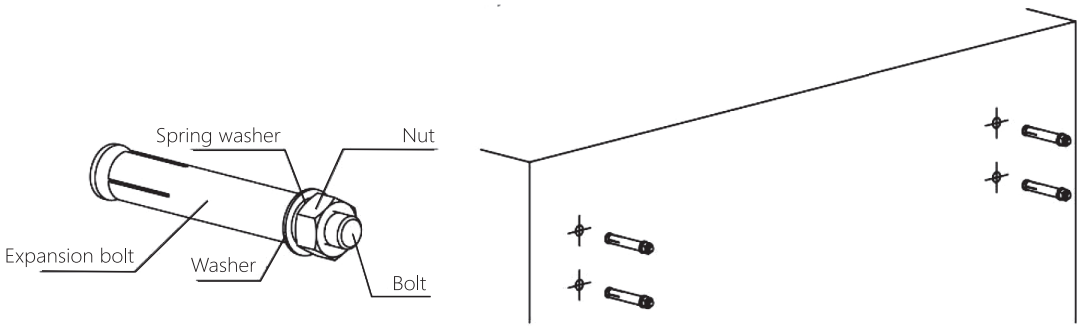
STEP3

Preparing for Mounting

1.Now that all of your holes are drilled, then insert the expansion bolts.
2.It may be necessary to drive the bolts in with a wooden (or other non-metallic) mallet.

⚠	If a mallet is necessary for installation, we recommend placing the nut on the screw (loosely) before hammering to avoid damaging the bolt threads.

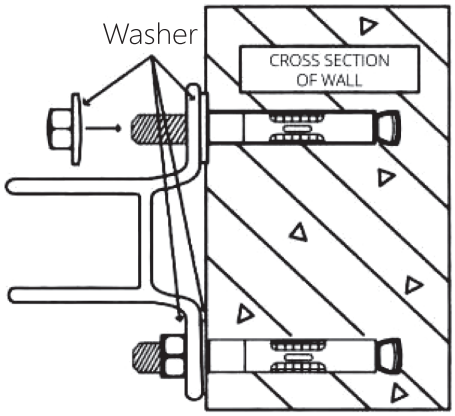
3.Make sure that the bolts are firm in place, yet let them stick out of the wall approximately 1 inch or less-enough that the wall bracket can be installed onto them.
Firmly tighten the bolts with a 19 mm hex key. It is best to use the hex key with a closed end rather than an open end to avoid damaging the nut, should it slip.



STEP4

Mounting the Wall Brackets

1.Now that the bolts are securely installed in the wall, remove the nuts that are loosely placed over the bolts.
2.Place a wall bracket onto one set of bolts. This should be an easy fit if the bolt holes are properly aligned.
3.Once the wall bracket is resting on the bolts, place a washer over the bolt. Then secure it with a nut, as shown in the diagram.

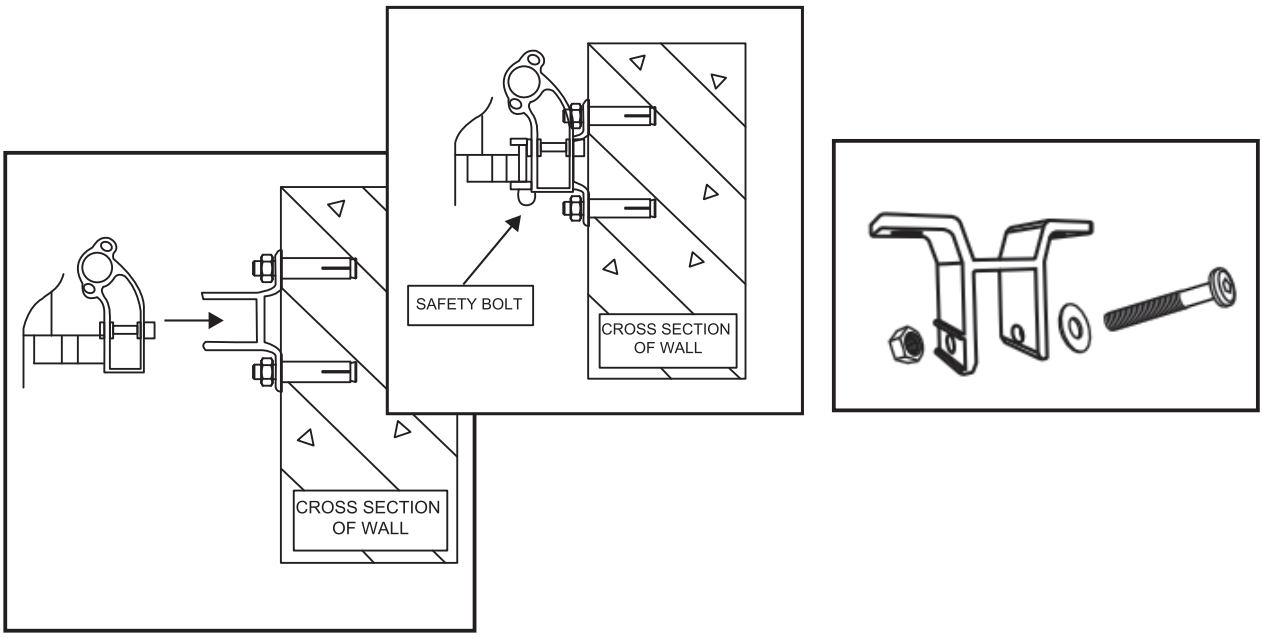


4.The brackets MUST sit firmly on the wall. If there is any movement, you must tighten it more.
5. Repeat this step for each of the wall brackets. Once you do this, all wall brackets will be securely installed in place.

STEP5

Mounting the Awning

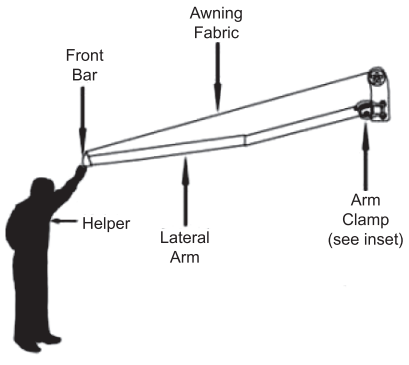
1.Now that the wall brackets are secure and in place, it is time to install the awning onto the brackets.
2.At least two ladders or sturdy chairs are required to install the awning.
We have pre-assembled the Wall Brackets and Hex Screws as shown in the figure, which can be used to adjust screws loosening.
3.Put the torsion bars on the wall brackets and tighten them with the hex screws.
4.Finally, fasten all expansion bolts.
5.Using the hand crank or a motor (if applicable), fully open your awning. The front bar should be level.
6.Congratulations! Your awning is installed. If you are happy with the height of the front bar (awning pitch), sit back and enjoy! If not, please read on.

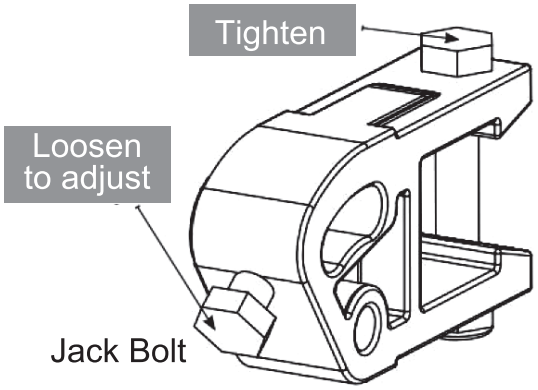


OPTIONAL INSTALLATION

Adjusting the Awning

Each awning comes with a pre-set pitch/angle that is considered ideal. However, if you need to make an adjustment, it can be done in just a few easy steps.



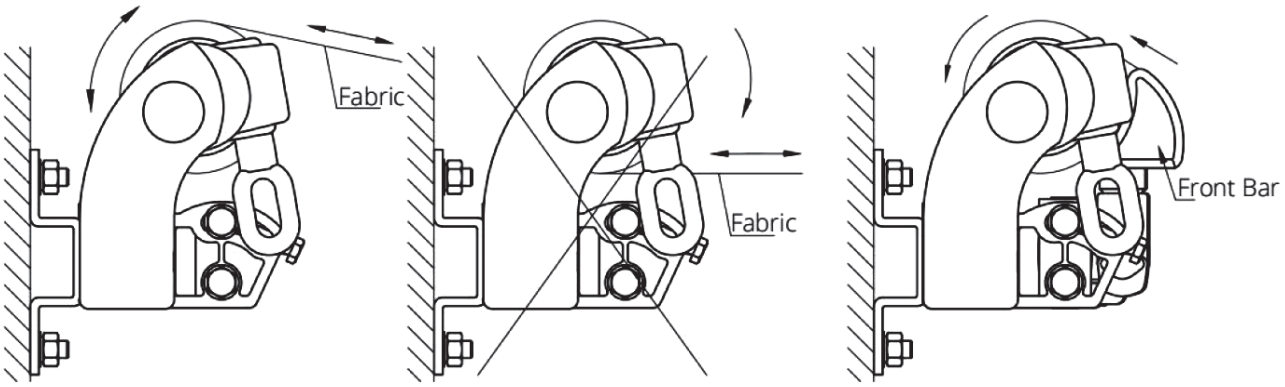


⚠ WARNING

Raising the front bar will reduce the pitch/angle of the fabric, thus increasing the risk of rain water pooling on the fabric. To prevent the awning from collapsing due to rain water weight, you must retract the awning when unattended. Failure to do so could result in a broken awning or personal injury.

Note: Be sure that the front bar is adjust to be completely even. Any misalignment will result in improper retraction.

COMMON MISTAKES



Correct operation

Wrong operation

⚠ WARNING

When the front bar touches the roller as shown in the figure, don't try to make them closer, otherwise the product may be damaged.