

Victoria

Retractable
Awning

Series

INSTALLATION AND OPERATION OF 2-ARM UNITS

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INTRODUCTION

Thank you for purchasing ALEKO's 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. If you feel that this process is too difficult to do on your own, we advise that you seek assistance from a local building or home improvement contractor.



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.

We believe that installation can be a simple, streamlined process if you follow the instructions in this manual. To accompany these written instructions, ALEKO has a Youtube channel with assembly and installation tutorials, demos, and more. Go to: www.youtube.com/AlekoProducts.

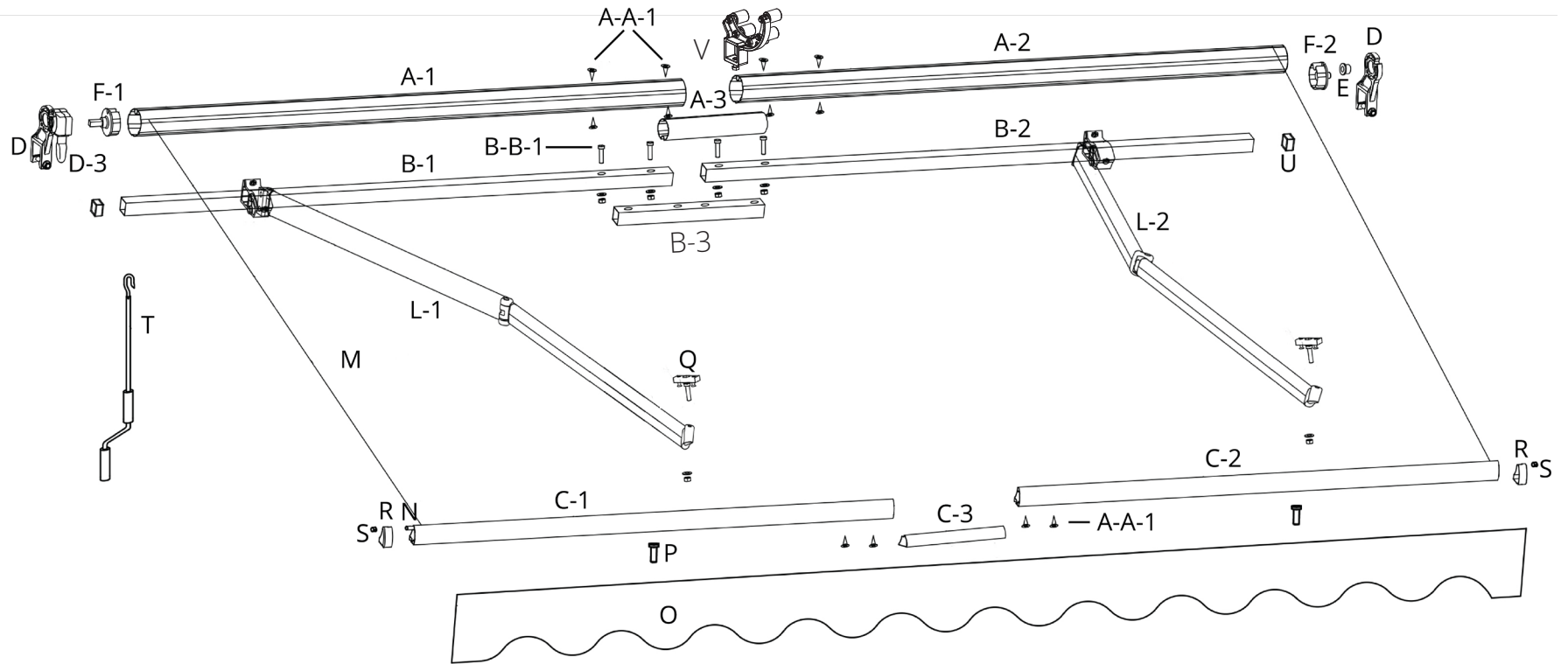
Please contact our customer support line for help any step of the way. If you need assistance with assembly, have missing or defective parts, or any other issues, please email us at Sales@AlekoProducts.com or give us a call Monday through Friday, 7am-6pm PST at +1 (888) 246-8596.

WARNINGS

- ⚠ Failure to follow these instructions can result in a broken product or personal injury. Please be attentive to each step.
- ⚠ Open the awning packaging carefully to avoid damaging the product or yourself.
- ⚠ 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.
- ⚠ Be sure to install ALL screws for maximum security.
- ⚠ Never install your awning in high, windy places. The awning could fall and cause injury or property damage.
- ⚠ Do not install the awning in a place that receives excessive vibrations.
- ⚠ Do not install the awning in places with high temperatures, such as walls near furnaces.
- ⚠ Never place heavy items on the awning frame. This can cause it to fall down.
- ⚠ Close the awning in storm conditions, such as excessive wind and rain.
- ⚠ Two adults are required for successful and safe installation.

TOOLS REQUIRED FOR ASSEMBLY

1. Measuring tape
2. Non-metallic mallet
3. Phillips screw driver
4. Power drill with 19 millimeter drill bit
5. 19 millimeter hex key
6. Ribbon tube spanner
7. Chalk line leveler
8. *Optional - (to change awning pitch):* 17mm wrench & 14mm wrench (M10 and M12)
9. Two ladders or very sturdy chairs

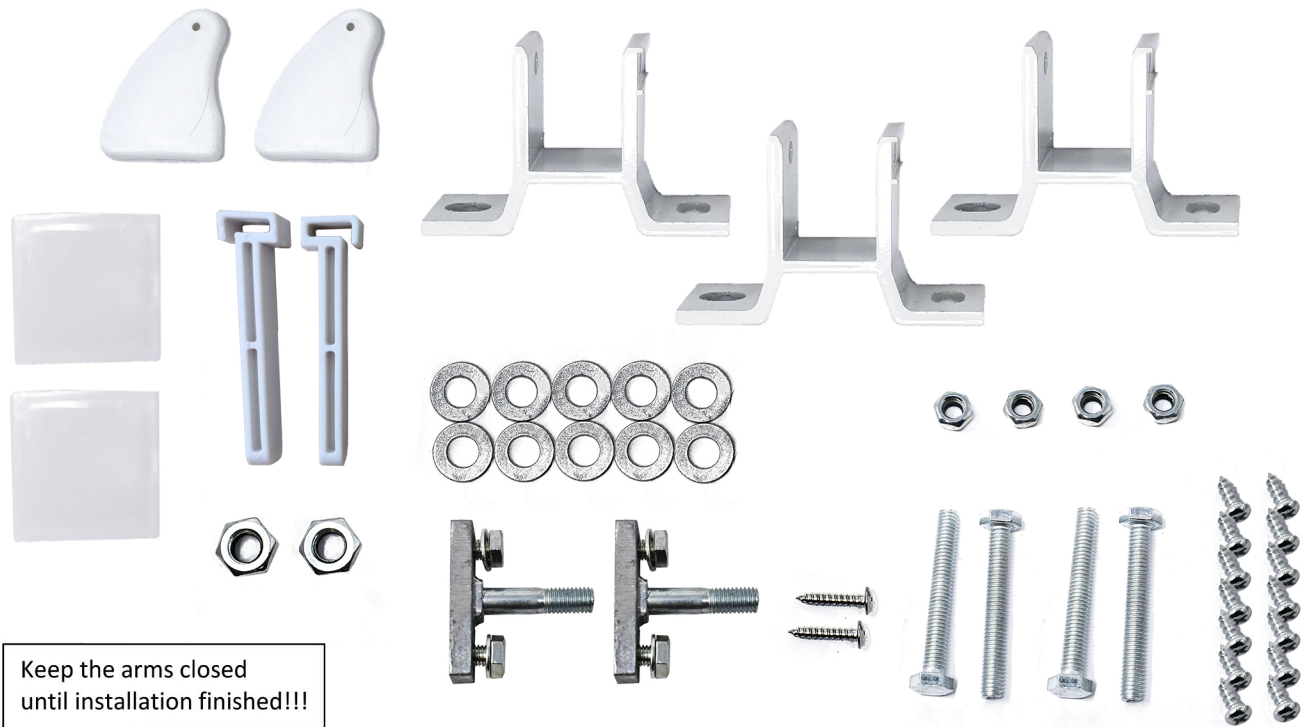


- A-1. Roller (left)
- A-2. Roller (right)
- A-3. Roller connector
- A-A-1. Screws M4 x 15
- B-1. Torsion bar (left)
- B-2. Torsion bar (right)
- B-3. Torsion bar connector
- B-B-1. Bolt M6 x 45
- C-1. Front bar (left)

- C-2. Front bar (right)
- C-3. Front bar connector
- D. Roller support
- D-3. Gear box
- E. Round shaft cover
- F-1. Square shaft
- F-2. Round shaft
- L-1. Left arm
- L-2. Right arm

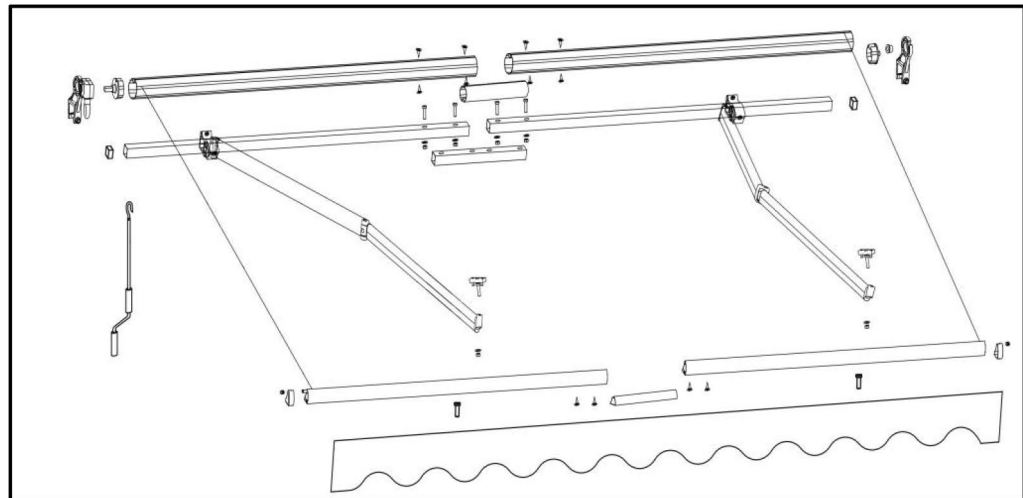
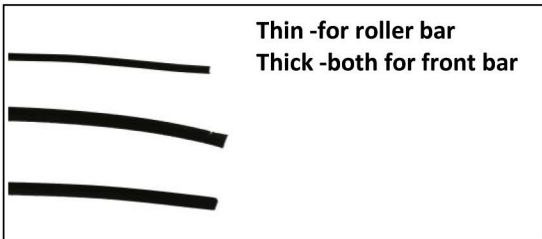
- M. Fabric
- N. Fabric liner
- O. Valance
- P. Blocker
- Q. Arm-bar Link
- R. Plastic cover for front bar
- S. Bolt for Cover & Fabric Liner
- T. Hand Crank
- U. Cover for Torsion Bar
- V. Center Support

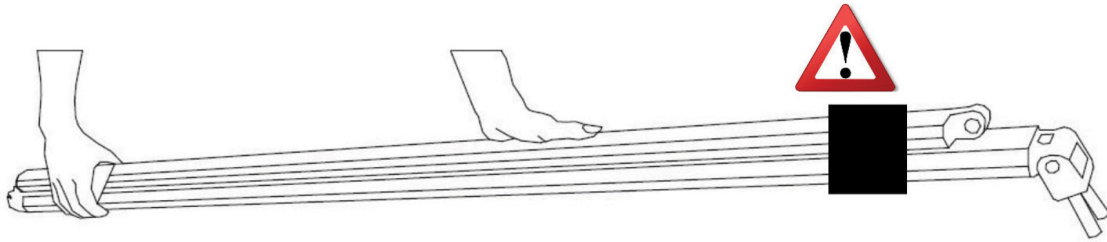
PACKING LIST



Keep the arms closed until installation finished!!!

Fabric rod:





WARNING!

AWNING ARMS WILL CAUSE INJURY!

**ONLY CUT AWNING ARMS TAPES
AFTER AWNING FULLY ASSEMBLED!!!**

- ALEKO TEAM

X wrong



✓ right



WARNING

WILL CAUSE INJURY!

ONLY CUT AFTER FULLY ASSEMBLED

STEP 1: Preparing Your Work Space

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

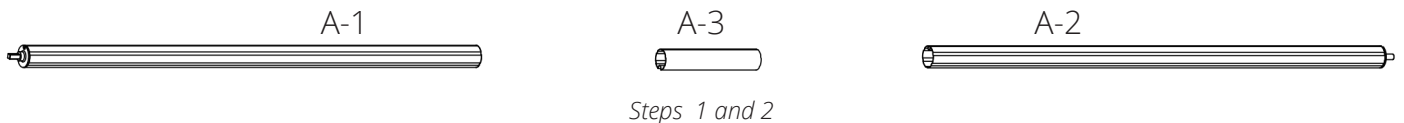


WARNING DO NOT remove the safety wrap that holds the awning arms down. Serious injury can result from removing the wrap too soon.

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 pieces are present. Consult 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

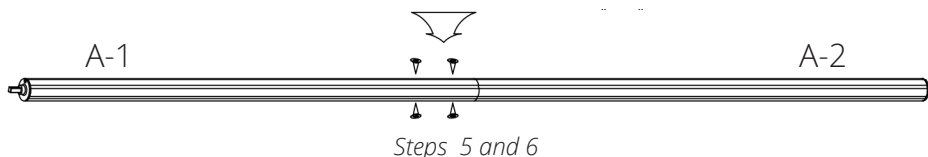
1. Gather the two long, silver roller tubes (**A-1** and **A-2**) and lay them in a line.
2. Also gather the one short, silver connector tube (**A-3**) and lay it between the two roller tubes, as seen in the diagram below.



3. Insert the connector tube (**A-3**) into the interior end of the roller tube (**A-2**). If insertion is difficult, use a mallet to tap it into place. One inserted, screw (**A-A-1**) it into place.
4. At this time, the connector tube (**A-3**) will be connected to one of the two roller tubes (**A-2**) and secured with screws. A portion of the connector piece will stick out of the roller tube until step 5.

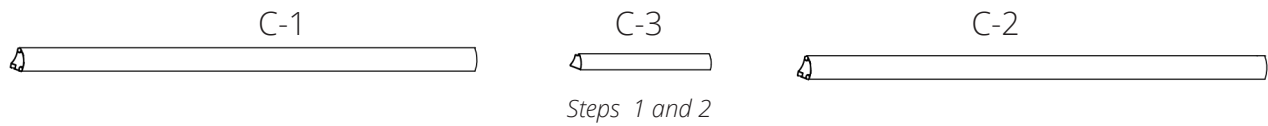


5. Now, connect the second remaining roller tube (**A-1**) to the other side of the connector tube (**A-3**) and screw it into place, just like in step 3.
6. At this time, you will have one full-length roller, with both roller tubes connected and screwed securely into place.

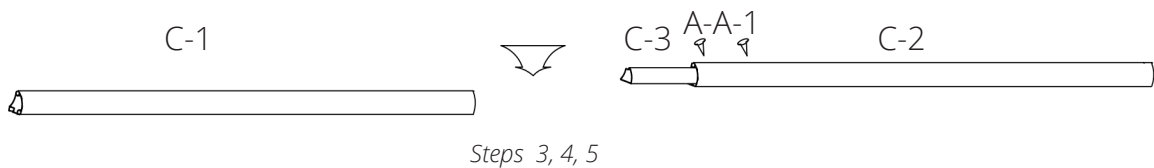


STEP 3: Connecting Front Bars

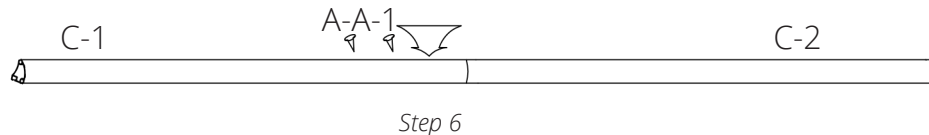
1. Gather the two long, wedge-shaped front bars (**C-1** and **C-2**) and lay them in a line.
2. Also gather the one short, wedge-shaped connection piece (**C-3**) and lay it between the two front bars, as seen in the diagram below.



3. Insert the connector piece (**C-3**) into the interior end of the front bar (**C-2**). If insertion is difficult, use a mallet to tap it into place. Once inserted, screw it into place.
4. At this time, the connector piece (**C-3**) will be connected to one of the two front bars (**C-2**) and secured with screws. A portion of the connector piece will stick out of the front bar until step 5.
5. Now, connect the second remaining front bar (**C-1**) to the other side of the connector piece (**C-3**) and screw it into place, just like in step 3.



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



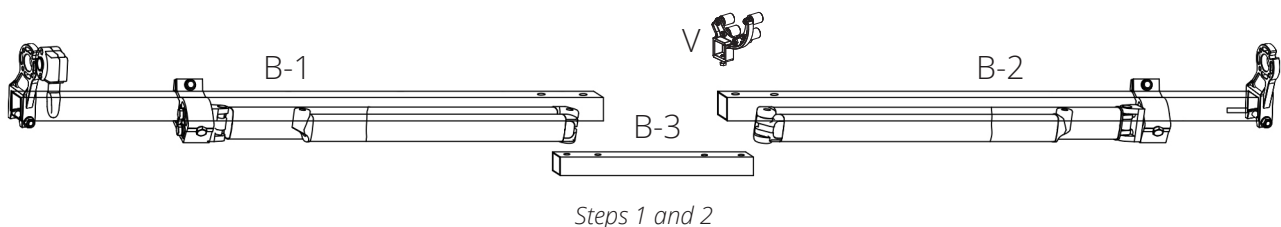
STEP 4: Connecting Torsion Bars

1. Gather the two white torsion bars (**B-1** and **B-2**) and lay them in a line.

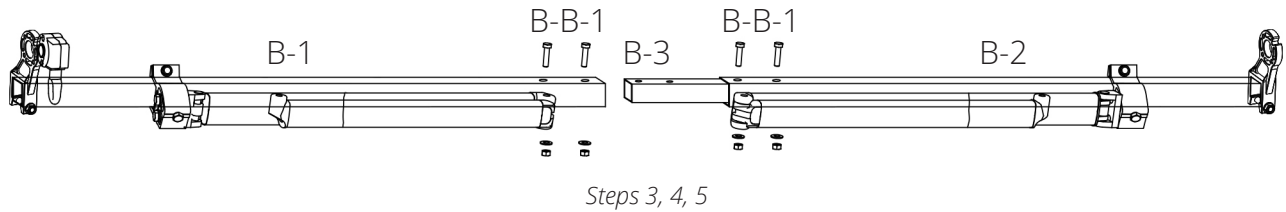


WARNING DO NOT REMOVE THE SAFETY SLEEVES THAT HOLD THE ARMS DOWN!

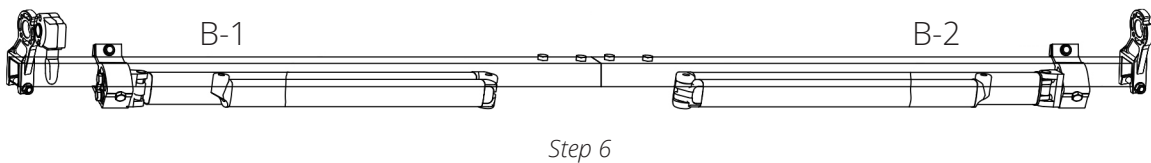
2. Also gather the one short, rectangular connection piece (**B-3**) and lay it between the two torsion bars, as seen in the diagram below.
3. Attach center support bracket.



4. Insert the connector piece (**B-3**) into the interior end of the front bar (**B-2**). If insertion is difficult, use a mallet to tap it into place. Once inserted, screw it into place (**B-B-1**).
5. At this time, the rectangle connector piece (**B-3**) will be connected to one of the two torsion bars (**B-2**) and secured with screws. A portion of the connector piece will stick out of the torsion bar until step 5.
6. Now, connect the second remaining torsion bar (**B-1**) to the other side of the connector piece (**B-3**) and screw it into place, just like in step 3.



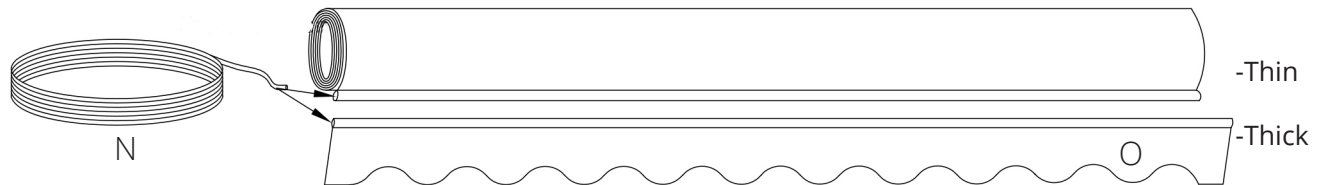
7. At this time, you will have one full-length torsion bar, with both arm pieces connected and screwed securely into place.



STEP 5: Fabric Assembly

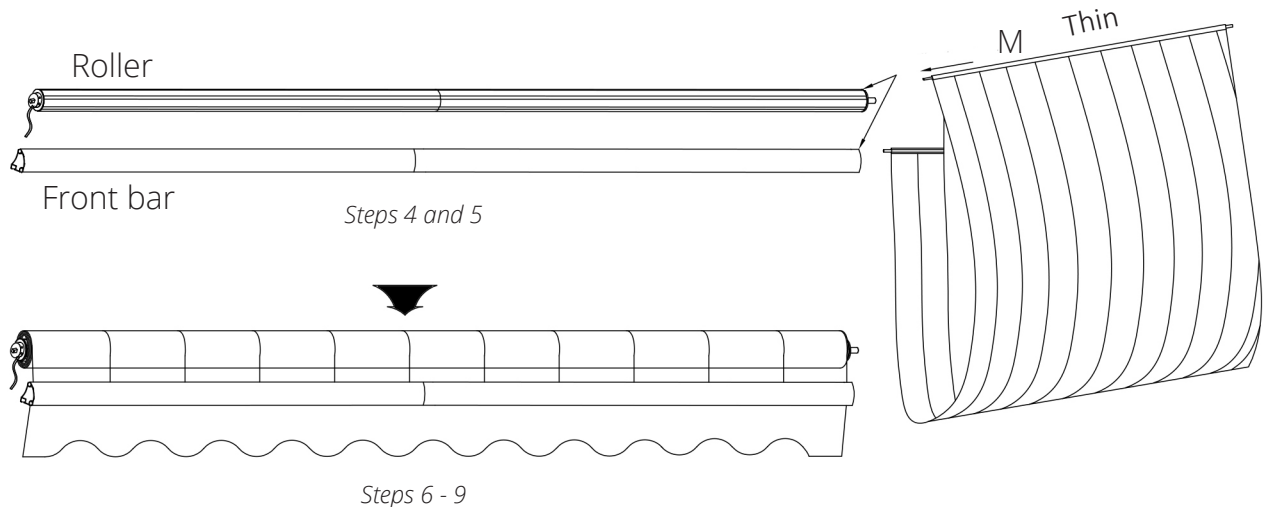
1. Open the fabric box carefully to ensure that the product is not damaged.
2. Unfold both pieces of awning fabric. You should have one large fabric piece (**M**) and a valence with a scalloped edge (**O**). You should also have three fabric liner cords, two thick and one thinner (**N**).
3. Thread the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

- 1 - Thin liner for roller
- 2 - Thick liners for front bar



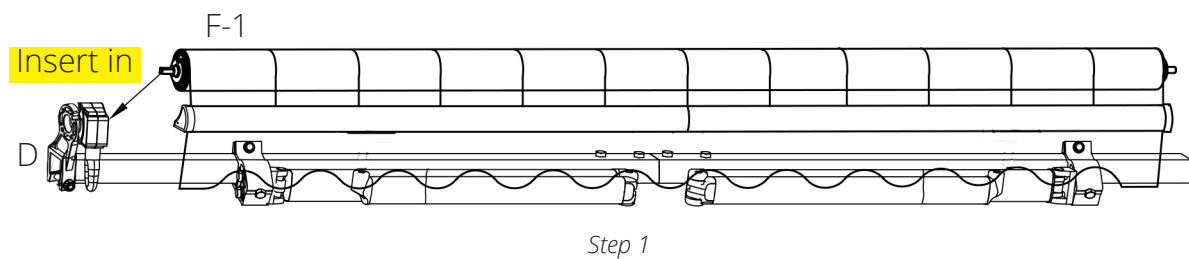
4. Once the thin liner is threaded through the large fabric, find the roller tube. Thread the fabric and its liner through the slot/notch in the roller tube all the way to the end. Note: the fabric has a front and a back. The back side has a hem, and should face downwards.
5. Using thick liner, now thread the other end of the awning fabric through the slot/notch in the front bar (wedge-shaped piece).
6. Once both sides of the large awning fabric are threaded, with one person on each side, pick up the roller tube.
7. Roll the awning fabric counterclockwise around the roller tube as tightly and evenly as possible.
8. Once fully rolled, place the roller tube back on the ground.

- With thick liner, thread the valance (O) through the other slot/notch in the wedge-shaped front bar all the way to the end, as seen in the diagram.

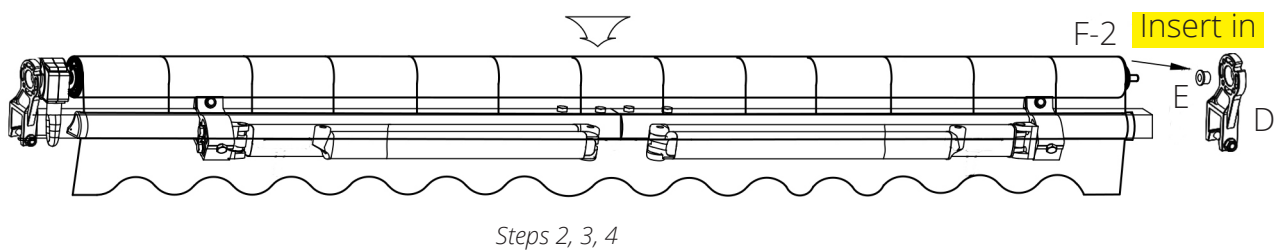


STEP 6: Roller Support Assembly

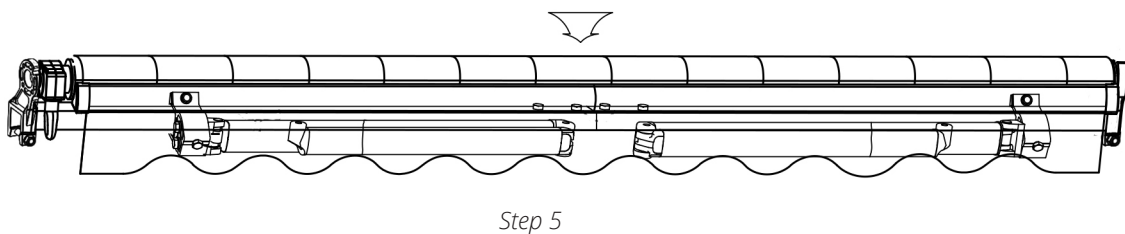
- Find the inner square shaft (F-1) located in the roller tube. Insert this into the square hole of the gear box, as shown in step 1 on the diagram below.



- Using a mallet, knock the round shaft cover (E) into the right roller support (D).
- Now, link the roller support into the round shaft (F-2) using a mallet to tap it into place.
- Use a wrench to tighten the bolt of the roller support.



- At this point, the roller tube and the roller support will be fully secured together, as shown in step 5 on the diagram below.

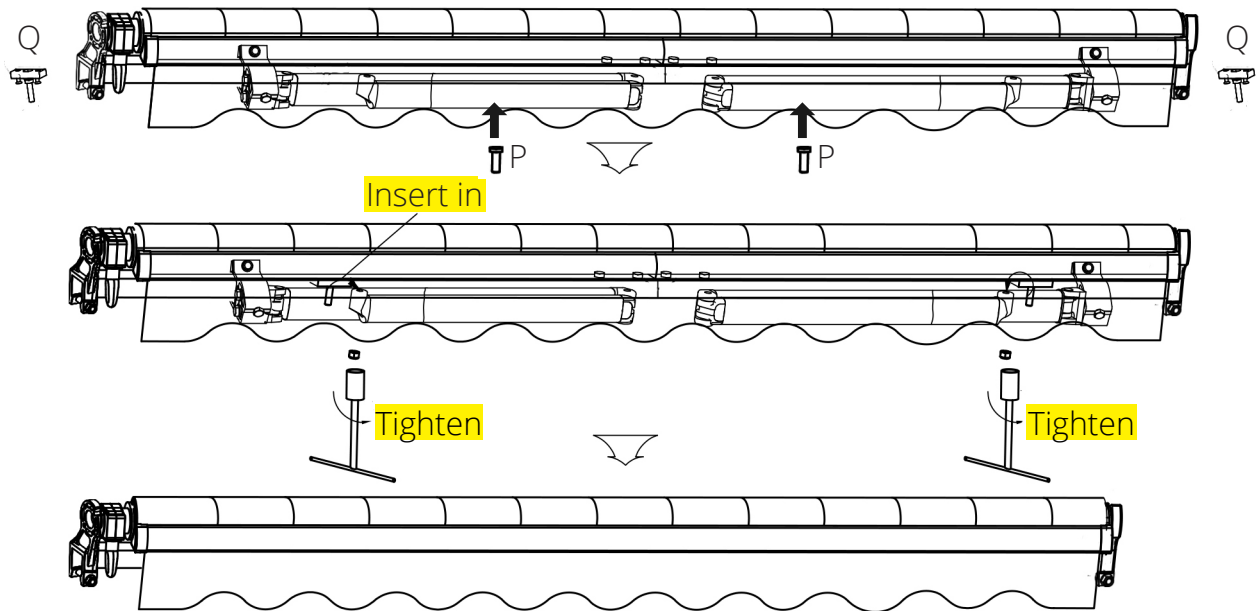


STEP 7: Front Bar & Arm Assembly



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

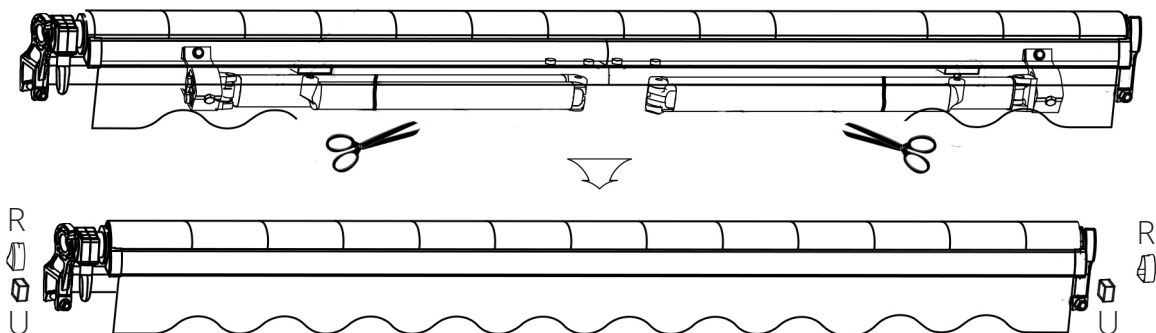
1. Put the arm bar link (Q) and the blocker (P) into the front bar (wedge shaped piece).
2. Move the Blockers (P) to the middle of the folded arm. One blocker per arm.
3. Move the arm bar link (Q) until it connects with the arm's hole.
4. Align the front bars and the arms.
5. Using a Phillips screwdriver, tighten both bolts upwardly.
6. Fasten the arm bar's self locking nut to the front bar tightly, using a ribbon tube spanner.
7. Lastly, place the blocker (P) in the center of the two arms and fasten it.



Steps 1-7

STEP 8: Finishing Awning Assembly

1. Tap the front bar caps (R) and the torsion bar caps (U) into place.
2. At this point, it is safe to cut the safety sleeves that hold the arms and torsion bar down. Awning assembly is complete!





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.

3. Now, proceed to the wall mounting section.

🔧 INSTALLATION

Notes About Wall Mounting

This awning can be secured to reinforced concrete, brick, and wood, however this awning kit only supplies screws suitable for mounting to brick and reinforced concrete walls.

If you wish to secure your awning to wood, please use carriage bolts of adequate length and of an appropriate diameter to secure the awning to wood beams. The bolt size depends on the size of wood; these can be purchased at a hardware store. 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!



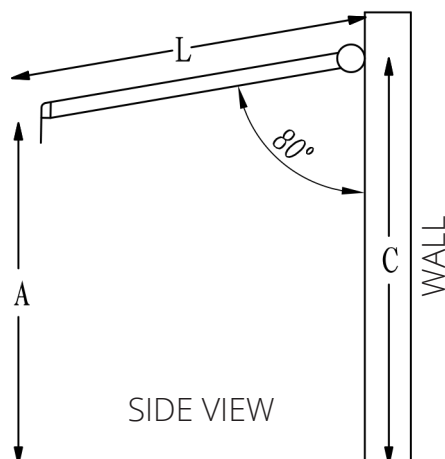
CAUTION: Proper location of the brackets is the most important aspect of the awning installation. It is critical that you fasten all the mounting brackets to studs, joists, headers or other major structural components.



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.



- **Recommended Installation Height:** 8-12 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.
- **The awning has a drop** of 24 inches when at a slope, or 15 degrees.

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

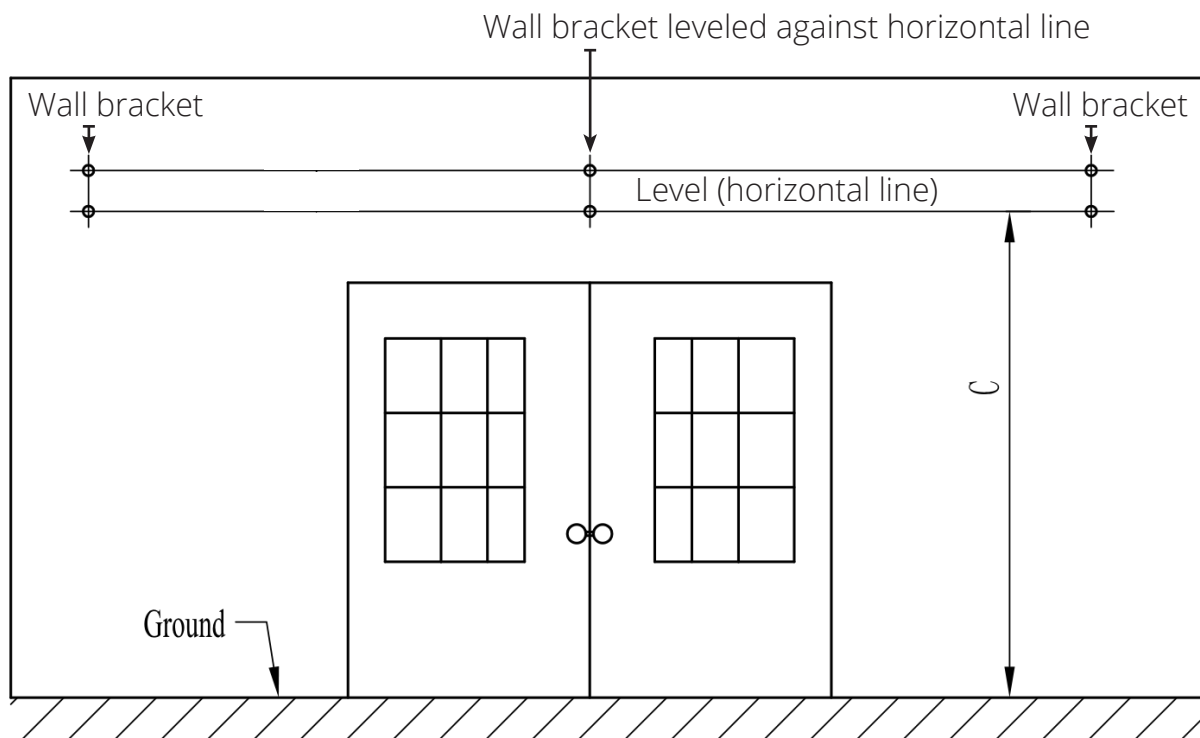
C = The height of the wall brackets

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

STEP 1: 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.

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



STEP 2: 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 will drill holes to mount the brackets.
2. Using a 19mm masonry drill bit, drill the first bolt hole approximately 4 inches (9 centimeters) 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.



!! IMPORTANT: 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.

!! IMPORTANT: The diameter and depth of your mounting holes must be the same size as the expansion bolts.

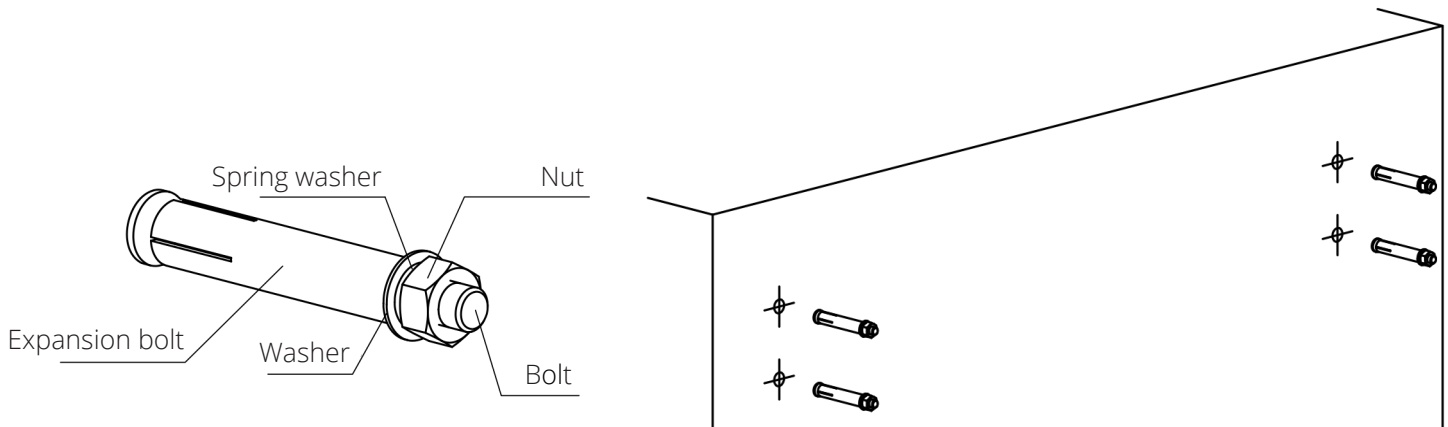
STEP 3: Preparing For Mounting

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



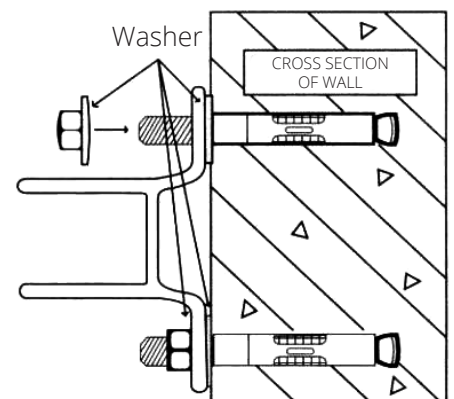
If a mallet is necessary for installation, we recommend placing the nut on the screw (loosely) before hammering to avoid damaging the bolt threads.

3. Make sure that the bolts are firmly 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.
4. Firmly tighten the bolts with a 19mm 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.



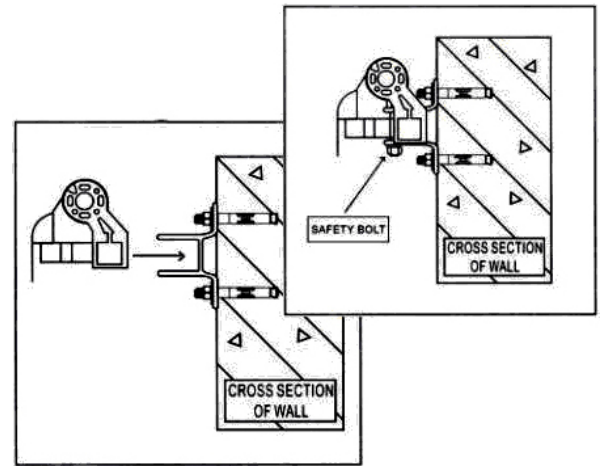
STEP 4: Mounting the Wall Brackets

1. Now that the bolts are securely 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 in place.



STEP 5: Mounting the Awning

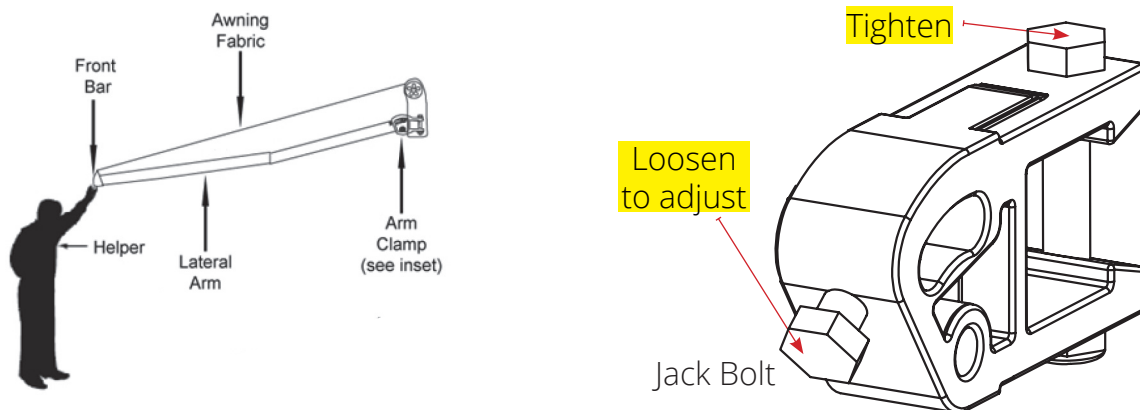
1. Now that the wall brackets are secure and in place, it is time to install the awning onto the brackets.
2. At least two ladders or sturdy chairs are required to install the awning.
3. Put the original expansion bolts on the wall brackets and tighten them.
4. Finally, fasten all expansion bolts.
5. 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 PITCH/ANGLE

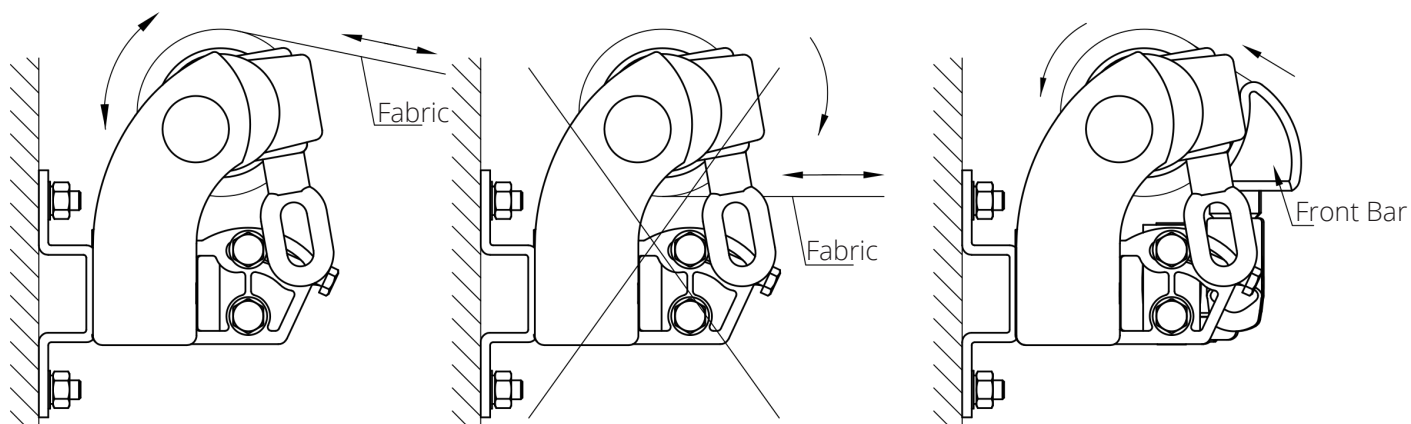
Each awning comes with a pre-set pitch (angle) that is considered ideal. However, if you need to make an adjustment, it can be done in just a few easy steps.



IMPORTANT: 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 adjusted 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.

 REPAIR MANUAL			
	CASE OF MALFUNCTION	REASON	REPAIR METHOD
1	The awning does not work when operated by the remote control.	<ol style="list-style-type: none"> 1. There is no power supply. 2. The residual current automatic circuit breaker is turned to "off." 3. The voltage is too low. 	<ol style="list-style-type: none"> 1. Check the plug to see whether it is properly connected. 2. Call a professional to inspect. 3. Call a professional to inspect the voltage.
2	When operated by remote control, the awning does not work, although you can hear the signal sound from the remote control receiver.	<ol style="list-style-type: none"> 1. The remote receiver and motor are switched or the wire from the motor is disconnected. 2. The motor switched off due to the overheat protection. 	<ol style="list-style-type: none"> 1. Check two places: fasten pins, and the screws. 2. The motor will automatically resume operation after approximately 20 minutes.
3	The fabric is loose, even though the awning is extended entirely.	The path length is incorrectly adjusted.	Readjust the path length according to the direction of the motor.
4	The cassette can't close completely.	The connecting position between the front bar and the front beam.	Adjust the position of the front beam until the cassette is entirely shut.
5	There is unwanted noise when operating the awning.	There is a loose screw.	Check all screws to ensure that they are tightly fastened.
6	When operated by a remote control, the indicative lamp does not work and there is no signal from the receiver.	<ol style="list-style-type: none"> 1. The cell is exhausted. 2. The cell is disconnected. 	<ol style="list-style-type: none"> 1. Replace with a new cell. 2. Reset the cell.