

# KING CANOPY AWNING INFORMATION

## FREQUENTLY ASKED QUESTIONS

### Purchase and Delivery

#### **How will my awning be delivered?**

Your awning will be delivered via freight truck. Help will be needed to unload the awning. Make arrangements for help when the freight carrier sets the delivery appointment. They will unload the awning in your driveway or curbside. The carrier will not carry the awning into your home or garage. We ask that you inspect the awning carton for any damage. If there is damage to the carton open, carton and inspect contents before the carrier departs or refuse shipment. Ask the carrier to make note of any damage. This will aid in any replacement or return. You may call our service department while the carrier is there at 1-800-800-6296 to report any damage.

#### **What are the dimensions and weights of the awnings?**

All King Canopy awnings with a PVC cover, which requires no assembly, will have the following approximate dimensions:

	<u>12 ft.</u>	<u>14ft</u>	<u>16ft</u>	<u>18ft</u>
<b>Width with PVC cover:</b>	*11' 11"	*14' 3"	*15' 11"	*18' 1"
<b>Width of fabric:</b>	11' 2"	13' 5"	14' 10"	17' 2"
<b>Maximum extension:</b>	9' 10"	9' 10"	9' 10"	9' 10"
<b>Minimum downward pitch:</b>	21"	21"	21" 21"	
<b>Weights</b>	200 lbs	220 lbs	240 lbs	260 lbs

**\*The above measurements and weights may vary slightly. Always allow additional inches for overall length measurements to make sure you have enough room.**

## **Installation**

### **What is the minimum height an awning can be installed?**

The minimum height an awning can be installed is determined by the pitch (angle) of the awning when extended. As awnings are extended, the front lead bar will drop at least 2" per foot of extension. King Canopy awnings have a minimum drop of 21" plus 8" of valance. The total minimum drop in height from the top of the awning to the bottom of the front valance is at least 29 inches when fully extended. An awning, mounted at a height of 9 ft. to the top of the awning cover, will have at most 6'6" of clearance to walk under without someone hitting the valance. The valance can be easily removed to gain an additional 8" of clearance if your awning must be mounted at a height of less than 9 ft. An awning, mounted at a height of 8 ft. to the top of the awning cover, will have at most 5'7" of clearance to walk under without someone hitting the valance. With the valance removed, you will have 6'3" of clearance to walk under without hitting the lead bar.

### **Is the pitch of an awning important and what is it?**

Pitch is the angle of fall made by the lead bar as it is extended. It will determine how much water may puddle on the awning when fully extended. The less pitch, the more impact rain will have on the awning. All extended awnings will fail if too much water or weight is allowed to collect on them. When set at the minimum pitch, an awning may collect rain even when the fabric is tight. The more pitch you have, the less you will have to worry about rain collecting on the awning. More pitch allows less water to accumulate. Increasing the pitch, even a few inches, will have a dramatic reduction on its ability to collect rainwater. The pitch of an awning is not a factor if the awning is retracted during rain events. We recommend retracting the awning when not in use no matter what the weather looks like. Damage caused by rain to an awning is not covered under warranty.

### **Do I have to extend the awning all the way out?**

The awnings are designed so you can stop the awning at any point with remote or hand crank. There are three buttons of the remote, one for extension, one for retraction, and one to stop the awning at your desired length.

## **Awning Product Questions**

### **What is the intended use of a retractable awning?**

Retractable awnings are intended for shade and for protection from the sun's glaring rays and intense UV radiation. When not in use, retract the awning. Your awning should never be left unattended. Never leave awning out in the rain or wind. Wind and rain cause the most damage to awnings.

### **What material is used to construct the awning?**

The awning is constructed of aluminum and stainless steel with a powder coated steel mounting bar and protective PVC cover. You may purchase the manual hand cranked or motorized with control.

### **What type of material is used to make the cover?**

The King Canopy awnings offered feature Sunbrella Acrylic fabric made by Glen Raven Custom Fabrics of Glen Raven, NC with 5-year prorated warranty, or the lightweight polyester Teflon treated fabric for the more economical mined with a 2-year warranty. These fabric are the industry standard for awnings of all types, not just retractable awnings. Both will give your years of use. We do not use vinyl or similar materials in any of our covers.

### **Can I get a different color or size?**

King Canopy offers the most popular colors, Linen, Forest Green, Putty Regimental Striped, Navy Striped, Beige, and Burgundy. These colors are stocked in our warehouse for immediate shipment. Our sizes are also the most popular sold. Some colors are not offered in certain sizes. See our website for color and size choice. We do not customer build sizes and colors.

### **Can I replace the cover?**

Yes. By extending the awning, the covers can be easily replaced by removing one end cap of the front lead bar and one end cap of the PVC cover. A pocket in each end of the cover slides into a groove in both the lead bar and roller tube. It is held in place by tubing that prevents the cover from coming out of the groove.

### **Is the awning cover protected when not in use?**

Yes. King Canopy awnings feature a hard PVC cover that will protect both the fabric and motor from weather such as the sun, rain, ice, and snow. The fabric life will be extended since most of the fabric does not suffer the effects of UV degradation when retracted. The only fabric exposed to the elements is the front valance. This valance can be easily replaced if necessary. We recommend that you clean the PVC cover occasionally to prevent chalking, caused by the hot sun, which may cause white streaks on your valance during rain.

### **How do I clean my Sunbrella awning cover?**

Awning fabric should be cleaned regularly before substances such as dirt, roof particles, etc., are allowed to accumulate and become embedded in the fabric. The fabric can be cleaned without being removed from the installation. Simply brush off any loose dirt, roof particles, etc.; hose down and clean with a mild soap (DO NOT USE DETERGENTS) in lukewarm water (no more than 100 degrees F.). Rinse thoroughly to remove soap. Allow to air dry completely before retracting.

### **Can retractable awnings be used in the rain?**

We do not recommend using an awning during moderate or heavy rain. Water may puddle on the cover and cause the awning to collapse. We do not recommend using a retractable awning as protection for your pets except when you are at home and outside with them. An awning, with water collected on top, is an accident waiting to happen even in light winds. Wind and rain cause the most damage to awnings. Damaging wind and rain never seem to happen when you are in a position to retract the awning. When you go inside for the day, retract your awning. Awnings can give you years of enjoyment if used properly. Used improperly, an awning can cause a great deal of damage to your home and potentially hurt someone. Motorized awnings make it easy to extend and retract an awning at anytime with the mere push of a button. We recommend retracting the awning when not in use no matter what the weather conditions are. Damage caused by wind and rain to an awning is not covered under warranty.

## **How much wind can an awning handle?**

There is no definite rating for how much wind an awning can handle. Light winds of less than 5 mph should not harm most awnings. Wind gust can reach very high speeds. We suggest retracting the awning before wind speeds reach the point of causing the awning to sway side to side or up and down. Wind speeds will vary dramatically for any given weather front moving across the country. Wind and rain are the leading cause of damage to awnings. An awning, with water collected on top, is an accident waiting to happen even in light winds. Awnings can give you years of enjoyment if used properly. Used improperly, an awning can cause a great deal of damage to your home and potentially hurt someone. We recommend retracting the awning when not in use no matter what the weather conditions are. Damage caused by wind and rain to an awning is not covered under warranty.

## **What does a motorized awning include?**

Your awning will include a remotely controlled motor by Somfy. Many companies charge extra for the remote control. We provide the remote control as standard equipment with all King Canopy motorized awnings. All motorized awning stop limit switches are pre-set at our factory. Adjustment to the stop limits should only be necessary if the limits have become dislodged during shipping. Adjusting the limits is an easy process and you can perform if needed. You can adjust the limits at any time to suit your own preferences. Adjusting the limit switches is as easy as hand cranking the awning to your desired position and pushing a button twice.

## **What happens if I have a power failure with a motorized awning?**

Manual Override with crank handle is standard on all King Canopy motorized awnings. This feature allows you to extend or retract the awning by hand crank even if power goes out.

## **What does my warranty cover?**

The warranty for your awning will cover any manufacturing defects in the frame, motor, or cover and is limited to the replacement or repair of any defective component. The frame and PVC cover carry a 2-year prorated warranty. The motor and Sunbrella fabric carry a 5-year prorated warranty. The Polyester fabric has a 2-year prorated warranty. The warranty on the material covers the fabric becoming unserviceable because of loss of color or strength from normal usage and exposure conditions, including sunlight, mildew, and atmospheric chemicals. You may be asked to return the defective component or fabric for inspection prior to replacement. Consumer is responsible for normal care and cleaning of the fabric.

**If you have questions that we have not answered please call our customer service department .**



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