

# INT500 Series of full cassette retractable awning Manual Guide and Installation Instruction

## Important Installation and Usage Guidelines for INT500 Motorized Cassette Awning:

1. Please call professionals for the installation of the awning unit.
2. The awning unit is heavy; do not attempt to lift it onto the wall brackets without the assistance of a second person.
3. Do not use the fabric in a flabby state as it will affect the appearance and security.
4. The awning cover/fabric is waterproof and can be left open during light rainy conditions. However, always ensure the cover is kept tight by turning the handle clockwise slightly after initially opening the awning to prevent water from accumulating on top of the cover.
5. If you need a replacement cover, contact our company.
6. Awnings must not be left open during windy conditions or heavy rain. Close the awning when the wind force exceeds 4 degrees or 6mph (wind gust) . Additionally, do not use the awning during heavy rain or snowfall.
7. To maintain the awning cover in excellent condition, always close the awning after use to prevent dust and dirt from accumulating. This practice will ensure the longevity of your awning.
8. Customers should not disassemble the awning body, especially the arms. If you encounter any issues, seek assistance from professionals to avoid the risk of injury.
9. It is recommended to install the remote controller indoors, protecting it from raindrops and direct sunlight. Receiver is built in to the cassette. After use, always store the remote control in a dry and safe place.
10. Ensure all bolts are securely screwed down during installation.
11. The tubular motor is pre-set at the factory and should not require major adjustments during usage.
12. If you need to adjust the distance of expansion, use the adjusting sticks provided with the motor. Use "-" to increase the distance and "+" to decrease it.
13. Do not allow children to play with the awning to ensure their safety.

## Tools Required:

- Electric Power drill
- 12/14/16mm Masonry Drill Bits
- Screwdriver (both flathead and Phillips)
- Hex Keys / Allen Keys set (size 4-6)
- Spirit level
- Measuring tape
- Pencil
- Ladders or step stools (if necessary)
- Optional\* / recommended: Epoxy Resin / RAWLPLUG HEAVY DUTY RESIN GUN

## CAUTION

**To safely install the awning, ensure that two individuals are present to lift and position it. It is recommended to seek assistance from a certified electrician when installing the electrical components of the awning. Before use, remove any plastic wrapping from the awning and frame. Take precautions with plastic bags, as they can pose a suffocation hazard to children. Keep them out of reach of children to prevent accidents.**

## Preparation:

1. Verify that you have received all the necessary components and parts, including brackets, \*screws, awning fabric, and the cassette itself. Electric awning comes with remote controller and a safety manual crank / winder.
2. Ensure that you have chosen an appropriate location for installation. Consider factors such as the intended use of the awning, clearance above doors and windows, and any potential obstructions.
3. Check the wall or surface where you plan to mount the awning. It should be strong enough to support the weight of the awning and withstand wind loads. Use spreader brackets for extra support.

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## STEP 1: Determine position on the wall and mark up

### Awning Height:

For optimal installation, it is advised to position the awning at a height ranging from 2.5m to 3.5m above the ground. If you intend to install it at a lower height, ensure that there is sufficient clearance when the awning is fully extended, allowing for unobstructed door openings.

### Headroom Requirements:

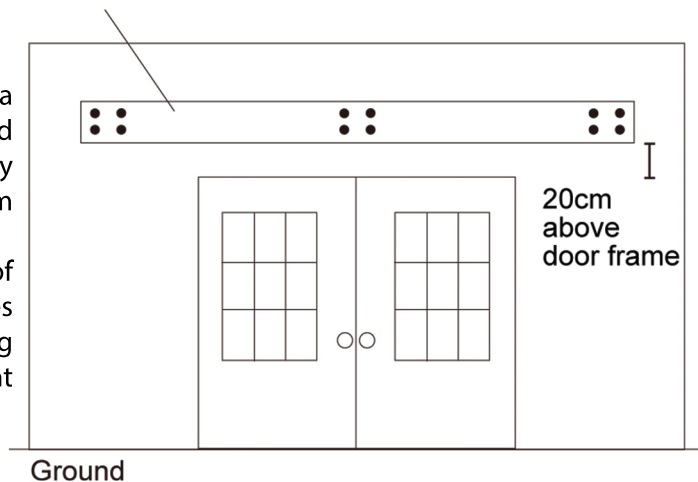
- Provide a minimum of 20cm of space above any door frame to ensure smooth operation of the door without interference from the awning.
- As a general guideline, the awning should have a drop of 30cm (for a 2m projection) to 45cm (for a 2.5m projection) at a slope of approximately 10 degrees below the horizontal. This recommended slope is typically set by the manufacturer. If needed, adjustments can be made using a spanner after installation, allowing for a range of slopes from nearly horizontal to approximately 30 degrees below the horizontal.

### Horizontal Bracket Positioning:

Using a laser, spirit level, or any accurate method, mark a horizontal line at the desired height for installing the brackets. Ensure that the fixing points are directly into brick or concrete surfaces. Avoid fastening into mortar joints between bricks or blocks, as they may not provide sufficient stability for secure attachment.

## STEP 2: Drill Holes

1. Using a 14mm Masonry Drill Bit and a hammer, drill holes into the wall at the marked positions for the brackets. Use 16mm Masonry Drill bit If you are using Epoxy Resin with 12mm screws or threaded rod + raw plug.
2. Ensure that the holes are drilled to a depth of 9 cm into the wall, ensuring that the hole passes through solid brick or concrete. Avoid drilling through mortar, as it will not provide sufficient strength to secure the wall bolts effectively.



### USEFUL TIP:

To ensure the hole depth is accurate, you can use the following method:

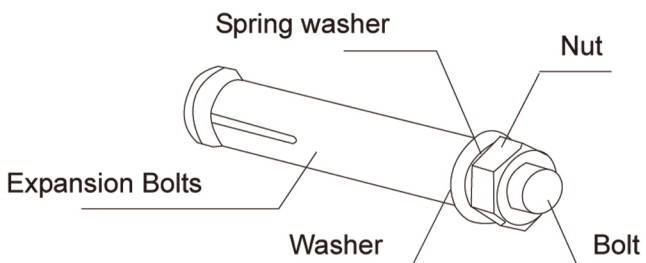
- Measure 9cm from the end of the Drill Bit using a ruler.
- Wrap some tape around the Drill Bit at this measured position.
- As you drill, when the tape marker aligns with the wall surface, you have reached the correct depth for the hole.

\*The expansion bolts supplied are for reinforced concrete or brick walls  
The awnings may be installed on wooden walls if the wall is sufficiently strong  
Use appropriate screw-threaded or coach bolts with epoxy resin.

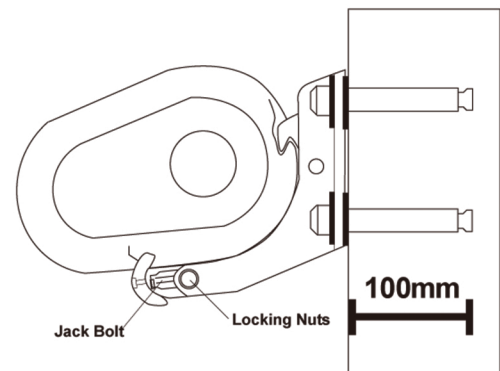
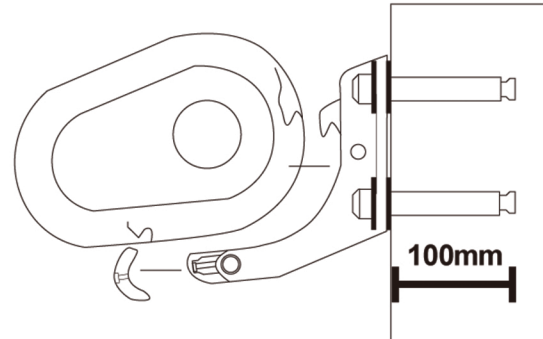
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## STEP 3: Attach the brackets

- Remove the nut and one of the washers from the expansion bolts that are now on the walls.
- Fit bracket into place over wall bolt. Replace the washer and nut then tighten with a socket spanner.
- Ensure the bracket is tight against wall before fitting the awning as the weight of the awning could pull the brackets out of the wall.



### Wall bracket and expansion bolt



### Note:

The expansion bolts must be hammered completely into the wall. The bolt must stick out of the wall in order to attach the wall bracket. Before hammering expansion bolts into holes, remove the nut and washer.

## STEP 4: Fitting - Installing the Awning

As the awning is heavy, it requires two people and two step ladders for installation. Lift both ends of the awning unit to slide the torsion bar into the wall brackets.

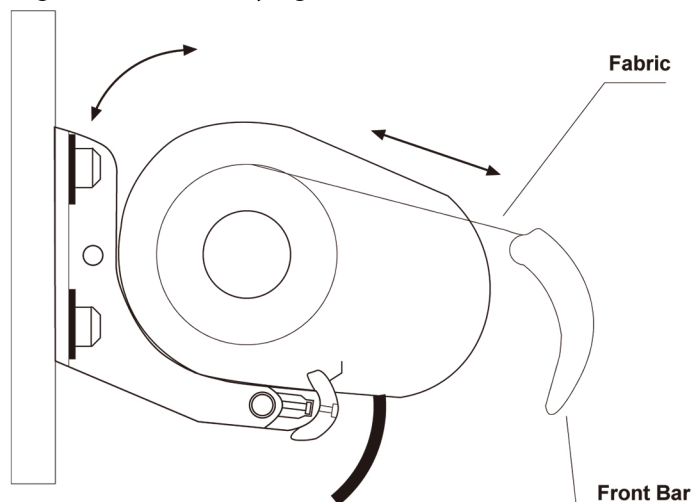
### Securing the awning unit:

- Use the retaining bolts to fix the awning unit in place through the wall brackets.
- Place the nut onto the bolt and tighten it.
- Verify that both the wall brackets and the retaining bolts are securely tightened.

### Instruction for the front side leveling

When fully opened, the front bar should be level. If not, adjust as follows:

1. Loosen the locking nuts. Turn the jack bolt
2. Adjust the arm until the front side is level
3. Tighten the locking nuts.



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## STEP 5: Adjusting the Awning Extension

### Manual Awnings:

- With manual awnings, you have control over how far the awning opens.
- Simply turn the winding handle to extend the awning as far out as desired.

### Electric Awnings:

- Electric awnings have automatic settings for maximum extension and full retraction.
- The awning will stop automatically at the pre-set maximum extension.
- It will also stop automatically when fully retracted.

**Please ensure that the motor does not experience any excessive resistance or noise when fully closed. If you notice any issues such as a motor "burrrying" or straining, it may be necessary to adjust the maximum retraction point to ensure it is not set in the negative range.**

- If you want to position the awning at a specific point between maximum extension and full retraction, you can do so by pressing the stop button while the awning is extending or retracting. This allows you to stop the awning at any desired position along its range of extension.

**When adjusting the full-retracted point of the awning, it is crucial to take the following precautions to prevent any damage:**

1. Avoid over-retraction: Ensure that you do not set the awning to retract beyond its safe limit.
2. Decreasing retraction: To reduce the amount of retraction, rotate the adjustment mechanism towards the negative direction.
3. Increasing retraction: If you wish to extend the awning further, we recommend the following steps:
  - a. Start with the current setting and fully retract the awning, allowing the motor to rotate in the positive direction.
  - b. Using a hexagonal key or allen key, make adjustments by turning it one quarter of a turn at a time in the positive direction.
  - c. As you make these adjustments, the front bar of the awning will automatically move slightly to the new setting.
  - d. This method allows you to fine-tune the retraction without risking over-retraction and potential damage to the awning.
4. Approximate measurement: Keep in mind that one full turn of the hexagonal key corresponds to approximately 1 inch (2.54 cm) of retraction.

Remember to exercise caution and find the optimal Fully Projected point that meets your requirements while ensuring the awning operates within its safe limits.

