

TROUBLE-SHOOTING

MY EURO AWNING IS NOT SITTING LEVEL

Please follow the instructions on adjusting the angle of your Euro Awning

MY MOTORISED AWNING WILL NOT GO IN OR OUT. WHAT CAN I DO?

- Check the red LED light is illuminating on the remote when the open button is pressed. If not the batteries will need to be changed.
- Check the Euro Awning's isolating switch has not been turned off.
- Check the circuit breaker on your switchboard has not been tripped.
- If your remote is a multi-channel remote check the correct channel has been selected.

If your Euro Awning still won't operate please contact Johnson & Couzins.

HOW MUCH WIND CAN MY EURO AWNING HANDLE?

The amount of wind a Euro Awning can handle is dependent on a number of variables. In particular the size of the Awning and the gusty nature of the wind. As a general guide a Euro Awning can handle moderate winds of 20 – 29 kph.

MY EURO AWNING HAS WRINKLES

The fabric on a Euro Awning can pucker slightly on either side of the seam. This is due to the seam having a double thickness.

MY EURO AWNING HAS BEEN OVER WOUND AND THE ARMS HAVE LOCKED STRAIGHT.

If the arms have locked straight make sure the fabric is still winding over the top of the Euro Awning roller.

Then simply wind the crank handle so the fabric is tight and continue to wind. It can take a reasonable effort to wind the arms back in initially until the elbows get a bend in them again.

MY EURO AWNING IS MOTORISED AND IS AUTOMATICALLY RETRACTING ITSELF AWAY.

If the Euro Awning can't detect either the remote or the wind sensor it will automatically put itself away.

- Check the red LED light is illuminating on the remote when the open button is pressed. If not the batteries will need to be changed.
- Check whether the batteries need to be changed on the wind sensor

If the Euro Awning continues to automatically retract please contact Johnson & Couzins.

WARRANTY INFORMATION

Johnson & Couzins warrants against deterioration or damage to the Covered Product attributable to manufacturing defects for 3 years from the date supplied on your warranty documentation.

EXCLUSIONS

The warranty applies to normal and reasonable use of the Covered Product. The following exclusions apply to the warranty:

1. Damage resulting from misuse (including failure to follow instructions regarding care and maintenance of the Covered Product), abuse, accidents, and negligence;
2. Damage resulting from external causes such as, but not limited to, water damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the product (if applicable), rubbing action, and extreme thermal or environmental conditions;
3. Damage resulting from work on, alterations, or improper installation of the Covered Product by someone other than someone authorised by Johnson & Couzins;
4. Damage resulting from any unauthorised additions eg; lights, heaters, signage, gas works etc;
5. Damage attributable to anything not supplied by Johnson & Couzins e.g. shade sail posts or framing that the Covered Product is attached to;
6. Fading or discolouration caused by exposure to sunlight or chemicals such as ammonia, laundry detergent, household bleach, or "spray and leave" cleaners such as Wet & Forget;
7. Rot, damage, or loss of strength to the Covered Product due to any exclusion event;
8. Any claim for consequential indirect or special damage or loss of any kind;
9. Fair wear and tear;
10. Any clear PVC.

WARRANTY CLAIM PROCESS

If you believe that damage or deterioration of the Covered Product is covered by this warranty please contact us on **0800 664 083**.

WARRANTY COVER

If we accept your warranty claim we will, at our discretion, repair or replace the deterioration or damage to the Covered Product, free of charge.

Should you experience any issues with your product please contact us on:

0800 664 083

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SUPERIOR OUTDOOR LIVING PROVIDERS SINCE 1866



EURO OWNER MANUAL

Congratulations and thank you for installing a Johnson & Couzins Euro Awning.

Your new Euro Awning transforms any outdoor area with a touch of European style.

With ease the Euro Awning extends out to provide the very best in sun protection. Retract in and the Euro Awning virtually disappears.

The Euro Awning is designed and custom-made to suit your specific requirements with longevity, serviceability and style in mind. It's the premier choice for your outdoor living area.

BOULEVARD
AWNINGS

JC
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WIND SENSOR

If your Euro Awning has a wind sensor installed the sensor will be located on the inside of the front bar.

The sensor detects motion caused by the wind. Once the motion reaches a pre-set limit your Euro Awning will automatically retract in.

Even with a wind sensor installed it is not recommended to leave the awning out unattended.

TO CHANGE THE WIND SENSOR BATTERIES



Slide the wind sensor off the front bar.



Gently pry out the battery case.



Replace the old batteries with new AAA batteries.



Replace the batteries case into the sensor then slide it back onto the front bar.

REMOTE OPERATION

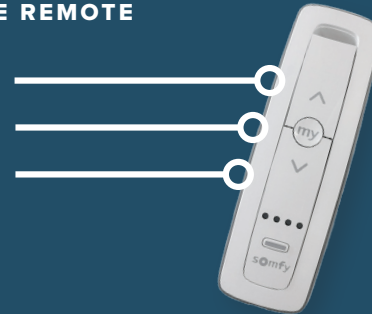
Euro Awnings are supplied either with a remote, are manually operated or are controlled through a Home Automation System.

TO OPERATE REMOTE

Push to close

Push to stop

Push to open



TO CHANGE BATTERIES



Unscrew the back of the remote case by turning the screw anti-clockwise.



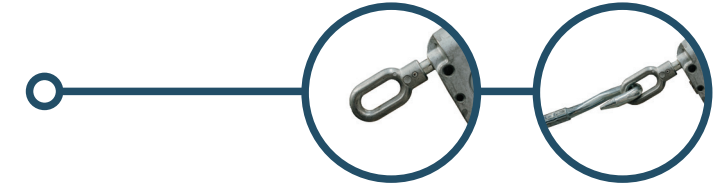
Gently pry open the case to reveal the battery. Slide out the old battery.



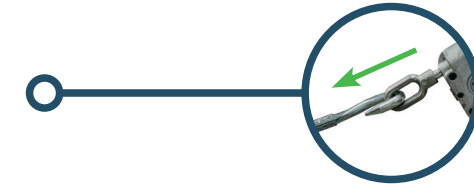
Replace the old battery with a new CR2430 battery. Replace the back cover and tighten the screw by turning clockwise.

MANUAL OPERATION

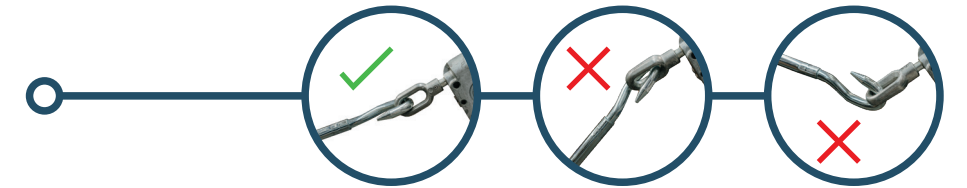
1. Hook the supplied crank handle into the gearbox loop.



2. Ensure downward pressure is applied to the handle to keep the handle to the bottom of the loop.



3. As much as practical, line up the crank handle with the shaft the eye is connected to. Wind the handle to move the Awning in and out.



4. When winding the Euro Awning to its fully extended position always maintain a bend in the arm elbows. This allows the arms to flex in the wind.



- Do not over wind and straighten the arms.
- Euro Awnings can be extended out and stopped at any position.
- If wet, allow the Euro Awning to dry before winding in.

CARE AND MAINTENANCE

- Clean your Euro Awning aluminium regularly with a damp cloth or hose and brush using a car cleaning product or other PH neutral cleaner. Do not use any abrasive products or any petro-chemical based products as this could damage the powder coating. We recommend cleaning your Euro Awning on a monthly basis.
- Fresh water can be used to hose the joints of the arms. This helps to prevent dust build-up and potential creaking in the joints.
- Ensure the remote is kept away from children.
- In the event of high winds do not open your Euro Awning.
- If your Euro Awning is covered with PVC mesh you can clean this PVC with a mild soap and warm water.
- Take care not to scuff the surface. Do not dry rub. Do not allow bird droppings to remain on your Euro Awning for a prolonged period of time.
- It is not recommended to leave your Euro Awning out unattended.

ADJUSTING THE ANGLE OF YOUR EURO AWNING

The angle your Euro Awning comes out at is set during installation to provide optimum shade.

This angle can be altered by following the below instructions.

- Loosen off the two 19mm nuts on each arm bracket.
- Wind the 8mm allen key cap screw to increase and decrease the angle. Anticlockwise will increase the angle, clockwise will reduce it.
- Retighten the 19mm nuts.

