



OWNER'S MANUAL

BEAUTY-MARK®
Retractable Awnings

DESTIN®

MAUI®

GALVESTON®

Manual and Motorized



ASSEMBLY & INSTALLATION INSTRUCTIONS:

STEP- BY- STEP ASSEMBLY AND INSTALLATION INSTRUCTIONS:

VERY IMPORTANT: Choose a wall area that attracts marginal wind force and has at least three layers of brick above where the awning will be installed, or at least 12” from the top beam of the wall frame for weatherboard or concrete walls.

Please read instructions completely prior to attempting installation. Damage to awning during the installation is not covered by the warranty. After reading, should you feel further assistance is necessary, please contact the dealer or retailer you purchased the awning from or a local contractor for professional installation.

I. INCLUDED PARTS:

- Beauty-Mark® Awning (completely assembled)
- Mounting Brackets with Lag Screws
- Hand Crank
- Remote Control (with motorized units)
- Screws, nuts and washers for securing the awning to the bracket
- User's Manual

II. REQUIRED ITEMS:

- Drill
- 1/4” masonry bit (for drilling through, stucco, brick or concrete... or
- 1/4” Wood bit for pilot hole for 3/8” masonry anchor
- 2 Ladders
- Stud Finder
- Ratchet with 9/16” socket & 1/2” socket
- Level (a 3 or 4” would be best) or string level
- Tape Measure
- Allen Wrench (3/8)
- Roll of duct or masking tape
- Pencil, Marker or Chalk
- Phillip's Head Screwdriver
- Anchors for your particular wall type. Required: 2 per bracket. Contact Awntech Corporation if you need to place an order for additional brackets.
- An Assistant

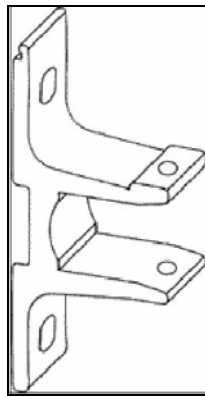
III. INSTALLING THE BRACKETS:

DETERMINING HEIGHT AND PLACEMENT OF BRACKETS IS THE MOST CRITICAL STEP IN THE INSTALLATION PROCESS!

STANDARD WALL BRACKET VS EAVE & ROOF BRACKETS:

First you should determine the type of bracket that best fits your architectural requirements. If the standard wall bracket that comes with your awning does not fit your application, two other choices are available for an extra charge. There are eaves brackets (for mounting under eaves) and roof brackets. You need to hire a professional roofer to install the roof brackets if you do not have enough room to mount the awning to the wall. If either of these bracket styles is required, you may call our Customer Service Department (800-200-5997) to place an order.

WALL BRACKET



SOFFIT BRACKET



ROOF BRACKET



DETERMINING AWNING PLACEMENT:

Determining awning placement requires that you measure your available awning area. Example: If you have low eaves, you will be more limited than if you have an open area above your patio door. The minimum height clearance of the wall mount area is 10" (when closed, the awning height is 10"). The minimum front bar height (from the ground to the front bar / Diagram A3, A4) should be at least 6'6". This allows for a tall person to walk under the front bar without their head touching the bottom of the valance. Keep in mind that your awning has an adjustable pitch mechanism to block the sun at different angles. So if your awning placement is not limited by low eaves, you may want to mount the top of your awning as high as 10' from the ground to allow for various pitches (Diagram A4). The front bar height of your awning will determine the location of the rear mounting brackets. The ideal mount height (top of awning) is 8' for low eaves applications and 9'-10' for all other applications (Diagram B1).

Diagram A1 — Determining Mount Height

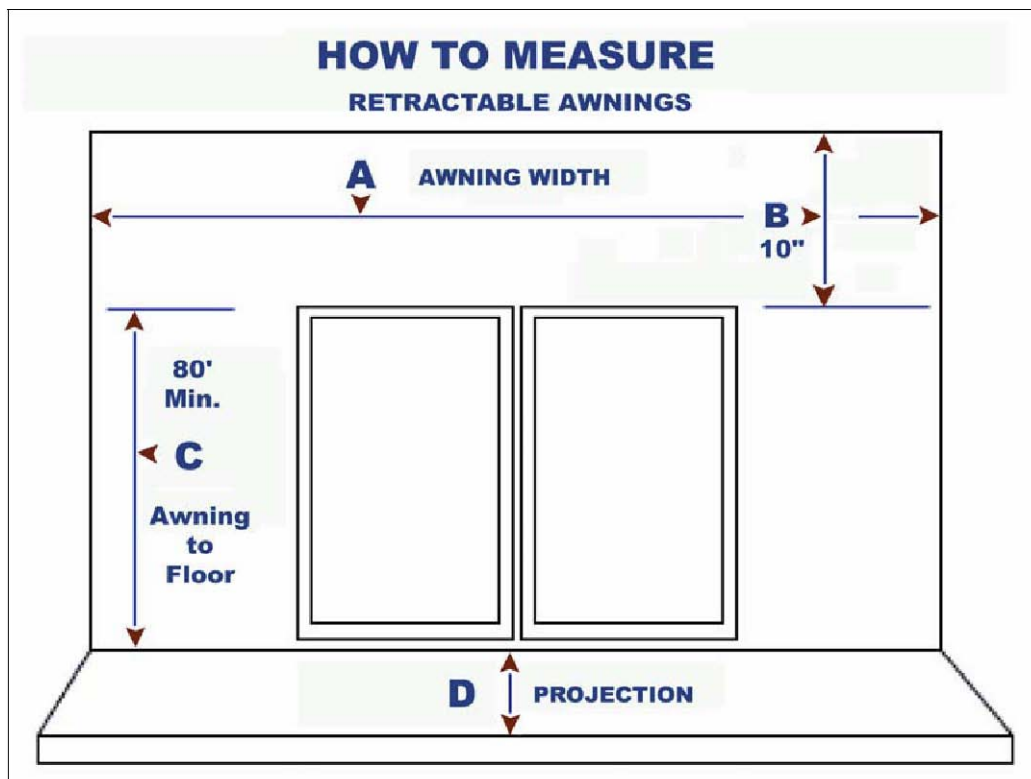


Diagram A2 — Determining Mount Height

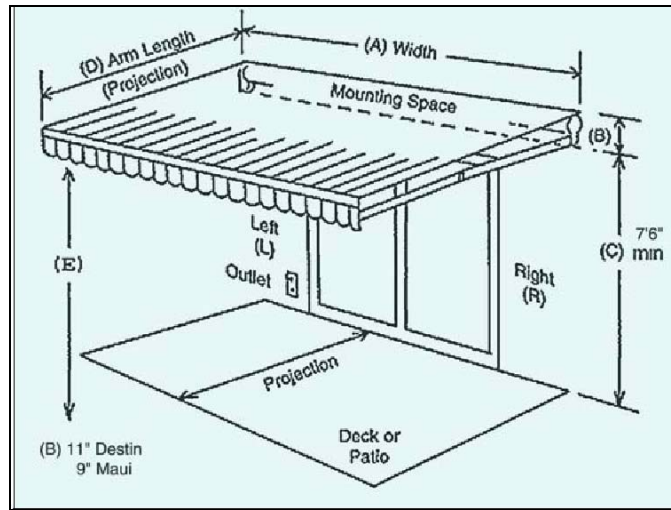


Diagram A3 — Determining Mount Height

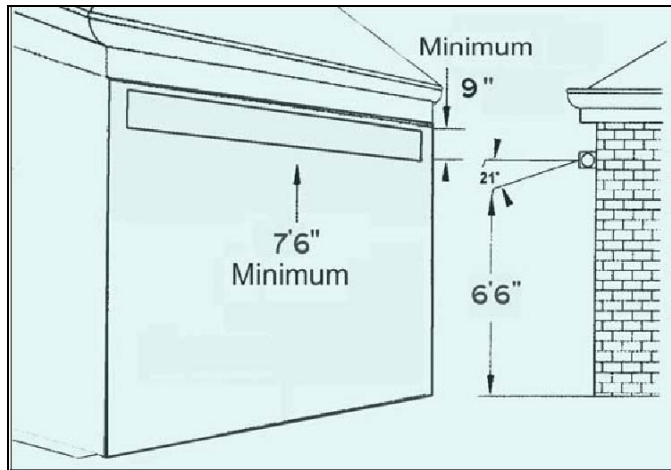
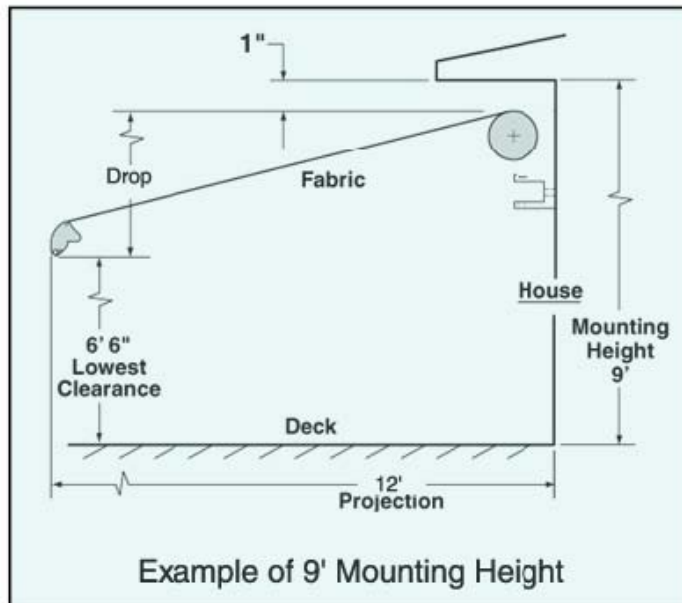


Diagram A4 — Determining Mount Height



DETERMINING BRACKET PLACEMENT:

The recommended pitch for awnings is between 1 to 2 inches per foot of projection (Diagram A4). Example: for a 10 ft. projection, your optimum installation height of brackets on center should be between 8' and 9'. A minimum of 6'6" is the lowest mounting height recommended. Less than this could cause head injury due to low height of front bar. In standard applications, please allow a 2" clearance between the top of the awning and the roof overhang. Also allow 1" additional on either side of the awning if you are mounting it under an overhang.

Note: If you patio door swings out, a minimum of 12 inches of clearance is required above the door. This way, your door will clear the awning when it has a pitch.

After the height is determined, use your level and draw a straight and level line with your pencil, marker or chalk where the awning is to be mounted. Draw a line equal to the width of the awning torsion bar (back bar). This will help you determine the height and placement of the mounting brackets. It is **IMPORTANT** that this line is level. It may mean the line might not be parallel with the exterior wall.

Diagram B1 — Determining Bracket Locations

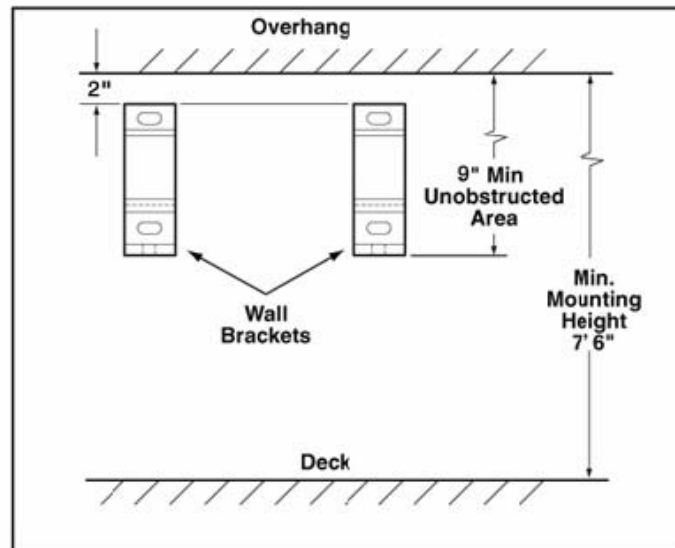
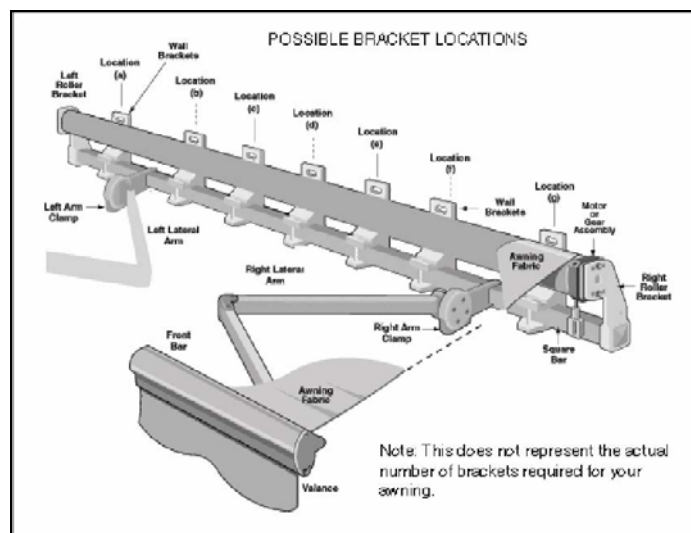


Diagram B2 — Determining Bracket Locations



WALL BRACKET INSTALLATION:

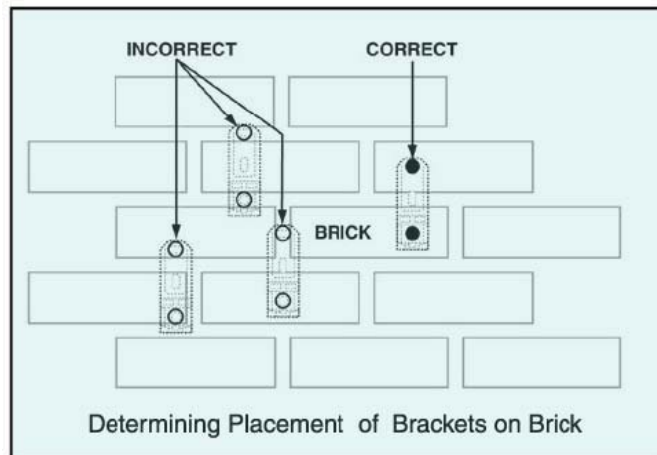
CAUTION: Improper installation of mounting brackets may cause awning damage or personal injury. The bracket bolts must be secured to a structural stud (see Diagram D above). The brackets should be secured with lag screws as close to the center of the stud as possible. When fully extended the weight of the awning exerts significant torque on torsion bars. Failure to center bolts in structural studs will cause premature failure and result in awning collapse and possible injury.

Step 1: Use a stud finder to locate studs near the ends of the awning along the centerline you have drawn (approximately 10' from the ends of the awning). This distance may vary depending on awning width and stud locations. Once you have located the first stud, drill a series of small holes to determine the outer edges and the center of the stud. Repeat this process for finding the stud on the other end. Once you have found the center points of the end studs find the center points of the remaining studs. **Note:** The holes may be concealed with filler or caulk after brackets are installed.

Step 2: Using a bracket as a template, center each bracket on the centerline at each of the stud center point locations. Then mark the center of each bracket hole with a pencil, marker or chalk. Drill two pilot holes for each bracket at your marked points. Using the supplied bolts, securely attach the brackets along the centerline.

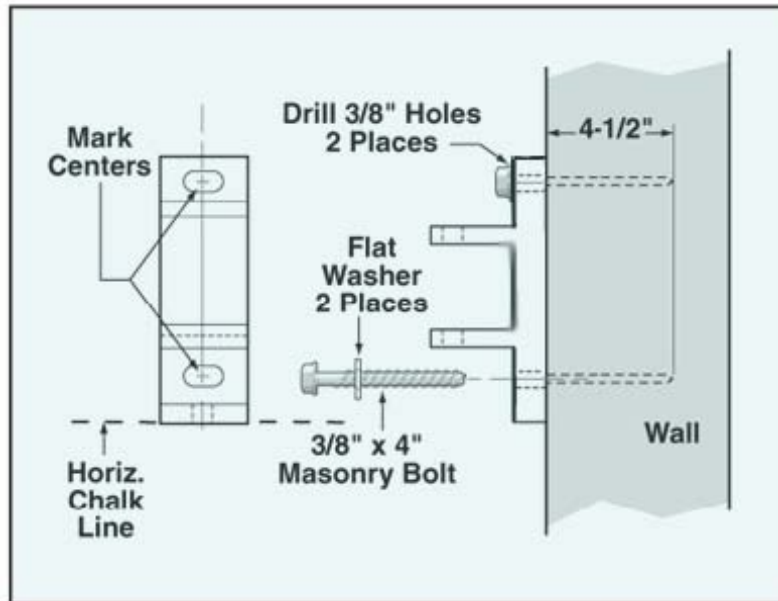
INSTALLING ON BRICK

Diagram C1 – Installing Brackets on Brick Surface



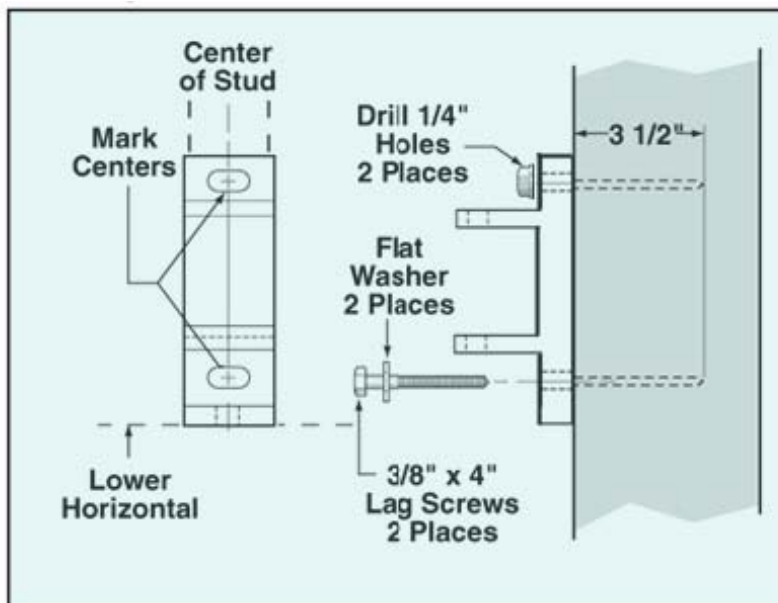
INSTALLING ANCHORS ON: **BRICK & CONCRETE**

Diagram C2 – Installing on Brick/Concrete Surface



WOOD & STUCCO

Diagram C3 – Installing on Wood & Stucco Surfaces



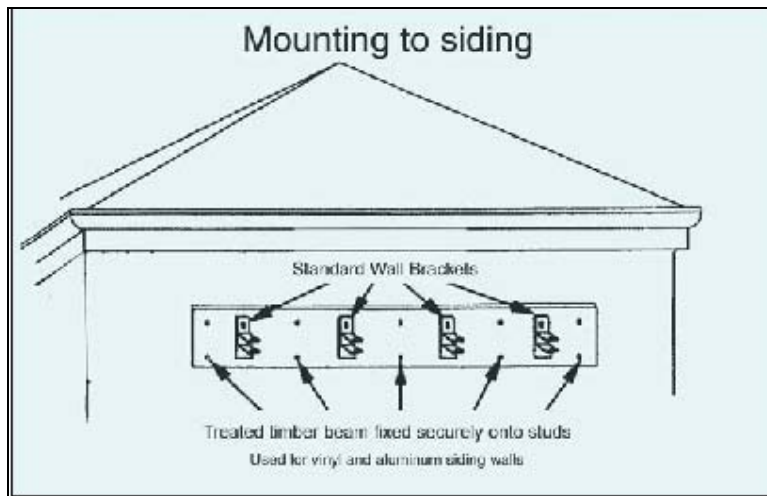
SIDING & METAL BUILDINGS:

The use of a “Backer Board” (Diagram C4.1) or treated timber beam may be required for vinyl or aluminum siding. The 2” X 10 – 12” board needs to be slightly longer than the awning and attached with anchors (not included) to studs in the wall. Then the awning brackets need to be attached directly to the beam. It is recommended that the board be treated, painted and dried prior to installation. Caution should be taken that sufficient size and number of bolts be used to secure the board to your structure. Locate the bracket centerlines on the board (like earlier steps). Secure brackets to the board. Then mount board to previously marked studs. Make sure it is secured to multiple studs. Secure the board along the centerline determined in previous steps. Make sure board is secured tightly. Continue installation steps as outlined for mounting unit in normal wall mount.

Another method for installing on siding is to use a shim. See Diagram C4.2 below for additional instructions.

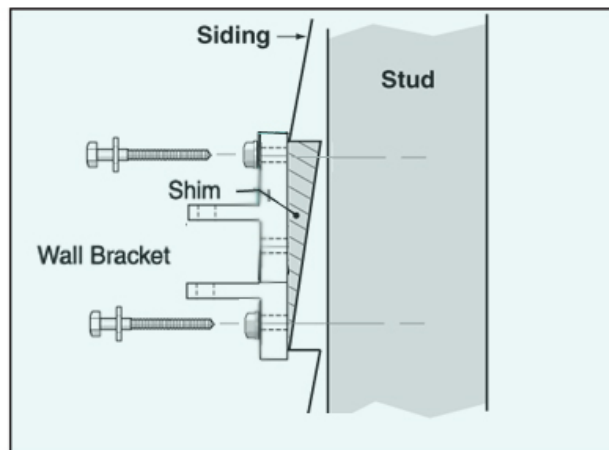
VINYL & METAL SIDING

Diagram C4.1 – Installing on Vinyl or Metal Siding



Method #1

Diagram C4.2 – Installing on Vinyl & Metal Siding



Method #2

EAVE & ROOF MOUNT APPLICATIONS:

Determine which of the three bracket types you need or your particular application (wall, soffit or roof). Example: Not enough wall mount space – Use soffit brackets. **LOCATION AND CENTERING BRACKET ANCHORS ON THE STUDS IS AGAIN THE MOST IMPORTANT PART OF THE INSTALLATION PROCESS.**

EAVES MOUNT

Diagram D1 – Installation of Soffit Brackets

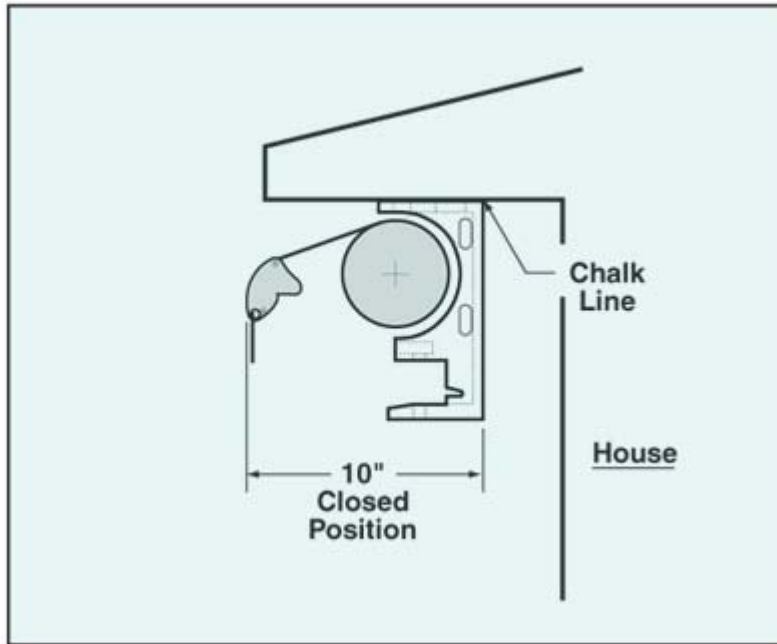
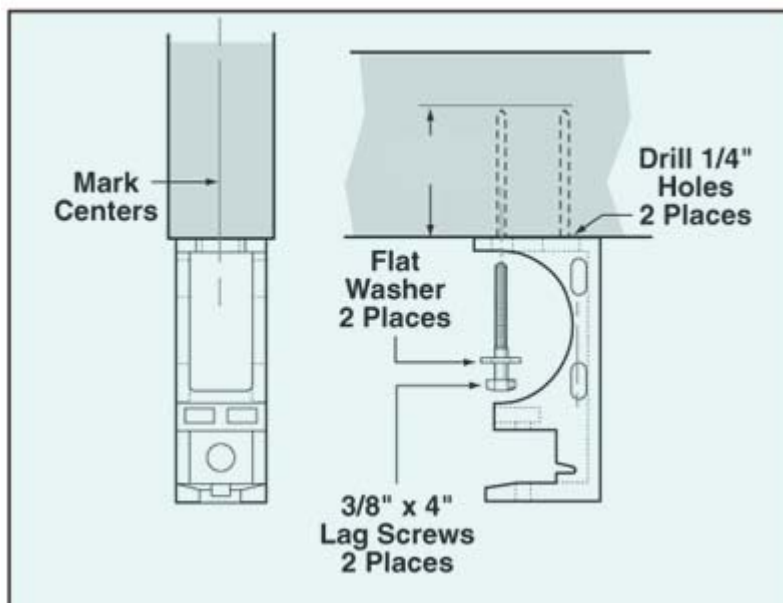


Diagram D2 – Installation of Soffit Brackets



ROOF MOUNT



Please contact Awntech at 800-203-7049 regarding this type of installation.

ATTACHING AWNING TO BRACKETS:

THE AWNING MUST BE COMPLETELY CLOSED AND SECURED FOR INSTALLATION.

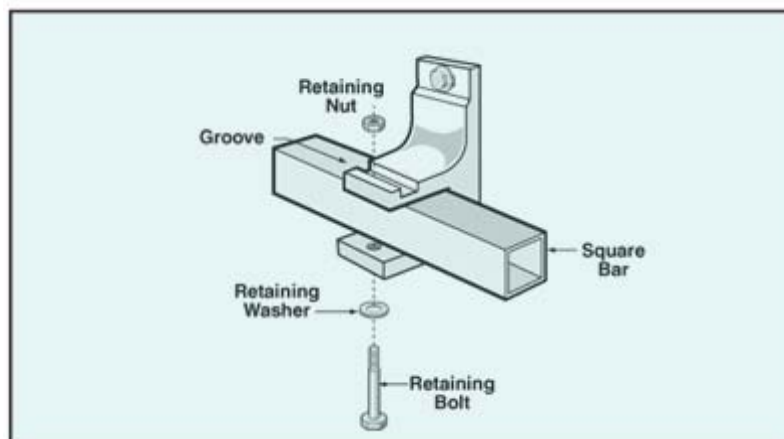
CAUTION: Secure the awning closed by wrapping several layers of masking or duct tape around cassette including the front of bar and valance. You will then remove it once the awning is installed. This will prevent the unit from inadvertently opening while being lifted into the brackets. When removing the tape from the awning, take care not to damage the fabric or scratch the metal.

With the help of an assistant, lift the awning to the brackets on the wall and slip the torsion bar (back bar) into the brackets. Make sure the torsion bar slides all the way to the back of the bracket. Then slide the retaining screws into the brackets. Center the unit as needed then secure the retaining screws with nuts and tighten.

If the torsion bar does not easily slip into the brackets, lift slightly on the front bar, while supporting the torsion bar. You may need to loosen the brackets slightly to accomplish this fit.

CAUTION: Never attempt to repair or disassemble the lateral extension arms. The lateral arms that support your awning are under great tension and can cause injury. The arms also have extremely heavy tension. Heavy-duty springs are located inside both left and right arms.) Serious bodily injury or property damage may occur if you attempt to install without restraining the awning.

Diagram B — Attaching Awning to Brackets

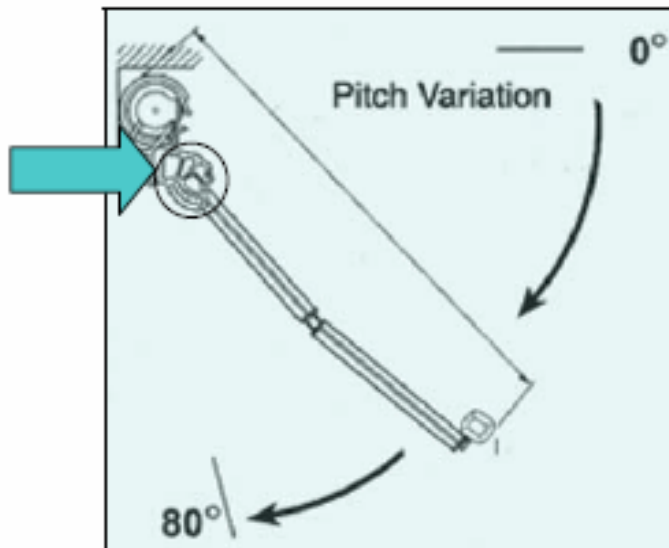


ADJUSTING THE PITCH:

The correct pitch is 1" to 2" per foot of extension/projection. For an awning with a 10' projection, this would be 10" to 20". When the awning is fully extended the front bar will be 10" lower than the back bar.

When lowering the awning pitch, fully extend the awning and loosen the Allen screws on one side. Get an assistant to hold the front bar at the correct height and then retighten the Allen screws. Repeat on the opposite side. When raising the awning pitch, you will need to retract the unit, leaving 1' to 2' extended. Loosen all hardware the same way would to lower the unit. Slightly lift up on front bar to set your desired pitch then retighten Allen screws. Repeat on the opposite side.

Diagram E – Pitch Adjustment Mechanism



ACCESSORIES #1:

MOTOR

RECEIVER

REMOTE CONTROL

WIND SENSOR

MAUI

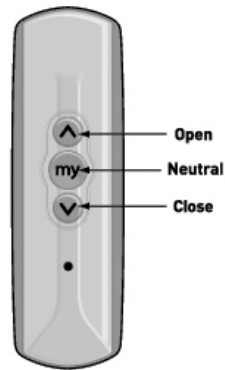
Technical Specifications

	MAUI MANUAL	MAUI MOTORIZED
Frame Materials	Powder Coated Steel & Aluminum	Powder Coated Steel & Aluminum
Fabric Weight	300 grams/meter	300 grams/meter
Wind Speed Allowance	46 mph	46 mph
Running Time From Full Charge	n/a	52, 4 Min.
Motor Location	n/a	Left Side
Adjustable Pitch	Yes	Yes
Weight	80-100 lbs Depending on size	80-100 lbs Depending on size
Motor		
Voltage	n/a	110V
Frequency	n/a	60HZ
Input Power	n/a	230W
Current Intensity	n/a	2.4/1.2A
Normal Speed	n/a	13 r/min.
Rated Torque	n/a	30nm
Intermittent Running Time	n/a	74 minutes
Ingress Protection	n/a	IP44
Insulation Class	n/a	1
Work Temperature	n/a	-15c to 85c
Rated Load	n/a	AC Power: No More than 600W
Remote Control		
Voltage	n/a	AC 110V-120V
Frequency	n/a	60HZ
Output Power	n/a	315MHZ
Distance	n/a	50 meters
Work Temperature	n/a	-15c to 85c
Rated Load	n/a	AC Power: No More than 600W
Shipping Method	LTL (Light Truck/Curbside)	LTL (Light Truck/Curbside)

Installation

	MAUI MANUAL	MAUI MOTORIZED
Installation Time	Within 30 Minutes	Within 30 Minutes
Persons Required	2	2
Tools	Electric Hammer, Shock Drill, Level, Wrenches, Power socket near position of installation for motorized.	

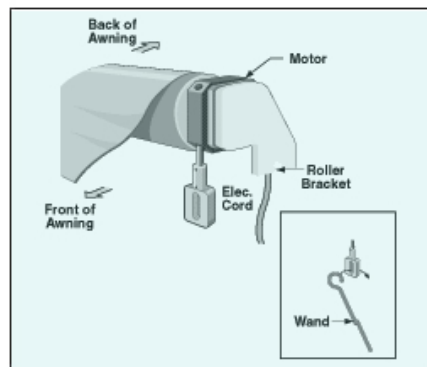
Diagram F — Remote Control



Remote Transmitter
Qty 1

Note: Open & Close Positions
are Reversed for Left
Motor Applications

Diagram G — Motor/Crank View

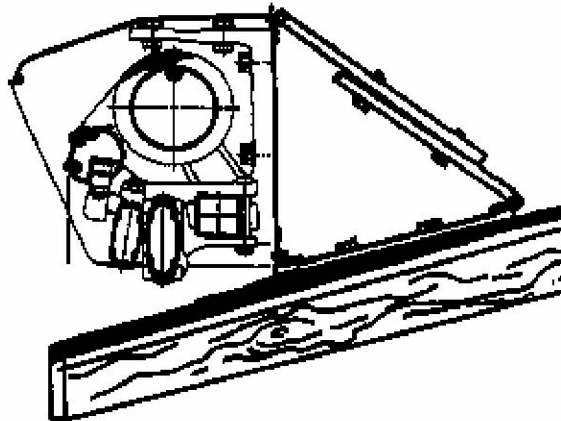


WIND SENSOR



ACCESSORIES #2:
BRACKETS
HOOD
ADJUSTABLE PITCH CRANKS
LEG SUPPORTS
SCREEN ROOM

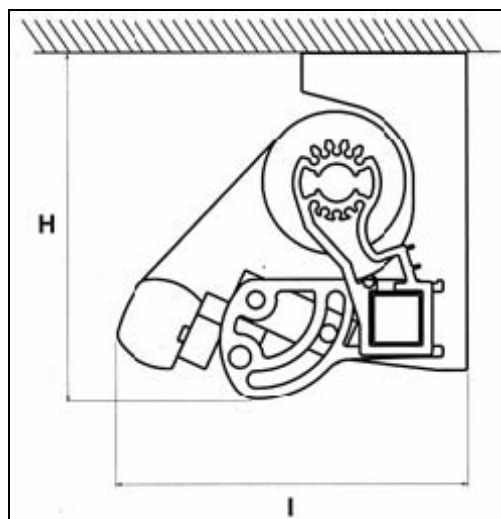
ROOF BRACKETS



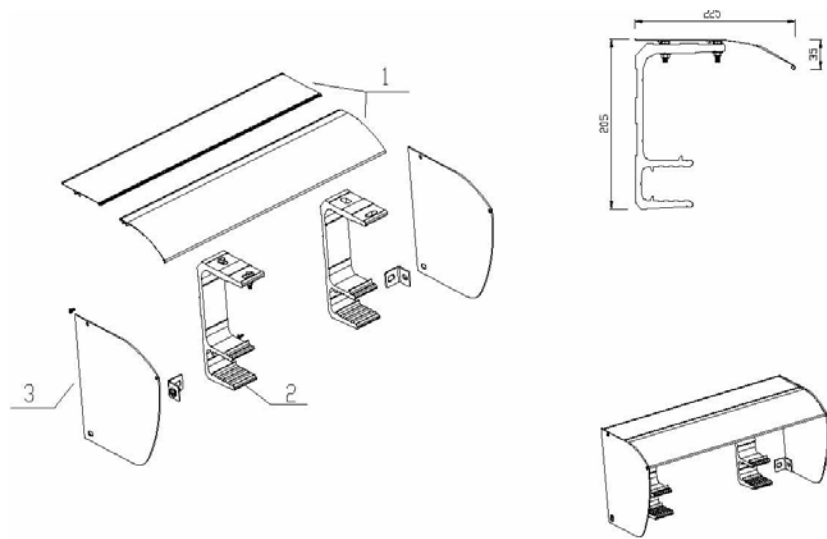
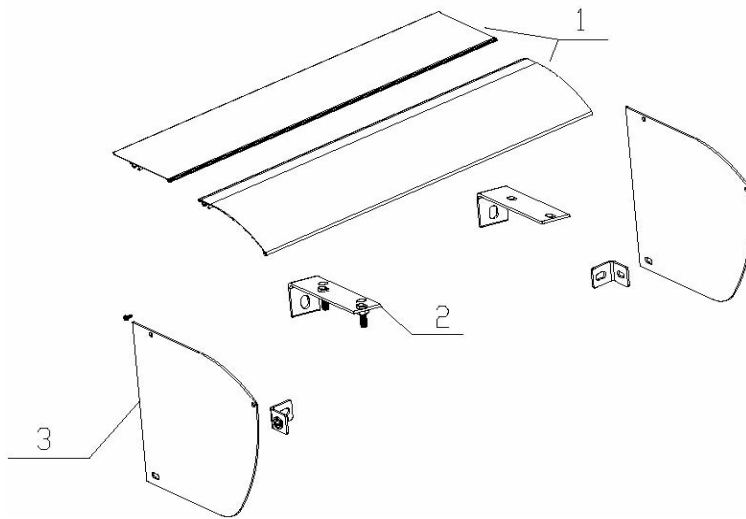
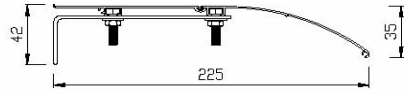
SOFFIT BRACKETS



ADJUSTABLE PITCH CRANK



HOOD



OTHER DRAWINGS

Diagram G –
Exploded View of Awning

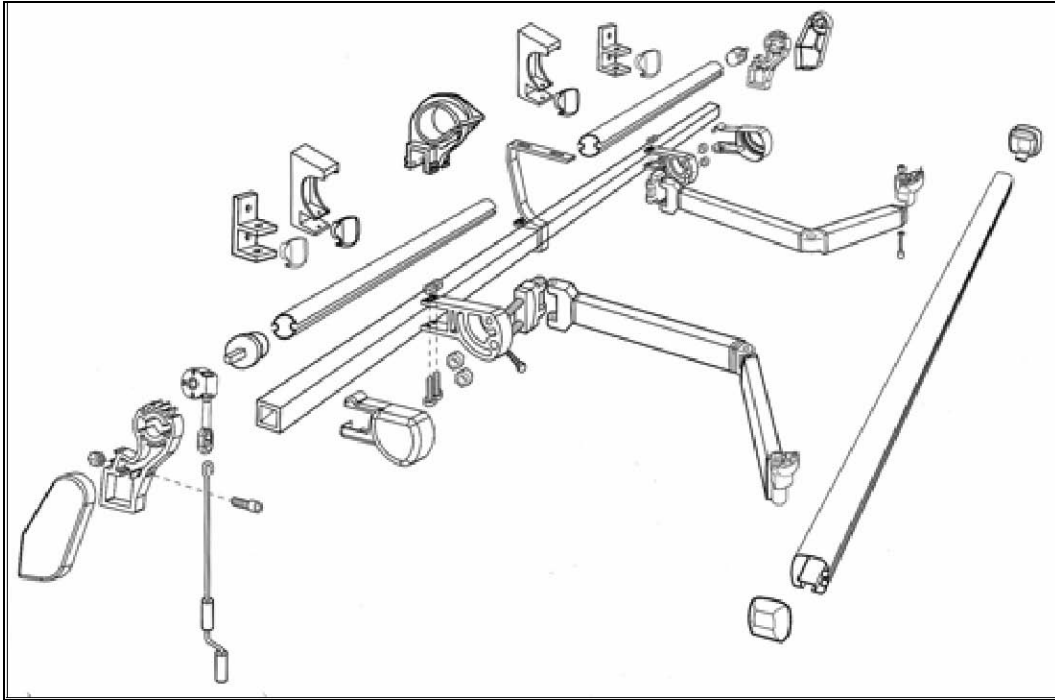
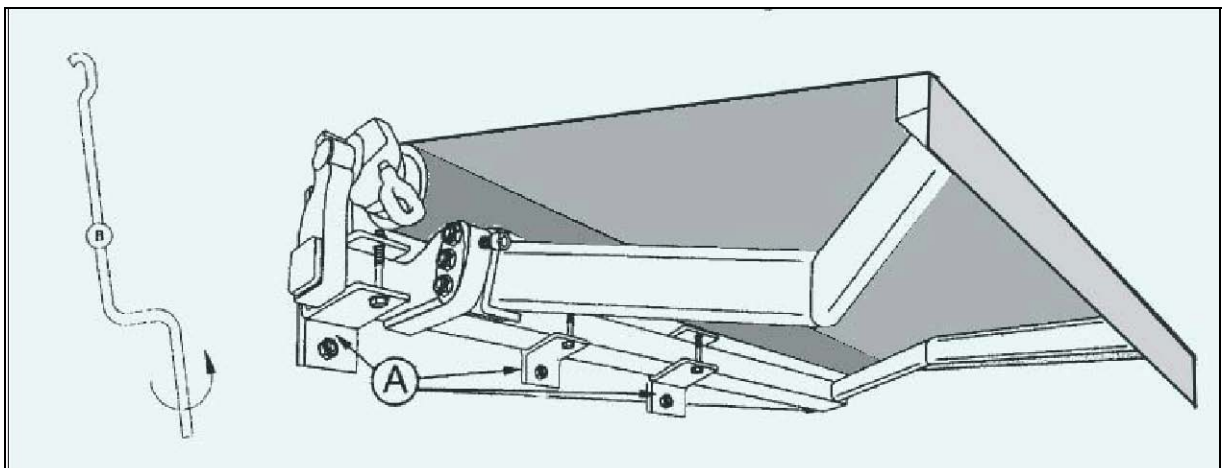


Diagram H –
Installed View of Awning



Frequently Asked Questions

1: What is the difference between Maui Manual and Maui Motorized Retractable Awnings? The Maui Manual Awning is manually operated. They open easily in less than a minute using a hand-cranked gear mechanism — no electricity required. One person can operate it with ease.

The Maui Motorized Retractable Awning has a manual override motor and an inside remote control that opens and closes the awning with the touch of a button. You plug it into a grounded electrical outlet. The motor is hidden in the roller bar.

2: Which of the Beauty- Mark® retractable awning models is right for me? The width of your patio area dictates the size of the awning. A motorized awning provides the convenience of easy operation with a touch of a button. A manually operated (crank) is easy to use and is less expensive than a motorized model. If you choose a motorized awning, you will need to determine where your outlet is before ordering. You may purchase your awning with the motor on either the left or right side. Left or right side is determined by knowing which side you want your cord/plug to be on (left or right if facing the awning from the front).

3: How easy is it to install the awning? You don't have to be a handyman or a person with a lot of experience using tools. You will need to have an electric drill and the proper drill bits for your particular wall surface and hardware. There are 2 steps involved: 1. Install the brackets; 2. Slide awning into brackets and secure. This job will require 1 person to install the brackets and 2 people to lift the awning into the brackets and secure them. Your awning comes with a step-by-step instruction manual. If you need further assistance, you can reach the Awntech® Customer Service Department from 8:00am to 5:00pm CST by calling 800-203-7049. An installation expert will be able to guide you through installation process if you have questions.

4: Can I install a retractable awning on a house with low eaves? Yes, you can install all Beauty-Mark® retractable awnings on homes with available mounting height (ground to eaves) as low as 7 ft. under eaves, overhangs and gutters. You will need 10 inches of horizontal area above your patio door. The ideal installation height, however, is 9-10 ft. from the ground/floor.

5: Can this awning be installed on a mobile home or a garage? Yes, however we do not provide anchors for all types of wall surfaces. We provide anchors for brick, concrete and stone. Anchors for other surfaces may be purchased at your nearest hardware store. Please make sure you mention the wall surface and weight of the unit to the hardware representative before purchasing your anchors. If you are installing an awning on a home with siding, a treated timber beam makes a nice level surface for the installation.

6: Why do Beauty-Mark® awnings cost so much less than other suppliers? We sell a large number of awnings with low profit margins. Our objective is to provide the highest quality awnings for the lowest possible price so that more people can afford them. Please do not conclude that we compromise quality. Our awnings have a structural steel torsion bar (main structural bar) and stainless steel twin arm cables. Our fabrics have been tested to have a 10 year life.

7: What type of fabric do you use and how long does it last? Beauty-Mark® fabrics for retractable awnings have a weight of 300 grams/meter and are woven with 100% solution dyed acrylic threads and treated with UV, polyurethane and mildew resistant coatings. What this means to you is that your awning is resistant to fading (UVA,UVB rays), moisture, mildew and soil. We manufacture our threads and fabrics to have a 10 year life. Our awnings come with a 5 year warranty.

8: Can I leave my awning open all the time? Retractable awnings are not built for rough weather conditions. We recommend that you retract your awning when you are not using it or purchase our Breeze® wind supports and electronic wind/rain sensor. On average, retractable awnings will withstand up to 35mph wind speeds.

9: Can I adjust the pitch of the awning? Yes, you may adjust the pitch of the awning's front bar by as much as 20 degrees. All models have an adjustable pitch mechanism on each side of the awning. Some models need to be adjusted in the installation process. Other models have an adjustable pitch gear and crank. If your model did not come with the gear/crank mechanism you may order this accessory by calling 800-200-5997. Please see Assembly and Installation Instructions for pitch adjustment details.

10: Will my awning leak water in the rain? No, Beauty-Mark® Retractable Awnings will not leak water in the rain because Beauty-Mark® Fabrics are sealed with polyurethane coatings in the manufacturing process and seams are sealed before they leave the factory. Awntech® retractable awnings have grommet holes near the front bar as an additional feature to allow water to drain from areas that tend to puddle.

11: Can I install the awning on vinyl or aluminum siding, stucco, or on masonry? Yes. The easiest way is to mount a 1" x 4" treated/painted timber beam (the same length as your awning width) through the siding into the studs. Then you mount the awning to the timber beam. You will need to paint the beam the same color as your house or trim so it will blend in nicely with your siding or trim.

12: Do I have to take down my awning and store it over the winter? No. Just close the awning and leave it up all year long. Our fabric has been designed to withstand the elements year round. You may also purchase additional accessories such as a hood (stops birds from nesting on your awning), weather cover (for winter storage), wind support legs and screen room for your awning by calling 800-200-5997 or visiting us online at www.awntech.com.

13: Is the awning fabric easy to clean? Yes. Just follow the guidelines listed in our cleaning chart above if you want to clean the awning cover while it is attached to the awning frame. Awning covers can also be removed and cleaned. Please call us at 800-203-7049 for step by step instructions on this process.

14: Will this awning help keep the inside of my home cooler? Yes it will keep your deck or patio up to 20 degrees cooler and block harmful UV rays that fade furniture and discolor carpets and flooring. By placing an awning on the western side of your home, you may save up to 30% on air conditioning bills during the summer months. By keeping the awning retracted during winter months, you allow the sun to warm your home and save on heating costs.

15: What are the frame and cover made of?

FRAME: Powder coated structural steel & anodized structural aluminum frame.

PARTS, CONNECTORS & HARDWARE: Structural weather resistant, UV treated nylon & aluminum connectors. Structural anodized aluminum and powder coated steel parts. Stainless steel hardware.

COVER MATERIALS: 5-Year Warranty. Fabric weight, 300 grams/sq. meter, 600 Denier X 600 Denier, 100% Solution Dyed Acrylic or Polyester. Full dye sublimation (both sides of fabric) with UV and polyurethane coatings. Life expectancy is 5-10 years.

16: What tools are required to install and how many installers are needed?

TOOLS REQUIRED:

- Drill (Impact Drill for Masonry or Concrete Walls)
- Mallet
- Level
- Tape Measure
- Two Ladders
- Pencil or Chalk
- Two people

17: What is the life expectancy of my awning?

LIFE EXPECTANCY: Awntech's Warranty is for 5 years and with proper care and maintenance it can last up to 10 years.

18: What is the maximum wind speed that the awning can sustain when extended. Is there an automatic retract for high winds?

35mph

19: The catalog specifies either a right or left side motor mount. Is this based on looking at the awning as it is mounted on the house? (e.g., An awning with right side motor mounted on the South side of the house would have the motor on the East side of the awning?)

If you are facing the awning

20: what is the power source for the motor? Is it a regular plug or is it a hardwired connection? What is the amperage required? How long is the cord?

Regular plug, 110v, 10 ft. Cord

21: is 10" clearance needed directly below the awning mount?

The awning is 9" high but in certain cases customers are able to have less than 9" clearance. You may want to call us at 800-200-5997 if you have a very low roof line.

22: is any clearance needed above or to the sides of the awning mount?

Side clearance: no / above clearance: see q. #4 above

23: if two 10' awnings were mounted in line to get 20', how much of a gap would there be in the middle?

About 6" or you can buy a 20' awning

24: can the awning be partially extended?

Yes

25: if the motor fails, or power drops out (perhaps power goes out before a wind storm), is there a manual retract mechanism?

Yes our motor very powerful and has a manual override

26: is the motorized awning suitable for a high-humidity environment?

Retractable awnings are primarily sun shade products. Retractable awnings have large spans of fabric supported by minimal projection arms. This means rain will puddle on the awning and make the awning much heavier. **However:** if you think you will enjoy sitting under your awning in the rain, you may request we install front panel grommets so rain has a place to run off. If you do not put grommets in the front panels, do not use retractable awnings in the rain.

SELLING POINTS

WHY BUY: High quality, low cost, easy to install, energy cost savings, 5-year warranty, enhances the value of the property, appearance, designer appeal, weather protection, family skin protection, interior furniture protection, meets UBC requirements, easy to remove and store, can purchase replacement covers in various colors.

WHO BUYS: Homeowners, home renters, business owners, property developers, builders, property renovators, interior designers, remodelers, architects, federal/state/local government departments, customers desiring energy savings... etc.

BENEFITS: Weather protection, energy savings, and protection of furniture from sun's harmful rays, visual appearance enhancement.

COST JUSTIFICATION: Many customers have asked why our awnings are so much less expensive than the others on the market. The answer is that it has been our main objective since we started business in 1983 to make awnings affordable (without lowering quality) so people can buy them. Our awnings cost 1/3 to 1/2 of the cost of other awnings available on the market. Our patented frame systems are responsible for this. The frame quality is equivalent to custom awnings (both commercial and residential). The covers are sewn with Beauty-Mark[®] SuperStrength[®] monofilament threads. The fabric is Beauty-Mark[®] 100% solution dyed acrylic with special treatments to resist moisture, fading, mildew and soil.

RISKS, WARNINGS, WARRANTY

Please handle with care when you open the package and during assembly and installation. The frame parts are made of metal and some parts may have sharp corners. Please keep children away during assembly and installation of awnings. Warn children about the risks of damage to the awning in rough weather conditions and excessive handling so they do not randomly extend and retract the awning.

CAUTION: Improper installation of mounting brackets may cause awning damage or personal injury. The bracket bolts must be secured to a structural stud. The brackets should be secured with lag screws as close to the center of the stud as possible. When fully extended the weight of the awning exerts significant torque on torsion bars. Failure to center bolts in structural studs will cause premature failure and result in awning collapse and possible injury.

Never attempt to repair or disassemble the lateral extension arms. The lateral arms that support your awning are manufactured with structural grade stainless steel cables and high tension arm springs located inside the arms. Serious bodily injury or property damage can occur if attempting to install without restraining. If you have questions about this, please contact us at 800-203-7049.

DAMAGE DUE TO IMPROPER ANCHORING,

STRONG WINDS, SNOW OR ICE:

Awntech® Corporation does not guarantee its retractable awnings against damage that is weather related (such as strong winds, snow and ice) under any circumstances. These awnings are designed to protect the customer from the sun and UV rays. They are not designed to hold snow loads, ice loads, water pooling loads or loads from debris such as leaves and falling branches. If your awning is not anchored securely, it will lift. Retractable awnings make excellent kites. If your awning starts to lift, we are not responsible and will not send free replacements. Anchoring is your responsibility. We only offer fasteners for brick, mortar or concrete mounting. It is the best to be safe rather than sorry. This means that the best maintenance practice is to keep your awning retracted until you are ready to use it. Then retract it when you are finished. If you know that a strong weather front is coming - retract the awning.

CLEANING & CARING

NORMAL WEAR & TEAR:

Certain regions of the country are extremely hard on awnings of any kind. If you live in these areas, (High Maintenance Areas: Florida, Texas, New Mexico, Arizona, Nevada or high altitude areas) you probably already know how the sun can take a toll. Normal wear and tear is not covered in our warranty and should be expected. Damages caused by improper anchoring, strong winds, snow or ice are not considered defects. We offer replacements at affordable prices.

CLEANING & CARING:

Beauty-Mark[®] Awnings should be cleaned at least once a year in low maintenance areas and twice a year in high maintenance areas (see high maintenance areas above). Cleaning consists of brushing off debris with a broom, brushing on a non-detergent cleaning compound (such as ½ vinegar, ½ water), letting it sit for 20 minutes and rinsing. Regular maintenance generally means a once-a-year cleaning, with additional care if stains or soil appear. Also, remember that your awning is an exterior product. In the same way you wouldn't leave your automobile outside without washing it for very long, you'll also need to clean your Beauty-Mark[®] awning to preserve and extend its beauty and life. Please refer to the Cleaning and Care chart below if you acquire a stain from one of the ingredients on the list.

CLEANING & CARE CHART

STAIN	RECOMMENDED CLEANING SOLUTIONS
BERRIES	Liquid detergent / ammonia (3-6% water)
BLOOD (DRIED)	Detergent / ammonia (3-6% water)
BUTTER	Acetone
CHARCOAL, PENCIL MARKS	Vacuum, then liquid detergent
CATSUP OR MUSTARD	Liquid detergent
CHEWING GUM	Acetone
CHOCOLATE	Liquid detergent, ammonia water
COFFEE	Detergent, white vinegar, Acetone
COLA	Liquid detergent
CRAYON	Paint, oil or grease remover
EGG (RAW)	Liquid detergent
GRAPE JUICE	Liquid detergent
GRAVY	Liquid detergent
GREASE (CAR)	Acetone
INK (PERMANENT, INDIA, BALLPOINT)	Paint remover, Acetone, detergent
IRON RUST	Oxalic or citrus acids, water
LIPSTICK	Paint, oil or grease remover
MASCARA	Paint remover, Acetone, detergent, water
MILDEW	1 cup of bleach and 1/4 cup mild soap per gallon of water
MILK	Liquid detergent
NAIL POLISH	Acetone
OIL	Acetone
ORANGE DRINK	Liquid detergent, water
PAINT (LATEX) WET	Liquid detergent, water
PAINT (LATEX) DRIED	Paint, oil or grease remover
PAINT (OIL OR LACQUER)	Paint, oil or grease remover
SHOE POLISH (LIQUID)	Acetone
SHOE POLISH (WAX)	Apply heated iron over towel, Acetone
SUNTAN LOTION	Pine Power® or pine oil detergent
TEA	Liquid detergent
TOMATO JUICE	Liquid detergent
TREE SAP	Turpentine, liquid detergent
TER COLOR	Liquid detergent, water, white vinegar
WAX (CANDLE)	Apply heated iron over towel, Acetone
WINE	Liquid detergent / ammonia (3-6% water), white vinegar

RETURNS, DAMAGES:

RETURN QUALIFICATION: You may return the product if it is reported defective upon arrival. If you change your mind after purchasing, you will be given merchandise credit only.

DAMAGED MATERIAL: Damage to the packaging occasionally occurs during shipping. Scrapes, dents, and rips in the outer packaging that could indicate possible damage should be described to the carrier at the time of delivery. If damage to the product seems apparent, the shipment should be refused.

WRONG COLOR: You may receive an awning fabric cover that may be a slightly different shade than the colors seen on the Web. We warn customers ahead of time that actual fabric colors may appear slightly different than web graphics. We do not replace covers in this case. You may purchase a new cover for 50% of the price of the awning at the going market rate.

WRONG SIZE: Advise the customer to measure the area where they intend to install the awnings. Please make sure that you have at least 1'-2' extra wide area available to install the awning and also make sure that you have enough open space for the projection. The customer should measure the minimum height requirement of 8' from the ground for any retractable awning before they place the order.

RETURNS/ORDER EXCEPTION CONTACT:

Customer Service, Awntech Corporation, 10701 Tube Drive, Hurst, TX 76053. Phone 817-857-9532, fax 817-857-9535, email CUSTOMERS@AWNTECH.COM

Authorized returns should be shipped to:

Customer Service

Awntech Corporation

10701 Tube Drive

Hurst, TX 76053