

Job #WR6 - Warranty

COMPLAINT: AWNING ROLLED UP BACKWARDS ON TUBE

CAUSE: AWNING NOT FUNCTIONING PROPERLY

CORRECTION: AWNING IS ROLLING UPSIDE DOWN AND NOT CLOSING. CONTACTED MICHAEL FROM PLEASUREWAY. EMAIL FROM HIM STATES: Attached is the procedure of what the tech should do. The awning has to be opened halfway first. The extension control red is the one to use. The tech has to turn the RED one COUNTERCLOCKWISE about 20 times first, then open it fully. If there are changes to the fabric location, still do the counterclockwise turn but lessen the turns until the fabric is already on top again.

DISSASSEMBLED AND WRAPPED AWNING FABRIC CORRECTLY, CALLED TECH SUPPORT A FEW TIMES FOR ASSISTANCE. WAS SENT A REPLACEMENT MOTOR. REPLACED MOTOR AND STILL NOT CLOSING PROPERLY. CONTACTED Lisa Malcomb FROM CAREFREE AND SHE SENT US INFORMATION ON ADJUSTING PITCH OF AWNING. ADJUSTED ARMS NUMEROUS TIMES TO CLOSE PROPERLY, ADJUSTED PITCH TO CLOSE LEAD RAIL PROPERLY. COULD NOT GET LEAD RAIL TO CLOSE AT BOTTOM. ADJUSTED ARMS AND PITCH IN NUMEROUS POSITIONS BUT HAD NO LUCK GETTING IT TO CLOSE PROPERLY.

CALLED TECH SUPPORT AND SPOKE TO CHRIS. EMAILED PICTURES HE REQUESTED. TECH SUPPORT SAID IT WAS CLOSING WITHIN ALLOWABLE TOLLERANCE.

Estimated Amount: 0.50