

ROPE PULL WINDOW AWNINGS

Congratulations on your purchase of a rope-pull window awning from SugarHouse Industries. With occasional cleaning and care you will enjoy your shade product for many years.

Shade Product Purchased

Install Date

WARRANTY:

10 year limited manufacturer warranty on Solution Dyed Acrylics (Sunbrella, Dickson) becoming unserviceable due to color or strength loss from normal usage and exposure conditions, including sunlight, mildew, and atmospheric chemicals.

10 year limited manufacturer warranty on the frame.

1 year limited warranty against defects in materials after delivery or installation.

Warranty can be redeemed through SugarHouse Industries directly. Detailed information regarding warranty coverage is available at www.sugarhouse.us/company/support/warranty

WARNING:

Rope-pull window awnings are primarily designed to protect you from the damaging and harsh rays of the sun. They are not intended for use at all times and in all weather conditions.



To maximize the longevity of your awning, always retract your awning:

- When you will be away from home for an extended period.
- When winds stronger than 18 mph are expected to avoid damage to the fabric or frame.

SugarHouse Industries does not cover storm and wind damage in our warranty. Should damage occur, however, we can quickly repair or replace the fabric and hardware.

OPERATION:

In cases of severe winds or snow, you should pull them up tightly against the house to prevent damage. This is done by pulling on the ropes (which pivots the framework against the house) and securing the ropes to the cleat at the bottom of your awning system. To lower your awning, simply reverse this process.

CARE:

Do's:

- Rope-operated window awnings may be left on your home year-round. You can prolong the life of your awnings by removing them from your home during the winter months if they are not needed. The value of doing this, however, should be weighed against the cost of time involved in removing them in the fall and re-installing them in the spring.
- Keep shrubbery and vines away from your shade product. Some plants secrete acids that can damage the fabric and/or hardware.

Don'ts:

- Don't leave your awning in the pulled-up position for extended periods of time. Snow, dirt and other debris may collect in the folds and permanently stain the fabric.



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HARDWARE:

- Hinges and joints should not require lubrication. However, if lubricants are applied, they should be of the non-staining silicone type.

FABRIC:

Solution-Dyed Acrylics - (Sunbrella, Dickson)

Acrylic fabrics will withstand years of normal exposure to sunlight and rain. They resist mildew, sun-rot, and atmospheric chemicals while retaining their color and strength. They carry a 10-year, limited manufacturer's warranty and feature a water and stain resistant finish which simplifies cleaning.

The fabric should have a deep cleaning every 2-3 years. Solution-dyed acrylic fabric does not promote mildew growth. However, mildew may grow on dirt and other foreign substances that are not removed from the fabric.

For simple stains or a light cleaning the fabric may be washed with a solution of mild detergent (i.e. Woolite or Dawn) and lukewarm water. Let the solution soak into the fabric and use a soft-bristle brush to scrub gently. Rinse thoroughly with clean water until all cleaning residue is removed and then air dry.

For a deep cleaning or to remove stubborn stains (i.e. mildew, roof run-off, etc.), prepare a solution of one cup of bleach, 1/4 cup of mild detergent, and one gallon of water. Allow the solution to soak into the fabric for 15 minutes. Use a soft-bristle brush to scrub gently. Rinse thoroughly with clean water until all cleaning residue is removed and then air dry. After a deep cleaning or five years of use, the water repellent finish (i.e. 303 High Tech Fabric Guard) should be reapplied to the fabric.

Never machine dry acrylic fabrics or apply heat to them - AIR DRY ONLY. Never dry clean.

Open-Weave Vinyl-Coated Polyester Fiber - (Awntex, Phifertex)

Mesh fabrics carry a 5-year, limited manufacturer's warranty.

They should be rinsed off with a hose each month to remove dirt and other debris. They may also be washed with a solution of mild detergent (ie. Woolite or Dawn) and lukewarm water. Use a soft bristle brush to scrub gently. Rinse thoroughly with clean water and air dry.

CAUTION: Never steam clean, dry clean, or machine dry these fabrics - AIR DRY ONLY. For storage, place fabric on a shelf or in a breathable container. Do not store fabric on the ground. NEVER POWERWASH FABRICS.



RECOVERS:

If your awning fabric becomes worn or tattered after many years of use or you just want to change the color of your awning, we can recover your rope-pull window awning frame with a new fabric cover. This is often the best and most economical way to renovate and add a new look to your storefront or home.

SPRING AND FALL SERVICES:

We provide the paid service to remove your rope-operated drop window awning in the fall and reinstall it in the spring. The fabric cover may be stored at your home or at our facility. You will receive emails in the spring and fall with a link to sign-up for the put-up and take-down service. We are generally working on a 2-3 week schedule for these services, so please plan ahead.

CLEANING SERVICES:

We provide a paid service to clean and protect your awnings on-site or during the winter months when they are taken down. We will remove debris, dirt, and most stains. We also retreat solution-dyed acrylics with a water repellent and UV finish. Call and schedule an appointment to get your awning looking brand new!