



## Contents

### 1.5m - 3.5m Awnings

- 8 x Expansion bolts \*\*
- 2 x Wall brackets
- 1 x Awning
- 1 x Winder

### 4.0m - 5.0m Awnings

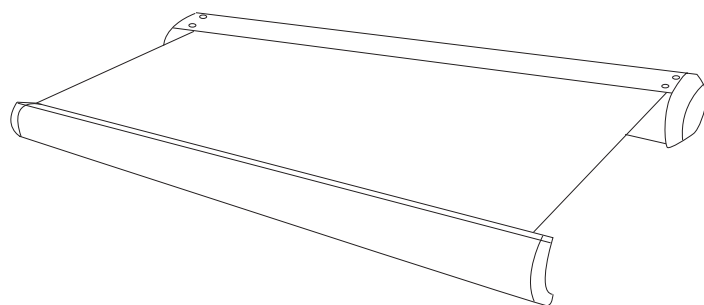
- 12 x Expansion bolts \*\*
- 3 x Wall brackets
- 1 x Awning
- 1 x Winder

### 6.0m Awnings

- 16 x Expansion bolts \*\*
- 4 x Wall brackets
- 1 x Awning
- 1 x Winder

### Suggested Tools

- Hammer drill
- 14mm masonry drill bit
- Chalk or pencil to mark
- Laser level or long spirit level
- Metric socket spanner set
- Adjustable spanner



### Optional Controls (Depends which set was purchased)

#### Set A (Remote control kit)

- 2 x Remote hand-held zappers
- 1 x Remote control receiver box
- 1 x 5m electrical wire (3 core cable) to connect the remote receiver box to the mains

#### Set B (Indoor wall switch)

- 1 x Wall Switch
- 1 x 1m electrical wire (3 core)
- 1 x Connector block

#### Set C (Wind, sun, rain sensor kit)

- 2 x Remote hand-held zappers
- 1 x Remote control receiver box
- 1 x Wind, rain and sun sensor

## Warning

We recommend that two or more people are required to lift the awning into place.

The awning and frame may be supplied with a plastic wrapper. This should be removed prior to use.

Plastic bags can be dangerous to children and babies. Keep out of the reach of babies and children to avoid the risk of suffocation.

Before assembly, check that all parts are contained within the box. If any parts are found to be damaged or missing, please telephone our customer service hotline:

**0870 499 0220**  
**[www.primrose-awnings.co.uk](http://www.primrose-awnings.co.uk)**

**\*\*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.



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

### Height of awning:

The recommended height from the ground is 2.5m-3.5m. If you want to install lower than this, determine whether there is sufficient headroom when the awning is fully extended and that any doors can open.

### Required headroom:

- Allow 20cm above any door frame and check that when opened the door will not interfere with the awning.
- As a guideline, the awning has a drop of 30 cm (2m projection) to 45cm (2.5m projection) at a slope of 10 degrees below the horizontal.

The recommended slope is pre-set at the factory and should not require any major adjustment. The angle of drop can be adjusted with a spanner any time after fitting: from almost horizontal to approx 10-30 degrees below the horizontal.

**If in doubt about the quality of the wall structure you are wanting to mount the awning on, you can use an epoxy resin product to secure the mountings in the wall. This is sold on our website: Epoxy resin kit.**

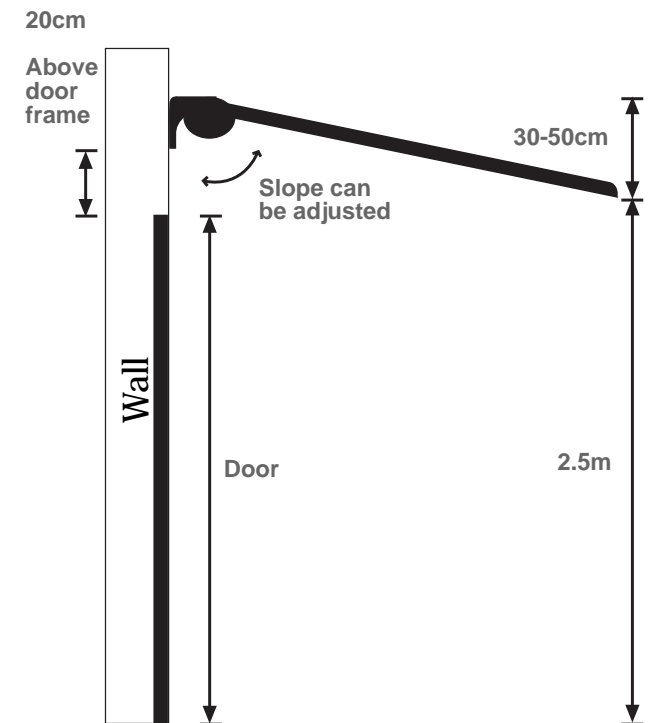
### Horizontal positioning of brackets:

Using laser, spirit level or other method, mark an accurate horizontal line at the required height.

**Fixing must be directly into brick or concrete. Mortar joints between the bricks or blocks will NOT be secure enough to bolt into.**

## Side view

### Cross section of awning





## Step 2: Drill holes

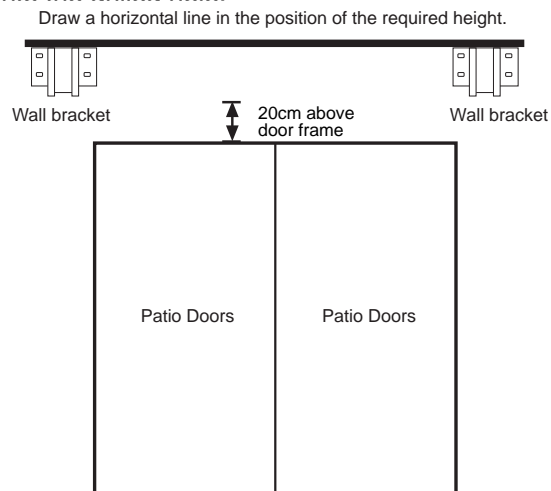
Install the wall brackets below each arm attachments for maximum support. To view the arm attachments, manually extend the awning with the manual winder just enough to view the arm attachments inside the full cassette.

It is possible to slide the brackets to avoid pipe/gutters but installing the wall brackets away from the arm attachments will weaken the attachment strength on the awning and cause the awning cassette to bow. You can purchase more brackets if you wish on our website, code: AWNBRKTF.

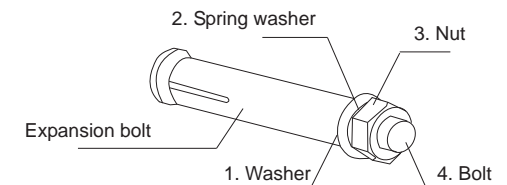
A template sticker is provided as a guide to drill holes into your wall.

**Please double check your measurements thoroughly before drilling holes into your wall, especially if you're using a template. We will not be held responsible for any errors or incorrect measurements.**

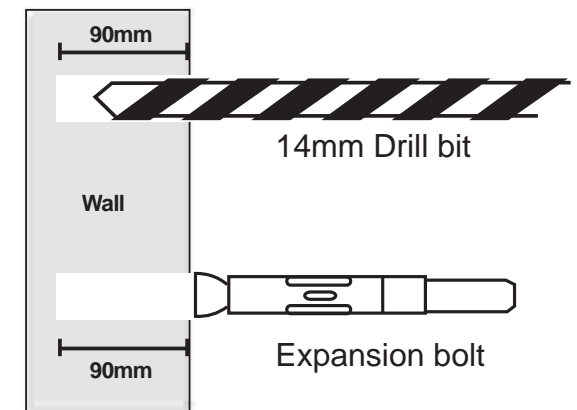
1. Measure the awning width (back) by a ruler and note down the bracket position.
2. Draw a horizontal line in the position of the required height as shown in the diagram.
3. Make marks onto the wall, through the holes at the base of the bracket.
4. Use a hammer-action electric drill with a 14mm bit. Do NOT drill through mortar as this will not provide satisfactory strength to hold the wall bolts.
5. Drill 90mm holes into brick or concrete wall in exact position chosen for wall brackets.
6. Insert an expansion bolt into the drilled hole.



## Expansion bolt



The bolt must stick out of the wall in order to attach the wall bracket, washer and nut. (View Step 3)





## Step 3: Attach the brackets

1. Remove the nut and one of the washers from the expansion bolts that are now on the walls.
2. Fit bracket into place over wall bolt. Slide the remaining washer and nut then tighten with a socket spanner.
3. 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. If any movement is detected, further tighten the nuts.

**Fixing must be directly into brick or concrete. Mortar joints between the bricks or blocks will NOT be secure enough to bolt into.**

## Step 4: Install the awning

### Note:

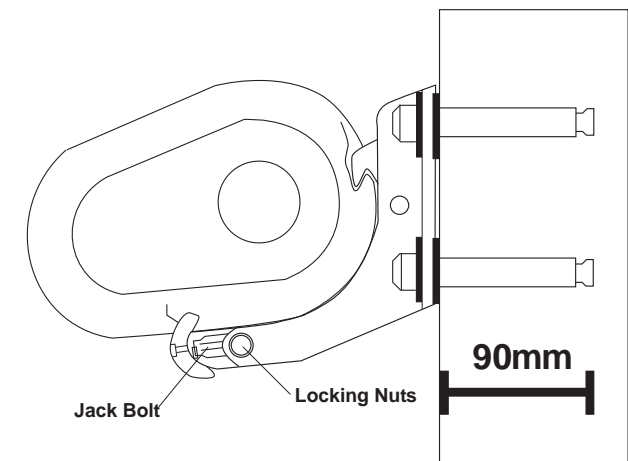
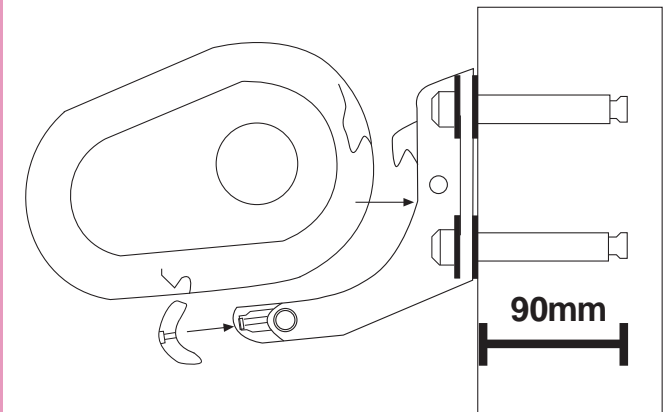
**The full cassette awnings are very heavy, more than three people will be required to lift the awning into place. Scaffold towers will be required when installing 3.5m - 6.0m full cassette awnings. Do not attempt to lift this unit onto the wall brackets without assistance.**

Lift both ends of the awning unit until the cassette (body) slides into the wall brackets, make sure it clips in place. Now secure the awning in place, screw the front plate on wall bracket tight as possible.

Ensure the fabric is feeding from the top and not the bottom. As per diagram on page: 5.

Double check to make sure the cassette body is securely installed on the wall brackets.

## Wall bracket





## Step 5: Levelling the front bar - Adjust the angle

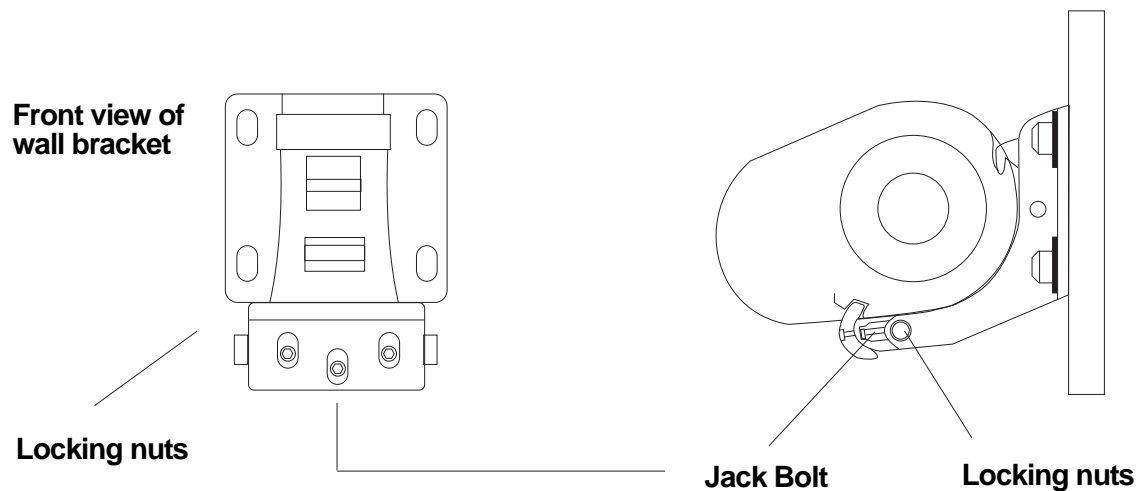
The awning is usually supplied with the most ideal pre-set angle of tilt. When fully opened, the front bar should be level. The angle can however be adjusted by adjusting the jack bolt on each wall bracket:

1. Loosen the 17mm locking nuts.
2. Turn the jack bolt (located in the middle screw - sometimes covered by a rubber cap) use an allen key to adjust the bolt.
3. Adjust each wall brackets until the front side is level.
4. Tighten the locking nuts.

### Note:

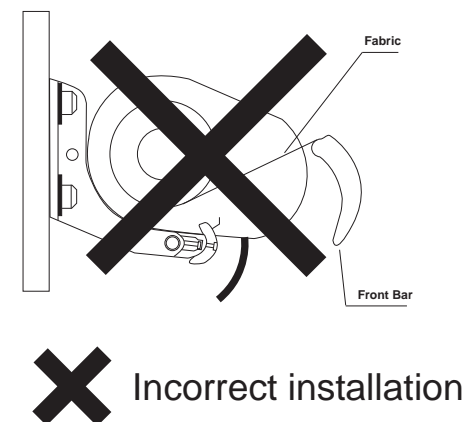
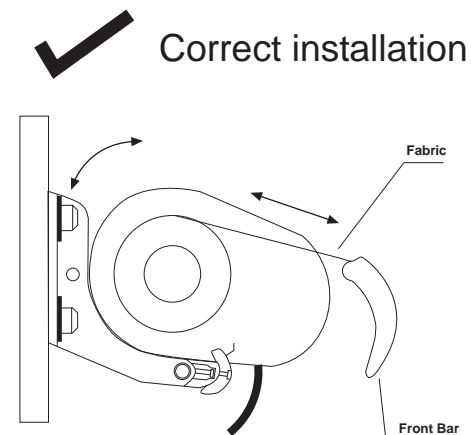
Make sure all the brackets are adjusted at the same level - any slight mis-alignment will result in the awning not retracting properly or when the awning is fully projected, one side of the front bar will be higher than the other.

Ideally, extend the awning until it is fully projected and then adjust the level of the front bar by eye.



## Fabric Feed

**Note: Ensure the fabric is feeding from the top as shown**





## Step 6: Wiring the electrics - Remote control kit

### (THIS STEP APPLIES TO ELECTRIC AWNINGS ONLY)

Our awnings can either be fitted with a plug or wired into the mains socket. If you choose to wire into the mains you should consult a qualified electrician. The following summarises how the wiring works for the remote control kit and also the indoor wall switch.

**If you've purchased a wind, sun and rain sensor kit please refer to the instructions included with the sensor and disregard the illustrations on the right.**

### A. Remote control kit:

Electrical components:

- 2 x Handheld zappers
- 1 x Receiver box
- 1 x 5m electrical wire (3 core) to connect the receiver box to the mains

The remote control receiver box should be positioned indoors or within a waterproof box. Can be purchased on our website: [AWN5](#)

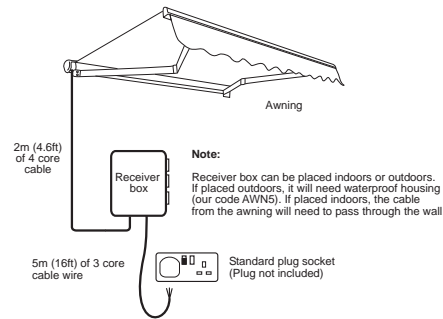
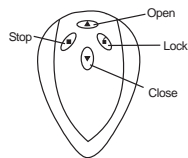
1. Connect the 4 core cable from the awning to the main receiver box (LREN)
2. Connect the 3 core cable (Mains) to the receiver box (LNE). The 3 core cable from the remote receiver box can now be wired into a standard 13 Amp plug and then plugged in to an existing socket. You can also wire directly into the mains, complying with any relevant regulations. If you are unsure of these regulations, we recommend you consult a qualified electrician.

### Programming remote control zappers:

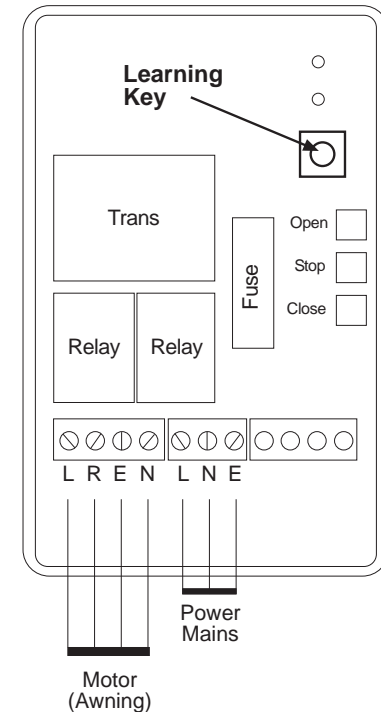
Normally, the zappers will be preset in the factory. This will mean that you can simply press the buttons to activate the awning. If not then perform the following procedure to program the zappers:

Press down and hold the learning key (inside the receiver box). The green light will start to flash, while the light flashes press "UP/Open" button on the zapper. Setup is now complete.

Remote Control:



## Connections



### Motor (Awning) wires:

- L= Direction #1 (Brown)
- R= Direction #2 (Black)
- E= Earth (Green & Yellow)
- N= Neutral (Blue)

### Power Mains:

- L= AC Live (Brown)
- N= AC Neutral (Blue)
- E= AC Earth (Green & Yellow)



## Step 7: Wiring the electrics - Indoor wall switch

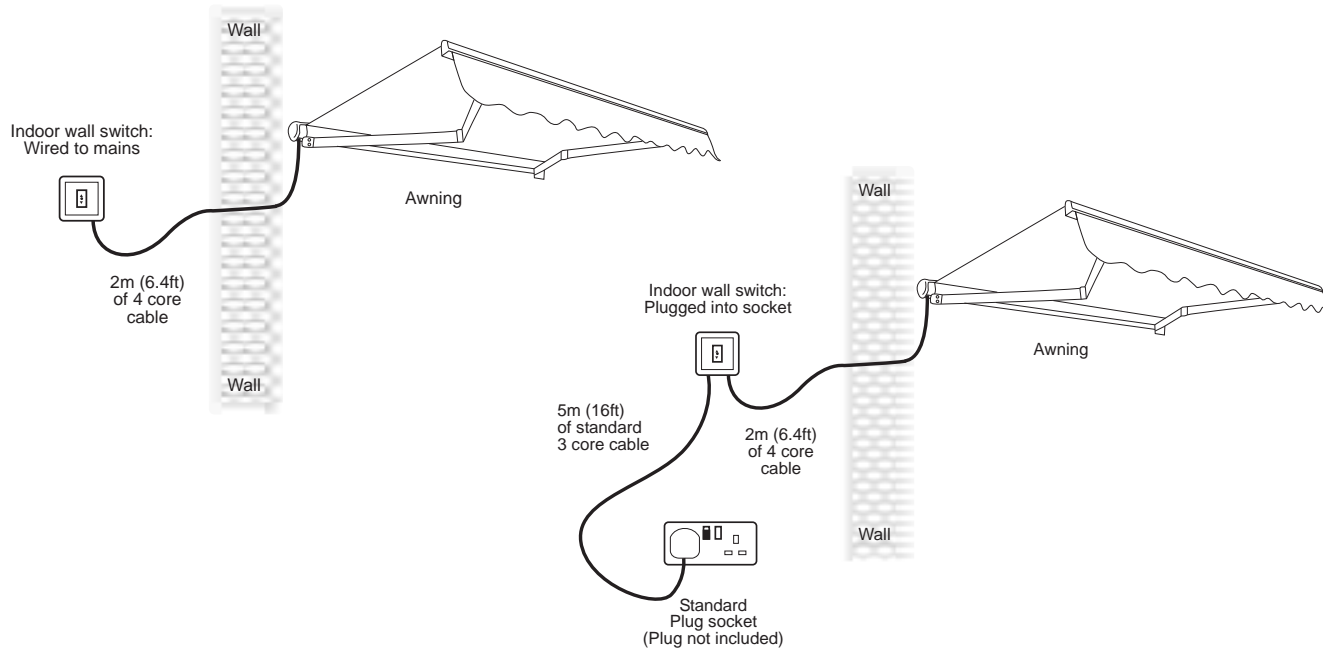
### B. Indoor wall switch:

Electrical components:

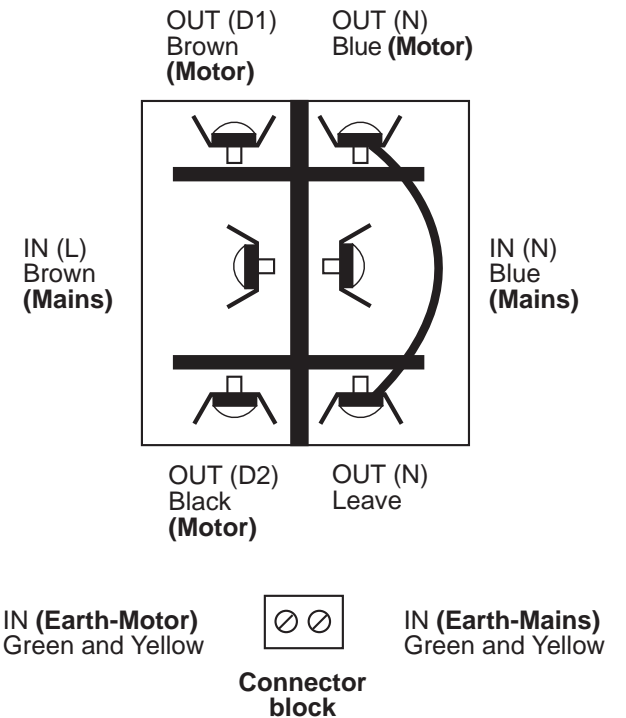
- 1 x Wall switch
- 1 x Connecting block
- 1 x 5m of 3 core cable

Your awning will have approx **2 metres of 4 core cable**. The cable contains two separate circuits- one circuit for projecting the awning and one for retracting. Middle switch is used to stop the awning.

The **4 core cable** from the awning must be connected to the wall switch. Then run a standard mains cable (3 core cable) from the wall switch. Please refer to diagrams below or alternatively you can run it off in the mains.



## Connections





## Step 8: Limit control

### Can I control how far out the awning opens?

#### Manual awnings

With the manual awnings, you can control the position of the awning by simply winding out as far you want to go. The awning will hold at whichever position you wind to.

#### Electric awnings

The electric awning will stop automatically at the pre-set maximum extension. It will also stop automatically when fully retracted. If you wish, you can position the awning at any point between maximum extension and fully retracted by pressing the stop button while the awning is extending or retracting.

#### Adjusting the pre-set maximum extension and fully-retracted positions

On the left hand end of the rotating barrel, inside the cassette are two small hexagonal bolts marked by directional plus and minus signs. Rotate these bolts gently with a hexagonal key (Green Allen key provided) to change the maximum extension and full-retraction points.

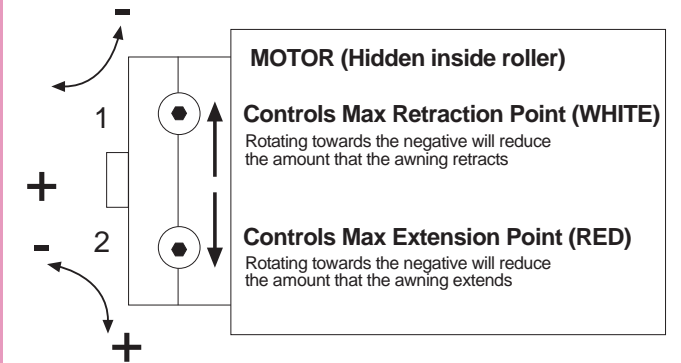
**Always make sure you count the amount of turns while adjusting, just in case you want to go back to the original setting**

**1. (White adjustment) Retraction point:** Take care not to set this to over-retract otherwise it may cause damage to the awning. Rotating towards the negative will reduce the amount that the awning retracts. If for example the awning doesn't retract properly and has a 1-3 inch gap then adjust the white hole to + clockwise. For example a 50cm gap will need approx 40 turns.

If you wish to set the awning so that it retracts further, we recommend that you fully retract the awning with the current setting allowing the motor to turn off automatically. Then turn the hexagonal key and one quarter turn at a time towards the positive. This should cause the front bar automatically to move in a small amount to the new setting, enabling you to fine tune without risking damage to the awning due to over retraction.

**2. (Red adjustment) Extension point:** Rotating towards the negative will reduce the amount the awning extends. For example if the awning fabric sags and projects too far then adjust the red hole towards - minus which is anti-clockwise.

## Motor



The adjustment points are located on the left hand side of the awning next to the winder eyelet. You will find 2 holes, use the green stick to adjust the points.

#### Specification:

- 230v
- 230w
- 50Hz
- 1.1A
- 30Nm
- 3.6kg



## Step 9: General care & precautions

Once the awning is installed, it is important to note how to properly care for the components, to make your awning work as long and efficiently as it can.

The awnings are constructed from weather resistant powder-coated metal and hard-wearing polyester fabric, and are designed to give many years of service. Stains and bird droppings etc. can easily be washed or sponged away, and should not be left for prolonged periods. The awning should always be retracted in severe weather conditions.

The hook shaft, gearbox and joints on awnings should be sprayed with silicone in order to lubricate (Every 4-6 months). WD-40 can also be used instead of silicone.

Framework of the awning should be cleaned at least once every year, with a soft cloth or sponge and warm water.

Fabric on the awning should be cleaned at the very least once every year. By using a mild detergent with warm water and a sponge or soft cloth, the fabric can be wiped and marks can be removed making the system look like new.

Awning cleaning care products can also be purchased on our website, code: **AWNCLPRO**

## Replacement awning fabric cover

A spare cover is a great idea if you are the type of person who likes to update your awning for the new season or to change the colour half way through the summer. Easy to follow instructions on our website and only takes 20-30mins to replace the fabric covers.

Our covers are available in 16 different fabrics – mostly in 300gsm polyester and a few in 300gsm acrylic, view our website for more details.

The covers are designed to fit all of the awnings we are currently selling – standard, half cassette and full cassette, manual and electric. Please note: if you bought an awning from us before 2008, our spare covers may not be suitable as its a slightly different model – please contact us first to confirm that the cover will fit the awning that you have.

## Guarantee

This awning is guaranteed against faulty parts and workmanship for one year from the date of delivery. Faulty parts will be replaced or exchanged within that period. The guarantee covers domestic use only.



5a Stadium Way,  
Reading,  
RG30 6BX

**0870 499 0220**  
**[www.primrose-awnings.co.uk](http://www.primrose-awnings.co.uk)**



## FAQ's

*1. The arms aren't straight when its fully extended, is that right?*

The arms are designed to remain at an angle when fully extended, this is for extra stability.

*2. Is it possible to remove the winder handle off the awning?*

Yes, you can unhook the winder handle and store it when not in use.

*3. The fabric is sagging, how can I solve this problem?*

Check and make sure the awning isn't over extended (the fabric will feed from the bottom of the roller, if you over extend the awning and fabric will sag. The fabric should always feed from the top of the roller.)

Refer to page 8 to adjust the extension points.

*4. My awning doesn't retract back in properly, what can I do?*

Check and make sure the arms are levelled. (View FAQ no.8) or refer to page 8 for more details.

*5. My awning doesn't seem to project or retract anymore when I press a button on the remote control zappers, what is the problem?*

A. Due to safety precautions the motor will cut off (if the user keeps projecting it back and forth) it will not operate for another 15-30 mins. Leave it and use the winder handle to manually project and retract the awning.

B. The receiver box is faulty – remove the cover lid and make sure the LED lights are on when you use the zapper. If it doesn't light up then the box is faulty.

C. Check the cables are wired in correctly (loose wires etc.)

D. Use the side buttons on the receiver box, if the awning operates then the remote control zapper isn't correctly programmed. View page 6.

E. None of the above, motor is faulty.

*6. How far can I operate the awning with a remote control zapper?*

Approx 15-20m radio frequency (RF) remote control zapper (also goes through walls)

*7. Can I control how far the awning opens?*

The electric awning will stop automatically at the preset maximum extension. It will also stop automatically when fully retracted. If you wish you can position the awning at any point between max extension and fully retracted by pressing the button while the awning is extending or retracting.

*8. What is this green stick for?*

To adjust the extension, retraction points. On the left hand side of the motor – inside the cassette you will find 2 adjustment holes (White and Red) Use the green stick provided with the awning.

**White: Retraction point:** If for example the awning doesn't retract back in properly and has a 1-3 inch gap then adjust the white hole to **+ clockwise**. 50cm gap you will need to turn approx 40 turns.

**Red: Extension point:** For example if the awning fabric sags and projects too far then adjust the red hole towards – **minus** which is **anti clockwise**.

*9. Other problems.*

Please email us and if possible provide images so we can try and solve your awning problem: [customerservice@primrose-london.co.uk](mailto:customerservice@primrose-london.co.uk)