



Owner's Manual and Manufacturer's Warranty Information: Retractable Awning



Dear Valued Customer,

Thank you for your purchase of your new Rollac Retractable Awning. All materials used are top quality and suitable for their purposes.

Rollac places great emphasis on the quality of its products and on providing maximum satisfaction for customers and end users. Please familiarize yourself with this owner's manual, which covers operating instructions of your Retractable Awning as well as the manufacturer's warranty information.

Disclaimer

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www.rollac.com

281.485.1911

Awnings by Type



Rollac Toga

The Rollac Toga is a high-quality cassette awning. The cassette protects the fabric and the interior mechanics from the elements while the awning is not in use.



Rollac Toga Little Big

The Rollac Toga Little Big is a high-quality cassette awning. The cassette protects the fabric and interior mechanics from the elements while the awning is not in use. The Toga Little Big has a cross-arm design, to allow for larger projection outwards than the awning is wide.



Rollac Sunrise

The Rollac Sunrise is an open style awning. The awning is optionally available with or without a hood.



Rollac Sunrise Little Big

The Rollac Sunrise Little Big is an open style awning. The awning is optionally available with or without a hood. The Rollac Sunrise Little Big has a cross-arm design, to allow for larger projection outwards than the awning is wide.

Awning Owner's Manual

Screen Function

Retractable awnings are extended over open spaces to shade them from unwanted sunlight. Your awning is not designed to provide all weather protection.



Awning Operating Conditions

Please read the conditions below in which the Rollac Awning can be operated.

Temperature

- Withstands normal ambient temperatures (0° F to + 140° F, considering the motor's thermal protection).
- Do not operate Rollac Awning in frosty and icy conditions (if placed outside).
- Leave your awning retracted when high winds are expected. Rollac is not responsible for damage caused by windy conditions, and will not warranty and damages caused by wind.

Humidity, Rain, and Wind

- Resistant to 100% moisture (rain).
- Do not hose at high pressure.
- Do not use the Awning in heavy rain, snow, or hail (if placed outside).
- Do not leave your Awning out in high winds. To protect your shade, we recommend checking the weather forecast and fully retracting it when high winds are expected. Rollac is not responsible for damage caused by windy conditions, and will not warranty and damages caused by wind.

Obstacles

- There should be no obstacles to prevent the screen being rolled out or in, e.g., furniture, planters, branches, etc.
- Make sure there are no twigs or leaves on the fabric or within the cassette.
- Never leave Awning in the out position when unattended.

Power Supply

- With Electric Somfy Motor: 110V, 60Hz
- For more information: see Somfy Instructions

Operation and Safety 1-4

Note - awning operation should only be performed by people familiar with the operating and safety instructions.

Do not hang any additional loads on the awning

- Do not place any additional load onto the awning such as standing, climbing, hanging loads or anchoring the awning. This causes additional stress to the awning and structure.

Do not alter the awning

- Any alterations such as attaching items or rebuilding can cause damage to the awning and structure and therefore require the written permission of the manufacturer. Failure to comply will void the awning's warranty. Excessive windy conditions Awnings are intended to provide solar shading and can only with-stand light winds. A good rule of thumb is, if it is too uncomfortable to sit outside, do not use the awning. The awning will break, fall, or get damaged during wind and can become dangerous debris. Always retract the awning during windy conditions. Rollac is not responsible for any wind damage.

Operation in cold climates, frost, snow

- Do not operate the awning during frost as it may cause damage to the fabric and mechanics. Wait until the awning is defrosted, then it can be used again. Your retractable awning is not designed to carry any snow loads.
- If there is a risk of frost or snow, make sure to retract the awning beforehand and move it in its safe position.
- If there is a risk of snow or frost, make sure that all automatic controls possibly moving the awning outwards are turned off. Automatic controls moving the awning outwards are sun sensors.

Remove obstacles in the path of the awning during operation

- Make sure that there are no people or obstacles in the path of the awning, especially during opening and closing operation.
- Do not touch moving parts
- Never put your fingers into moving parts, such as the awnings arm joints.

Operation and Safety 2-4

Avoid unintended use of awning

- Make sure the awning is only operated by trained and instructed personnel. Limit the access and keep remote controls and switches out of reach of children.
- Switch off all automatic control when away
- Switch off all automatic control in the winter or when away from home. Examples for an automatic control can be sun sensors, timers, or integration into home automation.

Heat under the awning

- Never expose the awning fabric to intense heat such as using a grill under the awning. This may cause a potential fire hazard. Make sure to use any grills or fire away from the awning.

Debris

- Before closing the awning, make sure there is no debris such as leaves or twigs that might roll into the awning. Also, check for debris within the cassette or arms.

Wind / Windy Conditions

- Awnings are not designed to withstand heavy wind loads. Do not use your awning when high wind conditions are present. Be proactive and check weather forecasts regarding potential heavy winds. Leave your awning retracted when high winds are expected. Rollac is not responsible for damage caused by windy conditions and will not warranty any damages caused by wind.

Raining / wet conditions

- Although your awning is designed to shed water, awning fabric can potentially collect water in rainy conditions. Awnings must be retracted in rainy conditions to prevent damage from water weight. Rollac is not responsible for damage due to rain.

Operation and Safety 3-4

Wet awning cover

- If your fabric gets wet, extend the awning to let the awning cover dry.

Information about your retractable awning cover:

- Rollac uses only material for your awning covers that are suitable for long-term outdoor use. Your awning cover has undergone numerous quality checks. Nonetheless, some characteristics of the awning may appear as a defect but are standard and the result of technical limitations. They do not limit the function of the awning in any way.

Undulation / Creasing

- Because the fabric is double stitched and thicker on and around the fabric seams, the cover shows undulation or creasing around the seam.

Awnings with center support

- Very wide retractable awnings require a center support. This increases wear and tear on the fabric, especially around the center support.

Weight of cover

- Given the weight of the fabric, it is not completely possible to eliminate a certain degree of sagging. However, this will have no negative impact on the functionality of your awning.

Operation and Safety 4-4

Safe Electric Operation

- If your awning is motorized, it is either controlled via a wall switch or a remote control. Optional, automatic controls such as sun sensors are available.

Important Note Motorized Awning

- Due to the design, the motor has a maximum power-on time of four minutes. If the power-on time is exceeded, i.e. due to frequent retracting and extending of the awning – the internal thermal protector might cause the motor to turn off automatically.
- In this case, please wait until the motor has cooled down (depending on outside temperature, this may take approximately 15 – 20 min) and is ready for operation again.



Optional: Use of emergency manual override

- If your awning is motorized, it might be equipped with a manual override. The manual override is only to be used in emergency situations such as power outages. It is not intended for long term use.

Safe Manual Operation

- If you use a gear operated awning, make sure to never force the awning. If you feel resistance, locate the cause, or call your Rollac awning dealer.

Vario Volant – Manual Drop Valance

- The Vario Volant is optional and is a drop valance that is integrated into the front bar. The drop valance is raised and lowered via a gear system and allows the valance to adapt to various sun angles.



Maintaining your Awning 1-3

Your Awning is designed for years of carefree enjoyment.

Use the following precautions to prolong the life of the entire system.

BEFORE DOING SERVICE OR MAINTENANCE – ALWAYS DISCONNECT POWER FROM THE AWNING

- It is recommended that you use dry lubricants containing Teflon, PTFE or similar. Do not use oil or WD40. We recommend lubricating of moveable parts twice a year. Find the typical lubrication points below.



Fig 1. Front Bar



Fig 2. Arm Bracket Joint



Fig 3. Center Joint

- Check for wear and tear: The awning should be checked regularly for signs of wear or damage to the parts under tension and the frame. Should any damage be discovered, the professional dealer or servicing company should be called to carry out the repair.
- Clean the aluminum elements with a light detergent and warm water.
- Make sure there is no debris built up, especially when the awning hasn't been in use for longer periods of time. Debris includes twigs or leaves.
- For your awning fabric, Rollac uses the Sunbrella design collection which is of high quality. These fabrics are specifically designed for outdoor use. Please refer to the Sunbrella Awning Care and Cleaning Instructions in this manual.

Maintaining your Awning 2-3

Shade Fabrics Care and Cleaning

One of the best ways to keep Sunbrella® fabrics looking good is to hose fabrics off on a monthly basis with clean water. This helps prevent dirt from becoming deeply embedded in the fabric and eliminates the need for more frequent vigorous cleaning. In most environments, a thorough cleaning will be needed every two to three years.

When it's time for a thorough cleaning, Sunbrella fabrics can be cleaned while still on an awning frame or, size permitting, they can be removed to aid in the cleaning of stubborn spills or for professional cleaning.

General or Light Cleaning

To clean Sunbrella while still on an awning frame:

- Brush off loose dirt.
- Hose down.
- Prepare a cleaning solution of water and mild soap or use [Sunbrella Clean™ Multi-Purpose Fabric Cleaner](#).
- Use a soft bristle brush to clean.
- Allow cleaning solution to soak into the fabric.
- Rinse thoroughly until all soap residue is removed.
- Air dry.
- May not require retreatment depending on the age of the fabric.

For roof run-off or other similar spills a strong degreaser or [Sunbrella Extract™ Oil Based Stain Remover](#) may be required.

Heavy Cleaning for Stubborn Spills and Mildew

Sunbrella fabrics do not promote mildew growth, however, mildew may grow on dirt and other foreign substances that are not removed from the fabric.

To clean stubborn spills:

- Prepare a solution of 1 cup of bleach and 1/4 cup mild soap per gallon of clean water or use [Sunbrella Renew™ Mold & Mildew Stain Remover](#).
- Allow mixture to soak into fabric for up to 15 minutes.
- Clean with soft bristle brush.
(Note: Skip this step when cleaning the coated side of Sunbrella Plus.)
- Rinse thoroughly until all soap residue is removed.
- Air dry.
- Repeat if necessary.
- Retreatment of fabric for water and stain resistance will be necessary after using bleach solution.

Note: Use caution when cleaning the coated (underside) of Sunbrella Plus with the recommended bleach solution. The coated side of the fabric should only be sprayed with the bleach solution and rinsed thoroughly.



Helpful Hints

While Sunbrella fabric offers excellent protection against stains, full removal is not always guaranteed if spills are not addressed promptly.

Protect the area around the Sunbrella fabric when using a bleach solution – bleach may discolor non-Sunbrella fabrics. Always rinse Sunbrella thoroughly to completely remove bleach.

Please be aware of the environment when cleaning with bleach. Bleach can have harmful effects on the natural environment around you. We do not advise using bleach if you are surrounded by a body of water or other environment that could be affected.

Sunbrella should only be allowed to air dry.

Use of bleach and/or advanced age of the fabric application may impact the deterioration of the sewing thread and other non-Sunbrella components.

Maintaining your Awning 3-3

Oil-Based Spills

Immediately apply an absorbent such as cornstarch directly on the oil-based spill. Let sit for 10 minutes and remove the excess using a straight edge or ruler. This helps remove the spill and prevents it from being pressed into the fabric. Then proceed with the cleaning process.

For tough stains, use [Sunbrella Extract Oil Based Stain Remover](#) or treat with a strong degreaser and rinse thoroughly.

Specific information on cleaning is available in our [Cleaning Guide](#).



Retreating Sunbrella Fabrics

Sunbrella fabrics are engineered to provide long-term performance. After repeated thorough cleanings, or extended use and exposure, you may choose to refresh your fabrics with an appropriate retreating agent. We recommend [Sunbrella Restore™ Fabric Protector & Repellent](#), available in the United States, and [Tex'Aktiv](#), available internationally.

Applying a retreatment:

- Clean Sunbrella fabric, using one of the cleaning methods outlined above.
- Allow Sunbrella to completely air dry.
- Apply retreatment outdoors in a well-ventilated area following instructions on the container.

Professional Awning Cleaners

You may have access to professional awning cleaning firms. In evaluating the services of a professional firm, you should inquire about a firm's experience in working with Sunbrella fabrics and knowledge of cleaning and retreatment requirements.

Registration

Type of Product	
Type of Screen	
Operator(s)	
Manufacture Date	
Final Check Signature	
Dealer Information	

Maintenance Records

Date	Type of Maintenance	Name/Signature of Installer

Limited Manufacturer's Warranty Rollac Retractable Awnings 1-2

A.) Who Gives the Warranty?

Rollac Shutter of Texas, Inc. (Rollac)
5331 W Orange Street, Pearland, Texas 77581

B.) Who is entitled to this Warranty?

The warranty applies only to the original residential or commercial purchaser who paid for the product and may not be assigned or transferred to subsequent owners. This warranty applies only to products purchased and installed in the US.

C.) When Does the Warranty Period Start?

The warranty period starts with the Date of Manufacture of that product which can be found in your owner's manual.

D.) What are the responsibilities of Rollac under this warranty?

Subject to the terms and conditions set forth herein, in the event a component fails as a result of a defect in manufacturing, materials, or workmanship within the limited warranty period, ROLLAC will, at its option (1) provide replacement parts to the Rollac retailer / installer you specify – labor is not included; or (2) provide a factory-authorized repair to the existing component at no cost to you (not including labor for removal, re-installation, and shipping costs to and from Rollac) or (3) refund of the purchase price at the time of the original purchase, whichever is less. Any replacement parts or repairs are warranted for the remainder of the original warranty period.

E.) What are the responsibilities of the original purchaser?

Before any claims may be made under this warranty, the original purchaser must have paid in full for the product covered under the warranty. If the purchaser has failed to make full payments according to the specific pay plan for the product, this warranty shall be null and void and ROLLAC shall be relieved from any responsibilities or liability under this warranty.

F.) General provisions and limitations

1.) The warranty granted herein is the exclusive remedy for the original purchaser. Rollac makes no other warranties to the purchaser, express, statutory, implied or otherwise. All implied warranties, including but not limited to, implied warranties of merchantability and fitness for a particular purpose, are hereby disclaimed.

2.) To the extent permitted by law, rollac shall have no liability to the original purchaser or any other person or entity for incidental, special, consequential, indirect, or similar damages of any kind or nature whatsoever, whether arising out of breach of warranty or other breach of contract, negligence or other tort, or otherwise, even if rollac shall have been advised of the possibility or likelihood of such potential loss or damage. Rollac's liability will in all instances be limited to the repair or replacement or refund of the purchase price of the defective product to the original purchaser, which ever is less. Such damages excluded herein include, but are not limited to, loss of goodwill, loss of profits, incidental injury, loss of use, cost of any substitute product, interruption of business, or any other financial loss.

G.) Claims

All warranty claims must be made during the applicable warranty period. Any claim arising out of any alleged breach of warranty must be brought within two years of such alleged breach. The laws of the state of Texas shall apply to any and all such claims, notwithstanding any conflicts of law provision or doctrine, and the venue for any and all legal actions arising out of such claims shall be in state court in Brazoria County, Texas.

H.) What is not covered by this limited warranty?

- The warranty remains only valid if the product is used and maintained by the original purchaser in accordance with the user instructions in the owner's manual. Incorrect or abnormal use will void the warranty.
- Specific Components:
 - o Motors: Have a 5-year limited warranty.
 - o Fabric: Has a 10-year limited warranty.
 - o Crystal screens: Have a 1-year limited warranty and are therefore excluded from the 10-year fabric warranty.
 - o Parts and Labor: Have a 2-year limited warranty.
 - o All electronic components (automatic and radio control system components): Have a 1-Year Limited warranty.
- Normal wear and tear and natural aging.
- Materials extensively exposed to damaging weather conditions or in an environment with high salt water content (i.e. within 2 miles of the ocean.)
- Creases / folds of fabric are not covered by the warranty.
- Minor color variations between aluminum parts are normal and due to differences in material processing and paint application and are excluded from the warranty.
- Rollac assumes no liability for damage to these products and /or components caused by faulty installation, re-installation or service.
- Rollac is not responsible for damage to any structure to which these products are installed or attached, or to property or items located above, below, or near the screen / shade (i.e. Glass breakage due to wrong installation or irregular heating of the glazing material.)
- Damage caused by third parties such as transport damage, and other irregular circumstances like vandalism or force majeure (damage caused by hurricanes, hail, heavy rain, wind, fire, etc.)
- This warranty does not cover labor costs and installation supplied by your dealer.
- Labor charges, traveling, and any other costs connected with the removal, installation or replacement of parts or products are not covered by this warranty.
- Freight expenses to and from ROLLAC in shipping damaged or replacement parts are not covered by this warranty.
- Installations, repairs or modifications carried out by unauthorized persons will void the warranty.
- Use of non compliant parts or parts not approved by ROLLAC.
- Any damage caused by wind is not covered under warranty. This includes damage to the awning, structure, buildings, other property in contact with the awning, etc.

Limited Manufacturer's Warranty Rollac Retractable Awnings 2-2

How to get help:

For further information or to make a claim within this limited warranty period, please contact the ROLLAC dealer / retailer who supplied you with your ROLLAC Awning.

Rollac Shutter of Texas, Inc.
5331 West Orange Street
Pearland, TX, 77581

web: www.rollac.com or
phone: 281.485.1911





Highest Standard in Custom Manufacturing

Since 1982, Rollac has combined quality, service and the latest technology to produce the best possible product for our customers. Each job is constructed to ensure the best fit and finish. Whether trying to enhance security, seeking bespoke comfort, or adding protection from the elements, Rollac will provide a premium experience from the beginning to the end of every job.

In 2021, commercial, industrial and residential sectors sector used a combined 63% of all energy in the United States, making our market the leading source of carbon emissions. Our Miami-Dade rated shutters, as well as our ZipShades and awnings increase efficiency while decreasing environmental damage and saving money in operational costs.

Using the latest technology at hand, all of our products are engineered in house and custom-fit to suit any job. We at Rollac strive to provide the best possible experience for any company, residence or individual looking to improve their property.



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