



**ROLLAC** 

**Retractable Awnings**

Owner's Manual and Manufacturer's Warranty Information  
Please read before operating your awning.





VERSION 4.3.17

## **Retractable Awnings**

Owner's Manual and Manufacturer's Warranty Information

Thank you for choosing a Rollac Retractable Awning product.  
All materials used are top quality and suitable for their purpose.

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 safety, operating, and maintenance instructions of your retractable awning as well as the manufacturer's warranty information.

Each awning is custom made to your exact specification.  
Keep this manual for future reference.

Applicable Retractable Awning Products:  
**Rollac Cassette Awning:** Toga | Toga Little Big  
**Rollac Open Awning:** Sunrise | Sunrise Little Big



### 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.



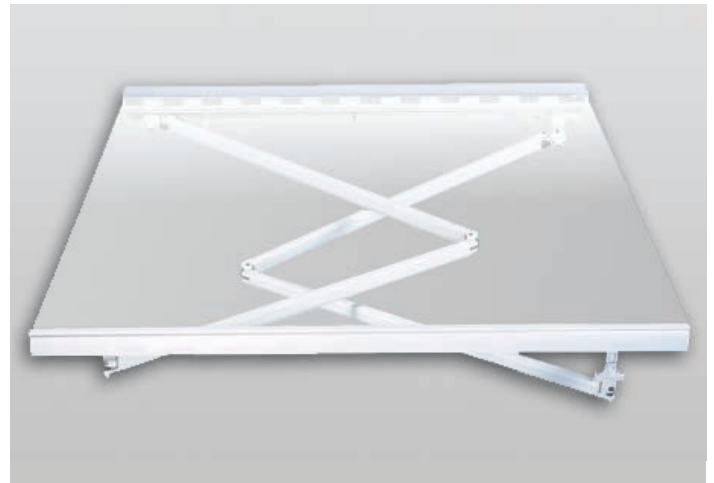
### Rollac Toga Little Big

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.





## Retractable Awning Safety Guidelines

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

### **Intended function of your awning:**

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

### **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 withstand 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 persons 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.

### **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 and 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.

### **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.



### Motorized Systems

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.

### Manual awning usage

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 to adapt the valance to various sun angles.



To prolong the life of your awning, we recommend service and maintenance at least twice a year. If your awning is in need of repair, please contact your Rollac Awning Dealer. Do not repair or perform service work by non authorized personnel.

### **SAFETY NOTE:**

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

### **Lubrication of moveable parts**

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.

### **Cleaning aluminum elements**

Clean the aluminum elements with a light detergent and warm water.

### **Debris**

Make sure there is no debris build up, especially when the awning hasn't been in use for longer periods of time. Debris includes twigs or leaves.

### **Cleaning the awning fabric**

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.

Please make sure that all power is turned off when cleaning the fabric and follow safety procedures.



## AWNINGS CARE AND CLEANING

One of the best ways to keep Sunbrella® fabrics looking good is to hose fabrics off on a monthly basis with clear 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 stains 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 such as Woolite or Dawn dishwashing liquid.
- 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 re-treatment depending on the age of the fabric.

If stubborn stains persist, you can use a diluted bleach/soap mixture for spot cleaning of mildew. For roof run-off or other similar stains a strong degreaser may be required (see our Stain Chart for specific recommendations).

[www.sunbrella.com/stainchart](http://www.sunbrella.com/stainchart)

### HEAVY CLEANING FOR STUBBORN STAINS 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 stains:

- Prepare a solution of 1 cup of bleach and 1/4 cup mild soap per gallon of clean water.
- Allow mixture to soak into fabric for up to 15 minutes.
- Clean with soft bristle brush. (*Note: This step should be avoided when cleaning the coated side (Back side) of Sunbrella Plus, Supreme, or Clarity.*)
- Rinse thoroughly until all soap residue is removed.
- Air dry.
- Repeat if necessary.
- Re-treatment 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, Supreme, or Clarity with the recommended bleach solution. The coated side of the fabric should only be sprayed with the recommended bleach solution and rinsed thoroughly.*

Remember to protect the area around your Sunbrella if using a bleach solution. Carpet or other fabrics that are not Sunbrella may have an adverse reaction to the bleach.

### RE-TREATING THE FABRIC

As part of the finishing process, Sunbrella fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish is designed to last for several years, but must be replenished after a thorough cleaning. Based on test results, Glen Raven® recommends 303® Fabric Guard™ as the preferred re-treatment product for Sunbrella fabrics.

Fabrics should be re-treated after thorough cleaning or as needed.

*For more information on re-treatment products, please visit [www.303products.com](http://www.303products.com).*

### APPLYING 303 FABRIC GUARD

303 should be applied to Sunbrella fabrics after each thorough cleaning, which typically removes the original finish and reduces the fabric's water repellency.

- Clean Sunbrella fabric, using one of the cleaning methods.
- Allow Sunbrella to completely air dry.
- Apply 303 Fabric Guard in a well ventilated area following instructions on the container.
- Apply 303 in a thin, even coat and allow fabric to dry completely.
- Apply a second thin, even coating of 303. (Two light coatings are more effective in restoring fabric water resistance than a single heavy coating.)

*Note: A 16-ounce bottle provides coverage of up to 75-100 square feet of fabric depending on material and application method.*

### 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 re-treatment requirements.

### HELPFUL HINTS

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.

*For more information, call 336.221.2211*



## **2 Year Limited Manufacturer's Warranty on Rollac Retractable Awnings 5 Year Limited Manufactured Warranty on Motors and Electronic Accessories**

### **A.) WHO GIVES THE WARRANTY?**

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

### **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 Invoice of the original purchaser.

### **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, reinstallation, and shipping costs to and from Rollac) or (3) refund of the purchase price at the time of the original purchase, whichever is less. Such 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.
- 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, reinstallation 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.

### **I.) 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 retractable awning. If unavailable or unknown to you, you may contact us at:

www.rollac.com  
phone: (1)281-485-1911  
toll free (1)888-276-5522







# Quality Inspection Sheet

**Type of Awning:**

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**Type of Operator:**

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**Accessories:**

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**Inspected by:**

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**Date of Manufacturing:**

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**Notes:**

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