

# Answers

to the most frequently asked questions about SunSetter® Awnings

Here are answers to the questions we're most commonly asked about our awnings and accessories. If you still have questions after reading them, call us Toll Free at 1-800-876-2340. Our trained staff will give you the answers you need.

**Q:** What is the difference between your Model 900XT, Model 1000XT, VISTA® and SunSetter Motorized Awnings?

**Answer:** The SunSetter Motorized Awning is an electric-powered awning that opens and closes with the touch of a remote control. You just plug it into a grounded electrical outlet. The motor is hidden in the roller bar itself. The awning comes in widths from 8 ft. to 20 ft. If your awning is 8 ft. wide it will project out 7 ft. when fully extended. If it is 10 ft. or 11 ft. wide it will project out 9 ft. from your house. If your awning is 12 ft. to 20 ft. wide it will project out 10 ft. 2 in. from your house. The Motorized XL comes in widths from 14 ft. to 20 ft. wide, and projects out from your house a full 11 ft. 8 inches. The SunSetter VISTA is identical to the Motorized model, but it is manually operated -- you open and close it with a hand crank we provide. The VISTA comes in widths from 8 ft. to 18 ft. Of the two, the motorized awning is the most popular. Motorized and VISTA awnings have no vertical support arms.

The Model 900XT and Model 1000XT are both manually-operated. They open easily in less than a minute using a hand-cranked gear mechanism — no electricity needed. Any adult can operate them with ease. They also both have vertical support arms, which gives them added strength and rigidity, especially in breezy locations. The only difference between the Model 900XT and the Model 1000XT is how far out they extend from your house.

Of the two, the most popular is the Model 1000XT, our larger XT awning, that extends out from your house 10 ft. 2 in. This model gives you more coverage and more shade — at very little extra cost. If your deck is small, or if you're on a budget, you may choose the smaller Model 900XT that extends out 9 feet from your house. This is more than enough to protect a large table and chairs, several chaise lounges, a deck full of guests, or just about anything you want to cover. (Remember, a 9 x 12 foot wide awning is 108 square feet — the size of a small room in a house!) Both the Model 900XT and Model 1000XT come in widths from 7 ft. to 20 ft.

Our traditional waterproof laminated fabric, in 12

color choices, is available on all awning models except the Motorized XL sizes. Our designer woven acrylic fabric, in 16 elegant color choices, is available on all Motorized, Motorized XL and VISTA model awnings.



*The ultimate in convenience, our Remote Control lets you operate a Motorized SunSetter from anywhere — even inside your home.*

**Q:** Which model is right for me?

**Answer:** Each model offers distinct advantages. If you plan to leave your awning open much of the time; if you want to take advantage of accessories such as our Screen Room or Rainaway Arches®; if you have low eaves; or if you are looking for mainly rain protection, either the Model 900XT or Model 1000XT is your best choice. (The Model 1000XT is our most popular manual awning.) You can also adjust the pitch of the 900XT and 1000XT simply by raising or lowering the support arms to allow the rain to run off.

If you want the absolute ease, elegance, and simplicity of remote control operation and an awning that has no vertical supports, the Motorized SunSetter® is the obvious choice. If you're looking to cover a very large area, our Motorized XL is the best solution. Our Motorized Awnings cost more than the manual XT models -- because of their superb quality SOMFY® motor and "lateral arm" system. But they're still hundreds of dollars less than the competition — without sacrificing any features or quality.

If you prefer the look of a "lateral arm" awning with no vertical supports, but don't need or want the ease

*More...*



and convenience of a motor, our VISTA model is perfect for you. No matter which model you select, you can't make a bad choice when it comes to a SunSetter®. You'll always be getting a superbly built, easy-to-operate, great-looking awning at an exceptional price.

**Q:** I'm not a professional carpenter — I'm not even that handy with tools. Can I really install my awning myself?

**Answer:** Absolutely. It doesn't take any special background or skills to install our awnings properly. Just follow the easy steps in the handy Installation Booklet and DVD. We'll show you everything you need to know. You can have your SunSetter up and functioning in a short morning's work, using a few simple tools.

If you need help, call our **Toll Free Installation Hotline: 1-800-876-2340**. We have experts on hand who have helped homeowners on all skill levels put up their own awnings. Our staff can have you enjoying your self-installed SunSetter in no time. We're always there if you need us. Your awning comes complete with all the mounting hardware you need. If you decide you want your SunSetter installed professionally, simply contact your local authorized SunSetter Dealer. You can find the contact information for your closest dealer in this package.

**Q:** I have a Ranch house with low eaves. Will the SunSetter fit on my home?

**Answer:** You can install the Model 1000XT on houses with mounting heights as low as 7 ft. under overhangs and gutters. The Model 900XT can be installed under overhangs as low as 6 ft. 8 inches. The SunSetter Motorized and VISTA Awnings need a floor-to-eave clearance of 7 ft. 6 inches. If you do not have the minimum mounting height, we suggest you consult with your local authorized SunSetter Dealer. Your dealer can suggest other ways to install your awning, with special brackets only available from him.

**Q:** Is the SunSetter good for use on a garage, outbuilding, or mobile home?

**Answer:** Yes. Many people have installed SunSetter® Awnings on their garages, mobile homes, poolside fences, and other stationary walls.

**Q:** Why are SunSetter Awnings such a great value? Will it stand up to years of service? Will it last?

**Answer:** SunSetters are such good values because as the largest American manufacturer of home awnings, we buy raw materials at the best prices possible, and pass the savings along to you. Yet when it comes to quality you'll find you're not giving up anything. Your



*We don't recommend that you hang from your SunSetter® XT Awning, but with its aircraft-quality aluminum frame and supports, it's certainly strong enough that you could!*

SunSetter is assembled with care in America in our 64,000 sq. ft. factory using only the finest quality materials. Our struts and supports are made from aircraft-quality aluminum for superior strength without excess weight.

The Somfy® motor we use for our motorized model is the absolute best in the industry. The SunSetter Motorized and VISTA models use a sophisticated stainless steel "dual cable" mechanism found only in the best "lateral arm" awnings.

Your SunSetter® comes with a 5-Year Limited\* Warranty against defects in materials or workmanship. These quality awnings are made for years and years of hassle-free operation.

**Q:** What types of fabric and color choices are available for my awning?

**Answer:** Two different types of fabrics are available on our awnings, woven acrylic fabric and traditional laminated fabric. No matter which fabric you choose you can't go wrong. Each of them is a superb fabric we know you'll be pleased with on your home. Both are fade resistant holding their color beautifully, and offer you 99% UVA and UVB protection. Also, both will provide years of maintenance-free enjoyment — they've been proven on awnings in every part of the country for years.

Our elegant woven acrylic fabric, in 16 designer color choices, is available on Motorized and VISTA model awnings only. It is water repellent and 100% solution dyed. Because it is woven strand by strand it is more expensive to manufacture — the reason for the higher cost — but the weaving process lets us create an extensive selection of rich, warm, vertical stripes and solid colors not available otherwise.

Our traditional laminated fabric, in 12 color choices, is available on all of our awning models except the Motorized XL sizes. It is a heavy-duty, 100% water-



proof, 5 layer fabric. It is especially good for installations where the awning will be used like a "semi-permanent" room where its strength and layered construction are preferred.

So whether you choose one of our woven acrylic fabrics or one of our traditional laminated fabrics you simply can't go wrong. Either will look wonderful on your home!

**Q: How are SunSetters in the wind? Can I leave my awning open all the time?**

**Answer:** An independent lab tested our awnings for wind resistance. All of our models withstood between 55 and 75 mph without damage in controlled tests. However, we do recommend that you retract them during strong, gusty winds. (The Motorized and VISTA models are intended to be retracted when not in use anyway.) In fact, that's an advantage of SunSetters. Because they retract, they're great for breezy locales where a permanent awning would be somewhat impractical and prone to damage. Our optional **Wireless Wind Sensor** for the Motorized awning gives you additional peace of mind by closing your awning automatically on very windy days.

If you'd like to keep your **Model 900XT** or **Model 1000XT** open most of the time, even in breezy locales, we recommend that you order our optional **Center Brace** or **Rainaway Arches**, or our **Add-a-Room Accessories Package**. These accessories make the awning more rigid and keep the awning fabric at maximum tautness, preventing the fabric from "flapping" in the wind.

With these accessories in place, you can make your awning like a semi-permanent structure on your home.

**Q: Can I adjust the front height of the awning?**

**Answer:** Yes, the Model 900XT and Model 1000XT have adjustable arms which allow you to adjust the front height easily to suit your preferences or the weather. You can move it up or down to block the sun or rain as you wish. You can even adjust the two arms independently, so that one side is higher than the other for better rain runoff. The front height on the Motorized and VISTA Awnings can also be adjusted, but it requires a few mechanical steps.

**Q: What about protection from rain and passing showers?**

**Answer:** Our traditional laminated awning fabric is 100% waterproof, and will protect you from rain and passing showers, as long as the water does not pool on the fabric. To let rain water run right off your Model

900XT or Model 1000XT, just lower one side of the awning. You can also purchase our optional **Rainaway Arches** for the XT awnings, which creates a gentle "arch" in the fabric so that light rain rolls off and doesn't "pool", even if you leave the awning open most of the time. You still need to lower one support arm, however, to create enough pitch for the water to run off. (If a really heavy storm is expected, we suggest you retract your awning fully.)

While our Motorized and VISTA models will protect you from light showers and drizzle, you must retract them when the water starts to pool. Our woven acrylic fabrics for the Motorized and VISTA models are water repellent and will protect you from light rain and passing showers, as long as the water does not pool on the fabric.

**Q: Can I install the awning on vinyl or aluminum siding, stucco, or on masonry?**

**Answer:** Yes. It's easy. For the Model 900XT and Model 1000XT, you just mount a 1" x 4" board (the same length as your awning width) on the siding first, then mount the awning to the board. You can paint the board the same color as your house or trim if you want so it will blend in nicely with your siding or trim. Our Motorized and VISTA models can be installed directly onto any siding without a board.

**Q: What accessories do you offer?**

**Answer:** Optional accessories for our Model 900XT and Model 1000XT include our **Screen Room** that creates a bug free haven. We have **Rainaway Arches** that add headroom while helping rain run off your awning fabric easily; **DeFlappers** that keep your awning fabric taut in strong breezes; and our **Center Brace** for extra support.

Accessories that work for all model awnings (including the Motorized and VISTA) are: **Front and Side Weatherbreaker Panels** designed to block 90% of sun, rain and wind from coming in under the awning; **Patio Lights** that let you enjoy your awning in the evening; our **Awning Cover** for storage; and our **Awning Cleaning Kit**. We offer an elegant **Aluminum Hood** for the Motorized and VISTA models that protects your awning from the elements year round. We also offer a **Wireless Wind**



*More...*

Visit us at [www.sunsetter.com](http://www.sunsetter.com)



**Sensor** for the Motorized awning that closes your awning automatically on very windy days. Best of all, we offer accessories in **different money-saving packages** that let you purchase our most popular accessory combinations for far less than what you would have to pay for them individually. See our color brochure or order form for details.



*Optional cream-colored Awning Hood provides protection and beauty all year long.*

**Q:** Do I have to take down my awning and store it over the winter?

**Answer:** No. Just close any model awning and leave it on your house all year long. All of our fabrics have been designed to withstand the elements year round. But if you want extra protection, our all-season **Aluminum Hood** (for Motorized or VISTA models only) or our optional Awning Cover are perfect!

**Q:** It looks as though the support arm of the Model 900XT or 1000XT awning might block the stairs to my deck when the arm is angled back against the house. Can this be solved?

**Answer:** Just place either or both awning support arms in the vertical position, so the bottom of the support arm is secured to the deck or patio floor with the deck plate included with your awning, rather than angled back. Or you can purchase our Motorized or VISTA Awning, which do not have any vertical support arms.

**Q:** Can a SunSetter help me save money on my energy costs?

**Answer:** Yes. By blocking unwanted sun from outside your house, before it heats up your walls, patio door or windows, you will keep the inside of your home cooler, thus lowering your air conditioning bills and saving energy! Plus you can save energy costs in the

winter too, because unlike a fixed roof, you can close your SunSetter allowing the sun to heat up your home. Because our awnings reduce your energy use, they help cut your contribution to greenhouse gas emissions and global warming, therefore reducing your "carbon footprint."

**Q:** How do your manually operated 900XT, 1000XT and VISTA models open and close?



**Answer:** You simply unroll them, easily and quietly, by using the hand crank wand we provide. The photos above show the hand crank in operation, and a close-up of the mechanism that the hand crank turns. And on the XT models, you then set the pitch to fit your needs.

**Q:** Can I pay for my awning over time, in installments?

**Answer:** Yes. SunSetter Direct offers the **Deferred 5-Payment Plan** for credit card users. Just pay 20% down and get immediate delivery. We will bill your credit card automatically in four additional monthly installments.

**Q:** How long have you been in business?

**Answer:** We've been in the awning business for over 30 years, and we've sold more patio and deck awnings than anyone else in America.

When you call us you'll reach friendly, knowledgeable staff ready to answer your questions and provide prompt, courteous customer service.



**SunSetter**<sup>®</sup>  
RETRACTABLE AWNINGS

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