

ONE-TOUCH STEP-BY-STEP TROUBLE SHOOTING GUIDE

SYMPTOM: Awning will not extend or retract (electric).

CHECK THE FOLLOWING:

1. Confirm that the awning is wired to a dedicated 15 Amp power source.
 2. Check wire size from the power supply to the control box and from the control box to the receptacle. The wire size needs to be 12 gauge or larger.
 3. Check the power to the control box and coming out of the control box (no less than 11 volts).
 4. If there is inadequate power coming out of the control box the box needs to be replaced.
 5. Check the power to the awning receptacle/receiver that is coming through the wall of the RV (no less than 11 volts).
 6. Check the power from the receptacle to the motor (no less than 11 volts).
 7. Check the motor by unplugging the awning from the receptacle. Then, from an alternate 12V power source, connect the contacts on the bottom side of the motor cover. This will let you know if you need to replace the motor.
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SYMPTOM: Rafters are not locking "out" when fully extended.

CHECK THE FOLLOWING:

1. Check to see that the carriages and shock collars are adjusted correctly. If they need to be adjusted follow these instructions:
 - Fully extend the awning.
 - Then retract the awning to the point where the slot in the roller tube that the valance hangs from, is pointing straight up (12:00). (At this point there should be one wrap of fabric around the tube.)
 - Loosen screws in lower carriage; push upward until it contacts the upper carriage. Retighten screws.
 - Then adjust the shock collar unit up to the base of the gas shock with a 1/8" gap between the collar and shock.
 2. Check to see if the strap in the arm is twisting over the collector up in the head assembly. If the strap is twisting, contact Carefree for replacement upper arms. Do not attempt to repair the twisting straps.
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SYMPTOM: The awning is not fully extended, but the rafters are locking into position.

CHECK THE FOLLOWING:

1. It is most likely that the rafters are "set" too short.
 - To correct the rafters: Roll the awning in half way.
 - Lengthen the inner and outer rafters on both front and back of the awning in 1-inch increments until the valance is either pointing straight down or slightly away from the RV.
 - **Both rafters must be set at the same measurement on the side of the rafters.**
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SYMPTOM: Awning will not extend away from the RV.

CHECK THE FOLLOWING:

2. Is the RV level? If not, level the RV and re-extend the awning.
 3. Are the tractioners installed at each end of the roller assembly?
 4. If not, contact Carefree for the tractioner kit, (part# R00928) and install per the instructions.
 5. Are the tractioners installed correctly? If not, re-adjust the tractioner at each end of the roller assembly a fingers width away from the front edge of the Alumaguard.
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SYMPTOM: The remote control will not work (original gold version)**CHECK THE FOLLOWING:**

1. Is the remote programmed? If not, program remote as follows:
 - With the awning partially retracted, put the power switch to on the control module in the manual position.
 - Push the “set channel” button in the power control module box and hold. You will hear a beep! While continuing to press the “set channel” button, push the middle button on the remote (key fob) and hold until you hear a long low tone, then a short high beep! The remote is now programmed.
2. Check to see if there is any interference with the signal.
 - Is there possible radio interference, or is the RV being worked on in a heavily metaled shop? If so, they may be blocking the signal.
3. Check to see that the battery in the remote control unit is good. Be sure the battery is not installed upside down. The “+” positive side needs to be pointing away from the circuit board. Is the control switch in the manual position? If all of the above good, the remote control is bad, contact Carefree for replacement parts.

NOTE: There are numerous versions of the One-Touch awning. If you are unable to obtain the trouble shooting information needed, please contact carefree @ 1-800-621-2617.

ONE TOUCH TIMING INSTRUCTIONS

RE-TIMING THE MOTORIZED ARM ASSEMBLY:

1. Roll the awning out from the fully retracted position and stop at the point where the motorized arm begins to extend. Note the number of revolutions the roller assembly makes. The roller assembly should make approximately 2 revolutions before the arm extends.
2. Remove the screws in the end cap on the motorized side and pull the arm assembly from the roller assembly just far enough to clear the drive wheel from the roller tube. Note: the awning may stay attached to the RV.
3. Roll up or unroll fabric from the roller assembly as necessary. For example: If the arm began to extend after one revolution one revolution of fabric needs to be unrolled from the roller assembly so that the arm will extend at 2 revolutions. If the arm began to extend after 3 revolutions one revolution of fabric needs to be rolled up on the roller assembly so that the arm will extend at 2 revolutions. Note: The roller assembly should be wound and unwound by hand with the non-motorized side attached. Reattach the motorized arm to the roller assembly.

RE-TIMING THE NON-MOTORIZED ARM ASSEMBLY:

1. Roll the awning out from the fully retracted position and stop at the point where the non-motorized arm begins to extend. Note the number of revolutions the roller assembly makes.
2. Remove the screws in the end cap on the non-motorized side and pull the arm assembly from the roller assembly just far enough to clear the drive wheel from the roller tube. **CAUTION! Hold the drive wheel in place (not the end cap as it spins freely) as you clear the drive wheel from the roller tube!** There will be a small amount of pressure on the drive wheel to unwind but it is easily held in place with one hand.
3. Once the drive wheel is clear of the roller tube, wind up or unwind the drive wheel as necessary. For example: If the arm began to extend after one revolution of the roller assembly one revolution needs to be unwound from the drive wheel so that the arm will extend at 2 revolutions. If the arm began to extend after 3 revolutions of the roller assembly one revolution needs to be wound up on the drive wheel so that the arm will extend at 2 revolutions. Reattach the non-motorized arm

NOTE: If the drive wheel was allowed to unwind accidentally, wind it up two revolutions from where resistance begins and reattach the arm; this setting will approximate the timing desired. Follow steps 1,2, and 3 to retime the arm.