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[www.eDometic.com](http://www.eDometic.com)

**TYPE 9500, 9500E, DA20, & DA20E  
CASSETTE AWNINGS**

**FABRIC  
REPLACEMENT INSTRUCTIONS**

**SERVICE INSTRUCTIONS**

**MODEL**  
20(X)(XX)(XX).00(X)(#)

**REVISION A**  
Form No. 3313950.000 12/16  
(French 3313951.000\_A)  
©2016 Dometic Corporation  
LaGrange, IN 46761



**Read these instructions carefully. These  
instructions MUST stay with this product.**

## IMPORTANT SAFETY INSTRUCTIONS

This manual has safety information and instructions to help users eliminate or reduce the risk of accidents and injuries.

### RECOGNIZE SAFETY INFORMATION



This is the safety alert symbol. It is used to alert you to personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

### UNDERSTAND SIGNAL WORDS

A signal word, when used with the safety alert symbol, will identify a safety hazard and its level of risk for personal injury. A signal word, without the safety alert symbol, will be used for property damage messages only.

**⚠ WARNING** WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

**⚠ CAUTION** CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

**NOTICE** NOTICE is used to address practices not related to personal injury.

## GENERAL INSTRUCTIONS

### **⚠ WARNING**

**Read and understand these instructions before servicing this product. Incorrect servicing can lead to serious injury. Follow all service instructions. This product MUST be serviced by a Dometic Corporation Service Center or a qualified service technician. Do NOT modify this product beyond the scope of these service instructions. Modification (beyond these service instructions) can be extremely hazardous. Failure to obey these warnings could result in death or serious injury.**

These instructions apply to:  
20(X)(XX)(XX).00(X)(#) Cassette Awning (hereinafter referred to as "product" or "awning")

This kit consists of:

- (1) Service Instructions
- (1) Replacement Awning Fabric
- (8) #7-16 Truss Head Sheet Metal Screws

Tools and supplies required:

- Flat Bladed Screwdriver
- 20IP Torx Plus Drive (or) #2 Square Drive
- 1/4" Hex Drive
- Pliers
- Shears
- Step Ladder
- Fabric Strapping or Rope
- 2" wide Masking Tape

**Important:** Some electric awning models may be equipped with a motor gear instead of a clutch. For these models, the following kit must be ordered separately:

- 3314432.000 (1) Clutch Kit
- 3314433.000 (50) Clutch Kits

Dometic Corporation reserves the right to modify appearances and specifications without notice.

### **⚠ WARNING**

**Read and follow all safety information and instructions to avoid possible injury or death.**

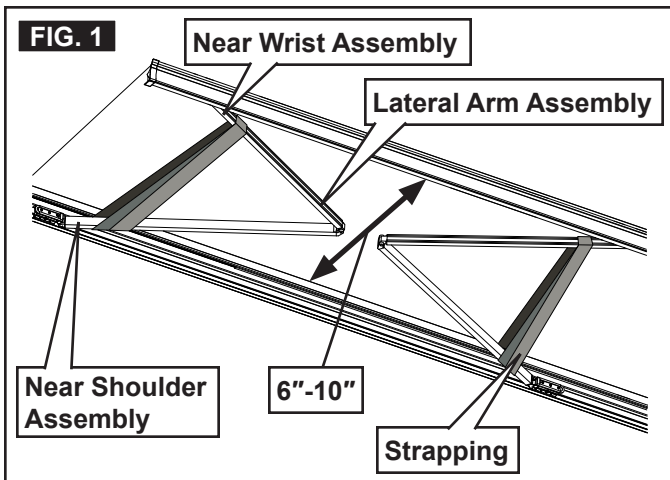
## PROCEDURE

### A. Open Awning Case

#### NOTICE

Prepare a clean and smooth work area (large enough for unfurled awning fabric) before servicing awning. This will help prevent damage to awning fabric during replacement.

1. Extend awning approximately 6"-10". See FIG. 1.



2. Remove power from awning.

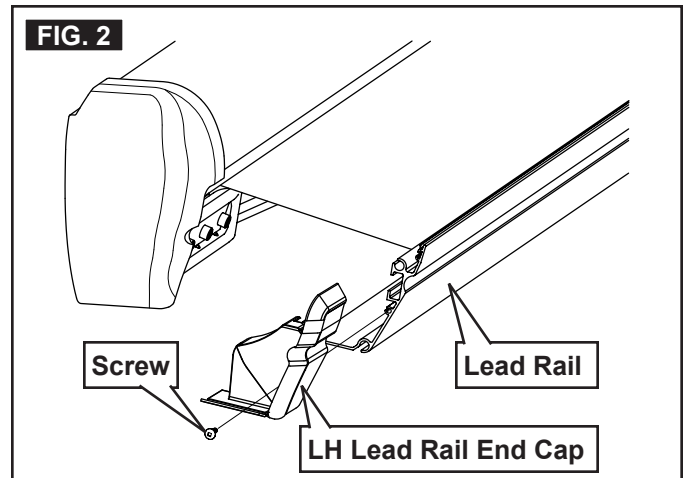
**Note:** This step applies to electrical version (Type 9500E & DA20E) awnings only.

#### CAUTION

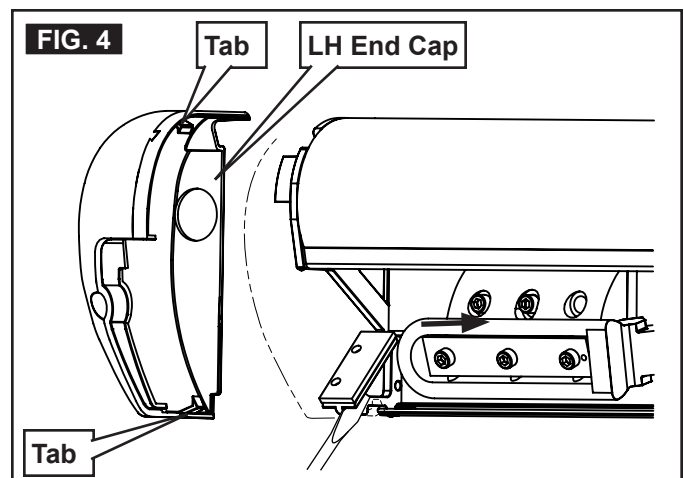
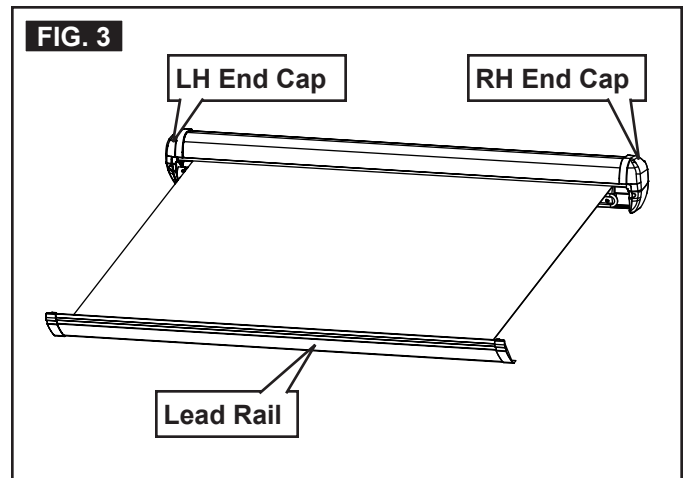
**PINCH HAZARD.** Disconnect power from awning (powered models) before working near lateral arm assemblies. Otherwise, user may accidentally operate awning while work is in progress. Failure to obey this caution could result in injury.

3. Tie all lateral arm assemblies securely (with fabric strapping or light rope) near shoulder and wrist. See FIG. 1.

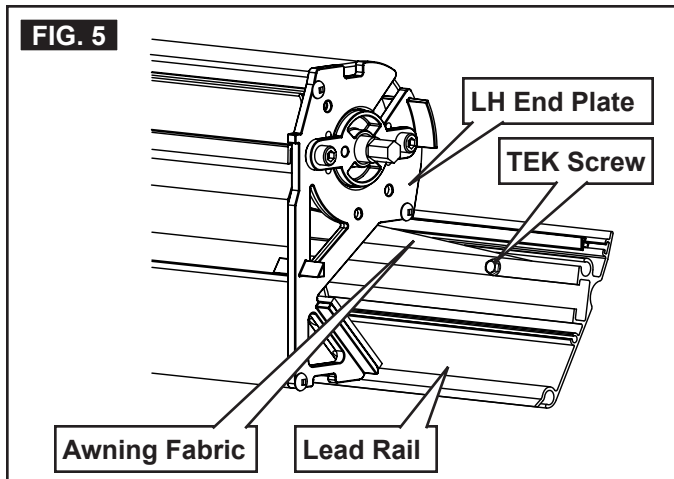
4. Remove LH lead rail end cap (with screw) from lead rail, and discard screw. See FIG. 2.



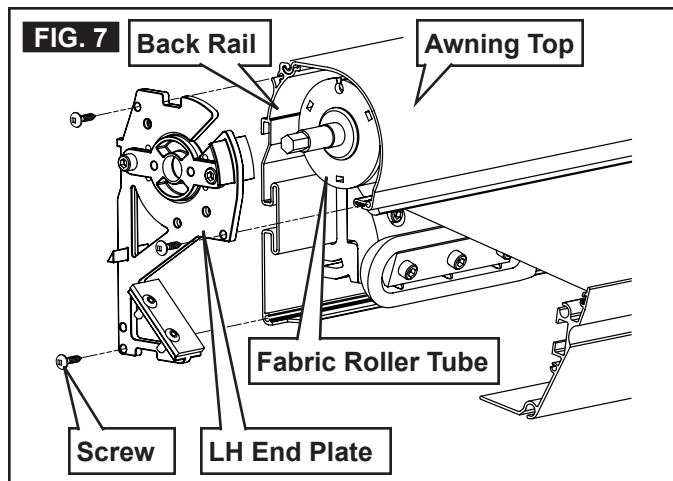
5. Using a flat bladed screwdriver, disengage (2) tabs (starting with bottom tab) on both RH and LH end caps. Then remove from awning. See FIG. 3 and 4.



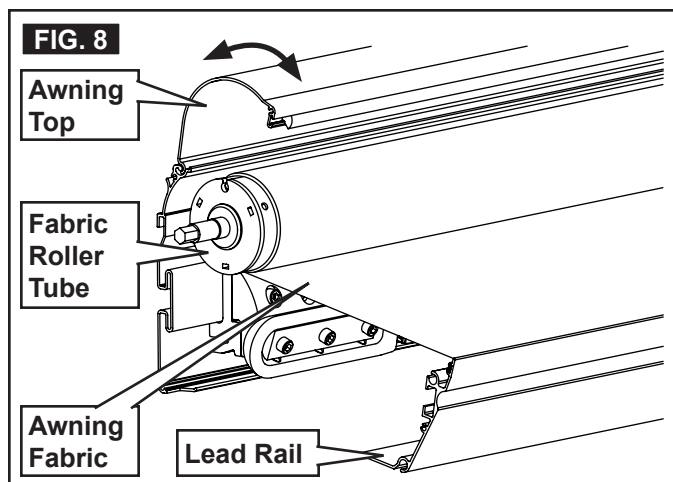
- Remove (2) TEK screws (1 at each end) clamping awning fabric to lead rail. Save for reinstallation later. See FIG. 5.



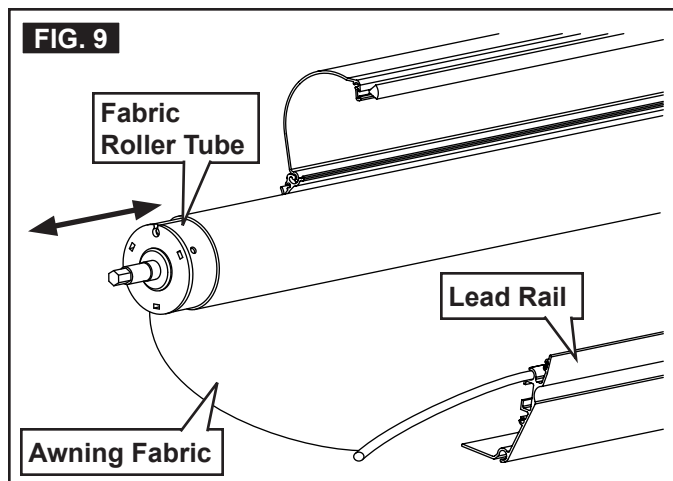
- Remove (3) screws securing LH end plate to awning case (back rail and awning top), and discard. See FIG. 7.
- Pull LH end plate from fabric roller tube. See FIG. 7.



- Swing awning top open for easier access to fabric roller tube. See FIG. 8.



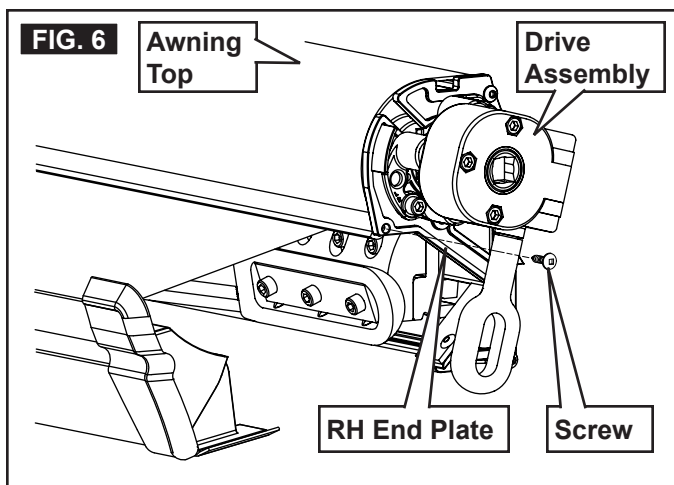
- Carefully slide fabric roller tube (with awning fabric) from drive assembly (and lead rail). See FIG. 6 and 9.



## B. Remove Fabric Roller Tube (Mechanical Version)

This section is for the mechanical version (Type 9500 & DA20) awnings only. For electrical version (Type 9500E & DA20E), skip to "Remove Fabric Roller Tube (Electrical Version)" section.

- Remove screw securing RH end plate to awning top, and discard. See FIG. 6.



### **⚠ WARNING**

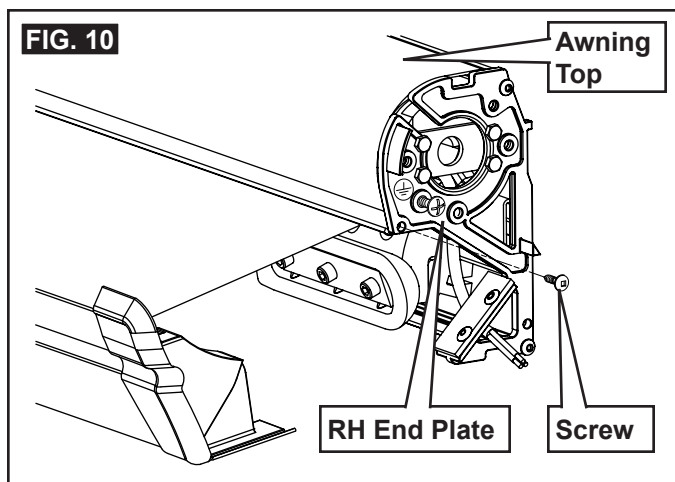
**IMPACT OR CRUSH HAZARD.** Make sure lateral arm assemblies are tied securely before loosening fasteners. Otherwise, the lead rail and lateral arm assemblies could extend quickly and unexpectedly. Failure to obey this warning could result in death or serious injury.

6. Proceed to "Fabric Replacement" section.

### C. Remove Fabric Roller Tube (Electrical Version)

This section is for the electrical version (Type 9500E & DA20E) awnings only. For mechanical version (Type 9500 & DA20), skip to "Fabric Replacement" section.

1. Remove screw securing RH end plate to awning top (awning case), and discard. See FIG. 10.



**⚠ WARNING**  
**IMPACT OR CRUSH HAZARD.** Make sure lateral arm assemblies are tied securely before loosening fasteners. Otherwise, the lead rail and lateral arm assemblies could extend quickly and unexpectedly. Failure to obey this warning could result in death or serious injury.

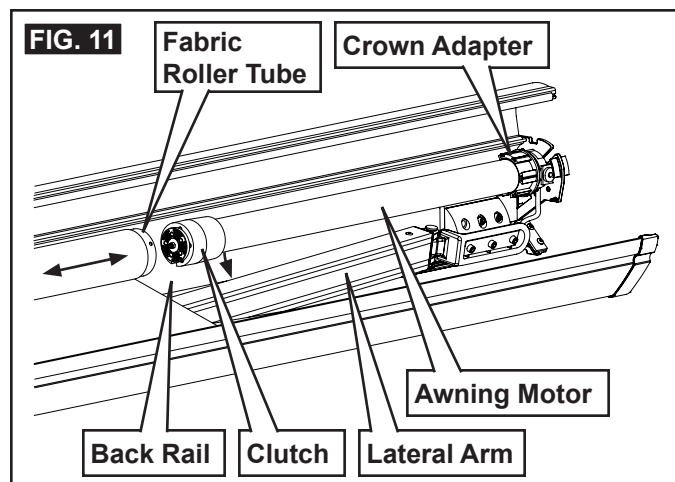
2. Remove (3) screws securing LH end plate to awning case, and discard. See FIG. 7.
3. Pull LH end plate from fabric roller tube. See FIG. 7.
4. Swing awning top open for easier access to fabric roller tube. See FIG. 8.

**⚠ CAUTION**  
**BURN HAZARD.** Product motor may be hot. Allow time to cool before touching. Failure to obey this caution could result in injury.

5. Carefully slide fabric roller tube (with awning fabric) from awning motor (and lead rail). Make sure crown adapter does not move from motor. See FIG. 9 and 11.

**Important:** Make sure awning motor is supported as fabric roller tube is removed. Awning motor penetrates (and is supported by) fabric roller tube when fully assembled.

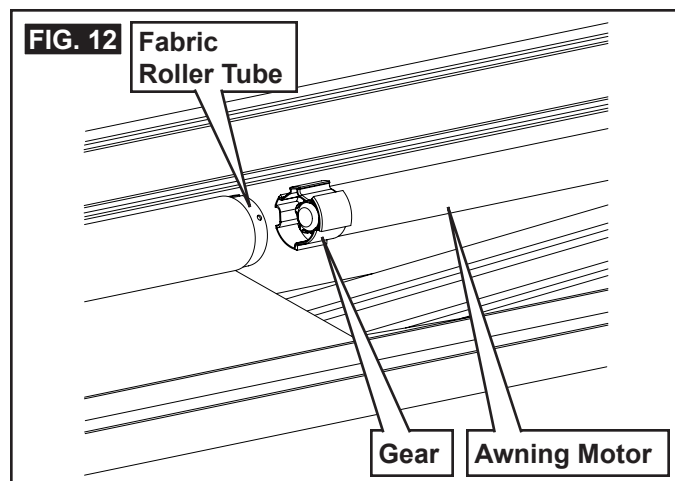
**Note:** Awning motor may be placed between awning's lateral arm and back rail for support if it is done securely. See FIG. 11.



6. Verify awning motor is equipped with a clutch, and not a gear, before continuing with fabric replacement. See FIG. 11 and 12.

**Important:** If awning is equipped with a gear, contact Dometic Corporation for a clutch kit.

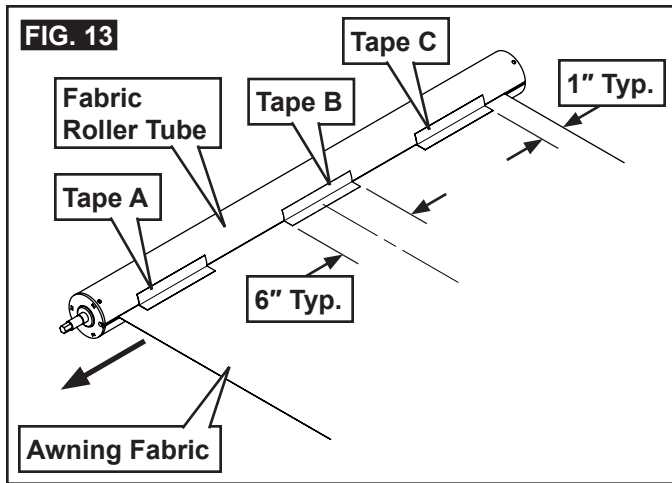
**Note:** Order part number 3314432.000 for (1) Clutch Kit, or part number 3314433.000 for a package of (50) kits.



## D. Fabric Replacement

1. Place fabric roller tube with awning fabric on clean work surface (prepared earlier), and unroll awning fabric completely.
2. Remove tape holding awning fabric to fabric roller tube, then remove tube from fabric. See FIG. 13.
3. Unroll new awning fabric on top of old fabric, and verify size and color match.
4. Move fabric roller tube forward while feeding new awning fabric into tube's slot. See FIG. 13.
5. Apply tape to affix awning fabric to fabric roller tube according to "Tape Layers" chart. See FIG. 13.

**Note:** Make sure awning fabric is centered on fabric roller tube before taping.



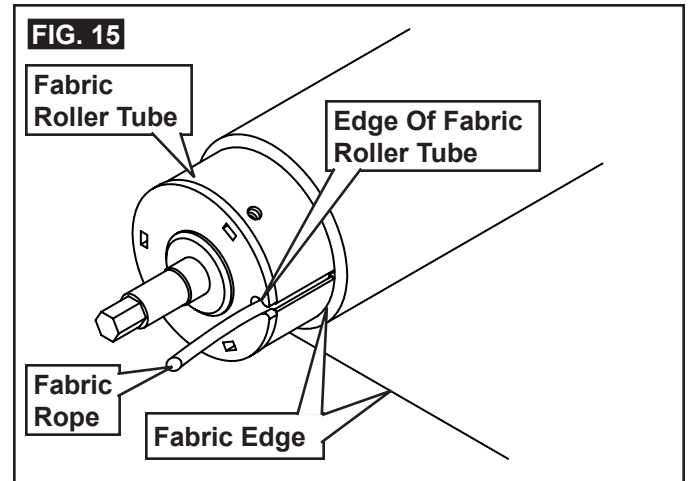
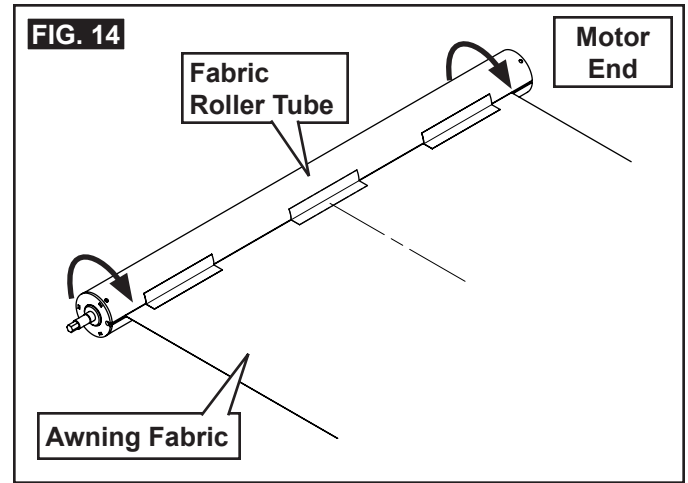
Tape Layers						
	8' (2.5 M)	10' (3 M)	12' (3.5 M)	13' (4 M)	15' (4.7 M)	16' (5 M)
A	1		2			
B	1			2		
C	1					

6. Measure awning fabric along edges on both LH and RH sides. If one side is longer than the other, add (2) layers of tape (on longer side) and (1) layer of tape at center for every 1/8" of extra length. See FIG. 13.

**Note:** If awning fabric has one side more than 1/2" longer than the other, contact Dometic Corporation for a replacement.

7. Roll fabric roller tube on top of awning fabric until fabric is completely wrapped around tube. See FIG. 14.

**Note:** Make sure awning fabric is taut while rolling up and



that fabric edge remains straight. See FIG. 15.

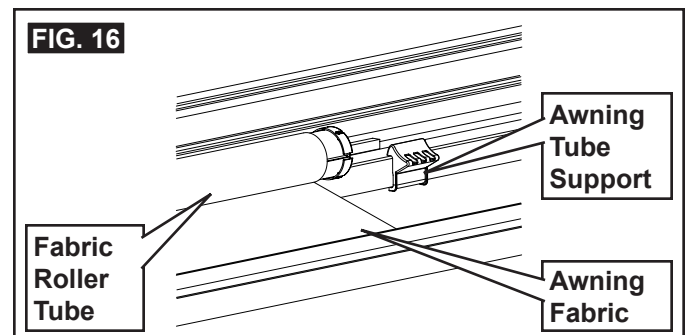
8. Trim fabric rope even with edge of fabric roller tube at both ends (2 places) if applicable. See

**NOTICE**

**Take care that awning fabric does not snag on awning tube support as fabric roller tube slides forward. Otherwise, damage to awning fabric could occur.**

FIG. 15.

9. Carefully slide fabric roller tube forward (while feeding awning fabric into lead rail's slot) toward



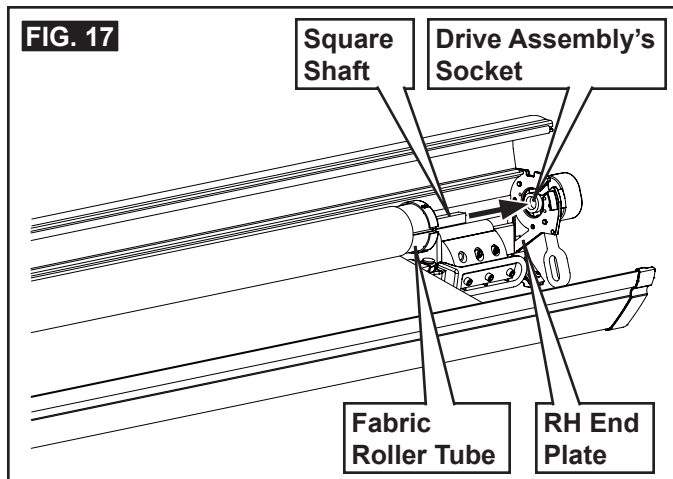


RH end cap. See FIG. 3, 9, and 16.

### E. Install Fabric Roller Tube (Mechanical Version)

This section is for the mechanical version (Type 9500 & DA20) awnings only. For electrical version (Type 9500E & DA20E), skip to "Install Fabric Roller Tube (Electrical Version)" section.

1. Continue to slide fabric roller tube forward until tube reaches drive assembly. See FIG. 6 and 9.
2. Align fabric roller tube's square shaft with drive assembly's socket, then continue to slide fabric roller tube forward until it's seated properly. See FIG. 17.

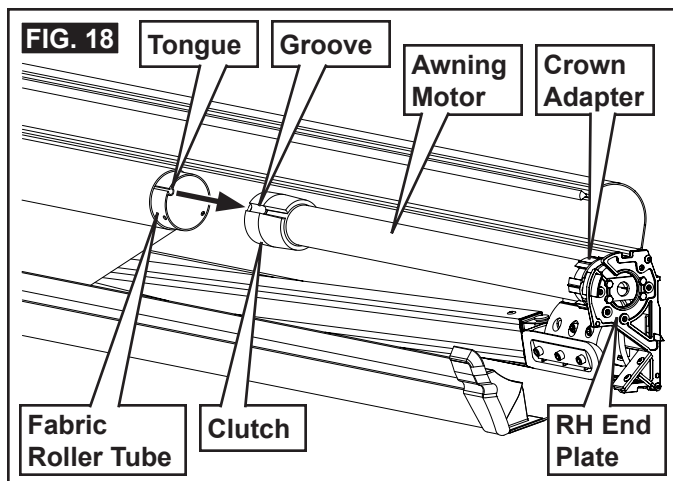


3. Proceed to "Secure Fabric Roller Tube" section.

### F. Install Fabric Roller Tube (Electrical Version)

This section is for the electrical version (Type 9500E & DA20E) awnings only. For mechanical version (Type 9500 & DA20), skip to "Secure Fabric Roller Tube" section.

1. Continue to slide fabric roller tube forward until tube reaches awning motor. See FIG. 9 and 11.
2. Align clutch's groove with fabric roller tube's tongue, then continue to slide fabric roller tube



forward until it's seated properly. See FIG. 18.

### G. Verify Awning Fabric Alignment

1. Reattach LH end plate to fabric roller tube. See

**⚠ WARNING**  
**IMPACT OR CRUSH HAZARD. Do NOT overtighten fasteners. Applying too much torque may cause fasteners to fail, and could allow product to collapse. Failure to obey this warning could result in death or serious injury.**

FIG. 7.

2. Install (2) screws (provided) to fasten LH end plate to awning's back rail. Tighten to 15 ±5 in·lb torque. See FIG. 7.

**Note:** Do not install the screw to awning top at this time.

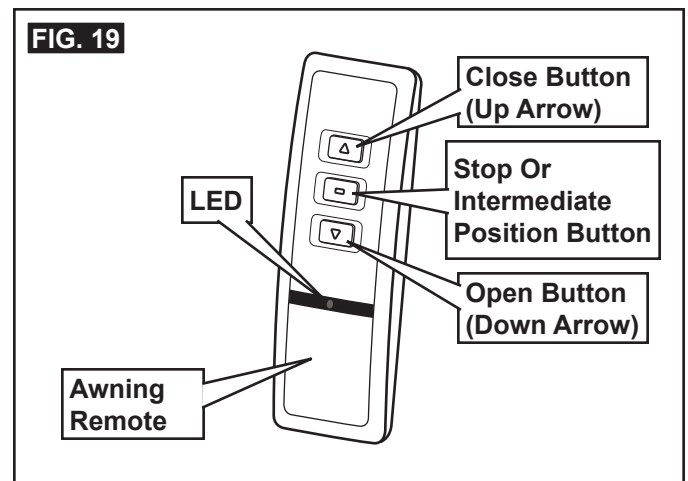
3. Remove fabric strapping or light rope from all lateral arm assemblies. See FIG. 1.
4. With power applied to awning, reprogram awning limits. See "Reset Awning Out Limit" section in awning's Operating Instructions.

**Note:** This step is for electrical version (Type 9500E & DA20E) awnings only. Skip this step for mechanical version (Type 9500 & DA20).

5. Open and close awning four or five times to allow natural self adjustment of awning fabric. (See "Open Awning" and "Close Awning" in Operating Instructions.)
6. Verify alignment of awning fabric, that fabric edge remains straight, and that fabric does not wrinkle.
  - a. If alignment is satisfactory, skip to step (12).
  - b. If there is a misalignment, proceed with step (7).
7. Fully extend awning to expose tape on fabric roller tube. See FIG. 13.

**Note:** For mechanical version (Type 9500 & DA20), skip to step (10). For electrical version (Type 9500E & DA20E), proceed with step (8).

8. Press and hold the close (up arrow) and open (down arrow) buttons on awning remote simultaneously for approximately 6 seconds. Awning



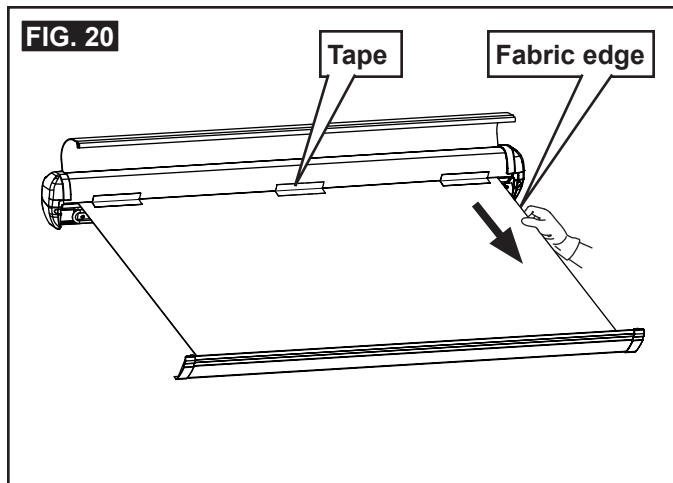
**⚠ CAUTION**

**CUT HAZARD.** Wear gloves when pulling on awning fabric, and avoid sliding exposed skin along fabric edge. Failure to obey this caution could result in injury.

motor should jog momentarily. See FIG. 19.

9. Grasp the RH side of awning fabric and pull while pressing and holding the open (down arrow) button until tape on fabric roller tube is exposed. See FIG. 19 and 20.

**Note:** This step may require the help of additional person-



**⚠ CAUTION**

**PINCH HAZARD.** Do NOT operate product until following step is complete. Keep remote control in a safe location (away from bystanders). Failure to obey this caution could result in injury.

nel.

10. Add tape according to step (6) of “Fabric Replacement” section.
11. Repeat Steps (5) through (6).
12. With power applied to awning, reprogram awning limits. See “Reset Awning Out Limit” section in awning’s Operating Instructions.

**Note:** This step is for electrical version (Type 9500E & DA20E) awnings only. Skip this step for mechanical version (Type 9500 & DA20).

13. Proceed to “Secure Awning Fabric To Lead Rail”

section.

## H. Secure Awning Fabric To Lead Rail

1. Once proper alignment is achieved, (with the help of at least one other person) stretch fabric taut along length of lead rail while keeping it centered

**NOTICE**

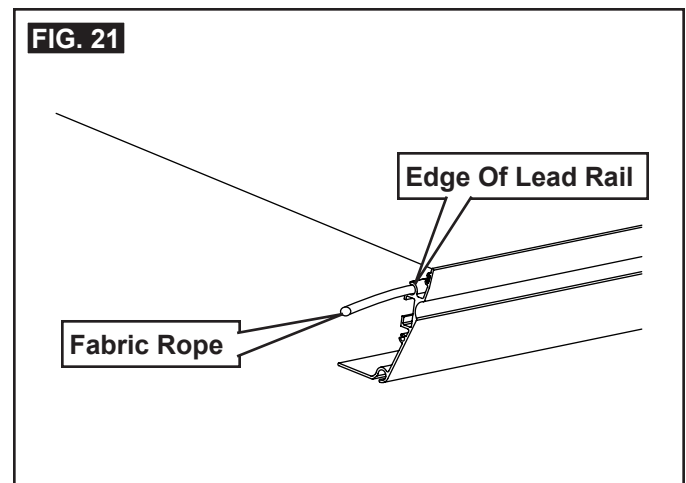
**Do NOT over-tighten fasteners. Applying too much torque may cause fasteners to fail, and could cause unreparable damage to parts.**

on current position. See FIG. 3.

2. While keeping awning fabric taut, reinstall TEK screws near LH and RH lead rail end caps to clamp awning fabric to lead rail. Tighten to 20 ±2 in·lb torque. See FIG. 5.
3. Open and close awning to verify awning fabric is still aligned properly and does not wrinkle. (See “Open Awning” and “Close Awning” in Operating Instructions.)
4. If adjustments are necessary, loosen both TEK screws (clamping awning fabric to lead rail) and repeat steps (1) through (3).

**Note:** It may be necessary to adjust awning fabric to the left or right of lead rail center if wrinkling persists.

5. Trim fabric rope even with edge of lead rail at both ends (2 places) if applicable. See FIG. 21.



## I. Close Awning Case

1. Swing awning top down. See FIG. 8.
2. Install the screw (provided) that fastens LH end plate to awning top. See FIG. 7.
3. Install the screw (provided) that fastens RH end plate to awning top. See FIG. 6 or 10.
4. Reinstall LH lead rail end cap (with screw provided) onto lead rail. See FIG. 2.
5. Reinstall both RH and LH end caps. See FIG. 3 and 4.