

RECORD THIS INFORMATION FOR FUTURE REFERENCE:

Model Number _____
Serial Number _____
Date Purchased _____
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SERVICE BULLETIN

**POWER CHANNEL AWNING
MODELS 8956003.4X0(#)
(SERIAL NUMBERS PRIOR TO 543XXXXX)**

**STICKING PUSH BUTTON ON
ADJUSTABLE-PITCH ARM**

**ORDER:
SERVICE KIT # 3312508.025(#)**



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

COMPLAINT

When awning is fully extended, push button on spring-arm assembly is stuck.

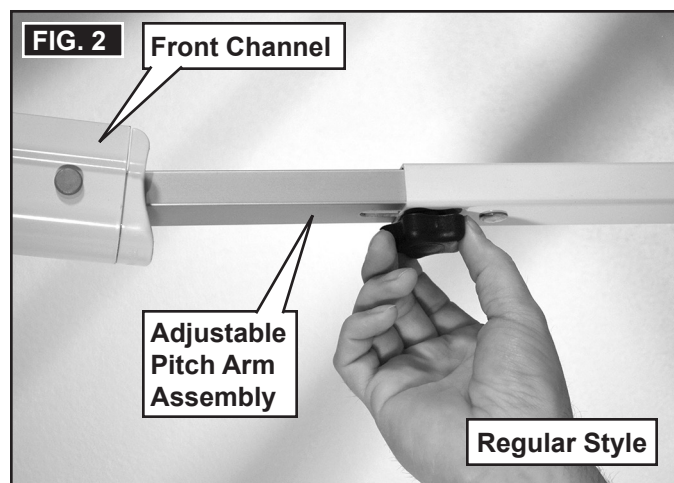
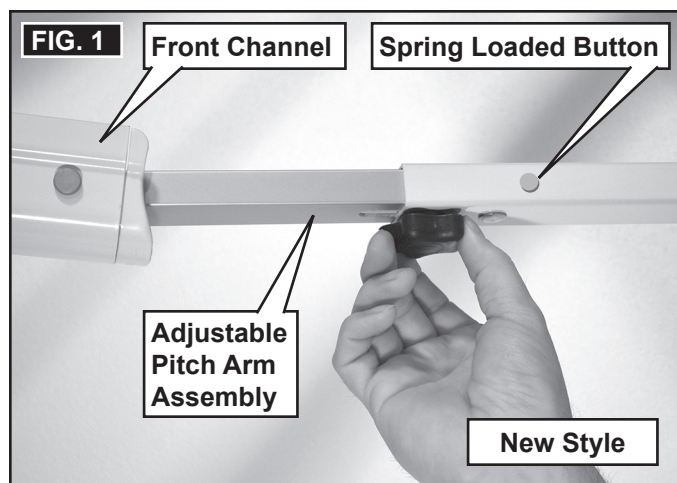
RESULT

In the extended position, the fabric sags on the sides and is not taut. To release the push button, customer can retract the awning half way and depress the push button.


FIX

Replace both new style push button spring-arm assemblies with regular assemblies.

For units in the field, please contact Dometic. A regular style spring-arm assembly will be sent as soon as they are available for replacement.



DOCUMENT SYMBOLS

 Indicates additional information that is **NOT** related to physical injury.

 Indicates step-by-step instructions.

GENERAL INFORMATION

A. Required Tools

- Flat-Blade Screwdriver
- Ball End Hammer
- 3/8" Hex Driver

IMPORTANT SAFETY INSTRUCTIONS

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

B. Recognize Safety Information



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

C. Understand Signal Words

A signal word will identify safety messages and property damage messages, and will indicate the degree or level of hazard seriousness.

WARNING indicates a hazardous situation that, if **NOT** avoided, could result in death or serious injury.

CAUTION indicates a hazardous situation that, if **NOT** avoided, could result in minor or moderate injury.

NOTICE is used to address practices **NOT** related to physical injury.

D. Supplemental Directives



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

Read and understand these instructions before [installing / using / servicing / performing maintenance on] this product.

Incorrect [installation / operation / servicing / maintaining] of this product can lead to serious injury. Follow all instructions.

The installation **MUST** comply with all applicable local and national codes, including the latest edition of the following standards:

U.S.A.


- ANSI/NFPA70, National Electrical Code (NEC)
- ANSI/NFPA 1192, Recreational Vehicles Code

CANADA

- CSA C22.1, Parts I & II, Canadian Electrical Code
- CSA Z240 RV Series, Recreational Vehicles

E. General Safety Messages

WARNING Failure to obey the following warnings could result in death or serious injury:

- This product **MUST** be [installed / serviced] by a qualified service technician.
- Do **NOT** modify this product in any way. Modification can be extremely hazardous.
- **IMPACT OR CRUSH HAZARD.** This product should be installed in a controlled environment (inside). Do **NOT** install product during windy conditions, or when wind is expected. Otherwise, product could move unpredictably, become unstable, and could [detach / bend / collapse].
- Frequently examine product for imbalance (uneven fit / sagging / loose parts); and signs of wear or damage to wiring (if applicable) and other critical parts. Do **NOT** use product if adjustments or repairs are necessary.
 -  Critical parts may include awning fabric, cables, arm assemblies, etc.
- Disconnect product from power supply (if applicable), and do **NOT** operate product when cleaning or maintaining product.
- Do **NOT** allow anyone (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge to use this product, unless they have been given supervision or instruction (concerning use of this product) by a person responsible for their safety.
- Do **NOT** allow children to play with product or with fixed controls (if applicable).
- Keep remote controls (if applicable) away from children.
- **IMPACT OR CRUSH HAZARD. NEVER** leave an open awning unattended. Keep awning stowed (closed) when snow, heavy rain, wind, and severe weather conditions are expected.
- **IMPACT OR CRUSH HAZARD.** Do **NOT** allow water to pool, snow to accumulate, or heavy debris on awning fabric. Do **NOT** hang or place anything on awning. The awning will become unstable, and could bend or collapse.
- **FIRE HAZARD.** Keep sources of heat and fire (barbecue grills, portable heater, etc.) away from awning.

CAUTION **PINCH HAZARD.** Maintain a horizontal distance of at least 16" between fully open awning and any permanent object. Failure to obey this caution could result in injury.



Do **NOT** face awning toward permanent objects that may interfere with awning operation.

REPLACEMENT PROCEDURE

A. Replacement Of Adjustable-Pitch Arm

1. This section is meant for the replacement of an existing adjustable-pitch arm with a new one.

i The assistance of a second person will be required to support the weight of the awning during steps 4 and 5.

2. Open awning fully.
- a. Make note and keep track of the spacers located between the adjustable-pitch arm and the back channel (qty 2) and the spacers located between the adjustable-pitch arm and the front channel (qty 2, not shown). You will need to re-install these spacers before the installation is complete.

3. Remove the pin that joins the adjustable-pitch arm to the front channel (pin A). See (FIG. 3).

a. Using the flat-blade screwdriver, pry off the internal-tooth lock washer. Use care to avoid damage to the finish of the hardware. Discard lock washer.

b. Using the ball-end hammer, remove pin. Start by supporting the side of the front channel where the flat head of the pin is located and use gentle, firm taps on the free end of the pin.

i To make pin removal easier, lift front channel slightly to take weight off of pin.

c. Collect the pin and two spacers and set aside.

d. Swing the free end of the adjustable-pitch arm out of the front channel and let hang down inside the back channel. The awning will support its own weight at this point.

4. Remove the pin that joins the adjustable-pitch arm to the back channel (pin B). See (FIG. 3).

i A second person **MUST** be ready to support and control the awning roller tube at this time.

a. Repeat the procedure of step 3 on the indicated pin.

b. Collect the pin and spacers and set aside.

c. To make it easier to remove the pin, relieve the tension due to the strut by gently pushing up on the top arm. Remove and discard the old adjustable-pitch arm.

5. Install new adjustable-pitch arm.

a. Attach new adjustable-pitch arm to the hardware by re-installing both pins.

I. Install the pin at the back channel (pin B). See (FIG. 3) and (FIG. 4).

II. Install the pin at the front channel (pin A). See (FIG. 3).

i The pin at the back channel **MUST** pass through the adjustable-pitch arm and the strut end fitting.

NOTE: The box channel of the adjustable-pitch arm **MUST** be connected to the back channel, and the open c-channel of the adjustable-pitch arm **MUST** be connected to the front channel (with knob on the underside). Failure to follow these instructions may cause damage to awning components. See (FIG. 4).

6. Re-install all spacers and secure both pins.

7. Install one new internal-tooth locking washer (included) on each pin.

i Do **NOT** re-use old internal-tooth locking washers.

a. Use the 3/8" nut driver to push the lock washers over the pins until they bottom out against the front channel.

