

MOSQUITERIA
MANUAL AND MOTORIZED MODELS



Installation Manual

2024 VERSION



PLEASE READ ME BEFORE ASSEMBLING

This section contains important warnings concerning your safety and the integrity of your Mosquiteria.

BEFORE discarding your Mosquiteria packaging, we recommend that you take an inventory of all the parts as shown in section **1.3**.

ATTENTION! It is essential to follow these instructions. An improper installation of this product could result in serious personal injury or property damage.

CAUTION! Proper installation and the integrity of the structure on which Mosquiteria will be installed are the sole responsibility of the customer - user. In case of doubt, consult a professional contractor.

CAUTION! Your Mosquiteria was not designed to withstand strong winds and accumulations of rain, snow or ice. Such buildup could cause it to fall, causing personal injury or property damage and **rendering its warranty void**.

CAUTION! Please close your Mosquiteria during strong winds period.

BEFORE installing your Mosquiteria, check your installation surface to identify any potential obstructions that could interfere with it during opening such as fixtures or door handles.

WHEN IN DOUBT: consult a certified contractor.

To help make the installation easier, we are proud to direct you to our website, where you will find a range of technical videos:

<https://zonepatio.ca/en/video-tutorials/>.

Please feel free to reach out to us should you have any questions or comments you would like to share by contacting our Customer Service Department at the following number: **1-866-441-4182 (CA)**, **1-800-736-0906 (USA)** or csd@multipleawnings.com.

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1 PREPARATION

1.1 Required tools

- Safety cutter for unpacking Type A or B
- 2 ladders or stepladders
- Measuring tape
- Carpenter's pencil or ink marker
- Drill
- Level
- Robertson type screwdriver bit #1, #2 and #3
- Philips type screwdriver bit #4
- 8mm hexagonal socket
- 3 mm, 4 mm and 5 mm Allen keys
- Masonry installation :
 - Hammer
 - 3/16" and 5/16" masonry bit
- Wood structure installation
 - 5/32" metal drill



A



B

Optional:

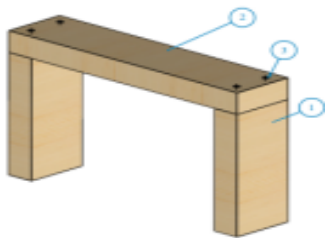
- Stud finder
- Masking tape
- Caulking
- Nylon, aluminum or copper shims
- Siding hook

NOTE: Make sure you have helpers to install your Mosquiteria, we recommend at least 2 people to make sure the installation process goes smoothly.

WHEN IN DOUBT : consult a certified contractor.

1.2 Unboxing Your Mosquiteria

- Your Mosquiteria will arrive in a long rectangular box tied to a skid. Cut the straps and remove the cover.
- Remove the wooden arches and then cut the green straps. To remove the rest of the packaging, we suggest that you use a security knife as shown in section 1.1.



- Pull the Mosquiteria out of the box, and deposit to a blanket or grass. You must be at least 2 people to perform this operation safely.
- Please make sure you have taken all the accessories that were packed in the box, do not throw out your packaging until you have all the items that are listed in section 1.3.
- Carefully remove the plastic wrap. Do not use a regular knife or a self-retracting knife for this could damage the Mosquiteria. See the photos in section 1.1.

WARNING! The legs are expedited assembled to avoid possible damages during shipping. There are 2 aluminum profile insert inside each other that will need to be separated to install the Mosquiteria leg.



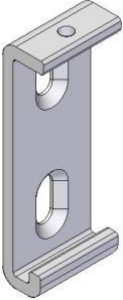
1.3 List of parts included

Wrapped on the Mosquiteria

- 1 hand crank (manual Mosquiteria only)
- 2 casing brackets (8' and less Mosquiteria only)
- 3 casing brackets (8' and more Mosquiteria only)
- 2 assembled legs

Hardware box

- 1 installation manual
- 1 remote (if motorized)
- 1 motor AC cable – 15'
- 4 metal screws (V1 or V3) : 2 installed on the cover, 2 spare
- 4 fixation screws for profile-guide (V2 & V4)
- 12 wood screws (V5)
- 12 concrete screws (V6)
- 12 aluminum screws (V7)
- 8 screws to secure the brackets (V8)
- 8 sleeves to secure the brackets in concrete (V9)

Remote and its support	
Hand crank (available with the manual Mosquiteria only)	
Casing brackets Mosquiteria 8' and less : 2 brackets Mosquiteria 9' and more : 3 brackets	

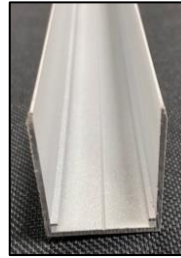
MOSQUITERIA LEG

Assembled for a safer delivery, see components below :

ATTENTION! The legs are identified D : right and G : left. It is important to respect the side for each leg for a secure installation.



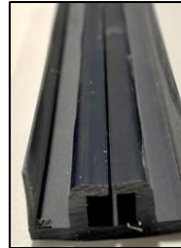
Compensator



Guide

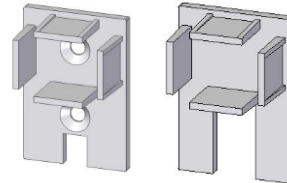


Zip-Guide

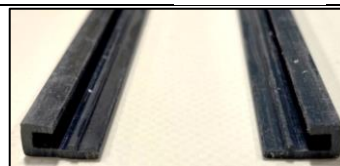


Plastic end cap

2 x drilled end caps : bottom caps
2 x plain end caps : top caps.



Retainer moulding



SCREWS INCLUDED IN THE HARDWARE KIT

Numéro	Description	Quantité
V1 or V3	Cover retention screws by colour. The cover is delivered with a screw at each end; however, 2 spare screws are included in case of loss. Keep in a safe place.	4
V2 or V4	Retention screws for the profile-guide (depending on the colour of the system)	4
V5	Screws for fixing the guides in the wood	12
V6	Screws to secure the guides in concrete	12
V7	Screws to anchor the guides in the aluminum	12
V8	Screws to secure the brackets	8
V9	Sleeve for securing brackets in concrete	8



1.4 Workspace requirement

Before installing the Mosquiteria, check the mounting surface and ensure that there are no obstacles on the surface such as gutters, fixtures, etc. that could interfere with or block the Mosquiteria when it is deployed. **The compensator must be screwed to the structure from the back, never from the side.**

The professional installer must make sure that the brackets and compensators are properly fixed to the structure to ensure that the assembly is done according to the specifications and that the Mosquiteria will function properly.

ATTENTION! The Mosquiteria's installation requires a precise sequence, please read all instruction before starting installation.

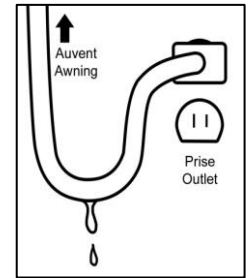
ATTENTION! The Mosquiteria casing needs to be installed perfectly levelled to work properly, and the legs need to be installed at a perfect 90° angle. If required, use shimes.

WHEN IN DOUBT : consult a certified contractor.

1.4.1 Electrical installation requirement

If your Mosquiteria is motorized, you will need a working GFI outlet during installation. Plug the motor in making a loop near the outlet to prevent water from collecting at the AC receptacle. The electrical cord of the Mosquiteria is 15' long.

We also recommend the use of a protective cover for AC receptacles that you will find in most hardware stores.



1.4.2 Type of siding

It is important to secure the casing in a structural part of your building. For all buildings that have an internal wooden structure, there is, very often, a header above the window or door that will be protected by the Mosquiteria.

For a structure, such as a gazebo, or a balcony, it is necessary to evaluate the horizontal support between the columns. Make sure you have a solid base such as a wood beam or a metal support that will hold the brackets.

In some cases, such as concrete or structural brick, it will be possible to use masonry screws. Aluminum screws are also provided to secure the compensators to a gazebo. It is important to always use the appropriate fasteners for your situation. It may be necessary to use different screws than those provided.

ATTENTION! Certain masonry walls might not be solid enough to support the Mosquiteria safely. Fixation provided might not work on certain brick types such as decorative bricks.

WHEN IN DOUBT : consult a certified contractor.

1.4.3 Measurements specification and shim.

ATTENTION! The Mosquiteria was produced according to very precise measurements provided to us. Its operation depends on a perfectly level installation.

It is possible to install the Mosquiteria with shims up to 1/8th of an inch (0.125). A greater gap may be difficult to hide with the caulking.

In some cases, 0.25" is removed from one side of the casing to allow the power cord to pass through. In this case, you must offset the casing towards the side that does not have a power cord. One of the tabs will then have to be installed outside the track of the casing. It may also be necessary to use shims on the compensator on this side.

If you use shims for the casing brackets, you may need to cut the compensation and guides since the casing will be lower than expected.

2 INSTALLATION INSTRUCTION

The installation of the Mosquiteria requires a precise sequence, please read all the instructions before starting the installation.

For homes with internal wooden structures and vinyl or aluminum siding, the lag bolts must be firmly anchored in the structural part of the house. Make sure to find the centre of the structural piece and pre-drill before attaching the lag screw.

ATTENTION! For proper operation of the system, the casing must be installed level to the horizontal and the legs must be installed level to the vertical. If necessary, USE COUPLINGS.

ATTENTION! Make sure to have help during installation. 2 people are required to do a secure installation, especially to install the casing on the brackets.

To help make the installation easier, we are proud to direct you to our website, where you will find a range of technical videos: <https://zonepatio.ca/en/video-tutorials/>.

2.1 Brackets installation

Mark the location of the retention brackets. Brackets should be installed approximately 8 inches from each end of the casing.

NOTE : For a Mosquiteria of 9 feet or more, there is a third support to install approximately in the centre of the casing

ATTENTION! Brackets must be levelled, use shimmers if necessary. We suggest the use of metal or nylon washers as shims.

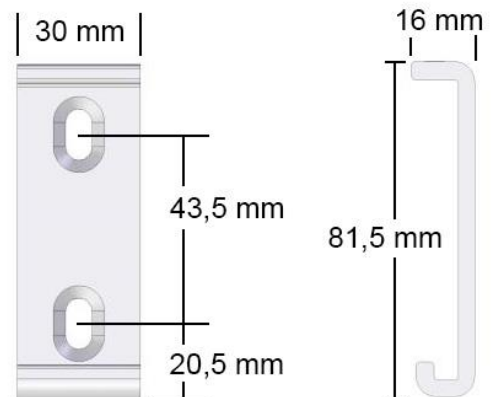
WHEN IN DOUBT : consult a certified contractor.

Wall installation

The retention screw of the anchor must point downward. Install the brackets using the #8 screws as shown on the diagram.

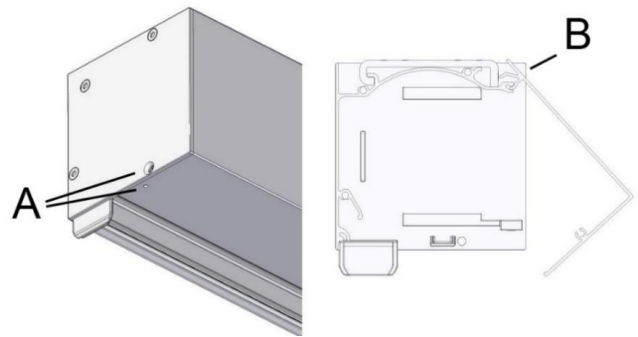
Installation under corniche or under soffit

The retention screw of the anchor must point forward for soffit installations. Install the brackets using the #8 screws as shown on the diagram.



2.2 Casing installation

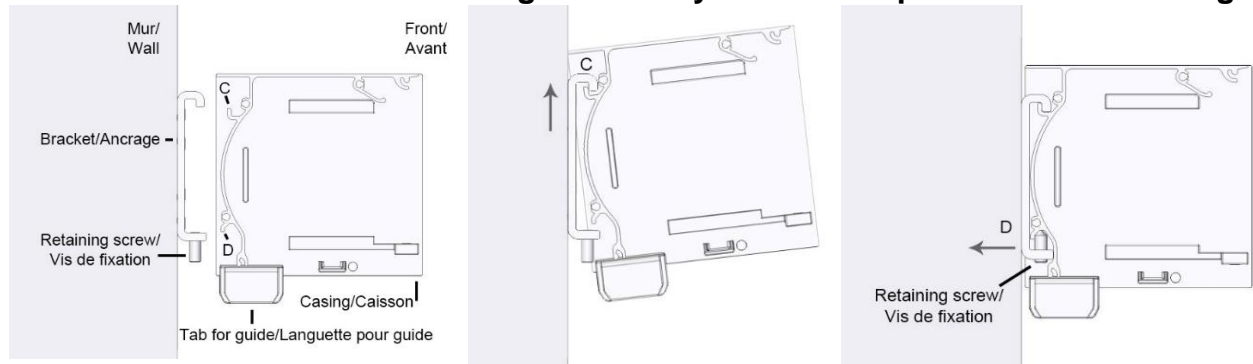
Remove screw A so that the casing cover can be removed. Screw A can be located on the side or under the casing cover. Place the cover in a safe place.



Mounting on a wall :

1. Hang the casing to the brackets by inserting the top of the casing (**C**) first, into the track of the anchor.
2. Push the bottom of the casing towards the wall to fully insert it into the brackets.
3. Secure the casing (**D**) by tightening the bracket's retention screw with the Allen wrench.

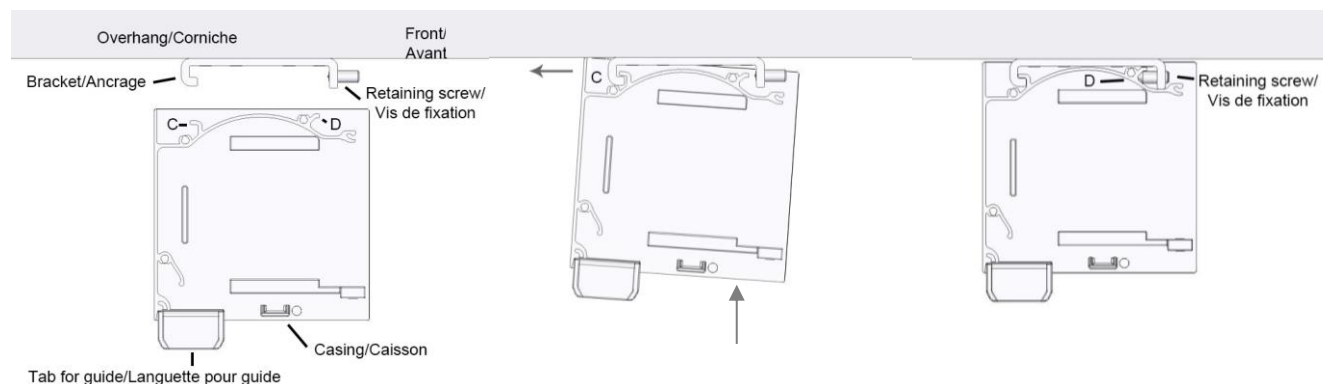
ATTENTION! Make sure the casing is securely fastened in place before releasing it.



Installation under corniche or soffit mounting

1. Hang the casing to the brackets by inserting the back of the casing (**C**) first, into the tongue of the anchor.
2. Push the front of the casing (**D**) upwards to fully press it into the brackets
3. Secure the casing by tightening the bracket's retention screw with the Allen wrench

ATTENTION! Make sure that the casing is securely fastened in place before releasing it.



2.3 Legs installation

The legs are expedited assembled to avoid possible damages during shipping, see section 1.3 for a detailed list of parts included inside each leg.

NOTE : There are 2 aluminum profile insert inside each other that will need to be separated to install the Mosquiteria leg.

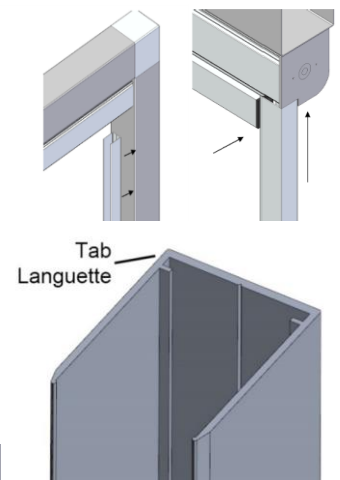
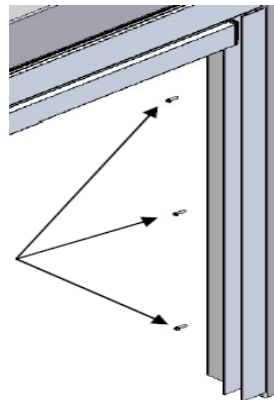
2.3.1 Compensator installation

1. Start by removing the profile-guide from the inside of the compensator.
2. Mark the location of the compensators on the wall or structure. Check the wall or structure for plumpness, use spacers if necessary.

ATTENTION! The compensators must be level in both axes and fit into the tongue of the casing. They must be flush with the side and back of the casing as shown.

NOTE : The compensator may not fit into the tab, as shown in Figure 2.4-3. This may occur if the cabinet is offset to permit a wire to pass through, or if measurements have not been taken perfectly. It is possible to install the compensator up to 1/8 inch (0.125) outside the end of the cabinet. The tab will then fit between the notches and the edge of the compensator. The profile-guide will then not be able to rest on the bottom of the trim tab and will protrude a little.

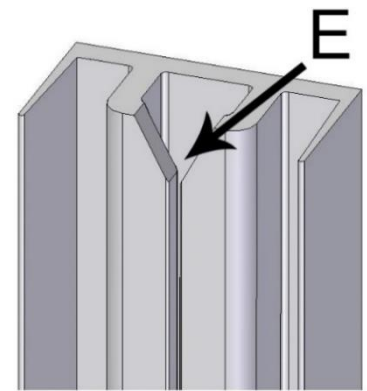
3. Drill a minimum of three holes of 5/32 of an inch evenly distributed along the profile, through the compensator and the structure. Use a drill bit appropriate for the metal and the type of surface of the wall or structure.
4. Secure the compensator in place with the appropriate screws (V5, V6 or V7.)



2.3.2 Profile-guide installation

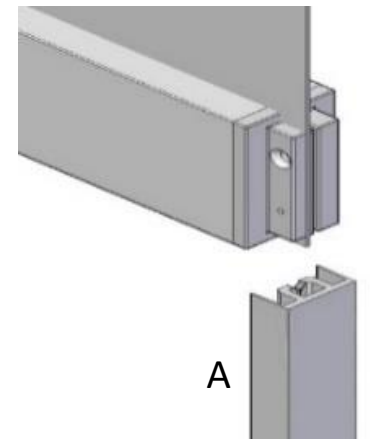
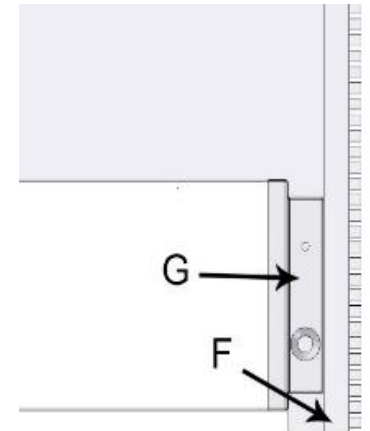
1. Remove one of the plastic caps from the guide profiles.
2. Remove the zip-guide and the two retaining mouldings.
3. Replace the plastic cap and ensure that the other plastic cap is securely in place on the guide profiles; the caps with no holes must be at the top of the guide profiles.

4. Position the V-notch in the zipper guide at the top to facilitate the insertion of the fabric.
5. Lower the Mosquiteria's load bar by approximately 24"
6. Pull the load bar out from between the compensators.
7. Insert the guide profile into the compensator, with the upper cap at the top end.



2.3.3 Insert the mesh fabric in the zip-guide

1. Insert the lower end of the zip (**F**) into the notch of the plastic zip-guide.
2. Slide the zip-guide up gently, guiding the zip until about 12" of insertion.
3. Holding the load bar with one hand and the zip-guide on the other hand, insert the top of the zip-guide into the guide profile. You may need to lift the end of the load bar to give the mesh fabric enough leeway.
4. Insert the entire zip-guide and then replace the retaining mouldings.
5. Ensure that the zip-guide is completely secured by the mouldings and that the mouldings are completely clipped to the guide profile to ensure the strength of the zip-guide and the mesh fabric. It will probably be necessary to raise and lower the load bar to install the entire molding.
6. Proceed in the same manner for the second zip-guide



2.3.4 Anchoring the profile-guide

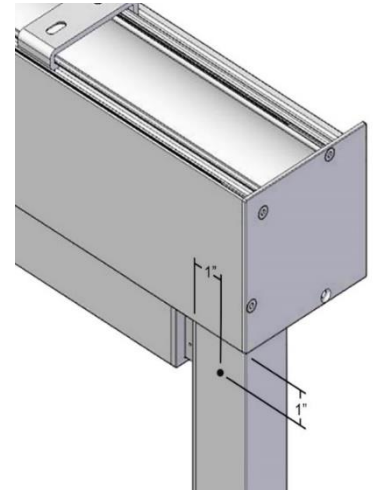
Lower the entire load bar and raise it again to align the mesh fabric and the load bar with the guide profiles.

The guide profiles should be equally positioned in each of the compensators. If the casing has been offset to allow a cord or obstacle to pass through, the guides will not be equal in the compensators.

ATTENTION! The guide profiles should not be fixed until the load bar moves up and down freely. Adjust the position of the guide profiles until the bar moves freely. It may be necessary to help the bar to move initially by pulling it down.

When the guide rails are in a position that allows the load bar to move freely :

1. Mark the locations of the guide rail mounting screws (V2 and V4) 1 inch from the top and one inch from the inside edge (towards the fabric) of the guide rail.
2. Drill a pilot hole on each side of the compensator
3. Install the screws, securing the top of the guide rail in the compensator.
NOTE : leave the bottom free to adjust as needed.
4. Proceed in the same way for the other guide.



2.4 Finishing touches

Replace the casing cover using the screws (V1 or V3).

Use caulking, if necessary, to cover possible gaps between the compensator and the structure or between the casing and the structure. If there is a possibility of water ingress into the casing, caulk it.

If necessary, adjust the closing and opening limits of the motor.

3 SYSTEM PROGRAMMATION

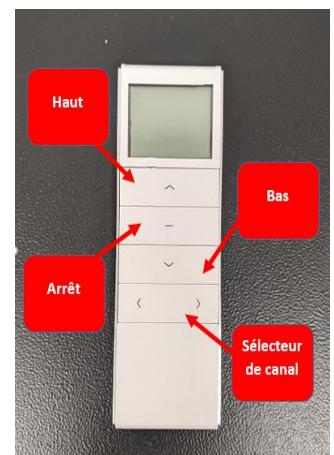
3.1 Adjusting the limits

At every moment, you can stop the fabric movement by pressing on button « - » on the remote.

Test the remote function using the opening « ▼ » and closing « ▲ » buttons.

Opening and closing limits have already been programmed and tested at the factory.

Note : These steps are part of a sequence that absolutely must be performed as described. Make sure each and every step is done correctly before moving on to the next one.



ATTENTION! The time between each steps should not exceed 10 seconds. Once this time has been exceeded, the whole procedure must be started from the beginning. Failure of the heed the previously listed note would entail a restart of the whole process. If it takes more than a minute to complete the entire procedure, you will also need to start from the beginning.

Programming the lower limit

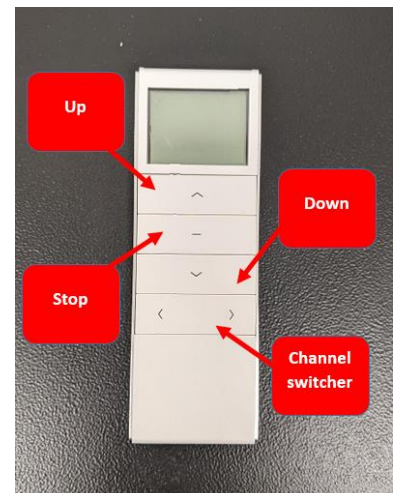
1. Press the «▼» button once. The motor should stop its descent by itself at an approximate height of 7'.
2. Press and hold the «▼» and «▲» buttons simultaneously until the motor performs 3 beeps and 1 movement, let go of the buttons.
3. You have 10 seconds to lower the shade by pressing and holding the «▼» button to the desired position.
4. Press and hold the « - » button until the motor performs 3 beeps and 1 movement.

Your new lower limit is now successfully programmed

Programming the upper limit

NOTE : The upper limit is programmed at the factory, you shouldn't have to modify it, unless the motor memory was wiped.

1. Press the open «▼» button. The motor must stop its descent by itself down to the lower limit previously set. If not, you must repeat the limit adjustments; see **Section 6.B.**
2. Press simultaneously on the down «▼» and «▲» up buttons until the motor makes 3 beeps and 2 movement.
3. You have 10 seconds to lower the fabric to the desired position by holding or pulsing the «▼» down button.
4. Once at the position, press and hold « - » until the motor performs 3 beeps and 2 movements.



The new open limit is now successfully programmed.

The open and close limits are now set, press once on the up « ▲ » button to verify that the Mosquiteria closes correctly.

3.2 Reverse the remote control

This procedure describes how to reverse the remote control of your Mosquiteria with your remote.

NOTE : These steps are part of a precise sequence and each step needs to be done exactly as described.

WARNING : Delay between each step shouldn't be longer than 2 seconds. If this delay is not respected, the procedure will need to be done all over again.

1. Press on buttons «▲» and «▼» simultaneously until the motor beeps 3 times then release the buttons.
2. Press on the «-» and hold it until the motor blips 3 times, then release the button.

NOTE : If the remote does not work properly, make sure it is on the right channel.

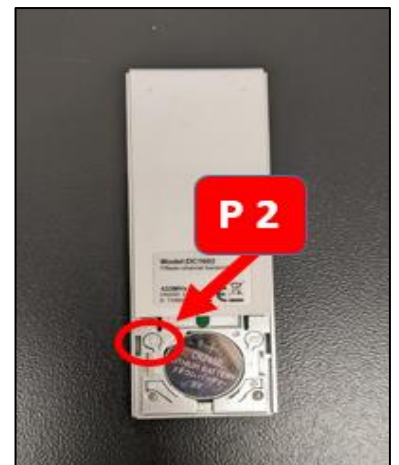


3.3 Programming an additional remote

NOTE : These steps are part of a precise sequence and each step needs to be done exactly as described.

WARNING : Delay between each step shouldn't be longer than 2 seconds. If this delay is not respected, the procedure will need to be done all over again.

1. Make sure that the remote is on the right channel with buttons «▶» or «◀».
2. Press and release the motor button. The motor should do 3 beeps.
3. Press and release the P2 button behind your new remote. You should hear 1 beep and see the fabric move twice.
4. Press and release the P2 button behind your new remote for a second time. 1 beep and 2 movements should be observed.
5. Press and release the down button «▼». 2 movements should be observed.
6. Wait 30 seconds.
7. Test your new remote.



3.4 Programming multiple Mosquiteria on a single remote

When your Mosquiteria leaves our factory, the remote control is programmed by default to channel # 1. If you have more than one Mosquiteria, each one comes with its own remote. This leaves you with 14 other channels with which you can program to operate other Mosquiteria equipped with a Dooy motor.

Follow the steps below to add more Mosquiteria to 1 remote.

1. Select one Mosquiteria and its remote.
2. Unplug the other Mosquiteria.
3. Go to Mosquiteria # 2 and take out the battery from that remote.
4. Plug in Mosquiteria # 2
5. On remote # 1, **select channel #2.**
6. Within 10 seconds, press « **P2** » on the back of your remote the motor will make 1 beep and 2 movements.
7. Press « **P2** » again, the motor will make 1 beep and two 2 movements.
8. Finally, press the « **▲** » up button, the motor will make 3 beeps and two 2 movements.
9. Mosquiteria # 2 is now coupled with Remote # 1.
10. Follow this same procedure for every Mosquiteria you want to program on remote # 1.

When using your remote control, **make sure to select the correct channel** for the Mosquiteria you want to operate. Keep other remotes in a safe place to use as backups if something happens to remote # 1.

4 SAFETY TIPS AND ADVICE

CAUTION! Before using the Mosquiteria, make sure that there are no objects or people obstructing its path when opening and closing it. Keep children and pets away from moving parts to avoid harm.

CAUTION! Items should never be hung from different parts of the Mosquiteria, except for the accessories supplied by the manufacturer.

CAUTION! Never attempt to repair or disassemble the Mosquiteria without following the manufacturer procedures provided with the replacement parts. Attempting to make repairs without proper instructions may cause personal injury, Mosquiteria malfunction, and **will void your warranty.**

ATTENTION! Damage to the fabric and mechanism caused by accumulation of water, rain, snow, ice or strong winds **are not covered by the manufacturer's warranty.** You should always retract your Mosquiteria during periods of snow, ice, rain or strong winds. Never leave an open Mosquiteria unattended.

CAUTION! The accumulation of water, rain, snow or ice can cause damage or collapse of the Mosquiteria and/or personal injury. You should close your Mosquiteria when water begins to

pool on the fabric. Water will drain when closing the Mosquiteria. Be sure to reopen it to dry the fabric as soon as possible.

CAUTION! Never use a barbecue or any type of patio heater or fireplace next to your Mosquiteria. The use of this type of heat emitting units could melt or burn the fabric, even worst it could ignite and cause serious damages.

ATTENTION! During long-term storage or non-use of a motorized Mosquiteria, the manufacturer suggests running the motor every few months to maintain the lubrication of the internal components.

5 MAINTENANCE

5.1. Lubrification

We recommend applying lubricant on the lateral tracts at least three times per season on the following schedule:

- At springtime, before first use (i.e., March – June)
- During the summer months (i.e., July – August)
- Near the end of fall.

Use the following steps to ensure that the system is properly lubricated.

1. Make sure no object or debris is present on the tracts.
2. Ensure that the system is fully retracted (i.e., the lower bars sit at the upper limit).
3. Use a dry silicone spray lubricant, such as Adseal 4000A2. Using the included straw, inject the lubricant inside the plastic PVC guides from top to bottom.
4. Unroll the fabric to until you reach the lower limit and roll up again.



5.2 Mesh fabric

The fabric is composed of 74% PVC and 26% polyester and is coated with a specific protective solution, which delays the formation and accumulation of dirt. Use the following cleaning instructions to maintain the protective layer and maximize the lifespan of the fabric.

If there are wrinkles, time and sun will solve the problem. If you want, you can carefully use a hair dryer.

ATTENTION! Never use a pressure washer to clean the Mosquiteria system as it will strip the anti-mould coating, UVB protection, rip the seams and potentially damage the motor unit.

1. Using a soft brush or a vacuum cleaner remove any dust and dirt from the dry fabric.
2. Brush lightly with a mixture of lukewarm water and mild organic soap.
3. Rinse thoroughly to remove all traces of soap, let the fabric dry before closing the Mosquiteria

CAUTION! If your Mosquiteria is retracted while the fabric is still wet, open it as soon as possible to allow the fabric to dry. Although the fabric is treated against mildew, it is necessary to do this because the deposits of atmospheric pollution on the surface of the fabric are likely to develop mould in these humid conditions.

5.3 Electric motor maintenance

Motor

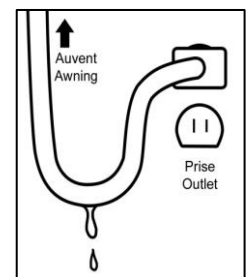
The electric motor is equipped with an automatic overheating shutoff system. If you open and close your Mosquiteria several times in a row, the motor stops automatically before overheating. The motor will resume normal operation after at least twenty (20) minutes of cool down.

NOTE: The side opposite to the motor, where the tube rotates in the cap, may eventually need grease. We recommend using white grease such as Kleen Flo™ to avoid staining the fabric.

Protection of the GFI electrical outlet against water infiltration:

To prevent water from entering the GFI wall outlet, it is recommended that you form a drip loop at the end of the power supply cord.

It is also recommended to install a protective cover. These covers are available at most hardware stores.



5.4 Remote control and support

The batteries (CR2430) need to be replaced every 3 years or less in some case. A simple way to determine the state of the batteries is by pressing any buttons on the unit and see if the screen light up. If the screen on the remote do not light up and/or fades, change the battery.

ATTENTION! Store the remote in a safe environment with low humidity inside your home. We advise removing batteries if you are not planning to use the remote for an extended period (i.e., winter).

Battery replacement procedure :

1. Slide off the plastic case on the back of the remote.

2. Once the battery is exposed, remove it from the plastic holder.
3. Place the new battery in the plastic holder.
4. Slide back the carrying tray into the remote.



5.5 Winter storage procedure

WARNING : You cannot use the Mosquiteria system during winter as the snow and ice may damage the main mesh fabric. Furthermore, the weight of the ice or snow on the fabric could result in an inoperable motor unit.

1. Ensure that the solar fabric is clean and dry before retracting it into its casing.
2. Completely retract the fabric in its casing (i.e., the upper limit).
3. Unplug the motor unit from the wall.
4. Using a plastic bag and tape wrap the end of the motor cord. This will protect the plug from rain, snow, and ice.
5. Remove the battery from the remote.
6. Store the remote control in a low humidity environment.

6 APPENDICES

NOTE: The following steps are optional and a last resort. These steps have already been programmed at the factory.

CAUTION! Once a motor reset is done, there is a risk of damaging your Mosquiteria during a wrong maneuver. Please read **Appendix 6.A, 6.B and 6.C** carefully to familiarize yourself with the procedure before you begin. They must be done in this exact order.

6.A Resetting and synchronizing the motor and the remote control

This procedure describes the steps to re-establish communication between the motor and the remote control or to program a new remote control.

NOTE: This procedure needs to be done only if the remote control does not operate the motorized Mosquiteria.

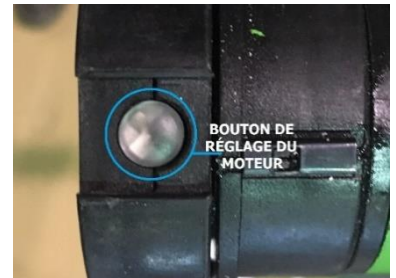


IMPORTANT! The time limit between steps 6.A.1 and 6.A.2 must be less than 10 seconds; otherwise, you will have to start over the entire procedure from the beginning.

Make sure you have previously selected the correct channel of the remote you will be using.

6.A.1 Resetting the motor

1. Make sure that the remote control's LED indicator is on when you keep pressing one of the buttons. If the blue light does not come on at all or flash for less than 5 seconds, you will need to replace the battery, see **Section 5.3**.
2. Press and hold the motor adjustment button located below the fabric on the motor side until the motor makes 3 beeps and 2 movements.
3. Keep the button pressed. The motor will again make 3 beeps and 2 movements.
4. Release the button. The motor will make 2 additional movements.
5. Unplug the motor, it will beep once, this will reset the motor. Plug in the motor and it will beep once and move twice.



6.A.2 Synchronizing the remote control with the motor

IMPORTANT! ONLY IF YOUR MOTOR IS ON THE RIGHT SIDE OF YOUR MOSQUITERIA: when resetting you will need to change the rotation direction of the motor. To do this, simultaneously press the «▼» and «▲» buttons on the remote control until you hear 3 beeps and 1 movement. The rotation direction of the motor is now reversed.

If you do not have access to the motor button, unplug it for 10 seconds and plug it back in. You can now make steps 1 thru 3.

If you have access to the motor button, press it until the motor makes 1 beep and 1 movement. You can now make steps 1 thru 3.

1. Within 10 seconds, press the **P2** button once, the motor will make 1 beep and 2 movements.
2. Press the **P2** button again, the motor will make 1 beep and 2 movements.



3. Press on the arrow up « ▲ » if **motor is on the left**. Press on the arrow down « ▼ » if **motor is on the right**. The motor will make 3 beeps and 2 movements. The motor is now synchronized with the remote control.

6.B Programming the upper and lower temporary limits

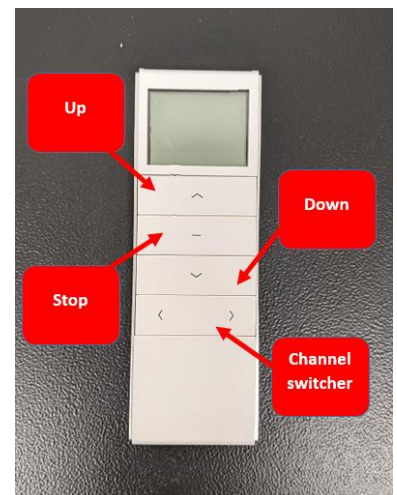
Initial limit setting mode

1. Make sure the motor is plugged in and the remote is on the proper channel.
2. Press and hold the **P2** button until the motor makes 1 beep and 2 movements.
3. Press and hold the arrow up button « ▲ » until the motor makes 3 beeps and 2 movement.
4. Press and hold the **P2** button until the motor makes 3 beeps and 2 movement.

The motor is now ready for the limits setting.

Setting the temporary upper limits

1. Press «▲» to raise the fabric up to approximately 6 inches from the casing
2. Press « - » until the motor performs 3 beeps and 2 movement.
3. The new temporary close limit is successfully set. The final limit will be adjusted after the lower limit setting.



Setting the temporary lower limits

5. Press «▼» to lower the fabric to the desired position.
6. Once at the position, press and hold « - » until the motor performs 3 beeps and 2 movements.
7. The new lower limit is successfully set. If necessary, it can be readjusted in the next step.

6.C Adjusting the limits

The following steps should be made following **Section 6.B**, to adjust either the upper or the lower limit.

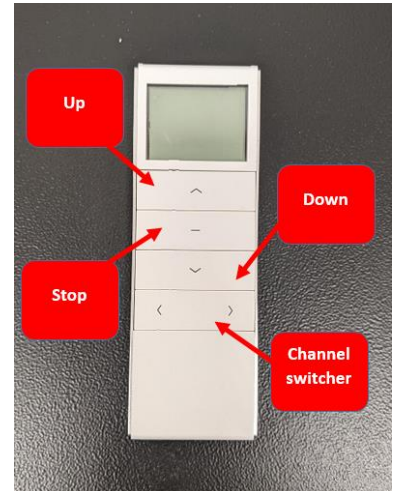
6.C.1 Adjusting the lower limits

1. Press the down «▼» button. The motor must stop its descent by itself down to the lower limit previously set. If not, you must repeat the limit adjustments; see **Section 6.B.**
2. Press simultaneously on the down «▼» and «▲» up button until the motor makes 3 beeps and 2 movements.
3. Open the awning by holding or pulsing the down «▼» button until the desired height has been reached.
4. Press and hold the « - » stop button until the motor makes 3 beeps and 2 movements.

The new lower limit is now successfully programmed.

6.C.2 Adjusting the upper limits

1. Press the close «▲» button. The motor must stop its descent by itself down to the upper limit previously set. If not, you must repeat the limit adjustments; see **Section 6.B.**
2. Press simultaneously on the down «▼» and «▲» up buttons until the motor makes 3 beeps and 2 movement.
3. You have 10 seconds to lower the fabric to the desired position by holding or pulsing the «▲» up button.
8. Once at the position, press and hold « - » until the motor performs 3 beeps and 2 movements.



The new open limit is now successfully programmed.

The open and close limits are now set, press once on the up «▲» button to verify that the MultiShade closes correctly.

7 TROUBLESHOOTING GUIDE

INSTALLATION ISSUES

Problem	Can I hardwire my Mosquiteria directly to my house's electric system?
Solution	It is indeed possible to hardwire your Mosquiteria's motor directly to your house's electrical system; for that matter, you will need to cut out the AC plug

at the end of the cable, but do bear in mind that **this will void the warranty on the motor** and can also cause programming issues with the motor and become more difficult.

Also, please make sure to have a power switch accessible near the assembly to facilitate the programming procedure.

FUNCTIONING ISSUES

Problem	My remote control does not make my Mosquiteria open or close.
Solution 1	<p>If your shade stops while opening or closing or immediately after it has moved, this could indicate the overheating protection has been triggered.</p> <p>If this is the case, wait for at least 20 minutes and make a second attempt. It could be longer if it is hot outside.</p>
Solution 2	<p>Check if the AC outlet used is functional by plugging something else like a lamp into it.</p> <p>If the AC outlet is indeed functional but the Mosquiteria still refuses to work, verify the remote control.</p> <p>Verify if the remote control batteries are working. Press on one of the remote's buttons. Does the LED illuminate? A remote control with weak batteries will take more time to light up the LED and will have a reduced range. If the remotes' LED does not light up, replace the batteries with new ones.</p> <p>If the issue persists, see appendix 6.A</p>
Problem	My motor is not responding, but was working a few minutes ago.
Solution 1	If your Mosquiteria is almost closed, but not completely, it might sometime refuse to close completely. You will need to open it slightly to be able to close it completely.
Solution 2	<p>If your Mosquiteria stops while opening or closing or immediately after it has moved, this could indicate the overheating protection has been triggered.</p> <p>If this is the case, wait for at least 20 minutes and make a second attempt. It could be longer if it is hot outside.</p>
Problem	My Mosquiteria stops before being completely open or opens too much.
Solution	The open and close limits have to be redone, see section 3.1

Problem	The Mosquiteria only opens or closes when I hold the buttons of the remote control.
Solution	The motor is in « program mode ». The open and close limits have to be redone. See section 3.1
Problem	Can other remotes interfere with my Mosquiteria?
Solution	No, each remote control has to be “added” to a specific Mosquiteria. Other remotes like the one for your garage door cannot communicate with your Mosquiteria.
Problem	I lost my remote or I cannot program my new remote.
Solution	Please contact our customer service to obtain a new remote. To program your new remote, read section 3.3
Problem	I am trying to open my Mosquiteria, but the load bar does not lower or one of the load bar’s side is lower than the other.
Solution	The zip-guide might need to be cleaned. Verify that the zip-guide is still aligned in the compensator and that your Mosquiteria casing and legs are still levelled.
PROGRAMMING ISSUE	
Problem	I am trying to add a new remote but it is not working.
Solution	Reset your motor and reprogram it, see apendix 6.1

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