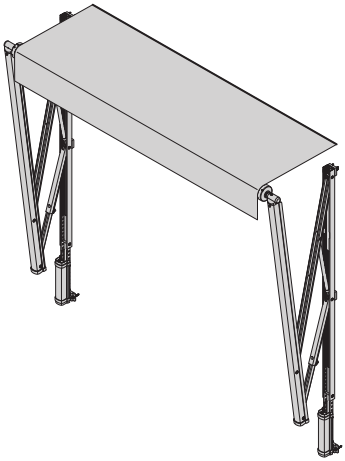
DOMETIC

AWNINGS

POWER AWNINGS



Dometic 9700

EN **Awning**
Installation and Operating Manual..... 3

More information https://www.caravansplus.com.au

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1 Important notes

Please read these instructions carefully and follow all instructions, guidelines, and warnings included in this product manual in order to ensure that you install, use, and maintain the product properly at all times. These instructions MUST stay with this product.

By using the product, you hereby confirm that you have read all instructions, guidelines, and warnings carefully and that you understand and agree to abide by the terms and conditions as set forth herein. You agree to use this product only for the intended purpose and application and in accordance with the instructions, guidelines, and warnings as set forth in this product manual as well as in accordance with all applicable laws and regulations. A failure to read and follow the instructions and warnings set forth herein may result in an injury to yourself and others, damage to your product or damage to other property in the vicinity. This product manual, including the instructions, guidelines, and warnings, and related documentation, may be subject to changes and updates. For up-to-date product information, please visit documents.dometic.com.

2 Explanation of symbols

A signal word will identify safety messages and property damage messages, and also 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!
> Indicates a situation that, if not avoided, could result in property damage.

NOTE Supplementary information for operating the product.

3 Safety instructions

3.1 General safety

WARNING! Health hazard

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- This device is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the device by a person responsible for their safety.
- Children must be supervised to ensure that they do not play with the device.
- Do not allow children to play with the control device of the awning.
- Cleaning and user maintenance shall not be made by children without supervision.



WARNING! Suffocation hazard

- The packaging includes plastic bags. Keep them away from children under 3 years.
- This device contains small parts. Keep it away from children under 3 years.



CAUTION! Electrocution hazard

- This awning must only be installed, removed or repaired by qualified personnel or competent person using suitable fastening material to avoid considerable hazards or damage to the awning.
- If this device's power cable is damaged, the power cable must be replaced by the manufacturer, a service agent or a similarly qualified person in order to prevent safety hazards.
- Only use accessories that are recommended by the manufacturer.



CAUTION! Pinch hazard

- Keep clear of openings around adjustable pitch arm assembly while adjusting awning pitch (slope).



NOTICE! Damage hazard

- Ensure that your hands are clean or wear suitable gloves when working on the awning to avoid marking the fabric.

3.2 Safety when installing



The electrical installation and setup of the device must be performed by qualified personnel who has demonstrated skill and knowledge related to the construction and operation of electrical equipment and installations, and who is familiar with the applicable regulations of the country in which the equipment is to be installed and/or used, and has received safety training to identify and avoid the hazards involved.
All other actions are intended also for non-professional users.



WARNING! Fire hazard/Electrocution hazard

- When drilling into a wall or ceiling, ensure not to damage any electrical connections or gas or water pipes.



CAUTION! Risk of injury

- Take reasonable precaution when installing the awning and wear appropriate personal protective equipment.
- Before installation, ensure that the load-bearing capacity of the building structure is guaranteed. If in doubt, seek professional advice.
- Use proper lifting technique and control when lifting the awning.
- Ensure that the awning does not open unintentionally either automatically or manually while working on it.



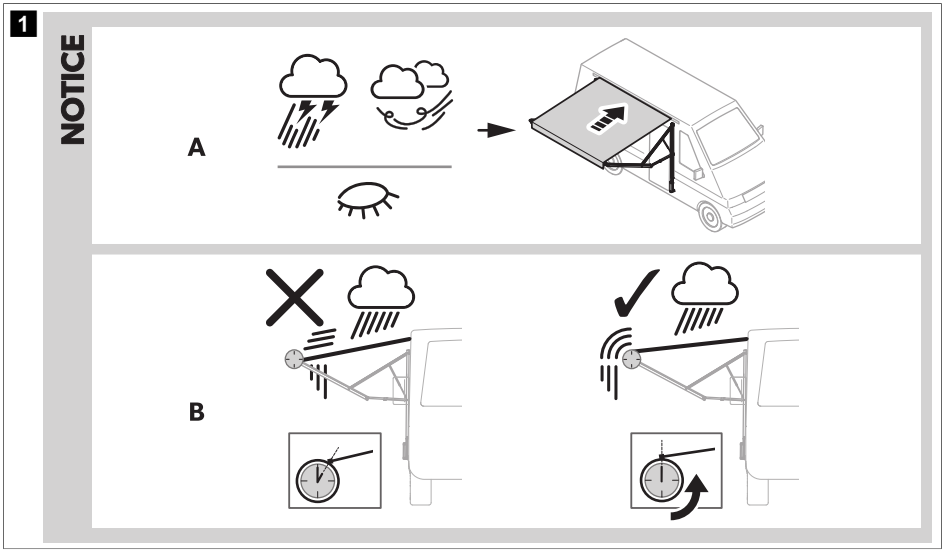
NOTICE! Damage hazard

- Use screws and dowels suitable for the wall construction to fix the awning.
- Check that the voltage specification on the data plate is the same as that of the power supply.

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> Lay the connection cables in such a way that they can not be damaged (e.g. by sharp edges or strong bends).
> Use ductwork or cable ducts if it is necessary to lay cables through metal panels or other panels with sharp edges.

3.3 Safety when operating



WARNING! Electrocution hazard

> Do not operate the awning if it is visibly damaged.

CAUTION! Risk of injury

> Do not deploy the awning if it is very windy or during heavy rain. Fully stow the awning if a storm or a thunderstorm is announced (Fig. 1 on page 5).
> Do not allow water to pool or snow to accumulate on the awning fabric. The awning will become unstable, and could bend or collapse. Whenever heavy rain or snow is expected, place the awning in the retracted (closed) position.
> Retract the awning before starting off on a journey. Awnings should be stowed completely when vehicle is under way. Secure the fabric roller tube assembly additionally (e.g. with velcro tape).
> When opening and closing the awning, the lower part of the side arms folds up or down against the rear channel. Keep this area clear of people and objects.

NOTICE! Damage hazard

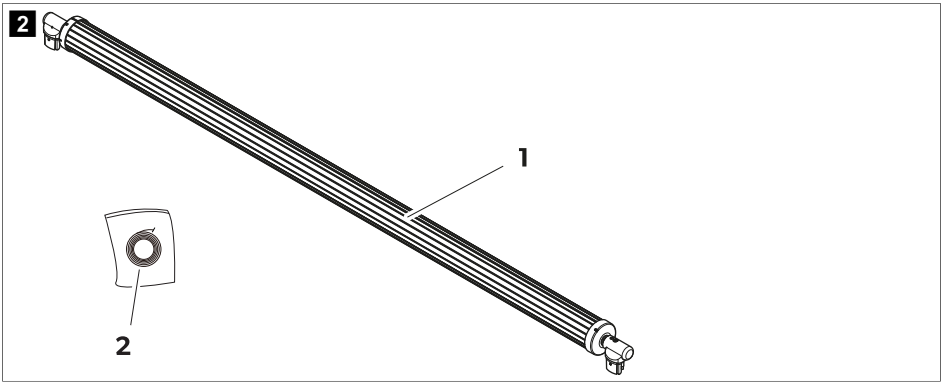
> Fully stow the awning when using an automatic car wash.
> If the awning has been retracted when wet, fully extend the awning as soon as possible in dry weather and allow the awning fabric to dry completely.
> Keep sources of heat and fire (barbecue grills, portable heater, etc.) away from the awning.
> Do not face awning toward permanent objects that may interfere with awning operation.

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> Ensure that the corners of doors or windows do not touch the awning fabric to prevent premature wear or tearing of the awning fabric.
> Do not attach any additional loads to the awning (e.g., clothes, flower pots, etc.).

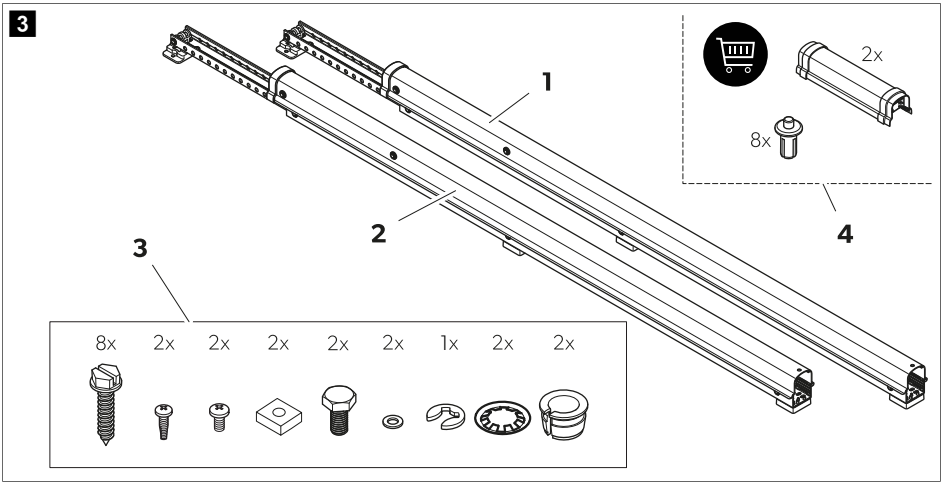
4 Scope of delivery

Fabric roller tube assembly



No.	Description	Quantity
1	Fabric roller tube (FRT)	1
2	Braid belt	1
–	Installation and operating manual	1

Hardware assembly



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No.	Description	Specification	Quantity
1	Left side arm		1
2	Right side arm (pre-wired)		1
3	Screw	1/4-10 x 1.75 in.	8
	Self-tapping screw	S4.2 x 13 mm	2
	Screw	M6 x 12	2
	Square nut	18 x 18 x 5 x M6	2
	Hex head screw	1/4 x 0.5 in.	2
	Split lock washer	1/4 in.	2
	E-clip	D9 x 1 mm	1
	Star-clip	D9 x 1 mm	2
	Cable grommet	-	2
–	Installation and operating manual		1

The extension cover is not included in the scope of delivery and must be ordered separately.

No.	Description	Specification	Quantity
4	Extensions covers	-	2
	Plastic screw	M10 x 18 mm	8

5 Accessories

Description	Ref.no.
Extension cover (white) (Fig. 3 on page 6, **4**)	9620013551
Extension cover (black) (Fig. 3 on page 6, **4**)	9620016962
Rocker Switch	9620013553

6 Intended use

The power awning (hereinafter referred to as "awning" or "product") is intended for outdoor shading.

The power awning is suitable for installation on motor homes and caravans with straight sides.

This product is only suitable for the intended purpose and application in accordance with these instructions.

This manual provides information that is necessary for proper installation and/or operation of the product. Poor installation and/or improper operation or maintenance will result in unsatisfactory performance and a possible failure.

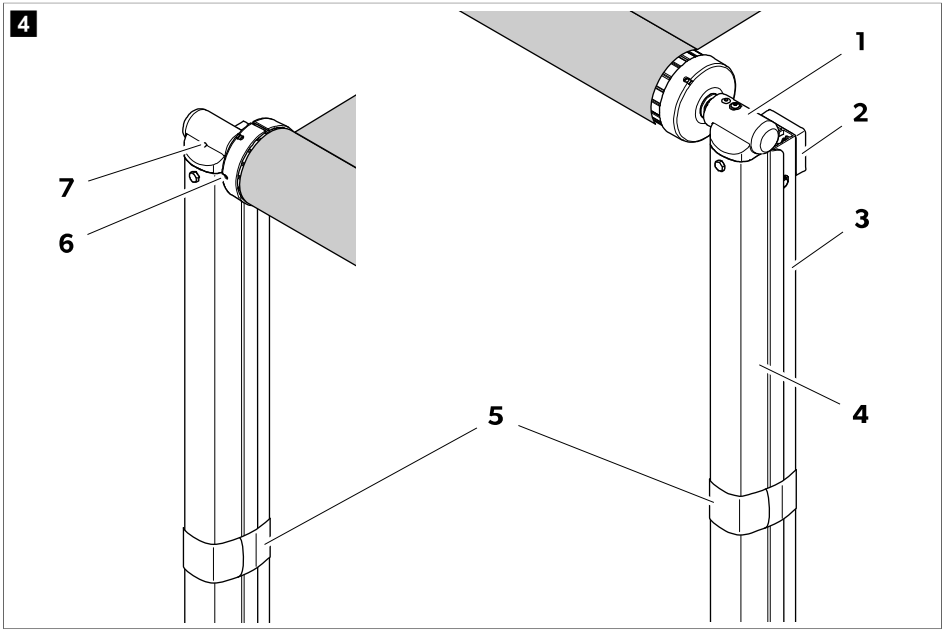
The manufacturer accepts no liability for any injury or damage to the product resulting from:

- Incorrect installation, assembly or connection, including excess voltage
- Incorrect maintenance or use of spare parts other than original spare parts provided by the manufacturer
- Alterations to the product without express permission from the manufacturer
- Use for purposes other than those described in this manual

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Dometic reserves the right to change product appearance and product specifications.

7 Technical description



No.	Description
1	Top casting
2	Top mounting bracket
3	Back channel
4	Front channel
5	Velcro tape
6	Safety pin
7	Fastening pin

8 Installation

WARNING! Impact or pinch hazard

> Arm assemblies are under tension from the gas struts. Do not remove the straps (wrapped around each arm assembly) until the awning is mounted to the recreational vehicle to prevent the arms from extending quickly and unexpectedly.

NOTICE! Damage hazard

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> Ensure that all fastening elements that enter the walls and roof of the recreational vehicle are properly sealed to prevent moisture from entering. Follow the instructions of the sealant manufacturer.
> Ensure that the corner of the entrance door does not come into contact with the awning fabric to prevent premature wear or tearing of the awning fabric. If the corner of the entrance door may contact the awning fabric, install the door roller kit (accessories).
> After installation, check the alignment and function of the awning (Verifying the installation on page 20).

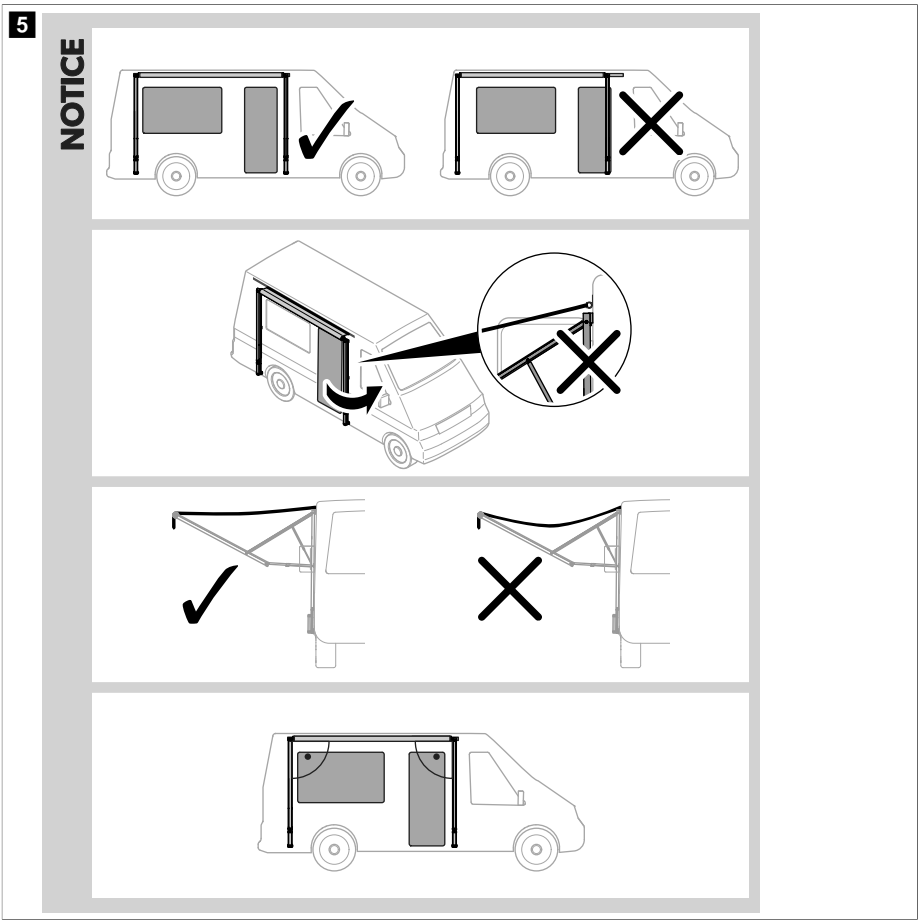
NOTE The installation requires at least 2 people. Observe the installation steps that require 3 people.

8.1 Installation location

An unsuitable mounting surface can cause the awning to become unstable and come loose, bend or collapse. When selecting the installation location, consider the following:

- Ensure that the designated mounting surface is sufficiently dimensioned. Observe the minimum wall height of your vehicle in accordance to your awning.
- Ensure that the mounting surface provides a solid structural backing where fasteners penetrate the surface .
- Ensure that the mounting surface is flat and stable enough to safely and securely support the awning.
- Ensure arm assemblies do not restrict use of doors, windows, etc. (Fig. 5 on page 10).

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- Maintain a horizontal distance of at least 410 mm between the open awning and fixed objects.

8.2 Preliminary preparations

Observe the following instructions before installing the awning:

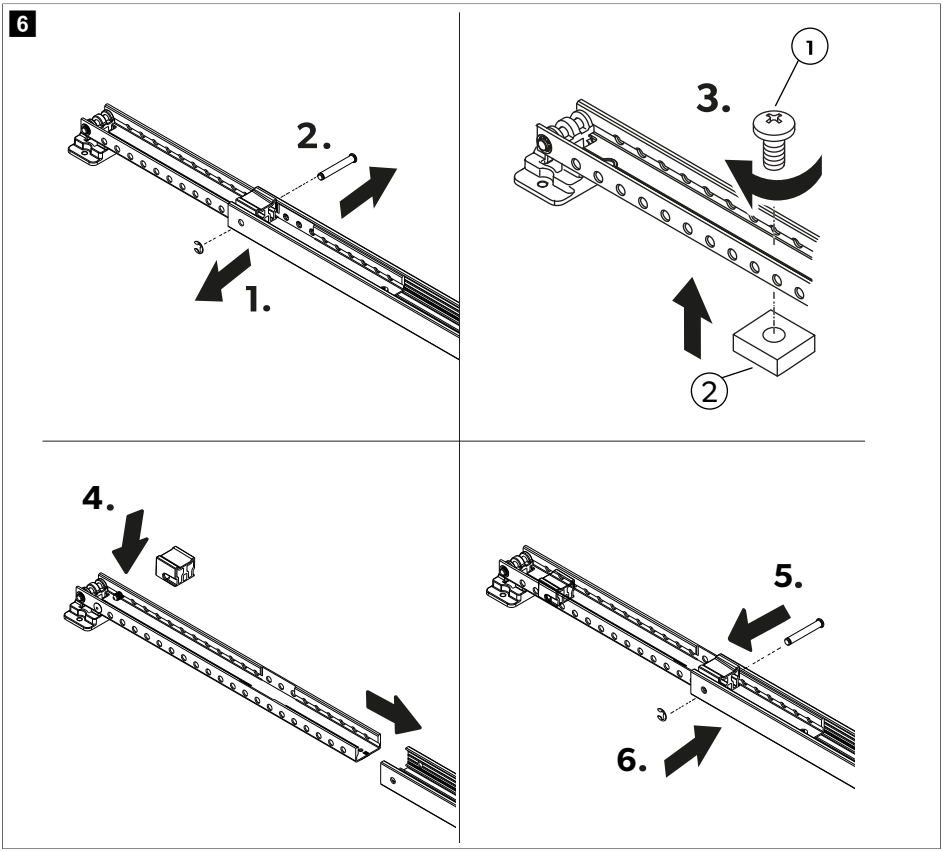
- Shut off the gas supply to the motor home or caravan.
- Disconnect the motor home or caravan from the power supply and disconnect the positive terminal of the supply battery(ies) before drilling or cutting in the motor home or caravan.
- The length of the side arms is factory-set to 1.6 m and can be extended up to 1.9 m . If necessary, adjust the lenght of the side arms **before** installing the awning hardware (see chapter Adjusting the length of the awning hardware on page 11).

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8.3 Adjusting the length of the awning hardware

NOTE

- The length of the side arms is factory-set to 1.6 m and can be extended up to 1.9 m in steps of 0.25 m (distance between the holes).
- Use locking rings (spare parts).



1. Remove the E-clip.
2. Remove the latch on the adjustable rod using a hammer.
3. Pull out the adjustable rod.

   When **extending to 1.9 m :** Attach the square nut to the adjustable rod using the screw (Fig. 6 on page 11, **3.**).

No.	Explanation
①	Screw (M6 x 12)

More information https://www.caravansplus.com.au

No.	Explanation
②	Square nut (18 x 18 x 5 x M6)

NOTE Tighten the screw again once the awning has been fully installed.

4. Attach the rubber.
5. Attach the latch to the hole at the desired length.

   Length 1.9 m Attach to the 15st hole

6. Attach the E-clip.
7. Optional: Attach the extension cover (accessories) (see chapter Attaching the extension cover (optional) on page 18).

8.4 Installing the awning to the recreational vehicle

WARNING! IMPACT, PINCH, AND/OR CRUSH HAZARD. Failure to obey the following warnings could result in death or serious injury:

- Do **not** remove the ties wrapped around each arm assembly until the top casting is secured to the front channel, the awning fabric is attached to the awning rail, and the arm assembly is mounted to the RV. Arm assemblies are under tension from the gas strut. Removing these ties could allow the arms to extend quickly and unexpectedly.
- Do **not** set the top casting behind the tongue. The awning roller assembly is not properly restrained and could become separated.
- Do **not** remove the cotter pin from the torsion rod (at the end cap) until both of the top castings are secured to the corresponding front channels. Otherwise, rapid casting spin off will occur. Spring tension will attempt to spin the hardware and/or fabric roller tube quickly and unexpectedly.

NOTE The right hand arm assembly (front channel) is pre-wired for the awning motor.

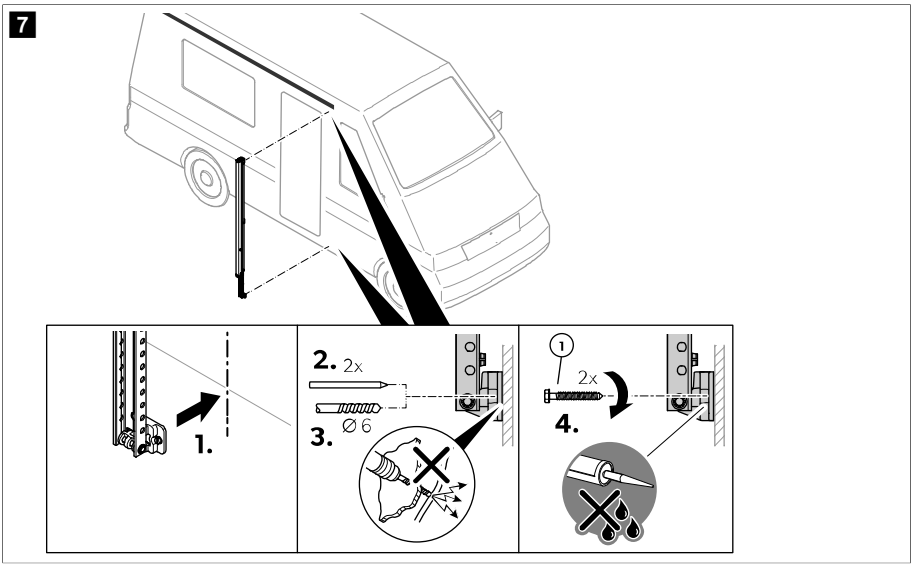
NOTICE! Damage hazard

- Ensure that the awning rail runs parallel to the floor of the recreational vehicle and is **not** warped or bent before attaching the awning fabric. If the awning rail is not straight, the awning fabric may wrinkle or stretch.
- If the roller tube is to be **disassembled** from the hardware, ensure to carefully loosen the connection terminals of the cabling from the roller tube to the side arm before removing the roller tube so as not to damage the cabling.

NOTE Use a stepladder to reach the awning rail.

1. Hold the first side arm at the desired mounting location on the recreational vehicle and mark the mounting holes.

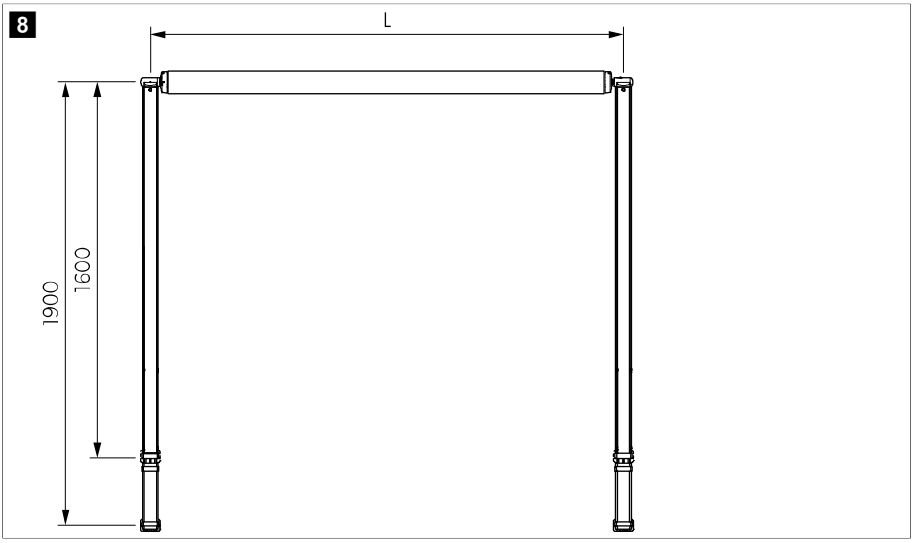
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2. Pre-drill the mounting holes and screw the **top** and **bottom** mounting bracket of the **first** side arm in place.

No.	Explanation
①	Screw (1/4-10 x 1.75 in.)

3. Measure the distance for the second side arm according to Table 1: Distance between the drill holes (L) according to the length of the FRT used on page 14 and mark the mounting holes.

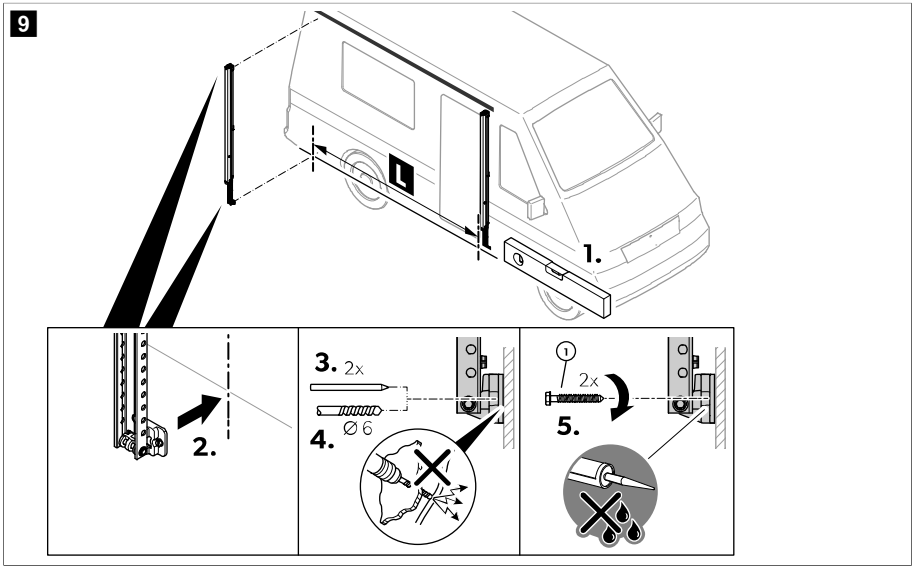


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Table 1: Distance between the drill holes (L) according to the length of the FRT used

Fabric roller tube	(in mm)	4018	4328	4628	4938	5238	5548	5848	6158
	(in ft, as indicated on model name)	13'	14'	15'	16'	17'	18'	19'	20'
L (in mm)		3934	4244	4544	4854	5154	5464	5764	6074

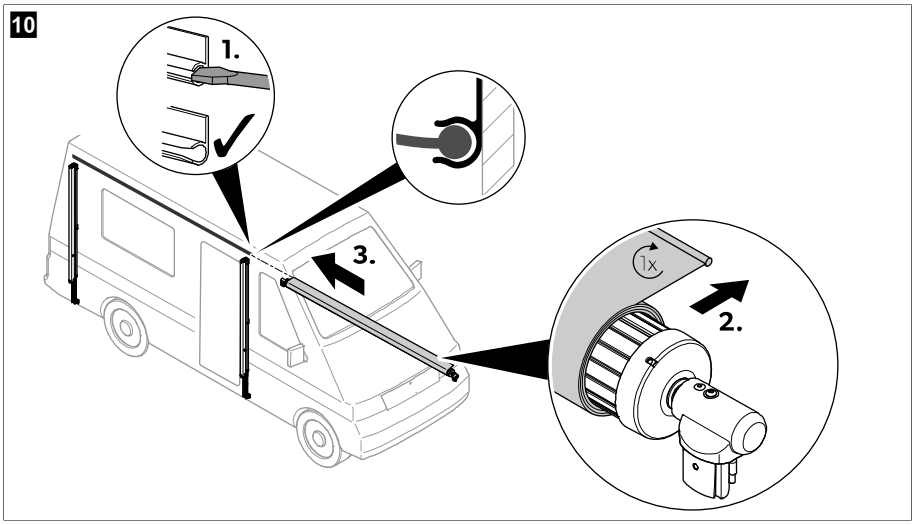
4. Pre-drill the mounting holes and screw the **top** and **bottom** mounting bracket of the **second** side arm in place.



No.	Explanation
①	Screw (1/4-10 x 1.75 in.)

5. Select the end from which the awning fabric is to be inserted into the awning rail, widen this end with a flat screwdriver and file off all sharp edges.

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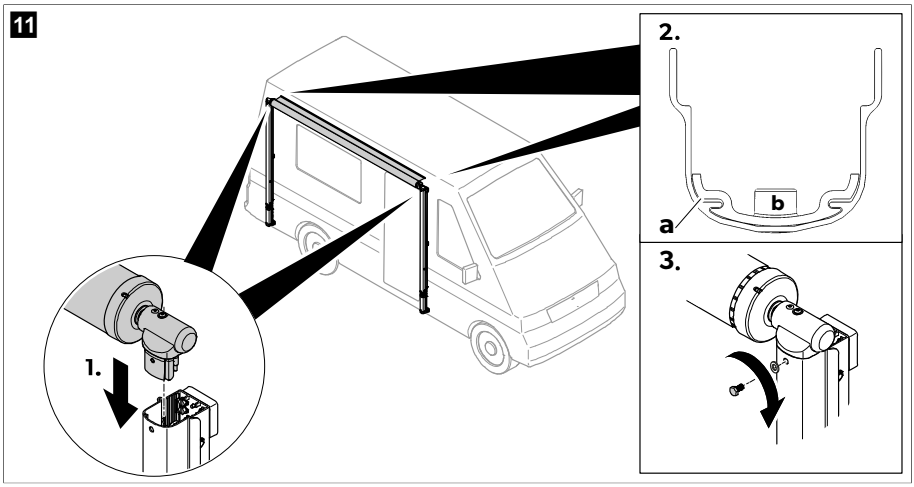


6. With one person grasping each side, lift the fabric roller tube (FRT) carefully to a horizontal position and carry the FRT to the end where the awning rail has been widened.
7. Unroll the awning fabric one revolution.

NOTE Do not unroll more than one revolution of the fabric.

8. Insert the awning fabric into the awning rail. Move the FRT along the awning rail to slide the awning fabric to the desired position.
9. Attach the extension cover (accessories) (see chapter Attaching the extension cover (optional) on page 18).
10. Press the left top casting of the FRT into the front channel of the corresponding left side arm and screw it tight.

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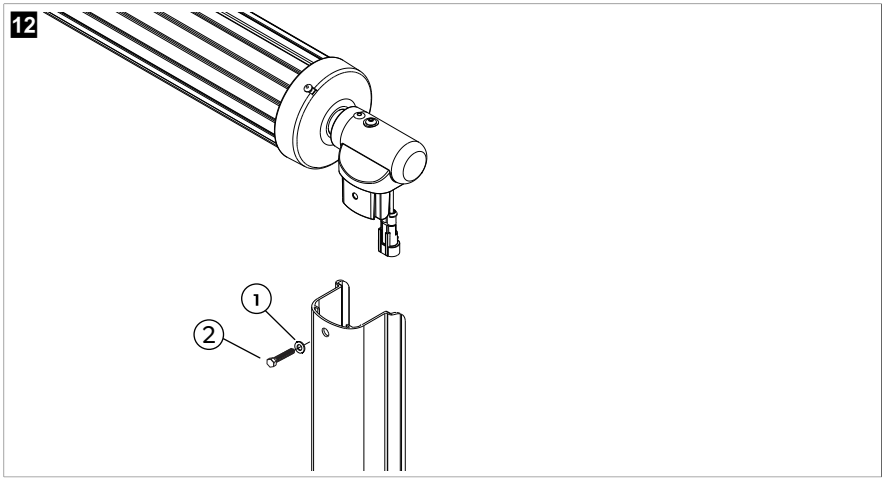


a) Press the left top casting of the FRT into the front channel.

b) Correctly position the tongue in groove.

No.	Explanation
a	Groove
b	Tongue

c) Screw it tight.



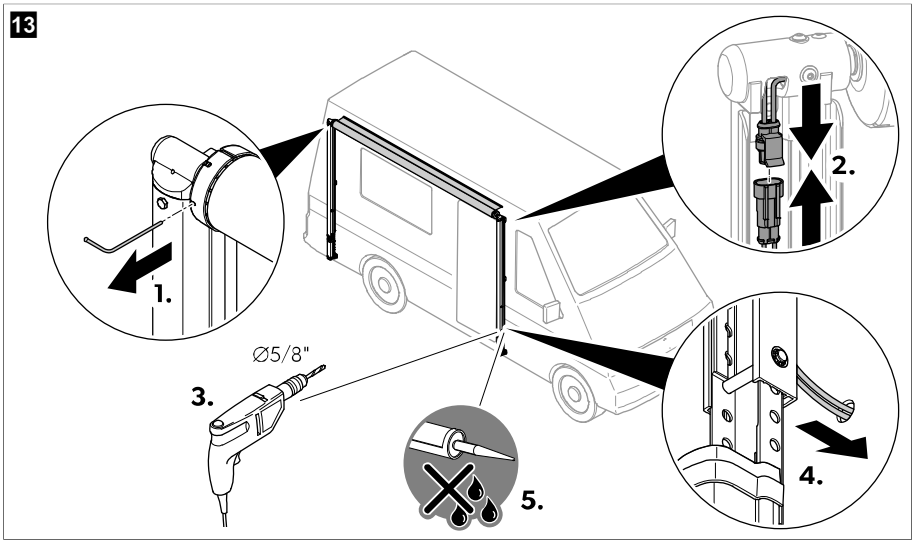
No.	Explanation
①	Split lock washer (1/4 in.)

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No.	Explanation
②	Hex head screw (1/4 x 0.5 in.)

11. Press the right top casting of the FRT into the front channel of the corresponding right side arm and screw it tight.
12. Pull out the safety pin at the top of the upper left side arm.

NOTE If the safety pin is difficult to remove, slightly extend or retract the awning until the safety pin is approximately level with the fastening pin.



13. Plug the connection terminal on the right top casting of the roller tube to the connection terminal on the right side arm.
14. Drill a hole at a suitable position in the wall of the recreational vehicle for the wiring of the right side arm.

NOTICE! Damage hazard

> Carefully seal the hole with a suitable sealant to prevent moisture from entering the interior.

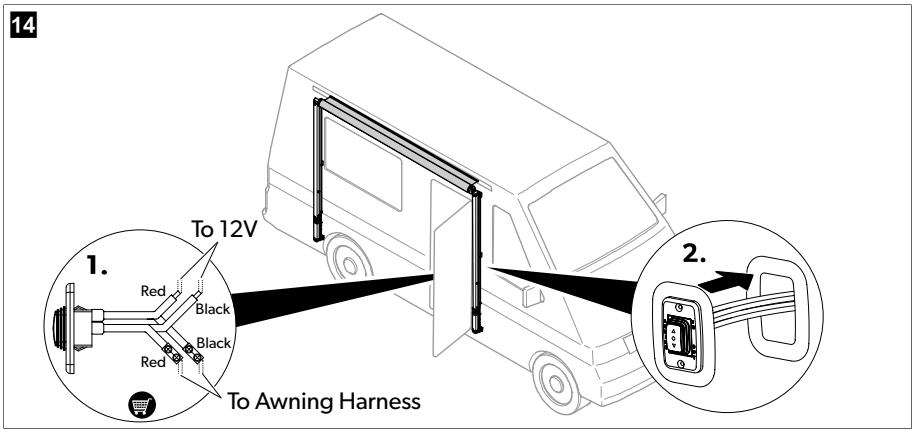
15. Route the wiring of the right side arm through the opening into the interior of the recreational vehicle.
16. Select an easily accessible location for the remote rocker switch (e.g. in the door area of the recreational vehicle) and mark an opening the same size as the junction box.

NOTICE! Damage hazard

> Do not install the remote control rocker switch in a location where it is exposed to adverse weather, extreme temperatures, or long hours in direct sunlight.

NOTE The remote rocker switch is not included in the scope of delivery.

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17. Cut out the opening and route the wiring of the remote rocker switch through the opening into the interior of the recreational vehicle.
18. Insert the remote rocker switch into the opening.
19. Connect the remote rocker switch to the 12 V ⎓ power supply.

CAUTION! Electrocution hazard/Fire hazard

> Protect the connection between the remote rocker switch and the 12 V ⎓ power supply (positive (red) cable) with a fuse (15 A).

20. Connect the remote rocker switch to the right side arm.

    Observe the recommended cable cross-sections and cable lengths:

Cable lenght	≤ 3 m	3 m … 9 m	≥ 9 m
Cable cross-section	2.5 mm²	4 mm²	4 mm²

21. Screw the cover of the remote rocker switch to the wall.
22. Remove the straps from the side arms.

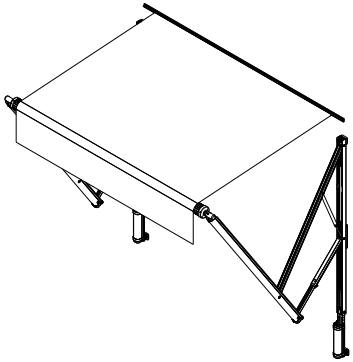
8.5 Attaching the extension cover (optional)

If the length of the awning fittings is extended, the extended part of the side arms is uncovered. Extension covers are available as accessories (see chapter Accessories on page 7).

1. Extend the awning to avoid interference when attaching the extension cover.

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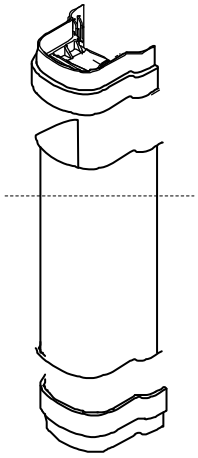


2. Optional: Shorten the middle part of the extension cover to the desired length.

   For example:

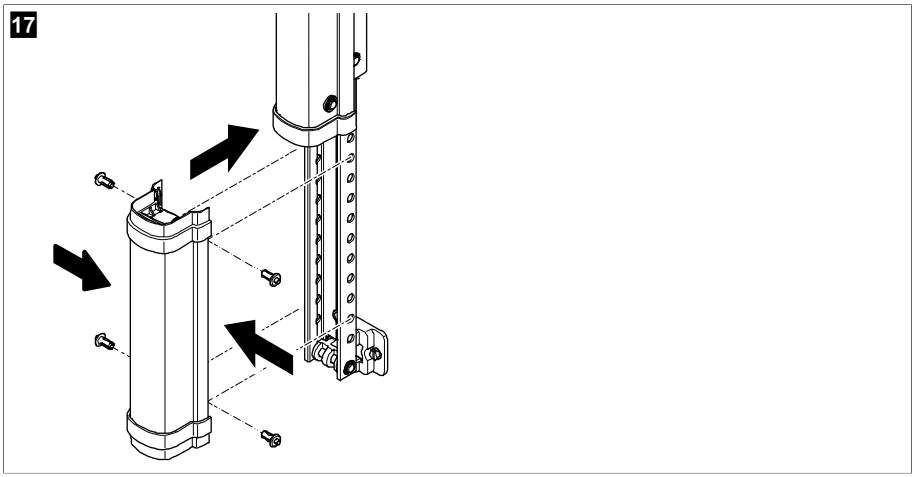
   - When extending the adjustable rod to 1.9 m , skip this step.
   - When extending the adjustable rod to 1.8 m , shorten the middle part of the extension cover by 100 mm .

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3. Attach the extension cover to the adjustable rod using the plastic screws (M10 x 18 mm).

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8.6 Verifying the installation

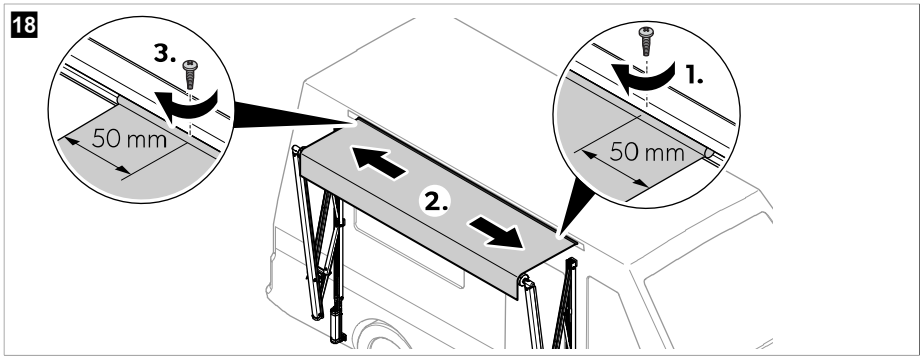
NOTICE! Damage hazard

› Continuous movement of the awning (opening and closing) can cause the motor to overheat. Allow 5 min between test cycles.

1. With power applied to the awning, open and close the awning several times to verify the alignment of the fabric and ensure that the hardware nests properly.
2. Adjust the alignment and hardware if necessary (see chapter Adjusting the revolutions on page 25).

8.7 Securing the awning to the awning rail

› Fasten the fabric about 50 mm from the edge of the fabric with two self-tapping screws (S4.2 x 13 mm) to the awning rail.



NOTE The screw secures the awning fabric to the awning rail and prevents lateral movement of the fabric.

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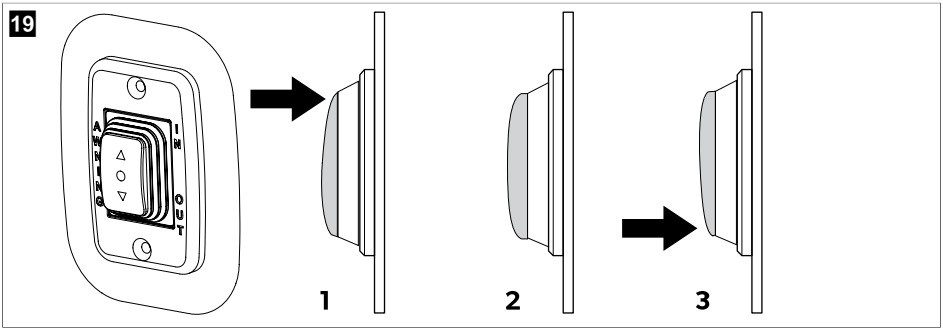
9 Operation

CAUTION! Risk of injury

- Do not leave the awning in an over-extended position, as this may cause heavy debris, water or snow to accumulate on the awning fabric. The weight can cause the awning to become unstable and bend or collapse.
- Always lower one side of hardware into water shed position to prevent water from collecting on the awning fabric (see chapter Adjusting the awning pitch on page 23).

NOTE The remote rocker switch is not included in the scope of delivery. The representation of the switch in the illustrations is exemplary.

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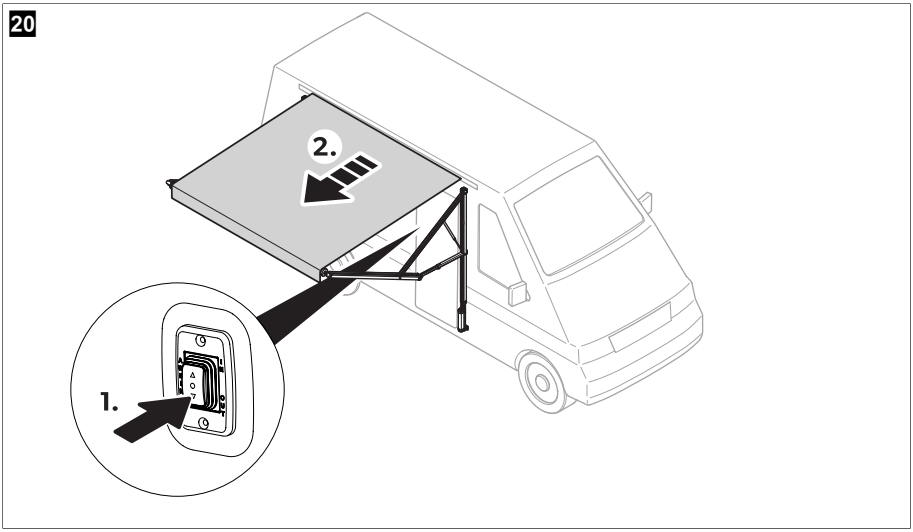
No.	Explanation
1	Retract (IN)
2	Stop
3	Extend (OUT)

9.1 Extending the awning

1. Press and hold **Extend** (Fig. 19 on page 21, **1**).

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20



v The awning is being extended.

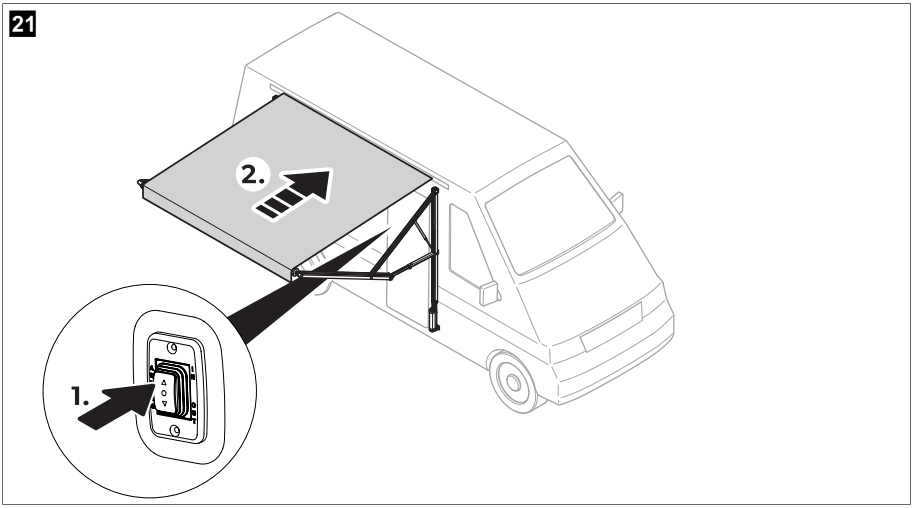
2. Press **Extend** until the awning is in the desired position.
3. Release **Extend**.

v The awning stops.

9.2 Retracting the awning

1. Press and hold **Retract** (Fig. 19 on page 21, **3**).

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v The awning is being retracted.

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2. Press **Retract** until the awning is in the desired position.
3. Release **Retract**.

v The awning stops.

9.3 Adjusting the awning pitch

WARNING! Risk of injury

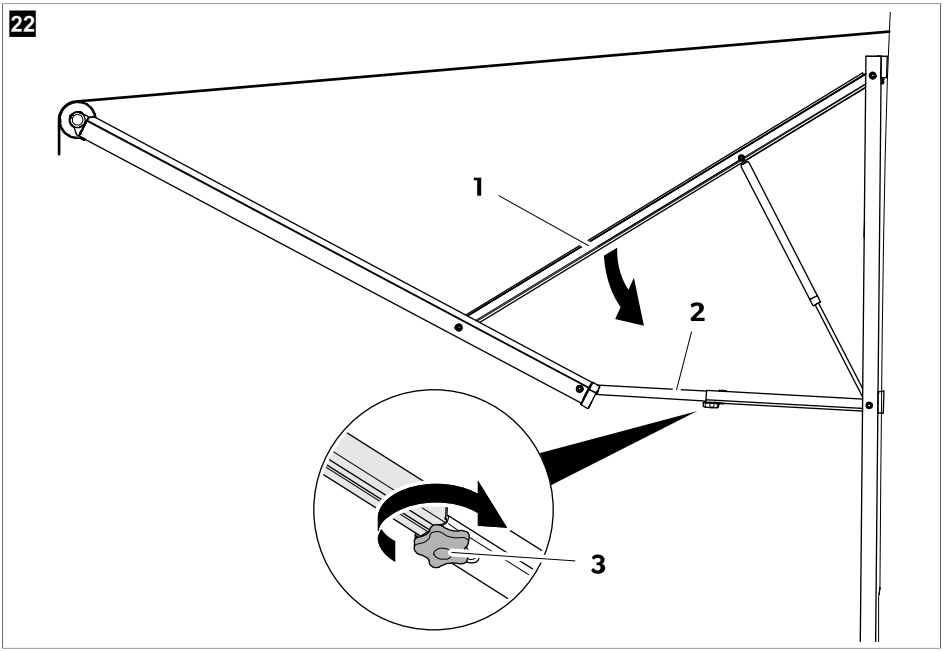
> Always lower one side of hardware into water shed position when adjusting the awning pitch to prevent water from collecting on the awning fabric.

> Keep your distance from openings in the area of the adjustable arm when adjusting the awning pitch. The adjustable arm (bottom arm) can swing out.

NOTE

- The awning pitch angle can be adjusted between 5-35°.
- When adjusting the awning pitch, consider the passage height.

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No.	Explanation
1	Top arm assembly
2	Adjustable pitch arm assembly
3	Locking wheel

1. Fully extend the awning.
2. Release the locking wheel (**3**) on the adjustable pitch arm assembly (**2**).

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3. Pull the top arm assembly (**1**) down to lower the awning and set the pitch.
4. Hold the top arm assembly in place and tighten the locking wheel.

9.4 Preparing the awning to shed water

WARNING! Risk of injury

> Never loosen the locking wheel in windy conditions or if water or snow has accumulated on the awning fabric. This could cause the awning to move unpredictably, become unstable and bend or collapse.

1. Ensure that the upper arm closest to the entrance door is fully extended and the locking wheel is tightened.
2. Set the awning with a pitch of 10 ° on the side furthest away from the entrance door (see chapter Adjusting the awning pitch on page 23).

NOTE The required pitch applies in addition to the pitch of the awning rail of the recreational vehicle.

10 Cleaning and maintenance

NOTICE! Damage hazard

> Do **not** use a high-pressure cleaner for cleaning.
> Do **not** use abrasive cleaning agents or sharp objects during cleaning.
> Do **not** use solvents to clean the fabric.

Maintaining the hardware

1. Regularly apply silicone spray to the moving parts.
2. Regularly rub all sliding surfaces with candle wax.
3. Regularly examine the installation for signs of wear or damage to the cables.

Maintaining the fabric

> If the awning fabric is wet when rolled up, open the awning as soon as conditions allow and leave the fabric to dry before closing the awning again to prevent mold and rot from forming onto the awning fabric.

Cleaning the fabric

Regularly remove accumulated dust, dirt and grime from the awning fabric:

1. Mix 1/4 cup of dish soap and 1/4 cup of bleach with 19 liters of fresh water.
2. Open the awning and soap the fabric with the mixture.
3. Close the awning and allow the mixture to soak into the fabric for five minutes.
4. Open the awning and rinse the top and bottom of the fabric with clean water until the mixture is completely removed.
5. Allow the awning fabric to dry completely.

11 Troubleshooting

NOTE In the event of power loss or motor failure, the awning can be extended and retracted via an external power source or manually (see chapter Operating the awning via an external power source on page 25 and chapter Operating the awning manually on page 25).

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Problem	Possible cause	Suggested remedy
The motor does not work.	The motor is defective.	Let the motor be replaced by an authorized service agent.
	The motor was connected incorrectly.	Check the connections.
	The motor thermal circuit breaker has triggered.	Allow the motor to cool down for 10 … 15 min .
The fabric winds up crookedly.	Revolutions are not set correctly.	Verify the alignment of the fabric and ensure that the hardware nests properly (see chapter Adjusting the revolutions on page 25).

11.1 Adjusting the revolutions

1. Loosen the upper fastening screws.
2. Move the bracket to align the awning fabric.
3. Open and close the awning to check the alignment.
4. When the awning fabric is correctly aligned, tighten the upper fastening screws.

11.2 Operating the awning via an external power source

› Connect the awning motor to an external 12 V ⎓ power source (e.g. a vehicle battery) to supply the hardware with auxiliary power.

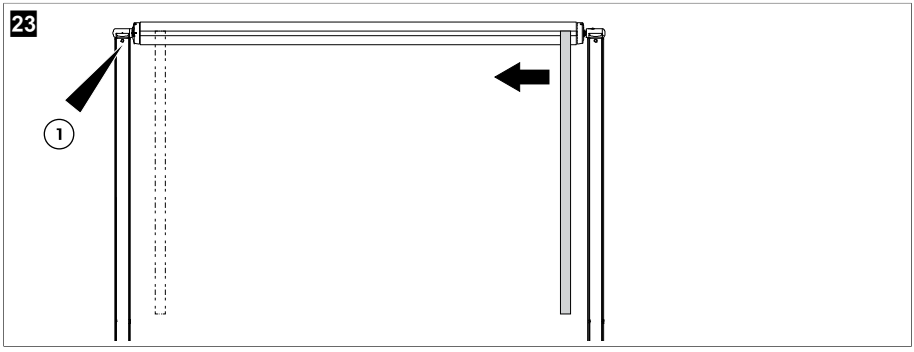
NOTE If operation via an external power source does not work, the motor is defective. Let the motor be replaced by an authorized service agent.

11.3 Operating the awning manually

The following steps are used to manually retract the awning in an emergency.

1. Slide the belt to the side that is pre-wired for the awning motor.

   The following figure shows the slide direction (when standing under the awning and facing to the fabric roller tube).

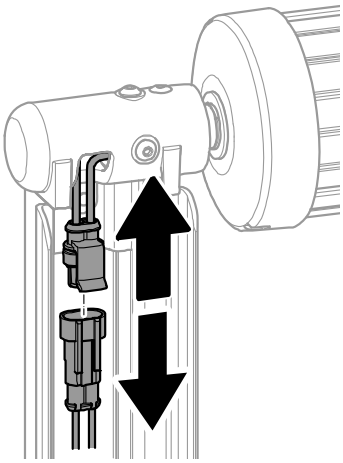


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No.	Explanation
①	Side that is pre-wired for the awning motor

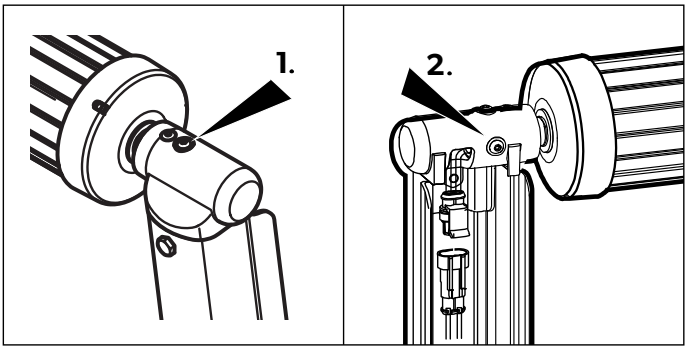
2. Disconnect the terminal of the connection cable.

24



3. Loosen the two screws in the upper right casting.

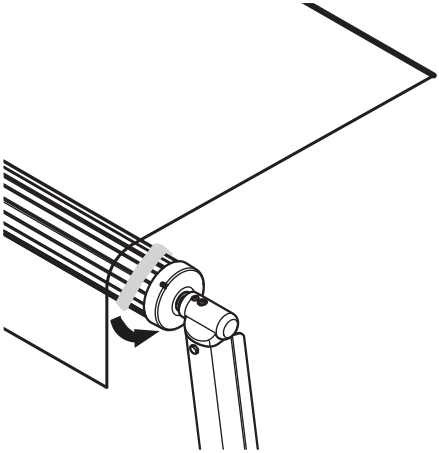
25



4. Wind the braid belt onto the roller in a counterclockwise direction.

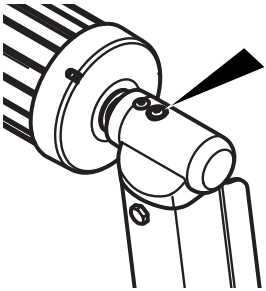
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5. Retract the roller.
6. Fasten the screw on top of the motor.

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12 Disposal

Place the packaging material in the appropriate recycling waste bins, wherever possible. Consult a local recycling center or specialist dealer for details about how to dispose of the product in accordance with the applicable disposal regulations.

13 Warranty

If the product does not work as it should, please contact your retailer or the manufacturer's branch in your country (see dometic.com/dealer). The warranty applicable to your product is 1 year(s).

For repair and warranty processing, please include the following documents when you send in the device:

- A copy of the receipt with purchasing date
- A reason for the claim or description of the fault

Note that self-repair or nonprofessional repair can have safety consequences and might void the warranty.

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Australia only
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits provided to you as the consumer by this warranty are in addition to other rights and remedies available to you under the law.

New Zealand only
This warranty policy is subject to the conditions and guarantees which are mandatory as implied by the Consumer Guarantees Act 1993(NZ).

Local support
Please find local support at the following link address: dometic.com/dealer

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A complete list of Dometic companies, which comprise the Dometic Group, can be found in the public filings of:
DOMETIC GROUP AB • Hemvärnsgatan 15 • SE-171 54 Solna • Sweden

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