



All Pro Shade Concepts
17431 N Black Canyon Highway, Phoenix, AZ 85023
(623) 204-1476 - Metro Phoenix | (520) 525-1344 - Metro Tucson

HOMEOWNER TROUBLESHOOTING GUIDE

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Before requesting a service appointment, please review the troubleshooting steps below. Many common issues can be identified or resolved by checking these items first.

If the issue continues after completing the applicable checklist, please contact All Pro Shade Concepts LLC for service at **623-204-1476**.

1. Retractable Awnings

Awning Will Not Operate

- ☐ Check that the power is turned on.
- ☐ Check the circuit breaker or GFCI outlet.
- ☐ Check or replace the remote batteries (batteries vary).
- ☐ Make sure you are using the correct remote/channel.
- ☐ Check the awning arms for damage.
- ☐ Make sure nothing is preventing the awning from opening or closing.

Awning Retracts on Its Own and/or Is Beeping

- ☐ If the awning retracts on its own before reaching its fully open or closed limit, check the motion sensor batteries (2 AAA batteries).



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- ☐ If the awning retracts on its own within a short period of time after being extended and there is no wind, the batteries in the motion sensor may need to be replaced.
- ☐ Replace the motion sensor batteries and test the awning again.
- ☐ If the awning continues to retract on its own after replacing the batteries, stop operating the awning and contact us for service.

Awning Is Stopping, Struggling, or Making Unusual Noises

- ☐ Stop operating the awning immediately.
- ☐ Check for visible debris or obstructions.
- ☐ Check that nothing is interfering with the awning or arms.
- ☐ Do not force the awning open or closed.
- ☐ Do not attempt to disassemble or repair the awning.

Freezing Temperatures

- ☐ Do not operate the awning when temperatures are at or below freezing.

2. Patio & Track Shades

Shade Will Not Operate

- ☐ Check that the power is turned on.
- ☐ Check the circuit breaker or GFCI outlet.
- ☐ Check or replace the remote batteries.
- ☐ Make sure you are using the correct remote or channel.
- ☐ Check the tracks and cable guides for debris.
- ☐ Check that nothing is blocking the shade opening.

Shade Is Moving Slowly or Struggling

- ☐ Stop operating the shade.
- ☐ Check the tracks and guides for dirt, leaves, or debris.
- ☐ Check for objects interfering with the shade.
- ☐ Make sure the fabric is not caught on anything.



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- ☐ Do not force the shade.

Shade Appears Crooked or Off-Track

- ☐ Stop operating the shade.
- ☐ Check the tracks and cable guides for visible obstructions.
- ☐ Check for debris inside the tracks.
- ☐ Do not pull, push, or force the shade back into position.
- ☐ Contact us for service if the shade remains off-track.

Freezing Temperatures

- ☐ Do not operate the shade when temperatures are at or below freezing.

3. Window Screens

Screen Does Not Fit Properly

- ☐ Check that the screen is aligned correctly with the window frame.
- ☐ Make sure the screen is seated properly in the frame.
- ☐ Check the frame for bends or damage.
- ☐ Do not force or bend the screen.

Screen Is Damaged

- ☐ Check the screen frame for damage.
- ☐ Check the screen mesh for tears or holes.
- ☐ Check the spline for damage or separation.
- ☐ Take photos of the screen and damage to submit when requesting service.

4. Before Requesting Service

Please prepare the following information before contacting service:

- Customer name



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- Installation address
- Product type
- Approximate installation date
- Description of the issue
- Photos or video of the issue, if available (email to Screens66@yahoo.com)

5. Important Safety Information

- **Motors:** Do not attempt to disassemble or repair motors.
- **Electrical:** Do not attempt electrical repairs.
- **Stuck Components:** Do not force a shade or awning that is stuck.
- **Freezing Conditions:** Do not operate shades or awnings that are frozen.
- **Damage & Noise:** Stop using the product immediately if you hear unusual noises or notice a component that appears damaged.

6. Service Fees

Service Type	Rate / Terms
Window Screen Service	Sunscreen Charge: Note that the sunscreen service charge has a \$75 minimum.
Retractable Awning & Patio Shade Service	\$125 minimum
Installations Older Than 2 Years or Out of Warranty	Applicable service fee will apply

Same-Day Emergency Service

\$350 – NO EXCEPTIONS

- Any request for same-day service is considered an emergency service request.
- The \$350 emergency service fee applies to all same-day service requests, regardless of installation date or warranty status.
- There are no exceptions to the same-day emergency service fee.
- Service requests after hours or over the weekend will be responded to the following business day.



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- We do not guarantee same day service and dispatch is only possible if we have the available technicians.

7. Still Need Service?

If you have reviewed the applicable troubleshooting checklist and the issue continues, please contact **All Pro Shade Concepts LLC** to request service.

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servicerequest@allproshadeconcepts.com

This troubleshooting guide is intended to help identify common issues. Completing these steps does not guarantee that a service call will not be required.