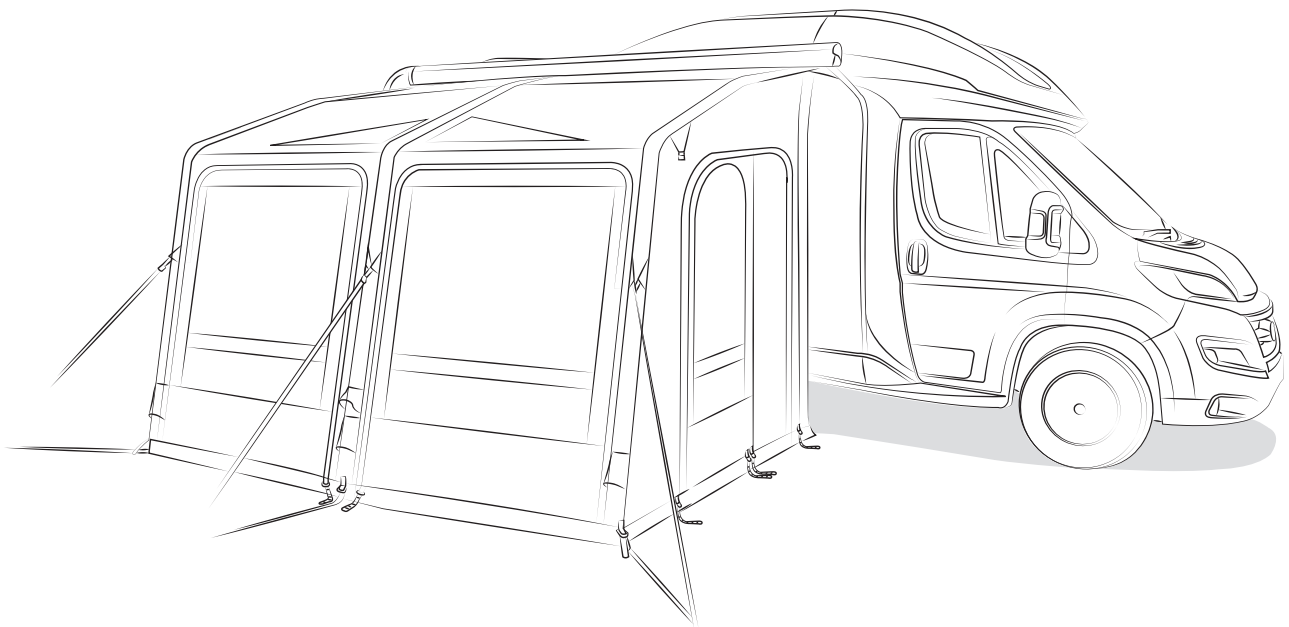




# AWNINGS MOTORHOME AIR AWNINGS



SUITABLE FOR:

**ACE AIR ALL-SEASON 400**

S, L, XL, XXL

**GRANDE AIR PRO 390**

S, L, XL, XXL, XXXL

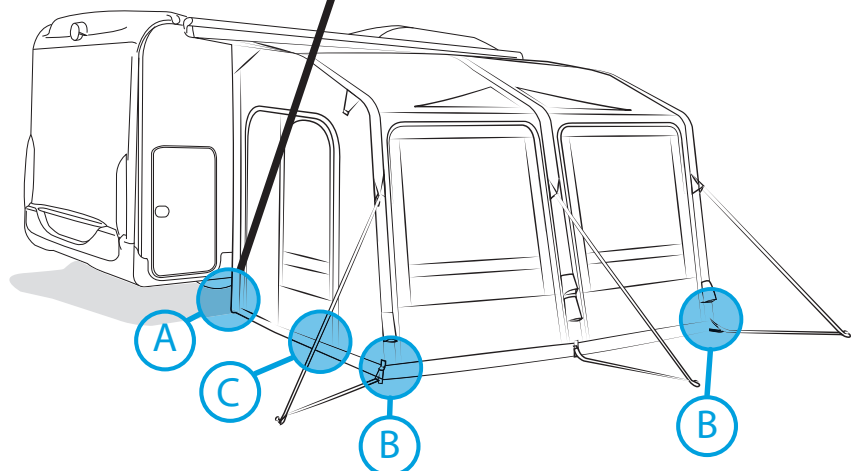
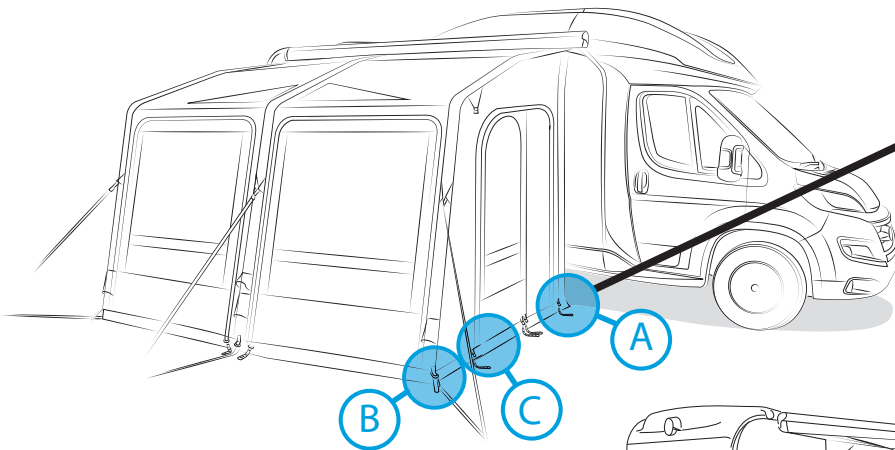
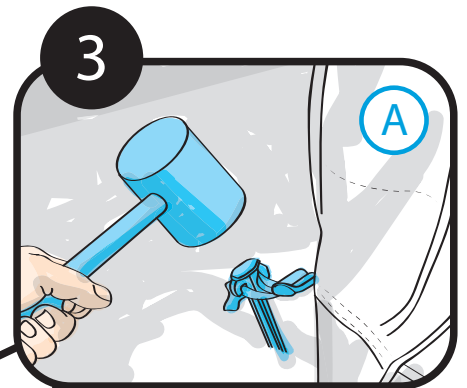
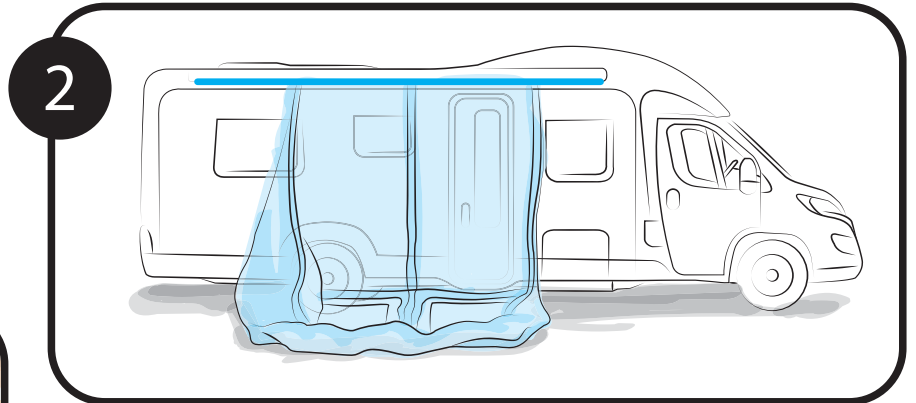
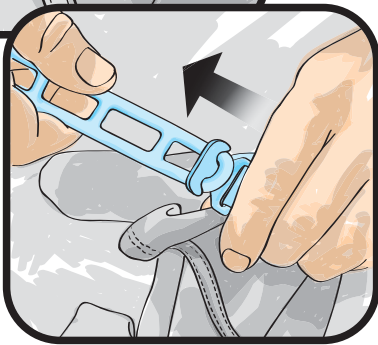
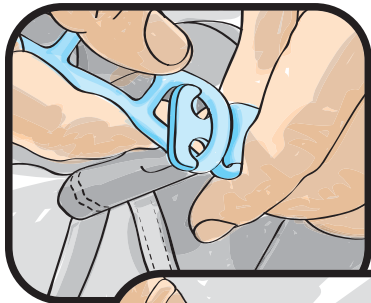
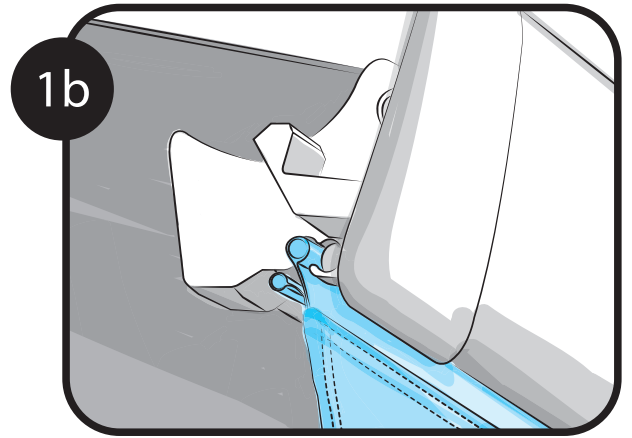
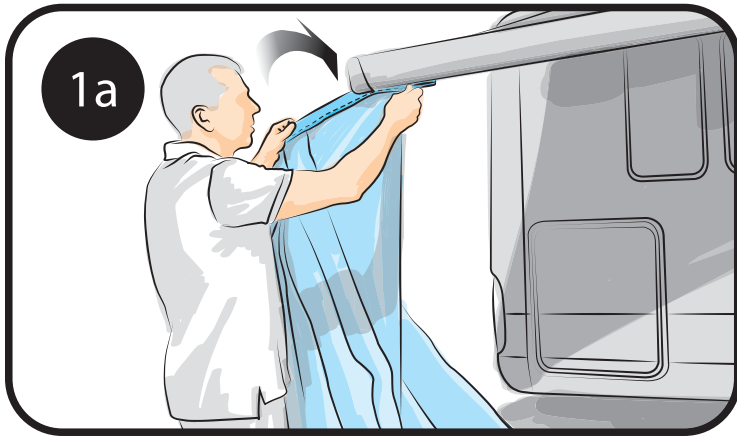
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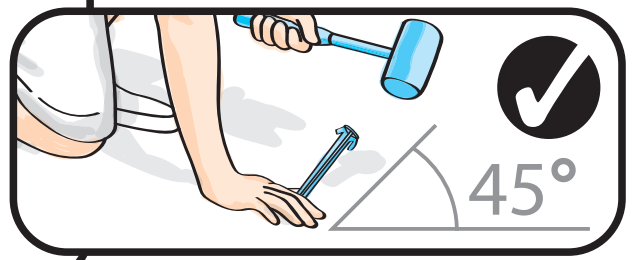
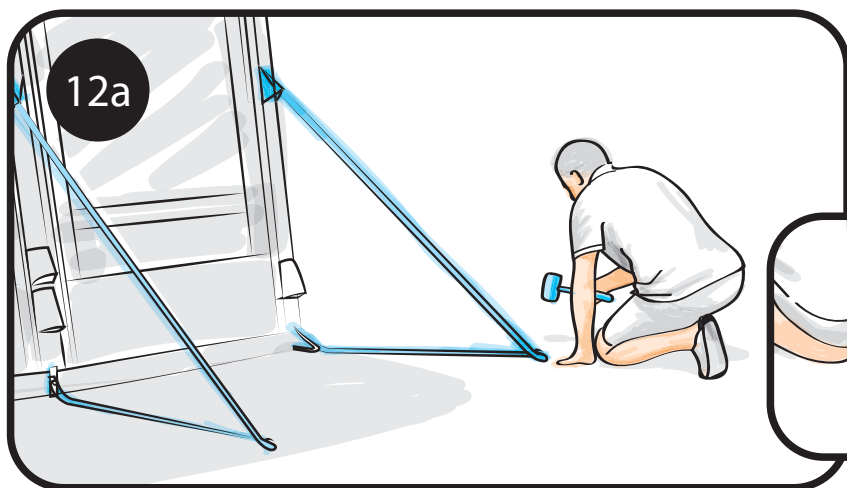
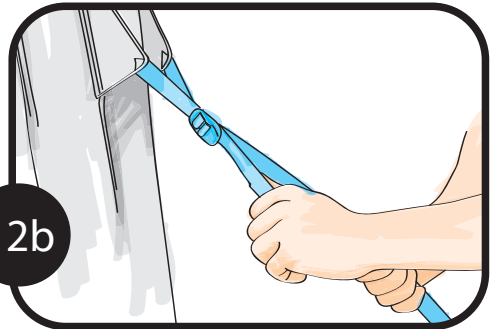
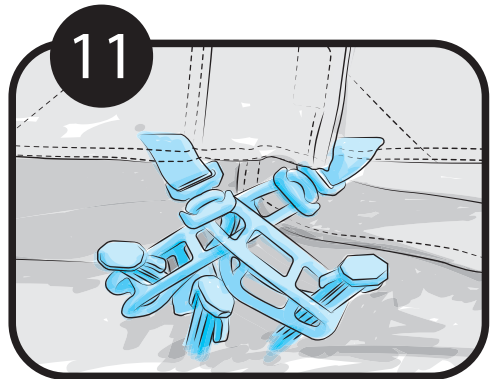
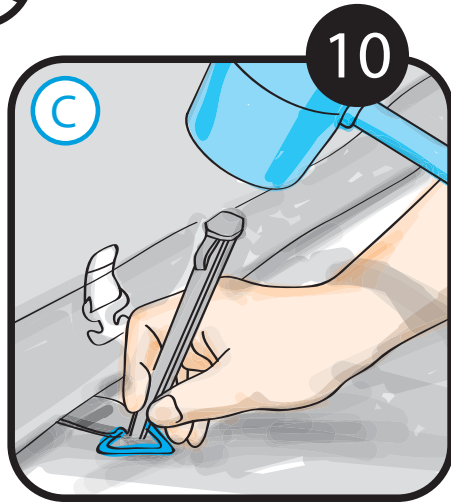
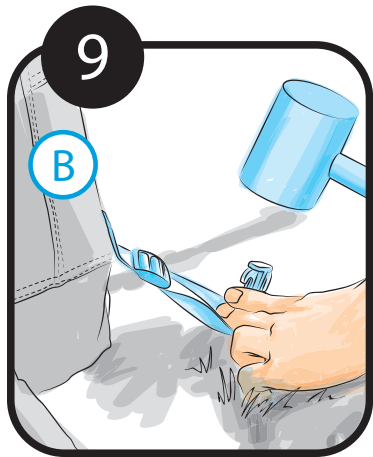
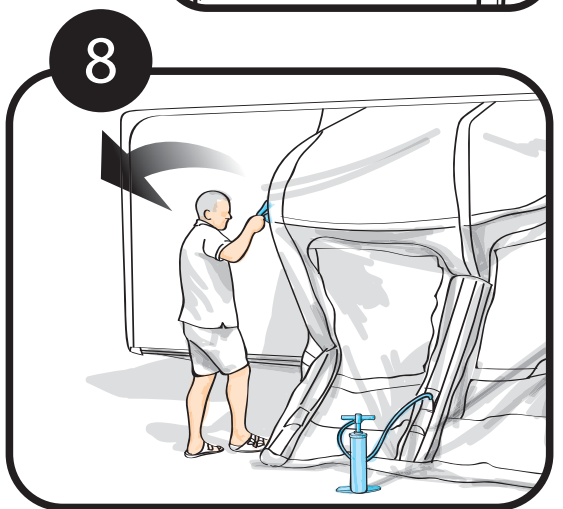
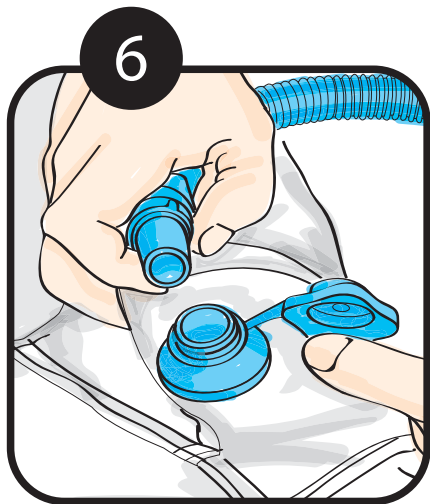
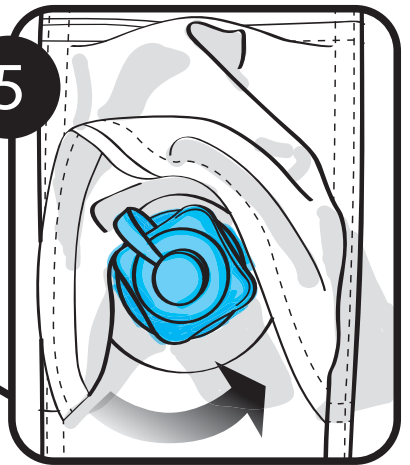
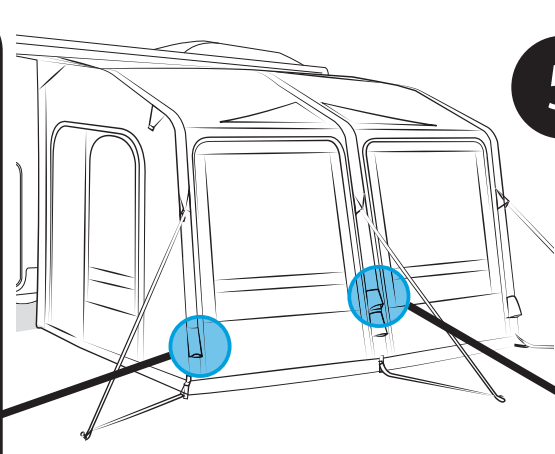
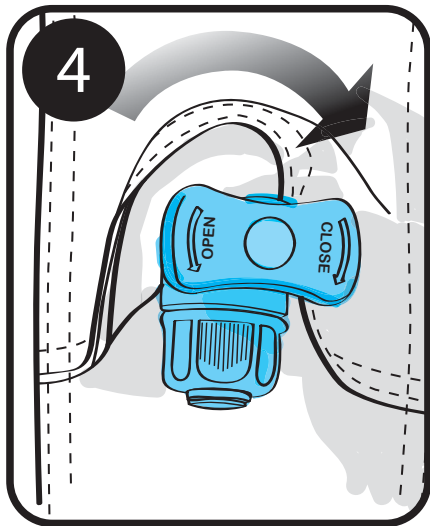
S, L, XL, XXL

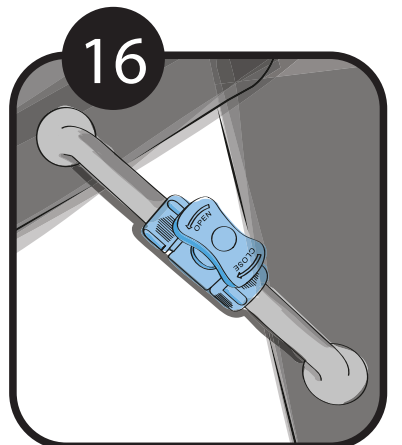
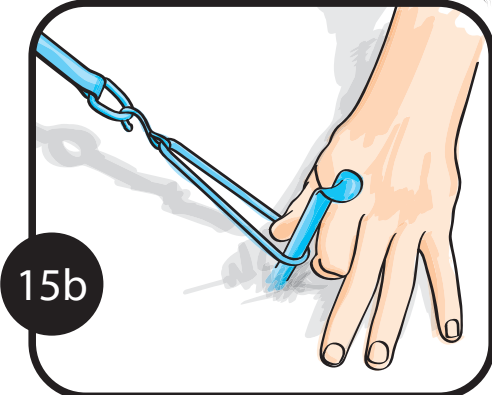
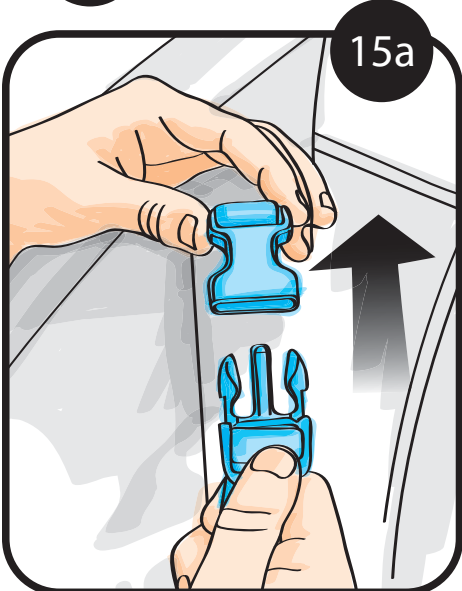
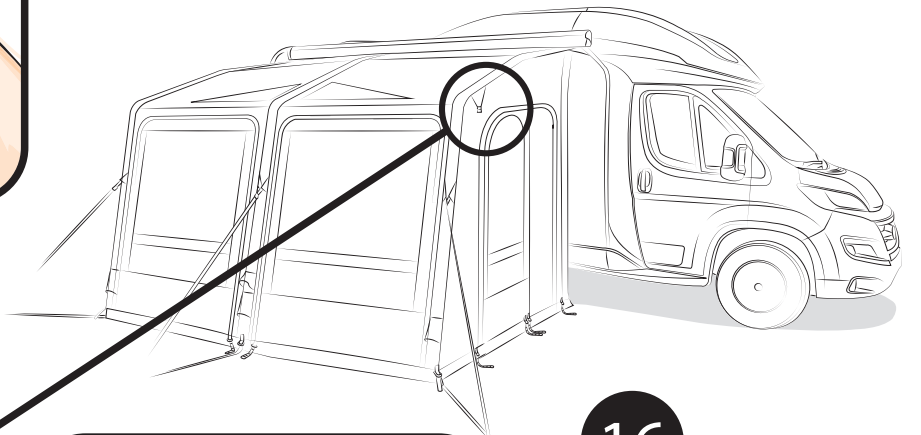
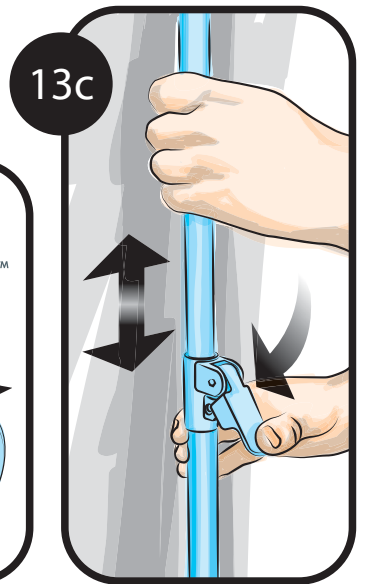
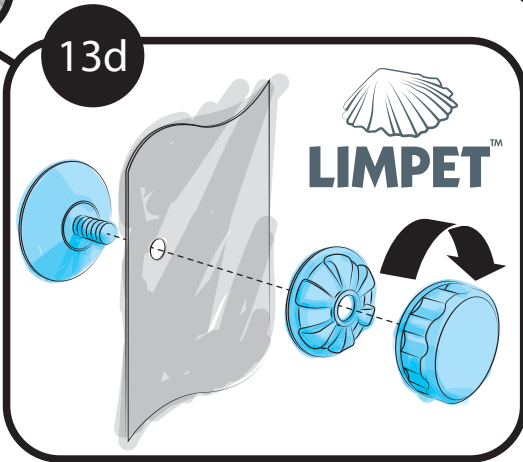
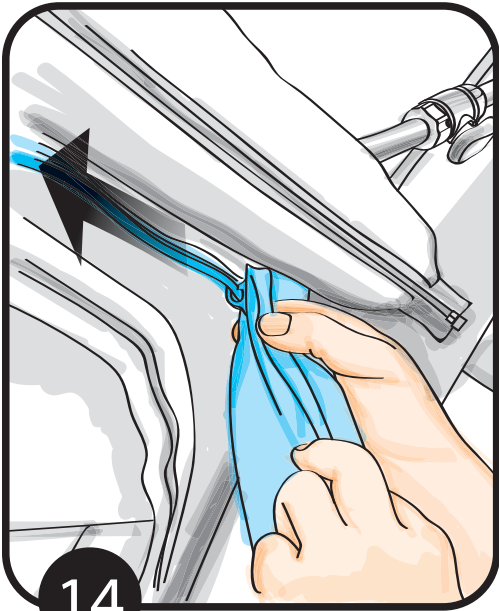
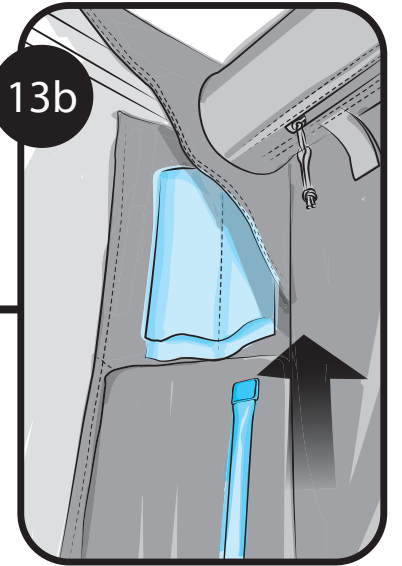
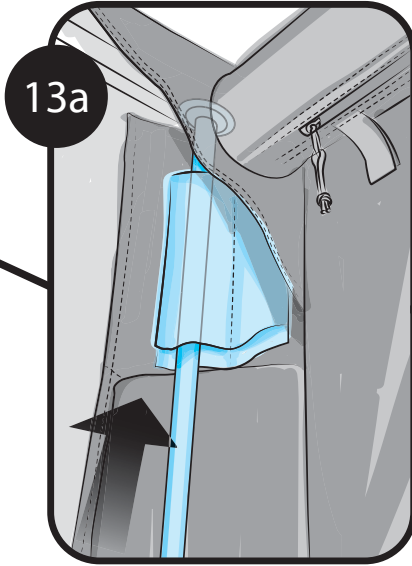
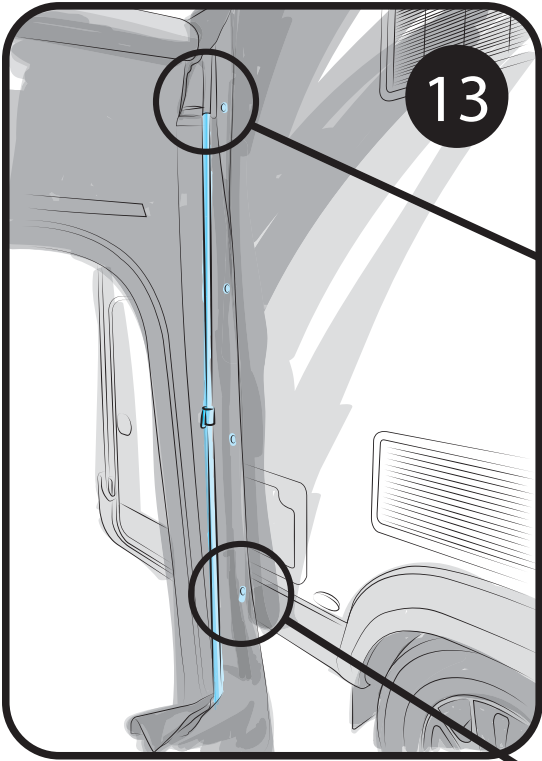
**Motorhome AIR Awning**

User Guide.....7

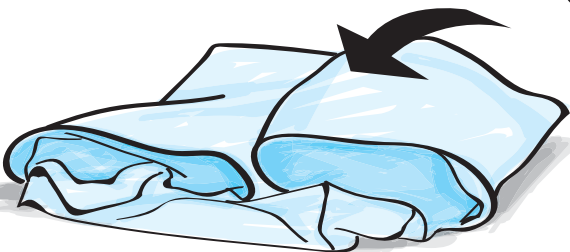
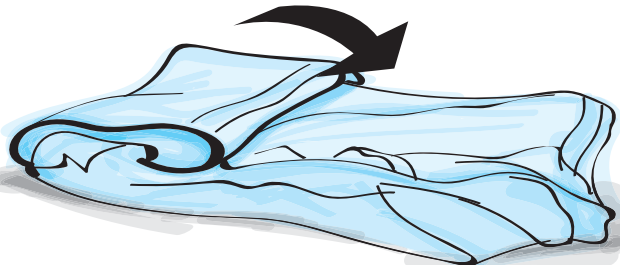
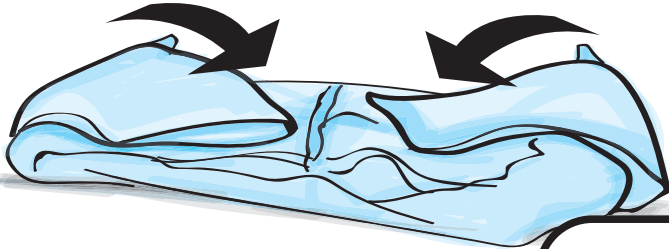
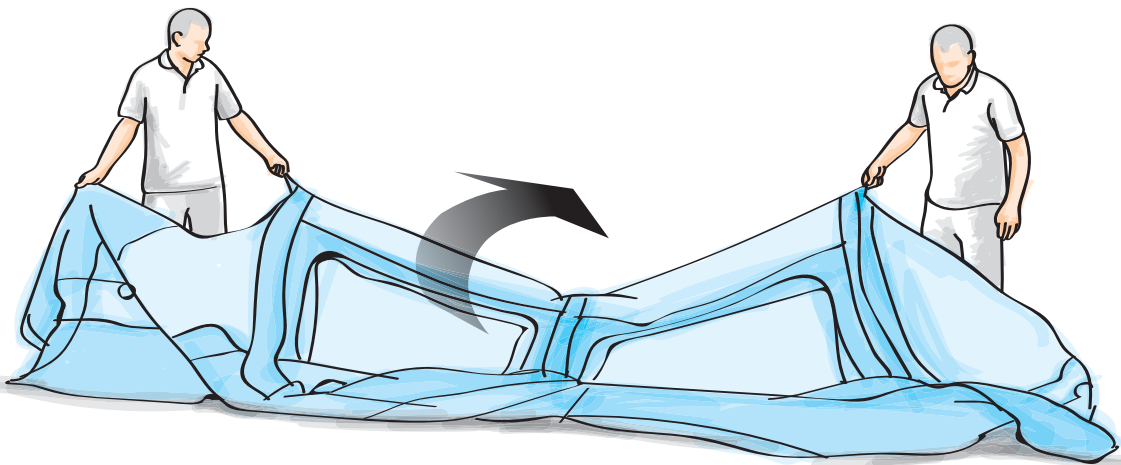
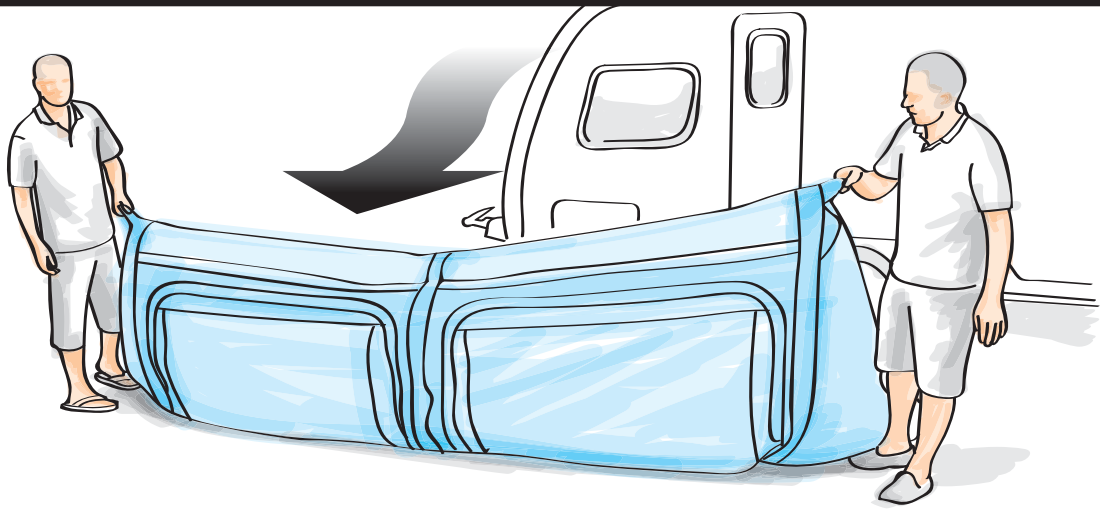








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## Welcome

Thank you for purchasing your Dometic awning. Please read these instructions carefully before attempting set up and retain for future reference. If used properly, your awning should give you years of trouble free use. We recommend that your awning is insured against accidental and storm damage as this is not covered by the warranty.

### **IMPORTANT - PLEASE READ:**

Under certain conditions, all awnings and tents will suffer from internal condensation. Condensation occurs when there is a difference between inside and outside temperatures and there is a water repellent barrier between them. Depending on the time of year, the weather, humidity and the amount of moisture in the ground, condensation could be quite severe and can be mistaken for a leak. Condensation can be minimised through ventilation. Dometic recommends the use of doors, awnings and vents to assist with minimising condensation. Condensation and the effects of condensation are not covered by warranty.

If you suspect your tent or awning is leaking, refer to the troubleshooting checklist.

The awning material has a water repellent PU coating over its entire surface and the main seams of your awning have been factory taped to help prevent leakage. To increase the water resistance of the seams, seam sealant can be used. Seam sealant should also be applied to areas where the taping is damaged or has peeled away through wear and tear. It can also be applied to areas where a leak may have developed. Dometic seam sealant is available from [dometic.com](http://dometic.com).

The awning keder beading is sewn to the awning with a special water repellent sewing thread. This thread swells when wet to fill the needle holes but the thread needs to become wet several times before it is totally effective. This process is known as 'weathering' and it may take several soakings for the weathering to be fully effective. This area can also be treated with seam sealant.

## Weathering

The products are meant to be used in weather conditions not exceeding the Beaufort scale 7, and in such conditions above this measurement the product should be packed away rather than left standing. In conditions where rainfall is expected to exceed 30 mm in 24 hour period there may be a potential for leakage to occur. The product is not meant for commercial use and should not be left in the open for extended periods.

Your tent or awning is manufactured with a material that requires preparation before use to maximise its weatherproofing. The seams of the tent or awning have been sewn using a special polycotton sewing thread.

Before your first use, fully set up the tent or awning outside when rain is expected or where you can hose the outside of the awning or tent to become thoroughly wet. This process is known as weathering. The weathering process tightens the fabric, and allows the cotton in the sewing thread to swell and fill the holes made by the sewing needle during the manufacturing process.

Allow the tent or awning to dry thoroughly before packing away. By following this process before your initial use, will ensure that your tent or awning weatherproofing will improve with subsequent soakings.

Depending on your expectations, and with general wear and tear of your awning or tent, it may be necessary to treat your tent or awning seams that continue to drip with seam sealant. Dometic Seam Sealant is available for purchase through [Dometic.com](http://Dometic.com) or your Local Retailer

## Siting

Choose a site that is flat and, if possible, protected from the wind. Sloping ground may have an adverse effect on your finished awning.

## Set-Up

To protect your awning from dirt and damage, it may be beneficial to lay a groundsheet or awning carpet down before unpacking. Unpack the awning, separate and identify the different parts.

The awning can be attached to the motorhome using an awning rail already attached to the motorhome or through the front channel of most popular wind-out awnings. If using the wind-out awning, first wind the awning out to a convenient height before threading the awning beading through the channel in the front of the awning (see Diagram 1a/1b). There are two different sized beadings, select the size suitable for your wind-out awning. Slide the awning along the channel until it is in your required position (see Diagram 2).



**WARNING:** Take care not to put too much stress on the wind-out awning - support it where necessary. After attaching the awning, rewind the wind-out awning fully back into its housing.

**Pegging Point A:** Peg the rear corners of the awning (see Diagram 3). Each corner should be pegged slightly under the motorhome to pull the awning as close to the motorhome as possible. Pegging Point A should be positioned so that the awning side walls are vertical. Locate the deflation valves at the bottom of each of the AirPoles (see Diagram 4). Ensure that the deflation valves are closed by turning the tap clockwise 90°.



Dometic awnings are supplied with a high performance manual hand pump. This will inflate beyond the recommended pressure and so it is essential to only inflate the awning into the green zone on the pressure gauge. The gauge on the supplied hand pump will only give a reading on a downward stroke.



**DO NOT USE ANY TYPE OF COMPRESSOR DESIGNED TO INFLATE CAR TYRES** – these may damage your awning as they can inflate to extreme pressures and the pressure gauges can be inaccurate. Over-inflated AirPoles are not covered under the product guarantee.

Locate the inflation valve on the awning (5). Unscrew the top cap and attach the pump nozzle (6). Start topump (7).

Once the awning has a good amount of air in it, pull the front of the awning outwards so that the AirPoles can assume their correct shape (8).

Keep pumping until the ideal inflation pressure of between 9 psi (0.62 BAR) is achieved. If necessary take a rest before adding more pressure.



**WARNING** NEVER OPEN THE ZIP ON THE PROTECTIVE SLEEVE WHILST AN AIRPOLE IS INFLATED. THIS WILL RESULT IN THE AIRPOLE BURSTING.



## Pegging Sequence

The order in which you should peg down your Dometic inflatable awning (or pegging sequence) is important to help ensure the correct shape and fit is achieved. The set-up procedure is different to a traditional awning that you may be used to. Please ensure that you peg in the following sequence:

A - the rear corner pegging points

B - the front corner pegging points

C - the skirt pegging points

D - any doorways (cross-pegging) (11)

E - remaining pegging points

(refer page 3)

**i** **Cross-Pegging:** All zipped openings should be cross-pegged. This creates tension in adjacent panels and also reduces stress on zips. Points that should be cross-pegged are pre-stitched at an angle. (see Diagram 11 for reference)

Peg all remaining pegging points. The pegging points have a range of possible pegging options. Select a point that puts the awning under tension but without over stressing. Ensure the overall shape of the awning is sitting square to the motorhome and that all panels are correctly tensioned.

Once satisfied check the AirPoles are inflated sufficiently (9 psi) and, if necessary, add more air. Once you are happy with the pressure replace the inflation valve cap until it is tight to prevent leaking.

## Guying

**Quickpitch guying system:** (see Diagram 12a/12b) Corner straps should be pegged at 45° degree from the corner seams. Any straps along the front panel(s) should be pegged at 90° degrees in relation to the panel.

First, release the straps to their maximum length.

Peg the loop ensuring tension along the bottom webbing strap.

Tighten by pulling the straps through the buckles. Do not over-tension as this can distort the shape of the awning.

**i** **DO NOT** allow children to play around your awning. Guylines are a trip hazard.

## Pegs

Quickpitch guying system: (see Diagram 12a/12b) Corner straps should be pegged at 45° degree from the corner seams. Any straps along the front panel(s) should be pegged at 90° degrees in relation to the panel.

First, release the straps to their maximum length.

Peg the loop ensuring tension along the bottom webbing strap.

Tighten by pulling the straps through the buckles. Do not over-tension as this can distort the shape of the awning.



**CAUTION:** Pegs can be sharp. Do not allow children to play around the awning and ensure that suitable protective footwear is worn.

## Sealing Bumper Pads

To help create a seal between motorhome and awning there are sealing bumper pads (13) sewn to the rear panels. Using the rear pegging points, these bumpers should be pulled towards the motorhome. An improved seal can be maintained by use of the rear upright pole set in two ways:

**A:** Insert the top of each pole into the closed pocket in the top rear corners (13b), adjust the height to bring the pole under tension (13c) and then secure the pole to the bumper pads using the tie tapes.

**B:** If using with a wind-out awning there may be a gap at the top. If this is the case detach the velcro at the top of the bumper flap. Insert the pole through the open pocket and push the pole back towards the motorhome (13a). The sucker on the end of the pole should be secured against the underside of the wind-out awning cassette. Tension the pole (13c).

The seal can be further enhanced by the use of optional Dometic Limpets (see Diagram 13d)

## Storm Tie-Down Kit (optional)

The QuickPitch straps/guy lines should be utilised at all times. However, for extra security an optional Storm Tie-Down Kit is available (see Diagram 15a/15b). Ensure that the storm strap is pegged under tension but not so that it distorts the shape of the awning. The tie-downs should always be used in pairs.

## Deflation

### To pack away the awning:

1. Inspect the awning to ensure that all the interior isolation valves are open (these usually remain open and do not normally need to be adjusted) (see Diagram 16).
2. Close all flyscreens and windows
3. Close all doors
4. Unpeg any Quickpitch straps/guy lines and, if fitted, the tie down kit.
5. Unpeg all pegging points but keep the four corners in place.
6. Open all external deflation valves (5). The awning will start to deflate. Wait until most of the air has been expelled.
7. Unpeg the four corners and slide the awning out of the awning rail.  
**Note:** If fitted to a roll-out awning this may need to be unwound slightly. Please ensure that the roll-out awning mechanism is supported during this process.
8. Using two people, hold the awning at the tie down attachment points and lay the awning down on the ground so that the outside of the roof is on the ground and the front windows are upwards on top of the roof. Protect the awning from dirt and damage. Fold each end inwards to create a rectangle. Roll the awning towards the deflation valves to expel more air and then roll to fit in the carry bag. Please refer to the Diagram 17 sequence for guidance.
9. Ensure that the awning is totally dry before storing in a cool, dry, dark space: if possible opened out

## Seams

The main seams of Pro awnings have been factory taped to help prevent leakage. Depending upon your expectations, it may be necessary to treat the remaining seams with a seam sealant. Seam sealant should also be applied to areas where the tape is damaged or has peeled away through wear and tear. It can also be applied to areas where a leak may have developed. Dometic seam sealant is available from [dometic.com](http://dometic.com)

All-Season awnings are sewn with a special water repellent thread to help prevent leakage. This thread swells when wet to fill the needle holes but the thread needs to become wet several times before it is totally effective. This is known as 'weathering' and it may take several soakings for the weathering to be fully effective. This area can also be treated with seam sealant.

## UV Degradation

Awning fabrics can be weakened by prolonged exposure to sunlight. Dometic awning fabric is treated to protect it from UV. Under normal holiday use your awning will give long service but use for extended periods in strong sunlight will soon cause fading and may lead to deterioration. In those cases it would be wise to use a site as shaded as possible. UV degradation is not covered under the warranty. The warranty does not cover awnings used on permanent or semi-permanent sites, displays or for commercial purposes.

## Condensation

Under certain conditions awnings will be affected by condensation inside. Please refer to the section at the beginning of the manual for more information about condensation. Condensation and its effects are not covered under the warranty.



**SAFETY** - DO NOT COOK IN THE AWNING OR USE NAKED FLAMES. READ AND UNDERSTAND THE FIRE PRECAUTIONS LABEL SEWN INTO THE INSIDE OF THE AWNING.

## In the Event of a Puncture

If you suspect a puncture follow the following procedure:

Inflate the awning and close all interior isolation valves (see Diagram 16). Wait for a while and then check each AirPole for pressure. If there is reduced pressure in any AirPole check the connecting hoses to make sure that the collars are done up tightly on the isolation valves. If you still suspect a leak it will be necessary to investigate the individual AirPole. If tightening the valve collars does not solve the problem then the AirPole may be punctured.

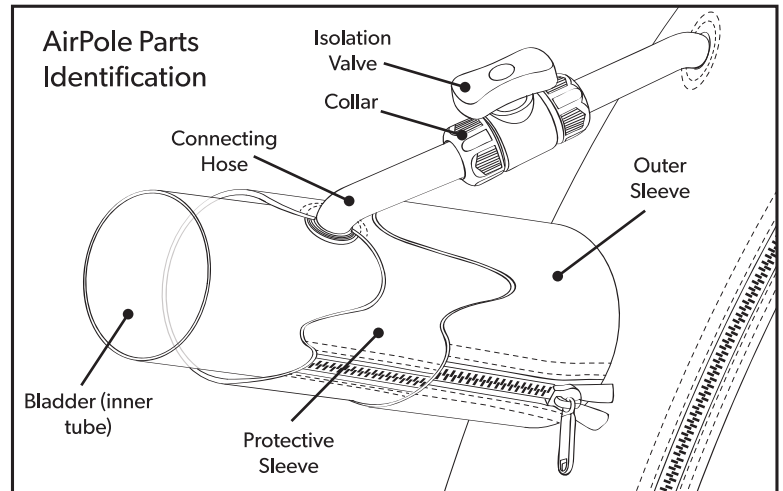
## How to Repair or Replace an AirPole

You can remove an AirPole when the awning is inflated or deflated but if it's inflated the isolation valves around the pole must be closed.



**WARNING** NEVER OPEN THE ZIP ON THE PROTECTIVE SLEEVE WHILST AN AIRPOLE IS INFLATED. THIS WILL RESULT IN THE AIRPOLE BURSTING.

1. Ensure it is deflated
2. Unzip the outer sleeve holding the AirPole.
3. Undo the collar and slide down the conical split washer on the affected side of the isolation valve. There may be multiple valves per AirPole. You should now be able to remove the AirPole (keep the collar and washer safe).
4. Unzip the protective sleeve of the AirPole to expose the bladder (inner tube).
5. To locate the source of the leak or puncture. This is made easier if you blow some air into the tube. For small holes it may be necessary to submerge the bladder in water.
6. Once the puncture has been located the bladder can be repaired using repair tape. We recommend product Dometic Awning & Tent Repair Tape.
7. The repair can be enhanced by using a combination of Repair Tape and Repair Solution, which is a flexible adhesive. Follow the manufacturer instructions to repair.
8. Another alternative is to replace the tube. Spares are available from your dealer.
9. Reassemble the AirPole, zip back into the sleeve and reconnect the hoses to the isolation valves



## Care

Dometic Inflatable Tents and Awnings are best stored opened out. Air fully and ensure it is totally dry before packing away. Store in a well ventilated, dry place. An awning or tent that is stored while wet or damp will develop mildew/mould. Mildew can also develop when an awning or tent is left up for extended periods of time with poor ventilation.

Dirty tents and awnings can be washed using clean water and a soft brush. Do not scrub. Do not use any detergents. Detergents and cleaning products will damage the water repellent treatment made to Dometic awnings & tents. Bird lime and tree sap should be removed as soon as possible to prevent permanent damage to the material.

The AirPoles do not need any maintenance but should be protected from damage during storage. Have any damage repaired at the first opportunity.

Zips should be treated with care, use two hands to close and open and never tread on them. Never force a zip.

We strongly recommend comprehensive spares kit including Dometic water repellent spray, Dometic seam sealer and Dometic repair tape.

Repairs should only be made by a company authorised by Dometic or your supplying dealer. Repairs and alterations made by an unauthorised company may invalidate your guarantee.

## Warranty Exclusions

This product is designed for personal use and not designed to be left assembled long term. As such using it for commercial or permanent static use will void the warranty

## Troubleshooting

| PROBLEM   | SOLUTIONS  |
|---|--|
| Difficulty in pumping up the awning.  | <ol style="list-style-type: none"> <li>1. The inflation valve is not fully screwed into the AirPole.</li> <li>2. The deflation valves are open. Close.</li> <li>3. Check the pump is working.</li> </ol>   |
| Part of the awning does not inflate   | The isolation valves that connect the AirPoles may not be open. Open all internal isolation valves and the air will flow into all the AirPoles. Do not close the valves during normal use.   |
| Part of the awning does not deflate   | An isolation valve may have been closed. Locate and open.  |
| The AirPoles are kinked   | Add more air (9 psi).  |
| If you suspect an air leak  | <ol style="list-style-type: none"> <li>1. Check that the inflation valve is properly closed and that the black 'O' ring seal is in place.</li> <li>2. Check that the top cap on the inflation valve is done up tightly</li> <li>3. Check that all the deflation valves are closed</li> </ol>   |
| If you still suspect an air leak  | Close all the isolation valves in the awning. Wait for a while and then check each AirPole for pressure. If there is reduced pressure in any AirPole check the connecting hoses to make sure that the isolation valves are done up tightly and are properly seated. If you still suspect a leak it will be necessary to investigate the individual AirPole. See the AirPole repairing and changing section of this manual.   |
| If you think your awning or Tent has a water leak                                       | <p>Condensation occurs when there is a difference between inside and outside temperatures and there is a water repellant barrier between them. Condensation builds up on the inside of the tent or awning, and with heavy condensation, it can sometimes be mistaken for leaking, especially as it can run down the inside of the roof and drip of ties, tapes and other internal fittings.</p> <p>Use the following checklist to ensure that your suspected leak isn't condensation:</p> <p>Vents, Windows and Doors are open to ensure adequate ventilation</p> <ol style="list-style-type: none"> <li>1. Choose your campsite carefully – a site that has a slight breeze will be of benefit. Avoid damp or low-lying areas if possible.</li> <li>2. Use a water repellant groundsheet throughout the awning, or under your tent will reduce the amount of moisture &amp; humidity coming from the ground</li> <li>3. Avoid bringing wet items into the tent – as moisture evaporates, this adds to the water vapour inside your tent or awning.</li> <li>4. Check your awning or tent for holes or tears – Dometic Tent &amp; Awning Repair Kits are available for purchase.</li> </ol> <p>If the problem is still occurring, call Dometic, or your local service agent.</p> |
| If your awning has a water leak at specific points/areas                                | The main seams of this awning have been factory taped to help prevent leakage (not All-Season). Depending upon your expectations, it may be necessary to treat the remaining seams with a seam sealant. Seam sealant should also be applied to areas where the taping is damaged or has peeled away through wear and tear. It can also be applied to areas where a leak may have developed. Dometic seam sealant is available for purchase.  |
| If you think your awning has a water leak at the beading that attaches to the motorhome | It is not possible to hot air tape the join between the awning and the keder beading. Therefore we use a special water repellant sewing thread. This thread swells when wet to fill the needle holes but the thread needs to become wet several times before it is totally effective. This is known as 'weathering'.   |

## Optional Extras Available For Your Awning

### Breathable Carpets

Custom made to fit your awning

### Limpet™ Fix System

An ingenious way of attaching the rear wall of your awning to your motorhome by using suction fit Limpets. Most Dometic AIR awnings come Limpet™ Fix Ready.

### Gale Electric Pump

12 Volt electric pump specifically designed to make inflation of your Dometic® AIR awning even easier.

### Furniture

Extensive range of recliner chairs and tables.

# DOMETIC WARRANTY AND SERVICE

## Dometic Australia Pty Ltd ABN 62086366305

As the purchaser of a new Dometic product you are entitled to full warranty cover under the conditions herein.

## TO REGISTER YOUR WARRANTY

Please complete and return this form together with a copy of your receipt within 60 days of purchase to:

Please note: If you choose not to register this warranty, you must keep a copy of your receipt to ensure you will receive warranty service should it be needed.

### Dometic Australia Pty Ltd

PO Box 2495  
BURLEIGH BC QLD 4220

### Dometic New Zealand Limited

PO Box 12011  
PENROSE, AUCKLAND 1642

On receipt of these documents your details will be entered into our customer data base. This will make it easier for you in the unlikely event that you require a warranty repair anywhere in our network of service agents across the country. If you need assistance filling out this form or making a claim under this warranty please call us on 1800 21 21 21 (Aus) or 09 622 1490 (NZ)

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Tel: (home) \_\_\_\_\_ (mobile) \_\_\_\_\_

Email: \_\_\_\_\_

Model purchased: \_\_\_\_\_

Serial number: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Retailer's name: \_\_\_\_\_

Retailer's address: \_\_\_\_\_

### WARRANTY PERIOD DEPENDS ON PRODUCT:

| WARRANTY PERIOD | PRODUCTS COVERED                                   | WARRANTY DESCRIPTION  |
|-----------------|--|---|
| 3 year          | • Inflatable Tents & Inflatable Awnings            | Full warranty covering all manufacturing defects for 3 year from date of purchase |
| 2 year          | • Tables, Chair & Recliners                        | Full warranty covering all manufacturing defects for 2 year from date of purchase |
| 1 year          | • Carpet & Footprints                              | Full warranty covering all manufacturing defects for 1 year from date of purchase |
| 1 year          | • Gale 12 V<br>• Tent Accessories and Repair items | Full warranty covering all manufacturing defects for 1 year from date of purchase |



## **DOMETIC WARRANTY**

If the product does not work as it should, please contact the manufacturer's branch in your country (see back page).

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

### **HOW TO SUBMIT A WARRANTY CLAIM**

Please call Dometic on 1800 21 21 21 (Aus)

### **THE WARRANTY DOES NOT COVER**

To avoid doubt, your Dometic Warranty does not protect against the following;

1. Any damage caused as a result of misuse or environmental impacts.
2. Any damage from improper preparation before first use, such as weathering your product.
3. Faulty installation or modification made during installation or set up of the product.
4. Cosmetic blemishes or fading that do not affect the operation of the product and could be considered normal wear and tear – or caused by external or environmental influences.
5. Accidental or malicious damage by misuse, negligence or faults caused by a failure to provide routine maintenance.
6. Faults that have resulted from normal wear and tear, including punctures, tearing, rusting or corrosion.
7. Accessories such as pegs and guy ropes.
8. Repairs carried out by repair agents that are not authorised by Dometic.
9. Products used commercially, or on a permanent site are not covered by the full warranty due to Commercial or permanent static use.
10. Negligence, accidental or deliberate misuse, or alterations to the product not approved by Dometic.
11. Any loss or damage caused by a failure to follow the manufacturer's instructions for usage, installation, operation or maintenance.
12. Damage/failure to operate caused as a result of improper installation or infestations of vermin, pests or insects.
13. Perceived faults where the product is operating within the normal range of Dometic performance specifications and these performance specifications were made known to you prior to purchase.

Note: removing screws or otherwise opening the outer case will void the warranty

### **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).

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