



What to do in an Awning Related Emergency



Who do I call first in an emergency with my awning?

Carefree Customer Service: (303) 469-3324, Monday – Friday 8am – 5pm
B Van Dedicated Service Technician: Rick Haro (303) 410-6320,
email address: rharo@carefreeofcolorado.com

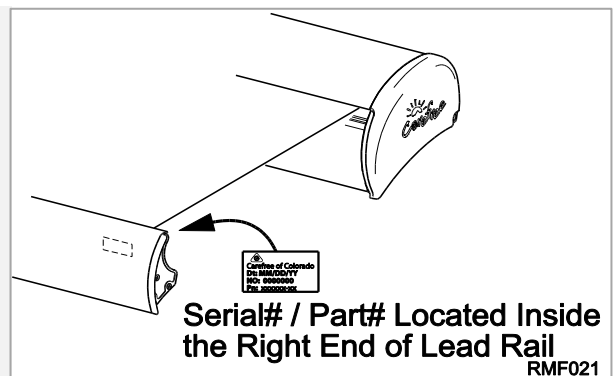
What awning do I have?

The Winnebago Travato features Carefree's Freedom Freestyle awning. For more information or to access the user manuals, please visit www.CarefreeOfColorado.com/products/freestyle.html

What information is needed for my call to Carefree's Customer Service team to ensure proper support?

Locating the serial number information is the fastest, most reliable way for any Carefree service representative to help you identify your awning.

To find your serial number on your Travato, open the awning and extend it about two to three feet. From there, you can see the Serial Number and other information on the inside of the lead rail as shown in the graphic to the right. Note, a ladder may be needed to view this information.

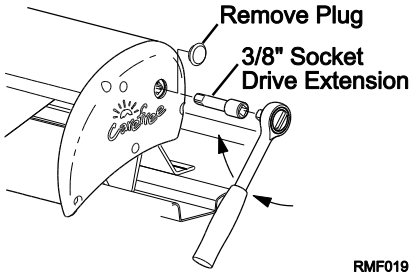
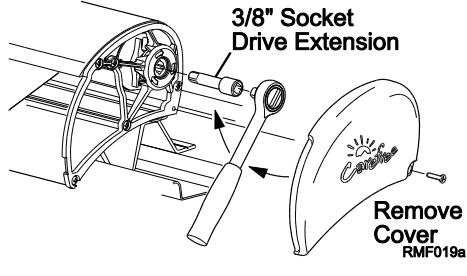


Other types of information to have available when contacting Carefree's Customer Service:

- Description of the issue/concern
- Photos of the issues/concern (if applicable)
- What is the control system? BT12 or Direct Response

How do I retract my awning if the motor fails or if the RV has no power?

Depending on exactly which awning configuration you have, below demonstrates how to access the motor to manually override and close the awning. Note, the key difference is the end cap and the plug. As you face the side of the RV, the motor is located on the right side endcap of the awning. This procedure cannot be used to extend the awning.

Original Configuration	Current Configuration
 <p>The diagram shows the original configuration of the awning's end cap. A plug is shown being removed from the right end cap. A 3/8" socket drive extension is inserted into the square drive hole inside the end cap. A handle is attached to the extension, and an arrow indicates it should be turned clockwise to retract the awning. The diagram is labeled RMF019.</p> <ol style="list-style-type: none">1. Remove the plug from the right endcap.2. Insert a 3/8" socket drive extension and handle into the square drive hole inside the end cap.3. Turn the handle clockwise until the awning is retracted.4. Reinstall the plug	 <p>The diagram shows the current configuration of the awning's end cap. The right outer endcap is shown being removed. A 3/8" socket drive extension is inserted into the square drive hole inside the inner end cap. A handle is attached to the extension, and an arrow indicates it should be turned clockwise to retract the awning. The diagram is labeled RMF019a.</p> <ol style="list-style-type: none">1. Remove the right outer endcap.2. Insert a 3/8" socket drive extension and handle into the square drive hole inside the inner end cap.3. Turn the handle clockwise until the awning is retracted.4. Reinstall the outer cap.

After closing the awning with the manual override, the lead rail may move out from the case 1/4" -1/2". This is normal and **the awning is secure for travel** until power is restored or repairs are completed. Do not attempt to force the lead rail in with the override, serious damage can occur to the awning.

Other Troubleshooting Tips and Tricks

Testing the Auto-Retraction Feature:

Step 1: Partially extend the awning. Half way is sufficient.

Step 2: Briskly shake the lead rail vertically, up and down to simulate a strong wind

- a) If the awning retracts, the motion sensor is operational
- b) If the awning extends, retract your awning and contact your service dealer immediately to have this issue corrected.

When the awning is in the retracted (rolled up) position; always shut off the power switch to the awning controls to prevent the awning from extending.



LED Lighting not working:

First, check the connections to make sure everything is secure. If that does not work, then the LED strip likely needs replacement. Carefree provides direct LED replacement kits with instructions for both warranty and non-warranty replacements. It is as simple as removing the existing strip, applying the new strip and then reconnecting the wires.