

QUEST ELITE®
Windsor

Welcome
to the great outdoors

Windsor Porch Awning

• Full item instructions and extended details •

Thank you

for purchasing this product. At Quest we take every care to ensure that the product fulfils your expectations. We hope you enjoy using this product

General Information

There are many different ways to erect your awning. We recommend using the method listed on the next page, but if you find a different way that works better for you, then that is perfectly fine as well.

Erecting an awning can sometimes be done by a single person, but even for a very simply lightweight awning is always easier and quicker with two. With the premium poled awnings we always recommend using two people as it makes the process far easier.

We do not recommend erecting the awning in strong winds or stormy weather. This is due to the fact that until the awning is fully erected, pitched and pegged it could become unstable in the wind and lead to damage to the awning and your vehicle and this is not covered by the warranty.

If you do have to erect your awning in windy or stormy weather, please take extra care as before the awning is fully pegged down it can easily be blow up into the air, causing damage to the awning, your vehicle and potentially dangerous to yourself.

Fire and Ventilation

- If using gas or other combustion appliances additional ventilation is required.
- Do not place hot appliances near the walls, roof or curtains.
- Always observe the safety instructions for these appliances.
- Never allow children to play near hot appliances.
- Keep exits clear.
- Make sure you know the fire precaution arrangements on the site.
- Make sure ventilation openings are open all the time to avoid suffocation.



Quest manual download site

The quest manual download site can be found at the url below or the QR code to the left

<http://www.questleisure.com/manuals>.

Storage , Care and Cleaning

Details on how to look after your awning.

Canvas Seams

- The main seams of this awning are taped to ensure water protection. These can become damaged over time but can be repaired and re-sealed by using seam sealer.
- For the best results, we recommend contacting your dealer to find out which products to use.

UV Degradation

- UV degradation causes the material to go brittle, fade or change colour. The time it takes to do this will differ depending upon how often you use it and what the weather is like when you do. It is a natural process which affects all materials used outdoors. This awning is coated to help prevent this process, but it does not stop the degradation, it only helps slow it down.
- You can help protect against this degradation by regular care and proofing of the awning. The awning should be regularly cleaned and re-proofed to ensure that mold and mildew do not build up and damage the awning. After cleaning your awning, you should always reproof the awning as cleaning the awning will damage the UV coating on the material. For the best results, we recommend contacting your dealer to find out which products to use.
- Weathering due to excessive UV degradation is not covered by the warranty.

Condensation

- All coated, non-breathing materials suffer from condensation. The amount of condensation depends upon the weather conditions and the environment (such as wet ground etc.). During condensation, water can collect on the fabric of the awning. If enough condensation forms this can run down the awning and drip off seams or any other stitching point.
- It can be lessened by ventilation. Ventilating your awning allows air to flow through the awning and lessens the buildup of condensation. Condensation is often mistaken for leaking and is not a reason for complaint or a fault of the awning.

Usage

- This awning is designed for private and non-commercial use. This is a touring awning and is not suitable for permanent use.
- In case of storms or snowfall, the awning must be taken down to avoid damage.
- This awning is a touring awning and as such has a standard usage of approximately 8 - 12 weeks per year.

Storage , Care and Cleaning

Details on how to look after your product.

Storage

To help keep your product looking newer for longer and prolong the life and use of the product, we recommend that the product is always kept inside its bag when stored away. If the product is not going to be used for an extended period (such as a winter period) we recommend that it is carefully folded away and stored in a clean, dry and free from damp location.

- Your awning should never be stored away when wet or damp as this will lead to mould and mildew build up which will damage your awning and invalidate your warranty.
- If you have packed your awning away wet or damp, always dry it out thoroughly before storing it away.
- Ensure that the awning bag itself is clean and dry before storing the awning away in it as moisture and dirt inside the bag will be transferred to the awning when stored away.

Care and Cleaning Instructions

Never use and harsh or abrasive cleaners or brushes when cleaning this product as the frame and fabric may be damaged when doing so. Never fold and put the product away when wet as this can trap water in the product, which can lead to mould and mildew build up.

- **Fabric - Cleaning** : We recommend using a dedicated awning cleaner for the fabric, if one is not available simply warm soapy water. After it has been cleaned, rinse with clean water to make sure there's no soap or cleaner left inside the fabric. Once rinsed allow the product to dry naturally before folding away and storing. After cleaning we always recommend re-proofing your awning as the act of cleaning it may damage the coating on the fabric. Re-proofing also helps keep your awning waterproof and extends its life by protecting it against the sun and weather.
- **Fabric - Re-proofing** : Always clean the awning before re-proofing otherwise you will compress dirt into the fabric which can lead to mould build up and damage to your awning. Once cleaned and dried re-proof your awning using a dedicated awning re-proofing product. Follow the guidelines on the re-proofing tool as each product may differ slightly, but always ensure that the re-proofing has got time to dry and cure before packing the awning away.
- **Frame** : First allow any dirt to dry and brush with a soft brush to remove loose dirt. Once this is done wipe the frame down with warm soapy water and a soft cloth. Once cleaned allow to dry naturally before storing away.



Before You Pitch your Awning

A few extra details before you pitch your awning for the first time.

IMPORTANT

We always recommend pitching your awning at least once before you go away, this is to familiarize yourself with your awning and to check that there are no issues with it before you are away on your break.

Pegging Elastics

Your awning comes with pegging elastics. These should be used on all the pegging points that have a metal hoop on. The pegging elastics allow you to tension the canvas whilst giving it some play in the wind, which helps against damage and improves the performance of your awning. To use the pegging elastics follow this simple process :

- Take one pegging elastic and feed the elastic through the metal hoop.
- The ball on the end of the pegging elastic will then lock against the metal hoop when pulled tight.
- Then peg through the elastic loop at the bottom.

Draft Skirt and Wheel Cover

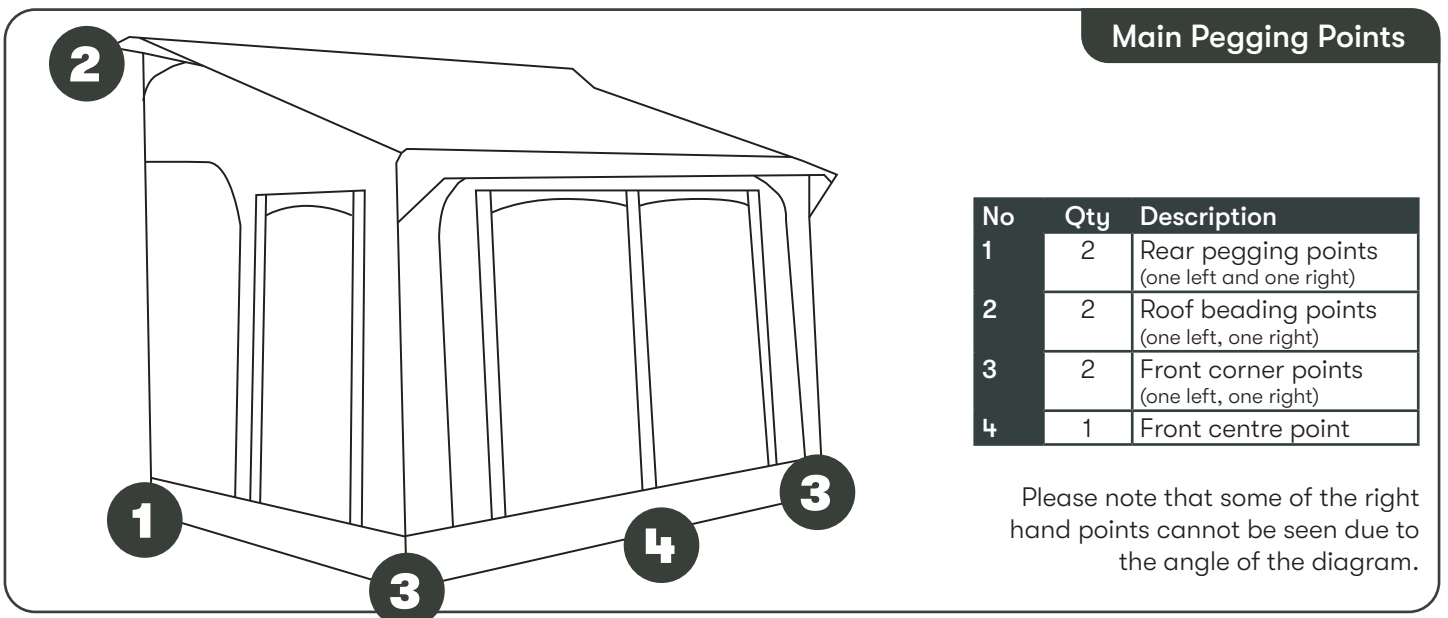
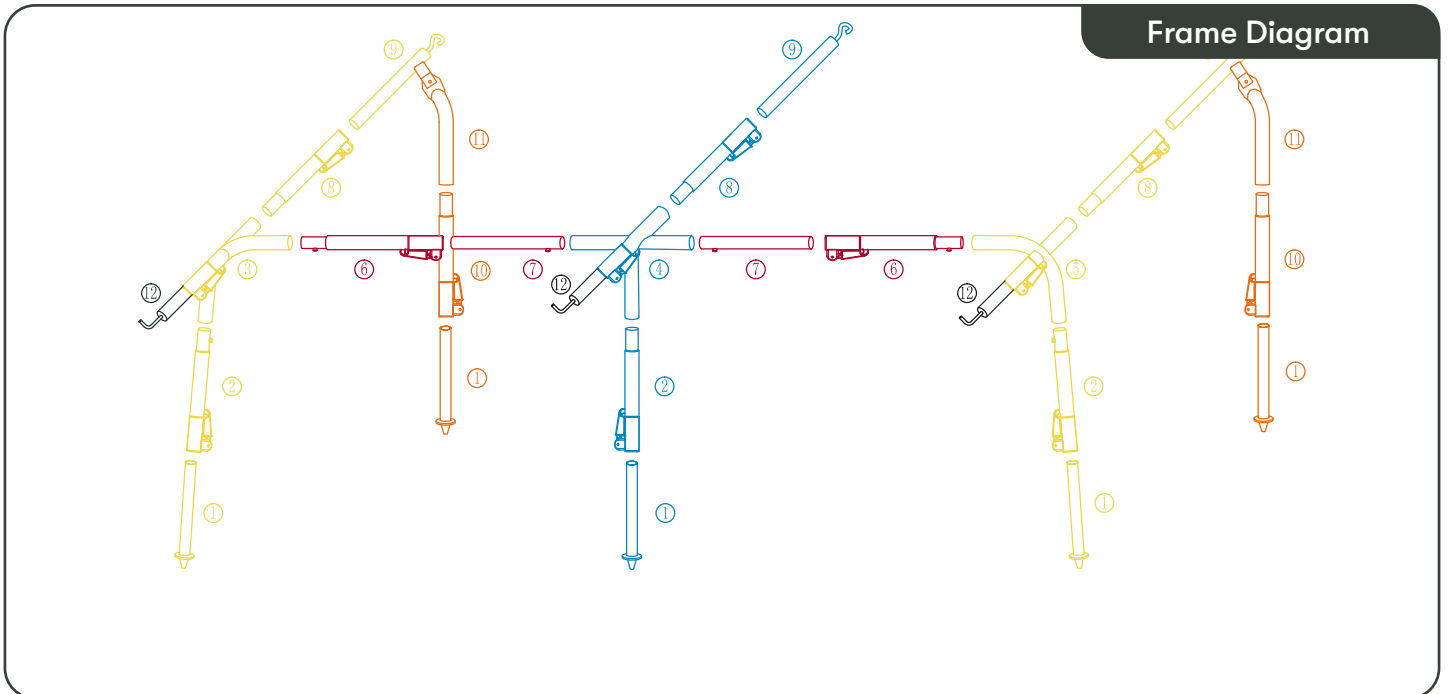
Your awning comes with a draft skirt and wheel cover. This kit is designed to go along the bottom of your vehicle to help keep drafts from coming underneath your vehicle into the awning. It is optional for use and can be pitched before or after the awning has been pitched. To install the draft skirt :

- Take the draft skirt, wheel cover and piece of figure of eight out of the awning canvas bag.
- Using the beading attached to the top of the draft skirt, slide it into the awning channel at the bottom of your vehicle.
- The draft skirt will come out of the channel by the front of the wheel arch and back into the awning channel at the rear of the wheel arch.
- When you feed the draft skirt out of the wheel arch ensure you then feed the figure of eight onto the top of the draft skirt before feeding the draft skirt back into the channel on the other side of the wheel arch. This is to enable you to connect the wheel cover later.
- Once in place it will run along the entire width of the awning and may protrude slightly left and right (depending upon how the awning is pitched). Once in place it can be pegged to the ground using the eyelets along the bottom of the draft skirt.
- Once done you then simply take the wheel cover and using the beading attached to the wheel cover, slide this into the top part of the figure of eight that is attached to the top of the draft skirt in front of your vehicles wheel. You can then either push the wheel cover over the top of your wheel, or by attaching velcro (not supplied) or similar solution, stick the top of the wheel cover to the side of your vehicle above the wheel.

Pitching your Awning

Details on how to erect and pitch your awning.

Use the instructions on the next few pages to help you pitch your awning. The frame diagram that came with your frame is shown below for easy reference and the main pegging points on your awning are shown on the diagram below. Both of the images below are referenced in the instructions afterwards.

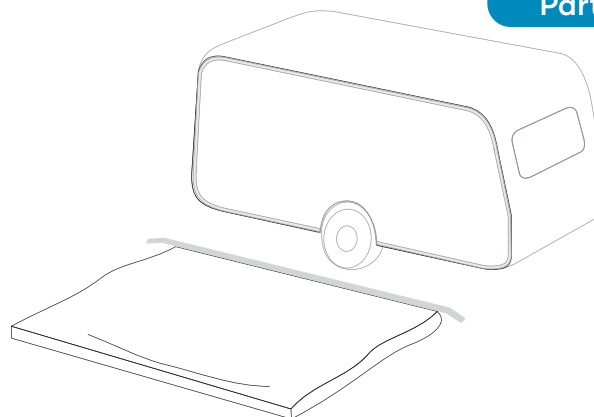


Pitching your Awning

Details on how to erect and pitch your awning.

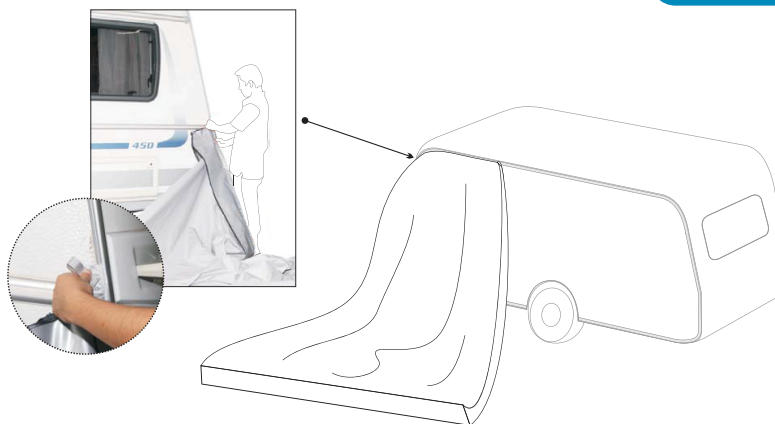
Part 1

- Take the awning canvas and frame and lay them on the ground next to your caravan using a protective sheet.
- You can now start putting the frame together ready for use later.
- Put the 3 roof poles (8,9) together, the 3 front leg poles (1,2) together, the 2 rear legs (11,12) and the 2 front cross pole (6,7) together ready for use.



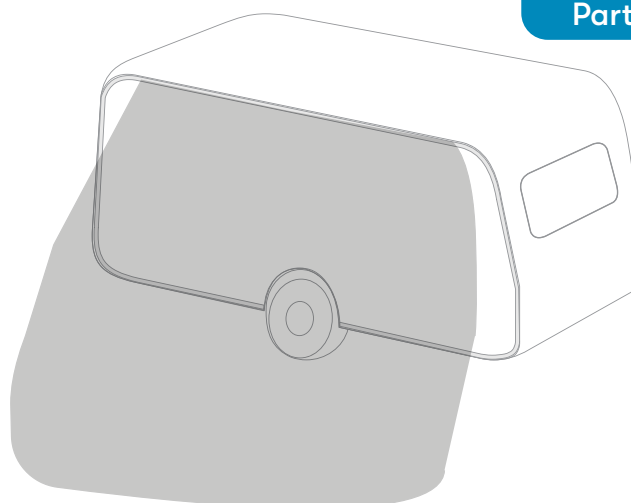
Part 2

- Take the roof section of the awning (i.e. with the front panels zipped out) and slide the beading around the caravan's awning channel as shown in the diagram to the right.
- Ensure the awning is positioned on a flat part of the awning channel otherwise the roof may not function as required.



Part 3

- The awning will now hang on the side of your vehicle as shown in the image to the right.
- At this point you can peg the two rear points (Main pegging points - number 1) of the awning just underneath the vehicle (approximately 2cm under) This helps secure the awning in place and ensures it is held against the side of the vehicle.



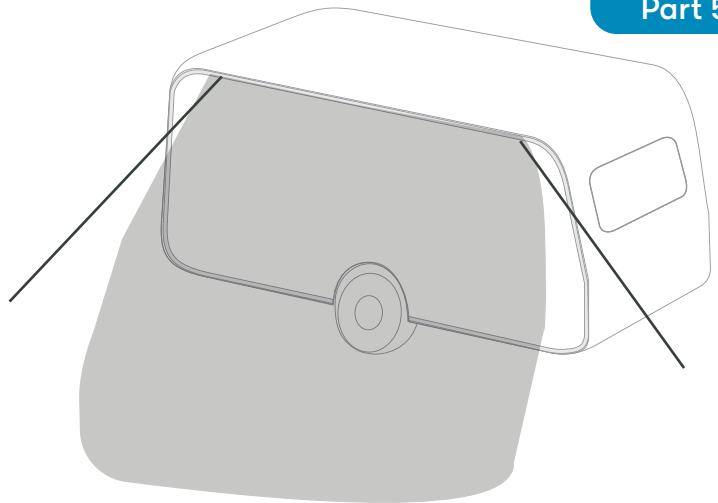
Pitching your Awning

Details on how to erect and pitch your awning.

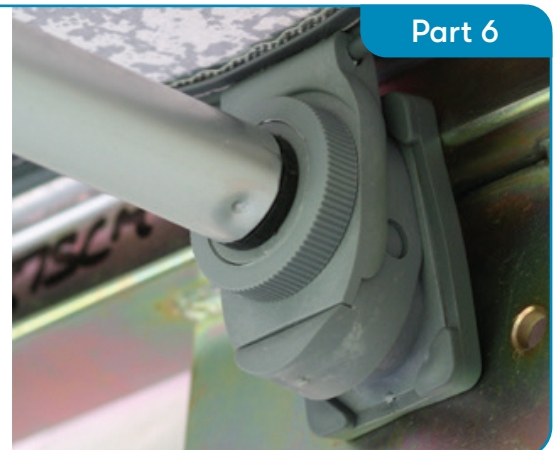
- a. Please note that your awning has an internal triangles at the rear (shown in the image to the right) which helps form a good seal against the caravan, these should not be used at this point as if they are pegged underneath the caravan it will pull the rear pad out of alignment and stop you getting a good seal against your caravan.
- b. When they are used the triangles are pegged along the side of the vehicle pulling the rear pads into position.



- a. Then peg the two pegging points on the end of the beading as shown in the image to the right and in the main pegging points - number 2.
- b. These are there to ensure the awning cannot move in the awning channel during windy weather.

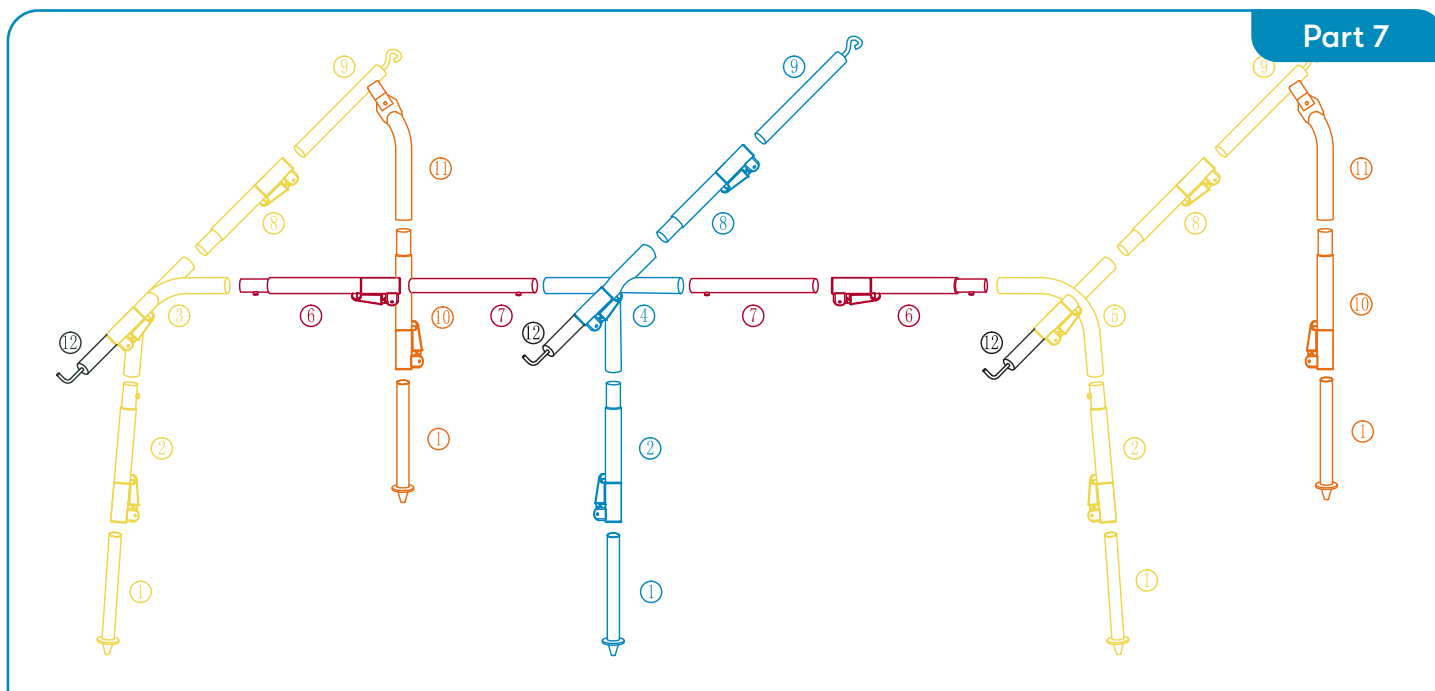


- a. Slide the bracket pads onto the second beading on the awning. Slide one into the centre of the awning and one on either side of the awning. (close up of the bracket pad in situ is shown to the right)
- b. This is only done once as once locked in place they are left on the awning when the awning is packed away.



Pitching your Awning

Details on how to erect and pitch your awning.



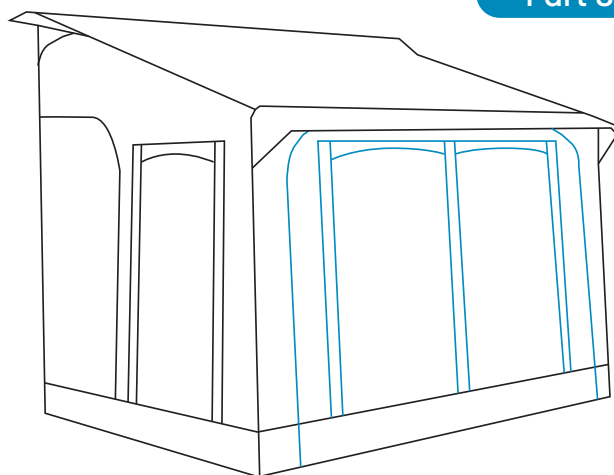
- Take the centre roof pole (8,9 - highlighted in blue) and attach the hook to the centre bracket pad, then locate into the front centre spider joint (4) locating the spike through the eyelet in the awning roof.
- Fit the front centre leg pole (1,2 - highlighted in blue) and tension the roof and leg pole loosely. The canvas should sit on top of the pole and hold it into position, but it may be easier for one person to hold this pole in place whilst the next couple of steps are done.
- Take the two front awning cross poles (6,7 - highlighted in red) and place into the sides of the front centre spider (4 - highlighted in blue).
- Repeat steps a-b above with each of the side roof poles (highlighted in gold) attaching them to the awning cross poles when finished. Ensure that the bottom of the leg poles are placed into the ladder bands located on the bottom (front) corners of the awning. This helps ensure that the canvas is kept in place and tight at all times.
- Place the 3 short canopy poles (12 - highlighted in grey) into the centre (4 - highlighted in gold) and side spider joints (3,5 - highlighted in gold), then tension all the poles.

Pitching your Awning

Details on how to erect and pitch your awning.

Part 8

- a. Zip the front panel into the awning as highlighted in the image to the right. Place the bottom of the front centre leg pole into the metal ring on the adjustable webbing strap at the bottom centre of the front panel (main pegging points - number 4).
- b. Now go back to the frame (diagram on page 6) and tension the cross poles (6,7), roof poles (8,9) and legs (1,2) to achieve the most uniform finish.



Part 9

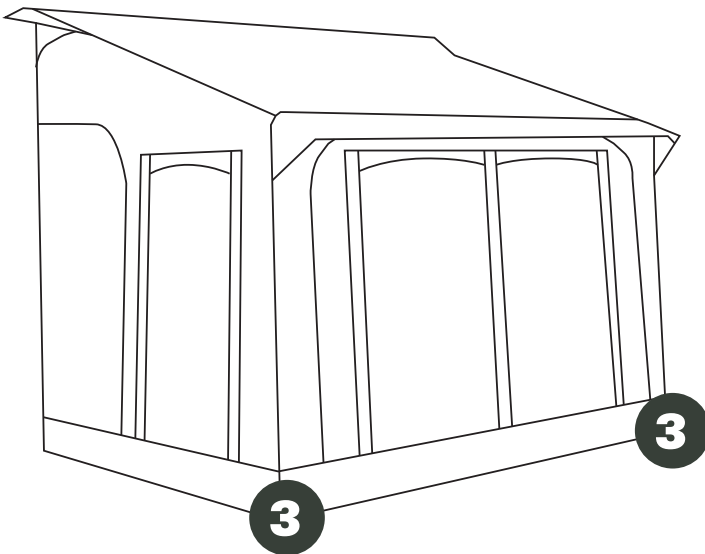
- a. Now peg the rear triangles in place as shown in the image to the right.
- b. The rear triangles are pegged along the side of the vehicle at a 90 degree angle from the side of the awning. This then pulls the rear pads into position and they sit against the vehicle.
- c. Place the two rear poles (1,10,11) in place (frame diagram on page 6 - highlighted in gold), using the screw fitting at the top and placing the bottom into the ladder band attached to the canvas. Do not over tension the poles. Once in place the rear poles will hold the rear pad against the side of the caravan. **Please note to ensure that the wing nut that secures the pole in place should be facing into the awning and away from the canvas. If not this could lead to damage to the canvas, which is not covered under the warranty.**



Pitching your Awning

Details on how to erect and pitch your awning.

Part 10



a. Peg the remaining two corners of the awning (as shown by number 3 on the image to the left) ensuring that the panels are taught



b. Peg the rest of the awning starting from the rear and moving to the front. These pegging points use the pegging elastics which are shown in the image to the left.

c. Once all pegging has been completed go back around and re-tension any poles that require it.

d. The final step is to ensure the storm straps are pegged as we always recommend fitting and pegging them all. The storm straps simply click into place as shown in the image to the left.



e. Once clicked in place you attach the spring to the end of the extra wide storm strap and the other end of the spring is attached to the ground anchor as shown in the image to the left.



f. Do not over tension the storm straps as this can lead to the poles on the frames slipping and this can lead to the canvas of your awning becoming slack.

Warranty

Details of the warranty on your awning.

Warranty : 24 Months (2 Years) warranty.

Warranty Claim

- In the unlikely event of a warranty claim, you must contact your retailer.
- If you have not registered your product, first fill out the registration form overleaf and take this with you when you go to your retailer.
- Take the product to your retailer that you purchased it from along with your proof of purchase and explain the issue with the retailer.
- The retailer will then check the product and get in touch with the wholesaler or manufacturer.
- The retailer will keep you informed of the progress of the claim.
- The wholesaler or manufacturer will not (unless under special circumstances) get in touch with you as all information will be passed back directly to the retailer.

Warranty Information

- This product comes with a full 24 month manufacturers defect warranty and covers any manufacturers defects for two (2) years from the date of the original purchase. It does not cover any damage occurred though:
 - The product falling, being dropped, scratched or damaged in any way.
 - The product has been technically changed by the owner or another third party
 - Improper use of the product, including but not limited to extended use, permanent pitching, commercial use.
 - Normal wear and tear - which includes (but is not limited to): colour fading, wearing, stretching.
 - Weather damage - which includes (but is not limited to) U.V. degradation and colour changing.
- The affected part will be replaced or repaired (manufacturers option) if they are found to be defective within the two (2) years time frame.
- The warranty will be void if the product has been subject to neglect, misuse, improper installation, misapplication, alteration or accident including, but not limited to, improper installation, maintenance or use of unauthorised parts or attachments.
- Damage caused by not following the instruction manual in full will invalidate the warranty, if this results in consequential damages, Quest will not be liable for these damages or any costs incurred due to these damages.
- Quest will not be liable for material damage or personal injury caused by improper use or if the safety instructions are not properly executed in full.
- All claims must be made through the retailer you purchased the product from and not direct with the wholesaler or manufacturer.
- Warranty claims cannot be honoured without an original dated receipt and or proof of purchase.
- By executing repairs the original warranty period of two (2) years will not be extended, nor the right to a complied new warranty. This warranty is only legal on European soil.
- This warranty does not overrule the European directive 2011/83/EU.
- This product may not be amended or changed.

Registration

Registration form for your awning.

Your Name*

Your Email

Address*

Postcode*

County

Awning Name Quest Elite Premium Poled Windsor Porch Awning

Purchase date*

Batch Number

Detail Details*

All fields marked with a * are required. Your batch number can be found on the label inside the awning and printed on the side of the box.

This form can also be filled in online at :

<https://www.questleisure.com/register>

or by using the QRCode to the right



Welcome

to the great outdoors

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