

TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
<p>The Covana will not elevate or lower</p> <ul style="list-style-type: none"> • motor is silent • no visible movement 	No power	Check GFCI and reset if tripped.
		Check breaker panel.
		Check key switch – open the key switch and review connections – might need retightening.
		Motor overheated – wait 30 minutes and try again.
		Review electrical troubleshooting guide.
		Review operator’s manual for the procedure to operate the Covana manually.
		Consult Electrician.
<p>The Covana will not elevate or lower</p> <ul style="list-style-type: none"> • motor is humming • some visible movement 	Posts are frozen	Remove all snow and ice from Covana roof and release all shades/screens from lower restraining brackets.
		Turn key off and on a number of times to free up frozen post.
		Slap the side of each post to free up the system and to break loose any ice/frost.
		Spray a silicone base lubricant on the telescoping aluminum sleeves.
		Ensure proper seal – turn on all the jets and air, lower roof, detect any leakage in the area of the posts. If leakage is occurring, loosen the outside post clamp and push down on the roof until leakage stops and retighten clamp and reinsert safety screw.
	Perform the jack greasing procedure.	
	Mechanical issue	Call your dealer.
<p>Shades or screens</p> <ul style="list-style-type: none"> • Too loose • Do not retract properly • Restraining bar disconnects from restraining brackets when fully lowered 	Insufficient winding of the internal spring	Review the installation procedure and add extra tension. View video on YouTube for procedure.