

Difficulty Opening/Closing AKZ

Identify the problem ...

PROBLEM 1

In either open or closed position, disengage the tilt lever (do not tilt), continue to open/close. If it runs smoothly then the loop lock needs to be replaced.



Loop Lock Set

PROBLEM 2

If problem 1 is not the issue, then the cord may have come off of the pulley in the grip handle.

A. IF THE UMBRELLA IS CLOSED

1. Remove the umbrella frame from the base and lay it down on a flat clean surface with crank handle facing upward.
2. Remove the screws on the grip handle (*this part simply clamps together with screws so be sure to hold the back of it so the pulleys don't fall out, may need additional help*).
3. Reposition the cord as shown in diagram below and reattach the grip handle.

B. IF THE UMBRELLA IS STUCK OPEN

1. Have someone hold the rib section open (to avoid sudden falling closed).
2. **Loosen** the screws on the grip handle (do not remove them). This will help free the cord and give it slack to get it closed.
3. Remove the screws from the grip handle to open it.
4. Position the cord as shown in diagram below and tighten screws on grip handle.



Grip Handle



Cord Position

AKZ (Canopy) Does Not Close

STEP 1

Check the tilt section to ensure that the tilt degree is at 0 and that the canopy is leveled.

STEP 2

Crank the umbrella closed (counterclockwise) for a few rounds.

STEP 3

Gently pull down on the bottom hub (located under the canopy) to help release it.



Bottom Hub

If none of these steps work, please contact Treasure Garden Customer Service Representative for further information.

AKZ Canopy Pole Does Not Fully Retract

Disengage the tilt lever and continue closing. If it retracts fully then you need to change the loop lock dock and possibly the loop lock.



AKZ Not Fully Retracted



Tilt Lever