


## PURPOSE OF THIS FORM

This form should be used when a Covana cover is slower to raise; when it seems "heavier".

## PLEASE RETURN THIS FORM TO COVANA WITH THE FOLLOWING DOCUMENTS

- Photos of the whole unit
- Photos and videos\* requested in this document
- Proof of consumer purchase (Dealer sale invoice)
- Serial number of the unit
- This document duly completed (sections identified with  on page 1)


\* For larger video files, [www.wetransfer.com](http://www.wetransfer.com) or similar file transfer services can be used.

## RECOMMENDED TOOLS AND EQUIPMENT

- Cell phone or digital camera
- A printed version of this form
- Multimeter
- Freshly charged batteries for battery operated unit

## GATHERING INFORMATION

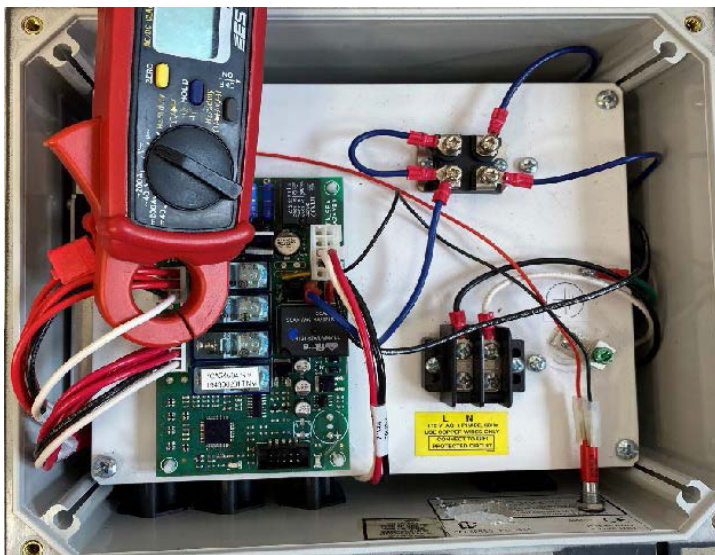
**A-** Test voltage at the batteries output before working on the unit and test back voltage after working on the unit. Use freshly charged batteries.

Voltage at the beginning: \_\_\_\_\_ 

Voltage at the end: \_\_\_\_\_ 

**B-** Test the amperage of the motors:

Clamp a multimeter on the white wire of one of the motor harnesses inside the control box. Measure the amperage from a full raising cycle and a full closing cycle for each motor.

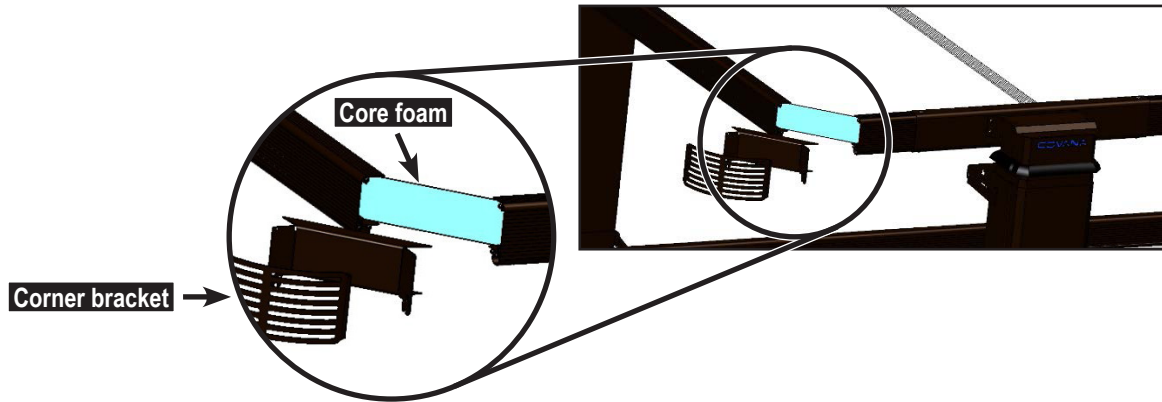


	Motor 1	Motor 2
Raising avg. (amp)		
Max. (amp)		
Lowering avg. (amp)		

**C-** Take a video of the behavior of the unit. When you reach what seems to be the maximum height of the cover, hold the key in the up position for another 15 seconds then release it and try to rise the unit up once again.

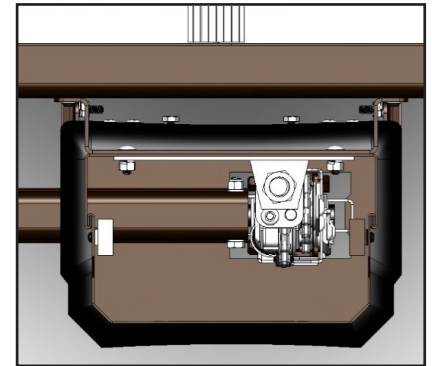
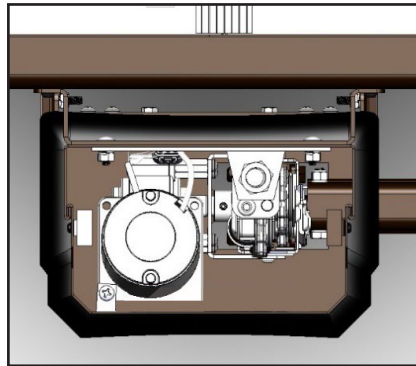
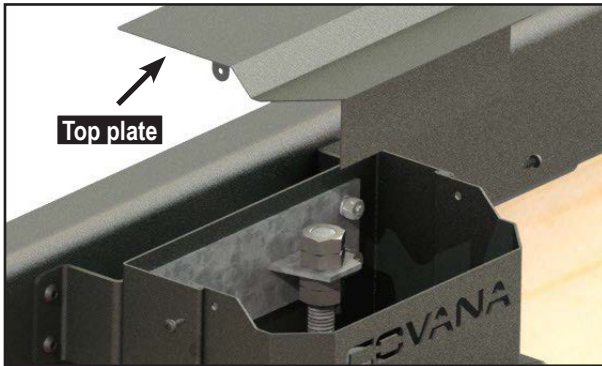
**D-** Take a video of someone helping the cover go up by pushing underneath it, preferably between two posts.

E- Remove the cover of one of the corner brackets and take a photo of the core foam of the panels.



F- Take photos showing the unit from all four sides, including the cover and the base.

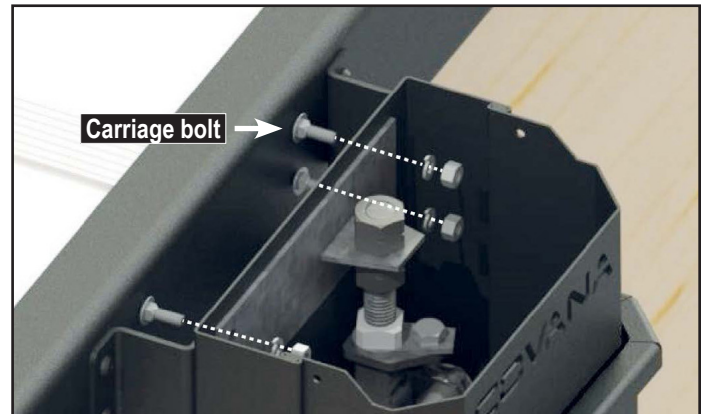
G- Remove the top plate at the top of each post by unscrewing both screws, and use a flashlight to check for any oil leak or residues at the bottom of all four jacks (see images below). Take photos if there is evidence of oil.



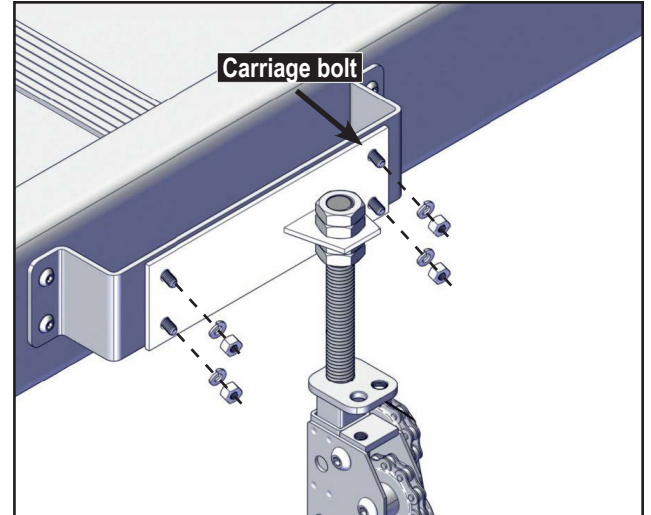
H- Take a video of the unit operating up and down showing all four jacks still attached to the cover, **but without the sleeves**. That way we will rule out the sleeves as being the source of the problem:

**⚠ CAUTION**  
**DO NOT** raise the jacks unless they are attached to the cover.

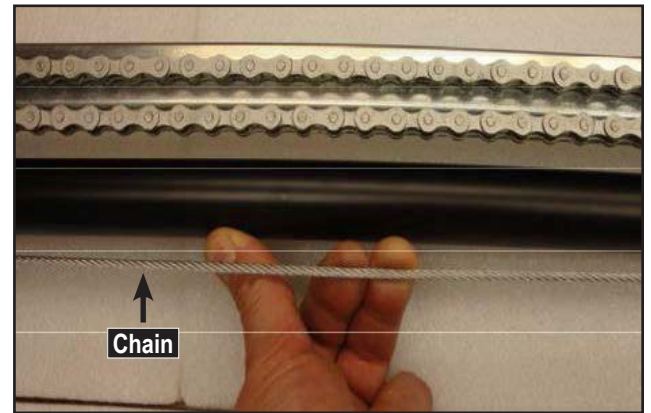
- 1- Unfasten the sleeve from its cover mount bracket by unscrewing the four carriage bolts, lock washers, and hex nuts.
- 2- Repeat the previous steps for each post.
- 3- For each post, lower the inner sleeve into the middle/outer sleeves.



- 4- For each post, fasten the jack adapter to the cover mount bracket using the four previously removed carriage bolts, lock washers, and hex nuts.
- 5- With the inner and middle sleeves still lowered into the outer sleeve, raise and lower the cover. If the cover is still not operating as it should, it is now confirmed that the sleeves are not the cause of the problem. It could be a mechanical or electrical problem; Contact Covana for the Technical Support department.
- 6- Conversely, if the cover is working fine, the sleeves must be causing the problem. Ensure they are not misaligned, and that the inner sleeve is not caught on the middle tube of the jack.



- I- Check the tension on the chain/cable on each jack:
  - 1- With all four sleeves down, raise the unit to the maximum.
  - 2- Take a video while pulling on each cable (or chain) and releasing it. It should be as tight as a bow string (wearing gloves is **highly** recommended).



## REINSTALLING THE SLEEVES

- A- Unscrewing the four carriage bolts to unfasten the jack adapter from the post mount bracket.
- B- Slide the sleeves over the top of the jack and fasten them to the cover mount bracket using the previously removed carriage bolts, lock washers, and hex nuts.
- C- Use the previously removed screws (2) to attach the top cover to the post.
- D- Repeat the previous steps for each post.