

# Troubleshooting

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Damage or Symptom	Diagnosis	Causes	Treatment
White or lighter areas at top of a vinyl awning	<ul style="list-style-type: none"> <li>• Color failure</li> <li>• Sun damage</li> <li>• Hard water build-up</li> </ul>	<ul style="list-style-type: none"> <li>• Poor maintenance (no UV protection)</li> <li>• Normal color failure of older material</li> <li>• Roof run-off</li> </ul>	<ul style="list-style-type: none"> <li>• Do a test clean prior to quoting to determine if a sealer or protectant will mask the damage</li> </ul>
Vinyl awning has a powdered or chalky look	<ul style="list-style-type: none"> <li>• Awning color coat is oxidizing</li> </ul>	<ul style="list-style-type: none"> <li>• Normal color failure of older material</li> <li>• Poor maintenance (no UV protection)</li> <li>• If awning is newer, then material may be of poor quality</li> </ul>	<ul style="list-style-type: none"> <li>• A test clean to determine results is recommended</li> <li>• Wash and rinse thoroughly</li> <li>• Apply vinyl UV sealers or protectants</li> <li>• Regular maintenance will be necessary to provide continuing UV protection</li> </ul>
Vinyl or fabric awning and/or applique has large areas that have turned green or black	<ul style="list-style-type: none"> <li>• Roof runoff</li> <li>• Awning is mildewed</li> </ul>	<ul style="list-style-type: none"> <li>• Gutters may be full</li> <li>• Roof water runs directly onto awning</li> <li>• If you are located in an area of the country with high humidity, then mildew growth may be heavy</li> </ul>	<ul style="list-style-type: none"> <li>• Clean awning more often</li> <li>• Clean or install gutters</li> <li>• Cut back vegetation or growth from awning to help slow mildew growth</li> </ul>
Black spots	<ul style="list-style-type: none"> <li>• Mildew</li> <li>• Wicking</li> </ul>	<ul style="list-style-type: none"> <li>• If mildew growth, it may be normal in your area</li> <li>• If wicking, the cause is damage to the vinyl layers of the material. The discoloration is to the interior scrim on the awning. Pressure washers or drying of the vinyl are the usual culprits</li> </ul>	<ul style="list-style-type: none"> <li>• If mildew, just clean and seal</li> <li>• If wicking, there is nothing that can reverse the staining. Sealers used on a regular basis will create a barrier that may slow further damage</li> </ul>
"S" shaped scars or abrasions and scratches	<ul style="list-style-type: none"> <li>• Improper cleaning</li> </ul>	<ul style="list-style-type: none"> <li>• A pressure washer was used improperly</li> <li>• An excessively abrasive brush or pad was used to clean the awning</li> </ul>	<ul style="list-style-type: none"> <li>• This type damage may be permanent</li> <li>• Sealers, along with regular and proper cleaning, may help to disguise the damage</li> </ul>
Sweeping scratches, staining and discoloration of awning	<ul style="list-style-type: none"> <li>• Abrasion of the awning</li> </ul>	<ul style="list-style-type: none"> <li>• Branches and/or palm fronds are rubbing on the awning</li> <li>• Banners or non-permanent signs are, or were, attached to awning</li> </ul>	<ul style="list-style-type: none"> <li>• Scratches and abrasions usually are permanent</li> <li>• Staining can be lessened by cleaning</li> <li>• A test clean is recommended</li> <li>• Cut back branches or remove banners</li> </ul>
Fuzzy or rough look to the material	<ul style="list-style-type: none"> <li>• Scrim is exposed</li> </ul>	<ul style="list-style-type: none"> <li>• Usually a very old awning</li> </ul>	<ul style="list-style-type: none"> <li>• Do a test clean!</li> <li>• Recommend that owner replace or budget to replace the awning</li> <li>• If they still want the awning cleaned, then estimated the costs high, because you will use a lot of sealer and the SkySponges will wear out quickly</li> </ul>

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Holes, tears, rips, worn or weak seams		<ul style="list-style-type: none"> <li>Vandalism, cigarette burns, aging, seam threads or vinyl cements have become brittle, dry and failed</li> </ul>	<ul style="list-style-type: none"> <li>Awning rips and holes need to be repaired to prevent further damage</li> <li>Awning should be cleaned prior to repair work being done</li> </ul>
Flaking or peel	<ul style="list-style-type: none"> <li>Failure awning clear coat</li> </ul>	<ul style="list-style-type: none"> <li>Awning age</li> <li>Lack of maintenance</li> <li>Improperly applied clear coat</li> </ul>	<ul style="list-style-type: none"> <li>Do a test clean and apply protectants with high UV screening. This will help to slow sun damage.</li> <li>Make no guarantees once there is clear coat failure</li> <li>Regular cleanings are a must</li> <li>If awning is new, suggest they contact awning manufacturer about the warranty</li> </ul>
Staining similar to color of building paint or Paint Spots	<ul style="list-style-type: none"> <li>Paint on awning</li> </ul>	<ul style="list-style-type: none"> <li>Paint from the building is oxidizing and washing onto the awning</li> <li>If paint spots, then awning was not covered or taken down during building painting</li> <li>Graffiti</li> </ul>	<ul style="list-style-type: none"> <li>On vinyl materials: in general, if it is building paint run-off, then it will usually come off. If it is paint spots or graffiti, then awning solvents may work, unless the material is eradicable. (Do Q-Tips Tests)</li> <li>On fabric awnings: in general, the damage is almost always permanent. A small test clean will confirm the outcome.</li> </ul>
White or faded spots on colored awnings	<ul style="list-style-type: none"> <li>Eradication of color</li> </ul>	<ul style="list-style-type: none"> <li>Concrete dust, solvents, acidic cleaners, dropped by contractors working above the awning</li> <li>Bird droppings</li> </ul>	<ul style="list-style-type: none"> <li>The quick removal of these items are essential because the damage caused is permanent</li> <li>A heavy cleaning to remove the impurity is essential Rinse thoroughly!</li> <li>Owner should hire a bird removal service</li> <li>Owner should ensure that when work is done above the awning, it is always covered</li> </ul>
Rich awning color under an area of the awning where decals were removed	<ul style="list-style-type: none"> <li>Material around decal has faded</li> </ul>	<ul style="list-style-type: none"> <li>Awning material around old letters has faded over time; whereas the area under the decal has not</li> </ul>	<ul style="list-style-type: none"> <li>There is nothing that will undo this discoloration, although time will help to blend the colors</li> </ul>
Awning has been painted		<ul style="list-style-type: none"> <li>Awning was intentionally painted by the owner to either change the color or extend the life of a damaged awning</li> </ul>	<ul style="list-style-type: none"> <li>Usually it is impossible to clean painted awnings</li> <li>Do a test clean before you commit</li> </ul>
Black streaks on awning	<ul style="list-style-type: none"> <li>An organic or inorganic material has left streaks</li> </ul>	<ul style="list-style-type: none"> <li>Dirty water trails left on awning</li> <li>This is caused when rainwater mixing with airborne pollutants or impurities on the awning and surrounding roofs and walls dries on the awning</li> </ul>	<ul style="list-style-type: none"> <li>Hand clean with full-strength cleaners. Use everything in your awning cleaning arsenal.</li> </ul>