



## FREQUENTLY ASKED QUESTIONS

### ***How do I identify my product when I have a question?***

The TUUCI Product ID number is located at the top of the umbrella mast. This number will help identify your product if you need to contact TUUCI Customer Service.

### ***Is there an emergency shut-down feature or interrupt feature?***

Yes, press the Power button to shut-down or interrupt the operation of any function (Ambia™ LED light, heaters, open and close). The red light on the Power button will turn OFF. The white lights on the heater icon, the light icon and open and close icon buttons will turn OFF. Press the Power button to turn the umbrella back ON.

### ***What does it mean when the power button is flashing yellow?***

The Power button will be flashing in yellow when the Automated Umbrella is not level. All functions (open, close, Ambia™ LED light and heaters) are inactive. The TUUCI logo is not backlit. When the umbrella is level and no longer tipped or tilted, it will return to a powered down state with the TUUCI logo backlit in white and all other functions OFF. Press the Power button to turn-on the umbrella. Then, turn-on the various functions.

### ***Is there a way to prevent others from turning-on or -off various features of the Automated Umbrella?***

Yes, there is a lock-out feature to prevent unauthorized user access. To turn-on the lock-out feature, press and hold the Power button for 5 seconds. All functions (Ambia™ LED light, heaters, open and close) will maintain their original state of ON or OFF.

To turn-off the lock-out feature, press and hold the Power button for 5 seconds. All functions (Ambia™ LED light, heaters, open and close) will maintain their current state of ON or OFF. Users will have access again to turn ON-OFF the various functions.

If the Power button is pressed during a lock-out condition, activating the emergency shut-down or interrupt feature, the Ambia™ LED light, heaters, open and close umbrella features will be turned-off. All icon button lights will be OFF, except for the TUUCI logo.

### ***Why did my heaters automatically turn-off?***

As a safety feature, the heaters on the Automated Umbrella will automatically turn off after 4 hours of operation. To turn the heaters back on, press the heater icon button.