



## Customer Service Package



Your awning is designed to provide you with shade. Any damages incurred from negligence improper use, or damage from use during inclement weather such as wind, rain, or snow, shall void this warranty.



Congratulations! The Marygrove Retractable Awning installed on your home is the most carefree and feature rich retractable awning on the market. The Marygrove Retractable Awning is the most feasible way for you to expand your outdoor living space and to control exposure from damaging ultraviolet rays.

Marygrove has over 70 years of experience building selling and servicing the Marygrove Retractable Awning. You can be assured this is the most durable lateral arm awning on the market. We have included your Marygrove warranty and some frequently asked questions that include a care and cleaning guide.

If you have any questions or concerns, please contact your local authorized Marygrove dealer who sold and installed your awning.

On behalf of all of us at Marygrove Products Company, we sincerely thank you for your recent purchase. We know you will have many years of enjoyment out of your Marygrove Retractable Awning.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mike Falahee', written in a cursive style.

Mike Falahee  
Chairman  
Marygrove Products Company

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**MARYGROVE AWNING WARRANTY**  
**MARYGROVE PRODUCTS AWNING WARRANTY**

**WHO IS ENTITLED TO THIS WARRANTY?**

This Warranty applies only to the original purchaser who paid for the product and may not be assigned or transferred to subsequent owners. This Warranty applies only to products purchased and installed in the US by Licensed Marygrove Products Dealers.

**WHAT ARE THE RESPONSIBILITIES OF MARYGROVE PRODUCTS UNDER THIS WARRANTY?**

Subject to the terms and conditions set forth herein, Marygrove Products will furnish replacements for parts found by Marygrove Products to be defective in design, manufacture or assembly, under each specific component or product warranty as set forth below.

**WHO CAN MAKE CLAIMS UNDER THIS WARRANTY?**

1. Before any claims may be made under this Warranty, the original purchaser must have paid in full for the product covered under the Warranty, according to the terms and conditions in the original order. The purchaser agrees and acknowledges that this Warranty agreement constitutes an executory contract.
2. The purchaser must use care in installation, maintenance, operation, use, and storage of the product in accordance with the instructions contained in the Customers Service Package.  
**ANY FAILURE TO INSTALL, MAINTAIN, OPERATE, USE AND STORE THE PRODUCT IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE CUSTOMER SERVICE PACKAGE WILL NULLIFY THIS WARRANTY AND RELIEVE MARYGROVE AWNING FROM ANY RESPONSIBILITY OR LIABILITY UNDER THIS WARRANTY.**
3. Promptly notify Marygrove Products of any claims.
4. The purchaser may be required to provide a photograph of any defective parts. The purchaser may also be required to pay a deposit until the defective parts are returned to Marygrove for inspection. The purchaser must obtain a return authorization form from Marygrove Products Awning customer service department prior to the return of any merchandise and after having received such authorization, return the part or product, freight prepaid, to Marygrove Products.

**WHAT IS COVERED UNDER THIS WARRANTY?**

1. The following components of the Marygrove Awning are covered under this Warranty, subject to the limitations set forth below. These components have a five (5) year limited warranty, against manufacturer's defects as outlined below:



(a) Should the purchaser promptly notify Marygrove Products of such defects within five years (60 months) from the date of the original purchase, the defective component will be replaced at no charge.

## 2. Covered Components:

**STRUCTURAL SUPPORTS**, which include the lateral arms, the square bar, the front bar and all other attached supports are warranted not to fail for five (5) years provided that the components are not subjected to excessive winds or water pooling on the fabric.

**ROLLER BAR** is warranted for five (5) years against any and all damage including cracking and permanent bowing that would affect the performance of the awning, provided that the awning is not subjected to excessive winds or water pooling on the fabric.

**FABRIC** is warranted for five (5) years against:

(a) Excessive fading under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the customer service package.

(b) Mildew on the fabric. Mildew will not form on the fabric itself, but may form on dirt and dust that have not been removed from it. Please see maintenance instructions for proper cleaning-outlined in owner's manual.

(c) Excessive cracking or peeling under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the customer service package, and provided that the awning is not subjected to excessive winds or water pooling on the fabric.

**ELECTRIC MOTOR** is warranted for five (5) years not to fail under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owner's manual.

**AWNING ACCESSORIES** (defined as accessories attached to the awning) are warranted for (12) months not to fail under normal conditions if maintained, operated, used, and stored in accordance with the instructions contained in the owner's manual.



#### **WHAT IS NOT COVERED UNDER THIS WARRANTY?**

1. Marygrove Products awnings are not designed to be used for carports and are not designed to be installed on moving vehicles. Any damage that results from the Purchaser's use of Marygrove Awning awnings for carports or on moving vehicles is not covered by this warranty.
2. Any failure or damage of the components that results from any intentional or negligent actions by the purchaser or by any other person is not covered by this Warranty.
3. It is the responsibility of the purchaser or selected contractor to securely fasten the awning to studs, joists, headers or other structural members. Any failure or damage that results from the awning falling from its installed position is not covered by this Warranty.
4. Labor charges connected with installation of replacement parts are not covered by this Warranty. (Charges that occur from Warranty claims in the first year of product ownership may be covered by the Marygrove Dealer's one-year installation and labor warranty. See Dealer for details.)
5. Freight expenses to Marygrove Products for returning defective parts are not covered by this warranty and must be paid by the purchaser.
6. Stretching of fabric or damage to any structural component caused by wind or water pooling on the fabric or any other weather are not covered by this Warranty.
7. Tears or rips caused by failure to protect the product from sharp objects are not covered by this Warranty.
8. Wind damage due to leaving awning rolled out during foul weather are not covered under this Warranty.
9. Fabric discoloration or failure due to chemical exposure (includes tree sap, bird droppings, leaves, insect/Bee sprays and or debris.) are not covered under this Warranty.
10. Valance damage if left out thru winter months or from storm damage such as hail are not covered under this warranty. All Valances should be removed from front bar and stored for any off-season



11. Mildew caused by dirt resting on the product, or the product being rolled up while wet are not covered by this Warranty.
12. Damage caused by acts of God.
13. Any modification or addition to the awning structure and support system or to the electric motor or its wiring will nullify this Warranty and relieve Marygrove Products from any responsibility or liability under this Warranty.

#### G. GENERAL PROVISIONS AND LIMITATIONS

1. THE WARRANTY GRANTED HEREIN IS THE EXCLUSIVE REMEDY FOR THE PURCHASER. MARYGROVE PRODUCTS MAKES NO OTHER WARRANTIES TO THE PURCHASER, EXPRESS, STATUTORY, IMPLIED OR OTHERWISE AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATIONS, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.
2. TO THE EXTENT PERMITTED BY LAW, MARYGROVE PRODUCTS SHALL HAVE NO LIABILITY TO THE PURCHASER OR ANY OTHER PERSON FOR INCIDENTAL, SPECIAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES OF ANY KIND OR NATURE WHATSOEVER, WHETHER ARISING OUT OF BREACH OF WARRANTY OR OTHER BREACH OF CONTRACT, NEGLIGENCE OR OTHER TORT, OR OTHERWISE, EVEN IF MARYGROVE PRODUCTS SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH POTENTIAL LOSS OR DAMAGE. IN NO EVENT SHALL MARYGROVE PRODUCTS BE LIABLE FOR LOSS OF PROFITS AND/OR WAGES.
3. Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.
4. This warranty gives you specific rights, and you may have other rights, which vary from state to state.



Date of Installation: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Validation Signature: \_\_\_\_\_

Dealer Representative

Warranty is provided by:

Marygrove Products  
12700 Merriman Rd. Livonia,  
MI 48150





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## Frequently Asked Questions

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### EZ-Pitch Adjustment Awning

The pitch adjustment on these awnings is built for simplicity and minor correction of the awning slope. To adjust the slope of the awning, open the awning halfway and insert the crank pole into the back of each arm. Crank the eyelet and rotate the pin 3 to 4 revolutions “counter clockwise” to lower and “clockwise” to raise. The awning pitch will be lowered by 6-12 inches. Do not lower the awning more than TWO feet from the hanging point. DAMAGE will occur to the slope adjuster if you lower or raise the awning without first putting the awning in the halfway position. This halfway position of the arm will reduce the stress on the bracket and the bracket adjustment pin—offering you many years of service.

The warranty of these components will be void if the gear(s) are stripped or damaged from abuse.

**ADJUSTING THE PITCH UP OR DOWN WITH THE AWNING FULLY PROJECTED WILL DAMAGE THE ADJUSTMENT PIN AND VOID THE WARRANTY.**

### Fabric not retracting into the Integrated protective housing

It is not unusual to see two to three inches of fabric sticking out at one end of the awning when totally retracted, normally visible at the opposite end of the motor (**Refer to # 1 on diagram on page 3**).

Marygrove awnings have a unique wrap-around housing. If the awning fabric does not retract all the way into the box after the motor shuts off, this is very common and does not require a service call. Unplug or disconnect power to the awning first then simply rotate the BLACK override loop attached to the motor end and rotate the loop clockwise. The fabric will draw tight into the box or under the hood of the awning system.

### Excessive Winds

All of our retractable awnings are designed for moderate wind conditions; however your awning should be retracted when the winds are strong enough to raise the awning causing the arms to flex. Stressing the awning in such a way will not create immediate harm but leaving the awning exposed to excessive or sudden wind gusts may create damage to the wall brackets (**Refer to #2 on diagram on page 3**), and/or the arm support brackets. (**Refer to #4 on diagram on page 3**). If you do not have a wind sensor installed on your awning be sure to retract the awning when not in use.

### Excessive Rain

All of our retractable awnings are designed to shed rainfall, providing the pitch or slope of the awning is adequate. There are several causes for water build up on your awning. The most common problem is the lack of pitch on the awning due to wall height restrictions. The second reason is, heavy down pours of rain in a short period of time. Be sure to retract the awning when there is apparent build up of water on the fabric. The weight of the water will cause the arm brackets to break and if there is ample water on the fabric, the fabric will stretch and the support bar may bend causing serious damage to the awning.





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## Frequently Asked Questions

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### Motor Not Working

Marygrove Awning motors have less than 1% failure rate after five years, however, in the event that the awning fails to move in either direction, first check that the power cord is securely plugged into the outlet, then check that a Ground Fault Circuit Interrupter (GFCI) outlet was not tripped. Next, check that the remote control light is working when you depress the button. If not, replace the battery before proceeding.

The motor has a built in thermal switch that may be activated after five minutes of continuous use and will take fifteen to twenty minutes to cool down. After the motor cools down it will function as normal.

In the event of a power failure and all of the above listed items are working properly and the awning is extended, you need to retract the awning manually. Your awning motor has a built in manual override. This override is located at the end of the awning on the right or left side where the motor is inserted into the drive shaft. Place the crank handle into the **black** override, then turning the loop clockwise until the awning is fully retracted **(Refer to #8 on diagram on page 3)**. **MAKE SURE TO UNPLUG OR DISCONNECT POWER BEFORE STARTING THIS PROCESS.**

### Awning Squeaks

Through the year the awning is exposed to moisture and common atmospheric conditions. Many new awning frames have metal-to-metal contact that will wear overtime. To eliminate any squeaking sounds, simply spray white lithium grease or the equivalent into the elbow bracket and shoulder pivot points on each arm. Being careful not to over spray on the fabric. White lithium grease will stain the fabric so

be sure to protect the fabric by placing a cloth in front of the awning fabric and spraying the white lithium grease directly into the joint with 3 to 4 inch plastic nozzle. In the event the squeak continues, call for service **(Refer to #3 on diagram on page 3)**.

### Winter Protection/Valance Removal

Although the awning structure and fabric are designed for all year use, it is advisable to remove the valance at the front of the awning before the winter season. Simply by removing the two screws at the end of the valance bar, slide the valance out of the extrusion and carefully store the valance until next spring. This will prevent the valance and the fabric piping from fraying due to wind and weather exposure.

### Cleaning Your Awning

Twice a year, to avoid excessive dirt build up on the fabric and frame, use a mild dish washing soap and a mild spray from the garden hose to keep your awning looking good all year. **DO NOT USE A POWER SPRAYER** on the fabric at anytime.

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Awning Diagram

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