



# Awning Care Guide

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## Welcome to the Marygrove Family!

Your outdoor oasis journey begins here. In this manual, you'll find everything you need to know to make the most of your retractable awning experience.

From proper usage guidelines to troubleshooting tips, we're committed to ensuring your satisfaction every step of the way. And with our exclusive Mint Program, maintenance has never been easier. Let's dive in and start crafting unforgettable memories under the shade of your Marygrove awning!

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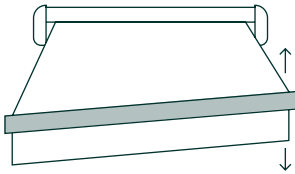
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## Arms/Framing

It is strongly recommended never to leave the awning rolled out unattended. Any damage that occurs when the awning is left unattended is not covered by the warranty.

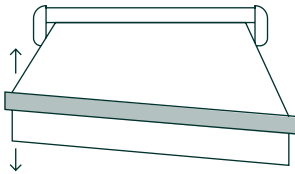
The awning components are powder coated for long-lasting beauty. The connection points of the arms are lubricated, but as the lubrication wears off over time, lubrication may need to be reapplied. We recommend using a light silicon-based lubricant like WD-40. We do not recommend white lithium grease lubricant as it tends to turn a brownish color over time. Be sure to mask off the fabric cover of the awning before applying any lubricant to prevent it from staining the fabric.

Using the awning in excessive winds or allowing water to pool on the fabric will also cause damage to the arms and framing, which would be considered improper use and is not covered by the warranty. If water starts to pool on the awning, adjust the pitch down at one side to allow the water to run off. If the awning is no longer able to shed water, roll the awning in right away.



### To Adjust the Pitch

Roll the awning out only halfway to make it easier to crank and lessen stress on shoulder gears. Insert the crank pole into the loop at the base of the awing arm (not the black motor loop). Turn the loop clockwise until the awning begins to slope downward on that side. Repeat on the opposite side if you want both sides lowered, but specifically for rainwater to run off, only lower the pitch on one side. Be sure to level the awning back out before rolling it back in, to ensure it rolls in evenly and completely into the housing.



It is not recommended to attach nor hang items from any part of the awning, except for the accessories supplied by Marygrove, i.e. front screen, side screen, wind sensor.

Do not attempt to repair or disassemble any part of the awning on your own. Doing so will void the warranty and may pose a safety hazard.

## Fabric

We recommend **not using the awning in windy conditions over 25mph** or when gusts are forecasted. When enjoying the awning in a light rain, if you start to notice water pooling on the fabric, use the adjustable slope feature to angle the awning down at one side to allow water to drain off properly. If water is still pooling on the fabric, level the pitch back out if possible, and roll the awning in right away. Roll it back out at your earliest opportunity to allow the fabric to dry out properly.

The fabric can show signs of staining if any significant debris are stuck between the layers of fabric when rolled into the protective housing. Try to remove any debris from the top of the fabric (leaves, twigs, etc.) before rolling it in. This will also prevent mechanical issues by removing anything that adds extra bulk inside the housing.

The fabric cover should always be fully covered by the protective housing when the awning is rolled in. If the fabric is sticking out at all when the awning is fully rolled in, be sure the awning

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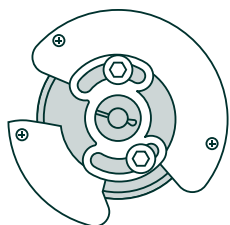
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was leveled out properly before rolling it in. If fabric remains exposed, please contact the Marygrove Customer Service team right away to see if the motor limits need to be adjusted.

The fabric should also be kept a safe distance away from any open flames below. When using a grill or any open flame product near or under the awning, we recommend leaving at least 6 ft of clearance from the top of the flame to the fabric. Damage from fires, smoke, ash, hot embers, or fireworks is not covered by the standard warranty.

Please see your Warranty document for the details on our pro-rated fabric replacement policy.

## Motor

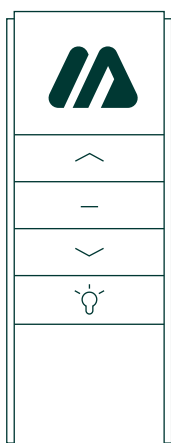


The motor is equipped with an automatic shutoff system to protect itself from overheating. If the awning is rolled in and out several times continuously, the motor will recognize that it is starting to overheat and will cease operation. It will resume normal operation after **approximately 15-30 minutes of cooling down**. The cool-down period may take longer depending on the outside temperature.

We recommend never attempting to repair or disassemble any part of the motor, cord, plug, or motor component without the assistance of a licensed electrician. If your electrician has any questions or concerns regarding the motor, cord, etc., please have the electrician contact Marygrove Awning anytime.

Unplugging the motor cord from your wall outlet is recommended during the fall and winter months, or for any extended period that the awning will not be in use. Wrapping up the cord and tying it with a zip-tie is recommended so it is not lying on the ground.

## Remote



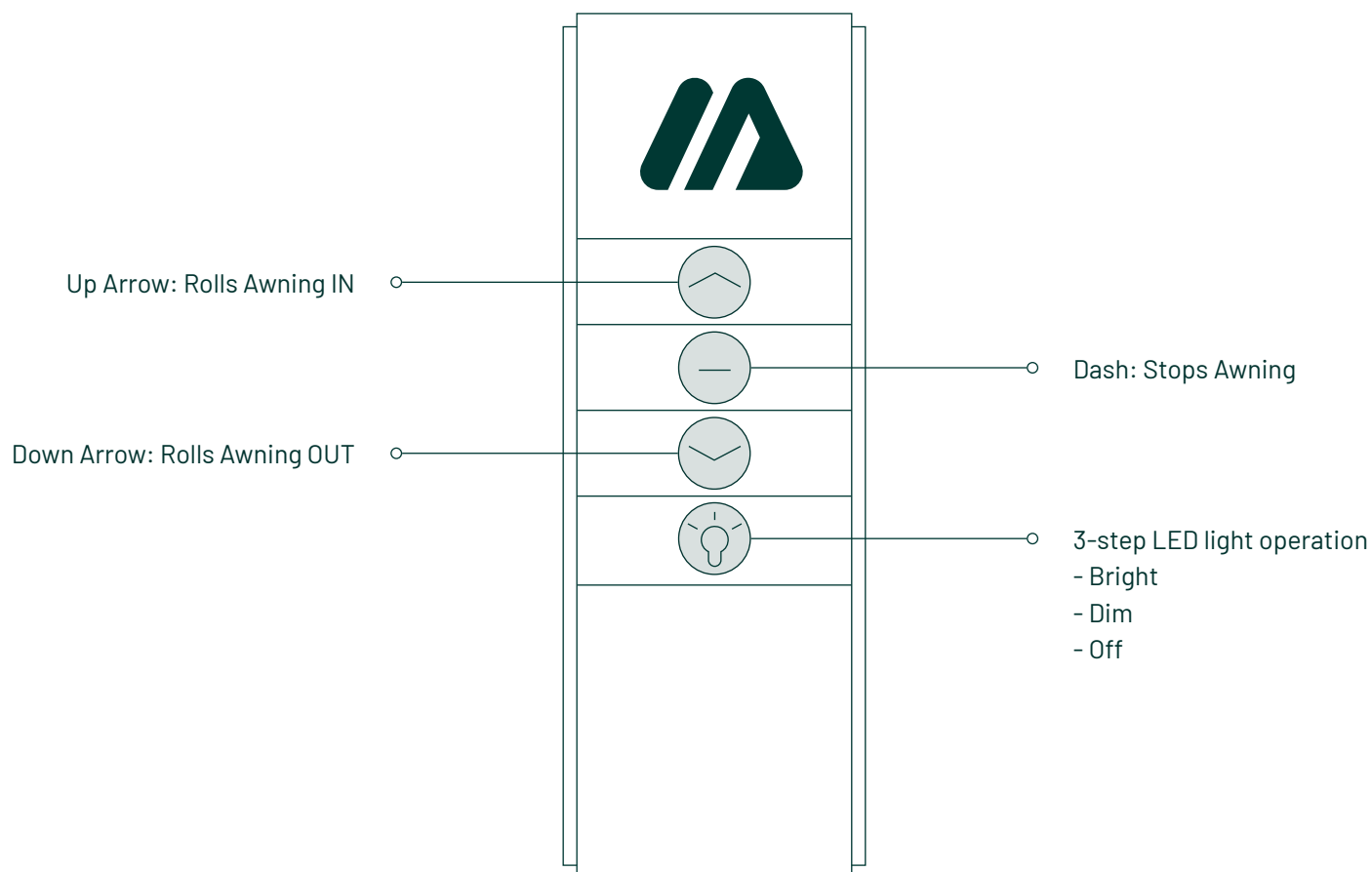
The awning remote should be stored in a safe, dry place when not in use. The remote battery should be changed every year, or as needed (when you no longer see the blue light on the remote itself). Please visit our website for a how-to video on changing the remote battery.

We recommend completely removing the battery during the fall and winter, or any period that the awning will not be in use, to preserve battery life and prevent the awning from being operated unintentionally.

# Proper Use

## How to Use Your Remote

With a single click of a button, your Marygrove Awning remote easily operates the awning to roll in and out, as well as controls the LED light settings. There are four (4) control buttons on the remote:



There is no need to hold down any of the buttons. Simply click once to operate.

There is a blue light inside the remote to indicate the remote is operable. If the blue light inside the remote no longer illuminates, it is time to change the remote battery.

Please see Page 11 of this manual or visit our website for a quick how-to video on changing your remote battery.

### Need More Help?

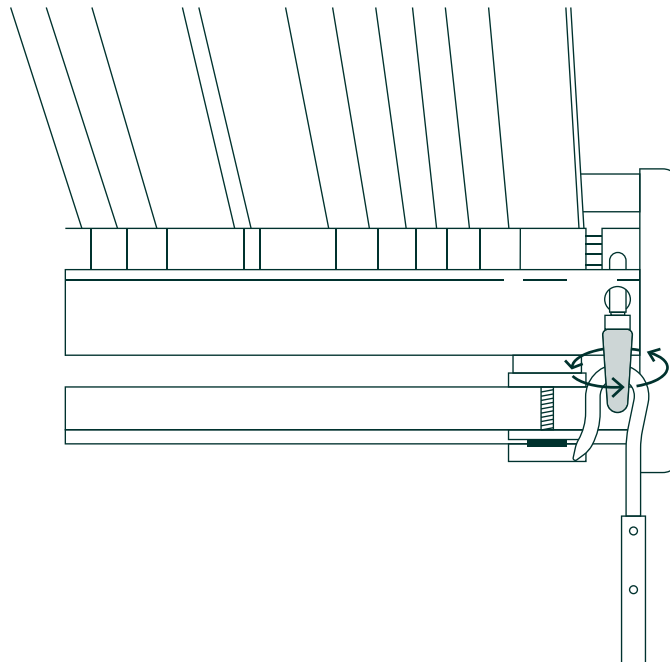
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## How to Use Manual Override

In a sudden loss of power, your Marygrove Awning features a manual override function that allows the awning to be rolled in until power is restored.

1. Start by unplugging the awning from the outlet. If the awning motor is hard wired to a junction box, locate your circuit breaker and turn off the power from there.
2. Locate your crank pole that is used to adjust the pitch of the awning. Insert this crank pole into the black manual override loop (at the right end when facing from the outside). Turn the crank pole clockwise to retract the awning in. Be patient, as it will take approximately 10 turns of the crank pole to turn the roll tube 1 full rotation.



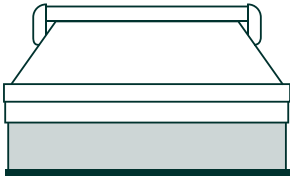
3. When the power is restored, plug the awning back in or turn the circuit back on to reconnect power to the awning.
4. When you roll the awning out and back in again for the first time after power is restored, be sure to confirm that the fabric retracts completely back into the built-in protective housing. If the fabric sticks out at all, please contact our Customer Service Team to schedule a service appointment for your motor limits to be reset.

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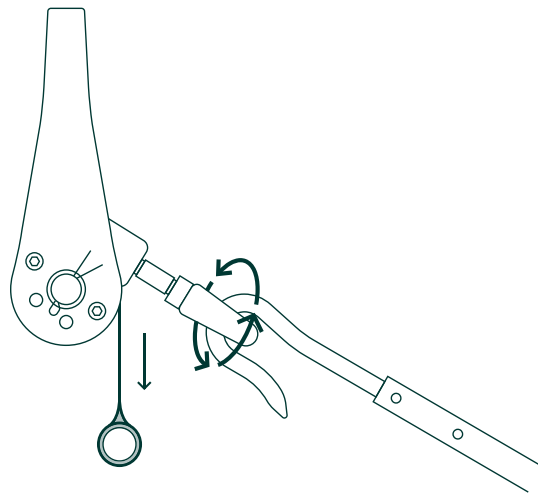
## How to Operate the Front Screen



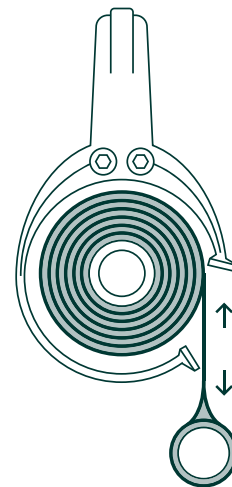
The Marygrove Awning front screens are an ideal way to **add another 4' of vertical shade** across the front of the awning when the sun comes in at a low angle and adds privacy to your outdoor space.

Our front screens are virtually maintenance-free, as they do not need to be removed in the winter.

To operate the front screen, use your manual crank handle into the loop to manually raise and lower the screen as needed. Be sure to hold the crank handle at the same angle as the loop of the front screen gear. **Do not pull down while cranking.**



Roll the Front Screen Down by turning the loop clockwise until the desired amount of shade is achieved.



Correct orientation of the front screen. The front screen fabric should come out over the top of the roll.

There is a weighted bar along the bottom of the front screen. If you have center support brackets for larger model awnings, be sure to leave the bottom weight bar just outside of the center support brackets when rolling the front screen up, to ensure the roll stays in place and does not fall out of the center support brackets.

The front screen fabric should always be positioned over the top of the roll and out of the center support bracket opening (see diagram above).

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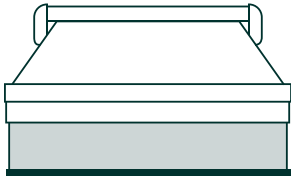


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## How to Operate the Front Screen

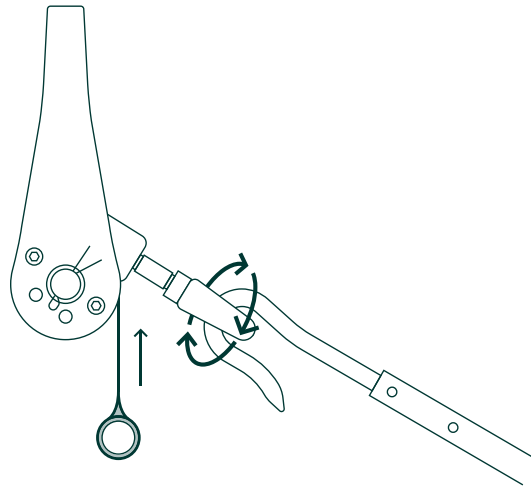
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Roll the front screen back up by turning the loop counter-clockwise. **Do not pull down while cranking.**

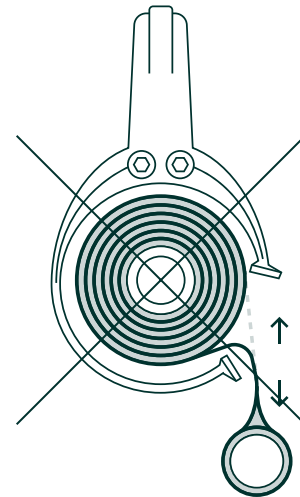


Should the front screen be rolled down and the crank continues to turn clockwise, the screen will roll itself up backwards, changing the direction of the fabric on the roll, and cause it to fall out of the center support bracket(s).

If this happens, the front screen will need to be rolled back down and back up again in the correct direction where the fabric goes over the roll tube and out of the center support bracket.



Roll the Front Screen Up by turning the loop counter-clockwise.



Incorrect. The fabric is rolled up backwards and needs to be re-rolled so the fabric goes over the top of the roll.

A good indicator that the front screen is rolled up backwards will be that the fabric on the roll comes out of the center support brackets from under the bottom of the roll instead of over the top.

Feel free to also visit our website for a how-to video demonstration on the proper use of a front screen.

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## Accessories

ⓘ The warranty on all accessories, including the wind sensors, wind poles, front screens and side screens is **one (1) year from installation date**.

### Wind Sensor

The wind sensor (or vibration sensor) is engineered to detect vibrations in the front bar of the awning, which signals the motor to roll the awning in when the vibrations get too strong. The wind sensor is not an insurance policy against wind damage, so it is imperative to use caution when using the awning during windy conditions.

The wind sensor is more of a “safety net” if unable to roll the awning in when the wind speeds get too high or deemed unsafe for the awning to be rolled out. Even with a wind sensor, the awning should never be left out unattended. The wind sensor rolls the awning in at the same rate as the remote control.

The wind sensor batteries should be removed during the fall and winter or any prolonged period of non-use of the awning. The wind sensor batteries will need to be changed when indicated by a beeping or chirping sound. **Two (2) standard AAA batteries** are required. Please visit our website for a how-to video on removing and replacing the wind sensor batteries.

### Wind Poles

Our wind poles are meant to stabilize the awning while rolled out. The poles are telescoping for height adjustability, and lock into base plate brackets mounted to a solid surface like wood or concrete. We do not recommend mounting wind pole brackets into brick pavers, as the pressure from the uplift can pull the brick pavers out of the ground.

Our wind poles are also designed with a breakaway feature that allows the awning to retract in if the wind poles were not properly disconnected before doing so, or if the wind sensor activates while the wind poles are in use. We recommend exercising caution where the base plate brackets are mounted, as they are intended to remain permanently in place even when the wind poles are not in use.

### Side Screens

Our side screens are designed to provide an additional 4'-5' of shade and privacy along the side(s) of the retractable awning. The side screens are standard black mesh. They may remain in place while the awning is rolled in, but we recommend removing when not in use. Side screens should be removed in winter and stored in a dry place.

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## Fabric

① To further guard the fabric against the elements, products like 303 Fabric Guard are available from marine suppliers or online retailers like Amazon.

Our fabric is made of 100% polyester material that is engineered specifically for retractable awnings. This ensures maximum durability and functionality so you can enjoy the awning with peace of mind that it's built to last. It also features a coating that is mold and mildew resistant.

The best way to keep your fabric looking new is to lightly clean it once or twice a year. Prevention is best, so before mold and mildew get a chance to grow onto accumulated dirt on the fabric:

1. Brush off loose dirt and hose it down.
2. Prepare a cleaning solution of water and mild soap (i.e. Woolite or Dawn)
3. Use a soft bristle brush to clean.
4. Rinse thoroughly until all soap residue is removed and allow to air dry.
5. Repeat the process if necessary.

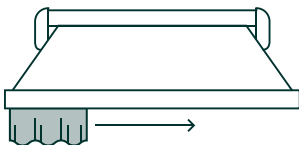
## Valance Removal



Removal of the valance in winter months or periods when the awning is not in use will extend the lifetime of the valance and prevent premature damage. Visit our website at [www.marygrove.com/service](http://www.marygrove.com/service) for a how-to video on removing the valance, or follow these steps:

1. Remove the bottom screw from the end cap at both ends of the valance bar.
2. Remove plastic mollies as well (if applicable).
3. Slide the valance out at one end, pulling with the vertical seams (not against).
4. Roll up the valance and store in a protective bag indoors for the winter months.
5. Store the screws and mollies with the valance to use for spring reinstallation.

## Valance Reinstallation



Reinstall your valance in the spring when ready to start using it after harsh weather subsides. Visit our website for a how-to video on reinstalling your valance, or follow these quick steps:

Ensure the plastic tubing remains inside the top hem of the fabric valance. This is what holds the valance into the track. If the plastic tubing inside the valance hem has come out, feed it back in before attempting to reinstall the valance.

1. Slide the end caps open to reveal the track in the valance bar.
2. Feed the valance back into the track, in the same direction of the vertical seams on the valance (not pulling against them).
3. It may be helpful to have another person hold the valance slack up while the other feeds it into the valance bar.
4. Reinstall the plastic molly at each end.
5. Slide the end caps back into place and reinstall the mollies and screws at each end.

## Changing Remote Battery

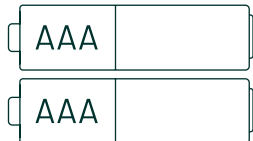


There is a blue light that appears on your remote to indicate the battery is functioning. If you no longer see this blue light when clicking a button on the remote, it is time to change the battery. We also recommend removing the remote battery completely before closing the awning up for the winter to ensure it is not operated unintentionally.

Our standard remote battery is a **CR2450 (round disk style)** and are available for purchase by contacting our Customer Service Team. These batteries can also be found at any local battery retailer or hardware store. Visit our website for a how-to video on how to remove/change the battery, or follow these quick steps:

1. Flip the remote to the back side, insert a fine tip object like a paper clip into the small hole. Push down and slide the cover off to reveal the battery.
2. Remove the battery using the fine tip object to gently pry it out if needed.
3. Replace the battery with lettering side facing up and slide the cover back on.

## Changing Wind Sensor Battery



If you hear a beeping or chirping sound (like when a smoke detector battery is low), this means it is time for the wind sensor batteries to be changed. The wind sensor is an elongated white box mounted to the valance bar towards the center of the awning and requires **two (2) standard AAA batteries**. We recommend removing the wind sensor before closing the awning for winter or any extended period of non-use.

In the spring, we recommend replacing the batteries as preventative maintenance. Please visit our website for a how-to video on changing the wind sensor batteries, or follow these quick steps:

1. Remove the wind sensor by nudging it off its mounting plate in the direction of the arrow imprinted around one of the screws.
2. Remove the black interior cartridge to reveal the batteries.
3. Replace the batteries and click the black cartridge back into place.
4. Reinstall the wind sensor by sliding it back onto the mounting plate in the opposite direction of the arrow.

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## Remote Not Working



As a Mint Program member, you'll receive complimentary battery replacements **twice per year** and tailored support for any issues with your remote.

If you press a remote button and the light on the remote does not come on, the remote battery needs to be changed. Our remote controls take a **CR2450 disk style battery** available for purchase from Marygrove but also available at any local battery retailer or hardware store. These batteries typically need to be changed once a year.

Be sure to store the remote control in a warm place during colder months to prolong battery life or remove the battery completely. Visit our website for a how-to video on how to change the remote battery.

## Motor Not Working



As part of the Mint Program, you can have access to expedited service appointments and expert assistance from our trained technicians.

If the awning has been opened and closed several times in a short period of time, the motor may have overheated, upon which the over-temperature sensor has temporarily shut off the motor. The motor will resume normal operation after **about 15-30 minutes of cooling down**. If the awning is closed and the outdoor temperature is elevated, it may take longer than 15-30 minutes to cool down.

Check to make sure the remote is working by looking for the blue light on the remote itself when pressing a button. If the light does not come on, the remote battery needs to be changed.

Confirm there is power to the motor by testing the outlet with a small appliance like a hair dryer. Use the test/reset buttons on the outlet to reset it if applicable. Check the breaker to confirm there is power to the outlet. If there is still no power, contact an electrician to assess the power source.

If the remote control and power source (outlet) are both working but the motor is still not responding, contact our Customer Service Team.

## Wind Sensor Beeping



Mint Program members receive complimentary battery replacements and regular sensor checks to ensure reliable operation.

If you hear a beeping or chirping sound coming from the awning, this is your wind sensor indication that the batteries are low and need to be changed. The wind sensor is an elongated white box mounted to the back of the valance bar towards the center of the awning. It requires **two (2) AAA batteries**.

To change the batteries, remove the wind sensor by nudging it off the bracket in the direction of the arrow imprinted around one of the screws. Remove the interior black cartridge to reveal the batteries. Replace the batteries, click the black cartridge back into place, and reinstall the wind sensor by sliding it back into the bracket in the opposite direction of the arrow.

We recommend removing the wind sensor for the winter months and changing the batteries with new ones every spring. A how-to video is also available on our website.

## Awning Extending Out Too Far

If the awning fabric is extending out too far after the arms are fully extended, unplug the awning or disconnect it from the power source. Insert your manual crank handle into the black motor loop at the far-right end facing the awning to manually roll the awning in by turning the black motor loop clockwise.

Be patient, as it takes approximately 10 manual turns of the crank for the fabric roll tube to make 1 full rotation. The arms will not move right away, but watch the fabric roll to start drawing the fabric back in.

Contact the Marygrove Customer Service Team immediately to schedule a technician to adjust the motor limits and evaluate for any other repairs needed.

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## Fabric Not Fully Retracting Into Housing

If you notice a few inches of fabric sticking out from the protective metal housing when the awning is fully rolled in, check that the awning pitch was brought to level (front to back and side to side) before rolling it in. If the fabric still sticks out, the motor limits may need to be reset.

Contact our Customer Service Team immediately to schedule a service appointment.

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## Fabric Wrinkling

The awning fabric panels are sealed together with a heat seal or hem where the fabric overlaps itself. Some wrinkling is a characteristic of the extra thickness on those seams. This may be more noticeable when it is first installed or after prolonged periods when the awning has not been in use. This condition is normal, and leaving it open in warm weather should minimize the appearance of wrinkles over time.

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## Fabric Leaking

New awning fabric will repel water during proper use by making sure the awning is pitched down at one side to allow the water to run off. Never allow water to pool on the awning. If you notice water is still pooling while the awning is properly pitched down at one side, roll the awning back in right away. Roll it back out at the earliest opportunity to allow the fabric to properly dry out.

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## Difficulty Adjusting Pitch

For **larger awnings with 12ft projection**, there is more weight to adjust, therefore it may be difficult to adjust the awning pitch while it is fully extended out.

To make the pitch adjustment easier, we recommend only extending the awning out halfway, as this will also decrease the amount of stress and weight on the shoulder gears. If adjusting the pitch while the awning is fully extended out, it may help to have a second person supporting the front of the awning while doing so.

Lastly, when adjusting the pitch, be sure to stand directly below the pitch loop so the crank handle follows the angle of the pitch loop. If cranking the handle at an angle against the pitch loop, the loop will be very difficult to turn. Please visit our website for a how-to video on adjusting the pitch.

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## Additional Resources



### Warranty Coverage

Refer to your warranty document for detailed information on coverage terms and conditions. Mint Program members enjoy enhanced warranty benefits, including priority service and extended coverage options.



### Customer Support

For any inquiries, assistance, or service requests, don't hesitate to contact our dedicated Customer Service Team. Mint program members receive expedited support and priority scheduling for service appointments.

 1 800 44-AWNING (800-442-9646)

 [service@marygrove.com](mailto:service@marygrove.com)



## Marygrove Mint Program Benefits

Enrolling in the Marygrove Mint Program offers exclusive benefits to ensure the longevity and optimal performance of your awning:



### **Biannual Service Appointments**

Enjoy two yearly service and maintenance appointments conducted by our trained technicians to keep your awning in top condition.



### **Priority Scheduling**

As a Mint member, you'll receive priority scheduling for service appointments, ensuring prompt assistance whenever you need it.



### **Extended Warranty Coverage**

Benefit from extended warranty coverage on select components and services, providing added peace of mind for your investment.



### **Exclusive Discounts**

Take advantage of special discounts on accessories, replacement parts, and additional services, available exclusively to Mint members.

## Stay Connected

Stay updated on the latest news, tips, and promotions by connecting with Marygrove on social media and subscribing to our newsletter.

@ marygroveawnings

✉ service@marygrove.com

🌐 marygrove.com



## Need More Help?

Once your retractable awning is installed, you are forever a part of the Marygrove family. Our customer care team is completely in-house so you will never have to answer a machine or get stuck with someone who cannot help.

Reach out to us whenever you need and we'll take care of you.

 1800 44-AWNING (800-442-9646)

 [service@marygrove.com](mailto:service@marygrove.com)



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