



## Pergola Limited Warranty

This Warranty offered by Marygrove Awning Company covers defects in material in new outdoor pergola products. This warranty extends to the original purchaser and may be transferred to new owners via the procedures included herein. This warranty only covers products purchased from Marygrove Awning Company, an Authorized StruXure Outdoor Dealer. This warranty is subject to limitations, exclusions, and conditions as detailed in this Warranty Certificate.

### What Our Warranty Covers

Marygrove Awning Company warrants the products against defects in materials as follows:

- **THE POWER COMPONENTS** (motor, solar panel, power supply, receiver, solar regulator, and electronic controls) are warranted for five (5) years from the date of installation. This excludes batteries.
- **ALL ELECTRONIC COMPONENTS** are warranted subject to the wire connections being protected and to the electrical controls being installed in a waterproof box, in accordance with the relevant codes, and protected from water and other weather conditions and subject to operating the motorized opening system to full opening and closing at least twice a month.
- **THE SUPPORT COMPONENTS** (posts, gutters, louvers, and beams) are warranted for ten (10) years from the date of installation.

### What Our Warranty Does Not Cover

- Conditions, malfunctions, or damage resulting from other than defects in material.
- Conditions, malfunctions, or damage resulting from normal wear and tear, improper maintenance, misuse, abuse, negligence, accident, or alteration.
- Accessories, connected materials, connected products, or related products not manufactured or supplied by Marygrove Awning Company.
- Normal weathering, chalking, fading, or corrosion due to corrosive atmosphere contaminated with chemical fumes or salt, or any act of God.

It is important that the purchaser follows the Care and Cleaning instructions provided by Marygrove Awning Company. Marygrove Awning Company's products are not warranted when aggressive environmental conditions are manifested, including but not limited to environmental streaking on beams and louvers.

This warranty may be transferred to new owners during the life of the Warranty by adhering to the following procedure:

- Email **LRS@marygrove.com** with the original purchaser's name and address, along with the new homeowner's name, phone number, and email address.
- A Marygrove technician will be scheduled to meet with the new owner to provide a demonstration on proper use and thorough inspection of the product's condition and functionality.
- There is no charge for this transfer, however Marygrove Awning Company must acknowledge in writing that the new warranty registration has been received.

Any claim under this warranty must be in writing and sent via mail/email/fax to:

Marygrove Awning Company  
12700 Merriman Rd.  
Livonia, MI 48150  
LRS@marygrove.com  
734-422-3225 fax

Claims must be received by Marygrove Awning Company within 30 days of discovering a claimed defect and include the date of installation and the address of the installed product.

As Marygrove Awning Company must have a reasonable opportunity to inspect the claim, a reasonable opportunity for inspection may be required. After inspection by a Marygrove Awning Company representative, Marygrove Awning Company shall have thirty (30) days to deliver a repaired or new product(s) to remedy the defective product as follows:

- During the first (1st) year after installation, Marygrove Awning Company has the option to repair, refinish, or replace the defective product at no cost to the purchaser.
- From the second (2nd) year through the tenth (10th) year, based on the warranty period for the defective part as defined above, Marygrove Awning Company has the option to repair, refinish, or replace defective components, but the owner is responsible for shipping charges and all labor costs for removal and reinstallation of the components.

This Warranty is made in lieu of all other warranties of merchantability and fitness for a particular purpose and the purchaser's rights are limited to the terms of this warranty. Marygrove Awning Company shall not be liable for any incidental, special, or consequential damages. The obligations of Marygrove Awning Company set forth herein are the sole remedies available whether the claim is for negligence, or breach of warranty. This Warranty only applies to product(s) installed within the United States.

## **Care & Cleaning**

Generally, normal rainfall is sufficient to keep the appearance clean. If cleaning is required, we recommend the following steps. Particular attention should be given to areas under eaves, porches, awnings, and other overhangs that have limited exposure to the natural cleansing effect of rainfall.

**MODERATE DIRT** An occasional washing with clear water using a garden hose and soft-bristled brush is recommended (a long-handled, car-washing brush is ideal for this purpose).

**HEAVIER DIRT ACCUMULATION** Wash in the manner indicated above, but use the following solution: 1/3 cup detergent (e.g. Tide®) 2/3 cup trisodium phosphate powder (also known as T.S.P.) 1 gallon water .

**MILDEW ACCUMULATION** Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly maintained. Normally, mildew will appear as black spots. Mildew is easy to remove by using the following cleaning solution: 1/3 cup detergent (e.g. Tide®) 2/3 cup trisodium phosphate powder (also known as T.S.P.) 1 quart sodium hypochloride 5% solution (e.g. Clorox®) 3 quarts water.

**ENVIRONMENTAL BLACK STREAKING** Black streaking can also collect on the surface of a structure. Black streaking can be removed by using Gutter Zap 4, which can be purchased online.

**CAULKING COMPOUNDS, TAR, ETC.** Use mineral spirits in reasonable amounts, apply directly to foreign substance. Rinse the area thoroughly with water immediately after cleaning.