



PATIO EX

TROUBLESHOOTING GUIDE



Above. Beyond. Always.

574.293.1581
www.MORryde.com

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ISSUE	DIAGNOSTIC STEP	ACTION	RESOURCE
Air Leak or Beam Deflation	<ul style="list-style-type: none"> Look to ensure both air valves are closed and sealed, and free of dirt/debris 	<ul style="list-style-type: none"> If leaking, open valve cover to ensure plunger is closed and sealed. Use soapy water solution to confirm leak and it's exact location. If unable to resolve, take pictures and contact MORryde Customer Support. 	Air Beam Tube & Sleeve THP136-028
	<ul style="list-style-type: none"> If the leak is in the Air Beam itself, inspect the beams for obvious signs of damage or punctures 	<ul style="list-style-type: none"> If tears, puncture marks, hard scuffs, or other signs of damage are detected, use soapy water solution to determine exact location of leak. If unable to resolve, take pictures and contact MORryde Customer Support. 	Air Beam Tube & Sleeve THP136-028 https://a.co/d/gpoXmtk
Zipper Damaged or Inoperable	<ul style="list-style-type: none"> Inspect the zipper mechanism to ensure it is not damaged/missing 	<ul style="list-style-type: none"> If zipper mechanism is damaged, contact MORryde Customer Support to order a new zipper pull. 	Zip Puller with Cord THP136-029
	<ul style="list-style-type: none"> Ensure that fabric and stitching surrounding the zipper is not snagged/bound in zipper 	<ul style="list-style-type: none"> Gently work the zipper and fabric in such a way that frees (without damaging) the fabric around the zipper. 	
	<ul style="list-style-type: none"> Fabric/stitching around zipper is frayed and torn 	<ul style="list-style-type: none"> Take pictures and contact MORryde Customer Support. 	https://a.co/d/dptEDJe
	<ul style="list-style-type: none"> Teeth around zipper is damaged 	<ul style="list-style-type: none"> Take pictures and contact MORryde Customer Support. 	Door Assembly-Mesh Curtain with Molded Zip THP136-037
Anchor Straps	<ul style="list-style-type: none"> Ensure that fabric and stitching around anchor points and straps are intact 	<ul style="list-style-type: none"> Take pictures of damaged/affected items/areas and contact MORryde Customer Support. 	Corner Webbing Strap THP136-030
	<ul style="list-style-type: none"> Ensure that anchor straps and clasps are intact and properly stitched 		Long Webbing Strap/Buckle THP136-031 Short Webbing Strap/Clip THP136-032
Window Tears	<ul style="list-style-type: none"> Any/all issues 	<ul style="list-style-type: none"> Take pictures and contact MORryde Customer Support. 	
Air Pump	<ul style="list-style-type: none"> Inspect/ensure that pump and hoses are in working order and not damaged 	<ul style="list-style-type: none"> If hose or pump are damaged, contact MORryde Customer Support for assistance. 	Manual Pump & Hose THP136-033 Battery-Powered Pump THP136-038
	<ul style="list-style-type: none"> Ensure hose is tightly connected to the pump 		
	<ul style="list-style-type: none"> Ensure white grommet/seal is on the end of the hose and the hose is properly connected to the air valve 	<ul style="list-style-type: none"> If grommet/seal is missing, contact MORryde Customer Support for assistance. 	Manual Pump & Hose THP136-033
	<ul style="list-style-type: none"> If Air Beam is not inflating, ensure the valve not being used is properly closed/sealed 		
	<ul style="list-style-type: none"> Ensure the electric/battery pump is connected and charged 	<ul style="list-style-type: none"> If pump will not properly work, contact MORryde Customer Support for assistance. 	Battery-Powered Pump THP136-038
Water Leaks	<ul style="list-style-type: none"> Ensure that all areas are closed and zipped with zipper covers in tact 		https://a.co/d/g7KuDv0
	<ul style="list-style-type: none"> Determine the exact location of the water leak 	<ul style="list-style-type: none"> Take pictures of location/leaking and contact MORryde Customer Support. 	https://a.co/d/gmc3gBV

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CONSIDERATIONS

AIR LEAK OR BEAM DEFLATION

The Air Beam will be 7-7.5 PSI when fully inflated. Some fluctuation in pressure is normal. The threshold to determine whether a leak is evident, is if the PatioEx has lost structure in less than 24 hours after inflating.

ZIPPER

Broken zippers caused by forcing, jamming or improper use will not be covered under the warranty.

ANCHOR STRAPS

No warranty coverage for anchor strap damage from excessive tightening.

AIR PUMP

The electric pump is not designed to be operated while plugged in.

VANGO/MORRYDE RECOMMENDED PRODUCTS



TEAR-AID
Vinyl Repair Kit



GEAR-AID Seam Grip
Waterproof Sealant
and Adhesive



Nikwax
TX.Direct Spray-On
Waterproofing



TEAR-AID Fabric
Repair First Aid Kit

PARTS LIST

ITEM	QTY	DESCRIPTION	PART #
1	1	PATIOEX CARRYING BAG	THP136-027
2	1	AIR BEAM TUBE & SLEEVE	THP136-028
3	1	ZIP PULLER WITH CORD	THP136-029
4	1	CORNER WEBBING STRAP WITH LOCKING HOOKS	THP136-030
5	1	LONG WEBBING STRAP WITH BUCKLE	THP136-031
6	1	SHORT WEBBING STRAP WITH SKY TRACK CLIP	THP136-032
7	1	MANUAL PUMP AND HOSE ASSEMBLY	THP136-033
8	1	GROUND SHEET	THP136-034
9	1	PUMP BAG	THP136-035
10	1	STRAPS BAG	THP136-036
11	1	DOOR ASSEMBLY MESH CURTAIN WITH MOLDED ZIP	THP136-037
12	1	BATTERY-POWERED PUMP	THP136-038

At MORryde, we have a passion for solving problems. Whether we're fabricating custom solutions, modifying a commercial chassis, or creating our innovative products, we answer to a wide range of markets and deliver on a variety of needs. At MORryde, it's simply about doing MORE for our customers, and it doesn't stop at the sale. We stand behind our products, believing in quality first, service always. No matter the issue, we'll be the first to respond and the last to be satisfied. In short, we build better — together.

