



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	Look to ensure both air valves are closed and sealed, and free of dirt/debris	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
	If the leak is in the Air Beam itself, inspect the beams for obvious signs of damage or punctures	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	Inspect the zipper mechanism to ensure it is not damaged/missing	If zipper mechanism is damaged, contact MORryde Customer Support to order a new zipper pull.	Zip Puller with Cord THP136-029
	Ensure that fabric and stitching surrounding the zipper is not snagged/bound in zipper	Gently work the zipper and fabric in such a way that frees (without damaging) the fabric around the zipper.	
	Fabric/stitching around zipper is frayed and torn	Take pictures and contact MORryde Customer Support.	https://a.co/d/dptEDJe
	Teeth around zipper is damaged	Take pictures and contact MORryde Customer Support.	Door Assembly-Mesh Curtain with Molded Zip THP136-037
Anchor Straps	Ensure that fabric and stitching around anchor points and straps are intact	Take pictures of damaged/affected items/areas and contact MORryde Customer Support.	Corner Webbing Strap THP136-030
	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	Any/all issues	Take pictures and contact MORryde Customer Support.	
Air Pump	Inspect/ensure that pump and hoses are in working order and not damaged	If hose or pump are damaged, contact MORryde Customer Support for assistance.	Manual Pump & Hose THP136-033 Battery-Powered Pump THP136-038
	Ensure hose is tightly connected to the pump		
	Ensure white grommet/seal is on the end of the hose and the hose is properly connected to the air valve	If grommet/seal is missing, contact MORryde Customer Support for assistance.	Manual Pump & Hose THP136-033
	If Air Beam is not inflating, ensure the valve not being used is properly closed/sealed		
	Ensure the electric/battery pump is connected and charged	If pump will not properly work, contact MORryde Customer Support for assistance.	Battery-Powered Pump THP136-038
Water Leaks	Ensure that all areas are closed and zipped with zipper covers in tact		https://a.co/d/g7KuDv0
	Determine the exact location of the water leak	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

*Two (2) THP136-032 and one (1) THP136-031 together make one full strap.

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.

