

MARVIN SKYLIGHT





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INTRODUCTION

HOW TO USE THIS MANUAL

This owner's manual was created to help keep your Marvin Awaken products looking beautiful and performing well for years to come. Take a few minutes to carefully read through this manual. You'll find photos that will help identify your Marvin products, general information on cleaning, and answers to common questions. Included is an annual checklist with recommended maintenance tips that can keep your Marvin products performing perfectly for years to come.

For questions on service or maintenance not covered in this manual please contact your local Marvin dealer or visit our website at marvin.com.

WARRANTY

Marvin is committed to bringing you products of the highest quality and value. Our made-to-order manufacturing philosophy is one example of our commitment. Our warranty is another.

Please visit the warranty section of our website marvin.com/warranty for full warranty details on your product.

HAZARD NOTATIONS

Please familiarize yourself with the following hazard notations used throughout this manual.



CAUTION

Mistake or misuse could cause damage to the window or result in faulty installation and unit performance.



WARNING

Mistake or misuse could result in personal injury and/or severe damage to unit, equipment, and/or structure.



SEEK ASSISTANCE

Information on alternative procedures, definitions, helpful hints.



TIPS/HINTS

Help from another individual is necessary to perform the task safely and correctly.

ANNUAL CHECKLIST

USE THIS CHECKLIST AS A MAINTENANCE REMINDER FOR YOUR SKYLIGHT TO HELP KEEP YOUR PRODUCT OPERATING PROPERLY AND PREVENT FUTURE PROBLEMS. ONCE A YEAR SHOULD BE SUFFICIENT.

1. Safety first: use caution on ladders, and wear protective eyewear and clothing. When working with primers, paints, stains, cleaning solutions, etc., make sure that you use and dispose of these materials according to local codes or manufacturer's instructions.
2. Inspect weather strip for damage or loss of performance. Contact the local Marvin retailer if your weather strip requires replacement. Take care when using paints, stains, or varnishes. These products contain solvents which, when coming in even momentary contact with weather strip, can cause it to become brittle and require replacement.
3. Examine Skylight interior and exterior finishes. Periodic cleaning and touchup can extend the life of your finish.
4. Inspect exterior caulking around the outer edges of the Skylight or door frame. Trim off any loose caulking and reseal any gaps with a good quality caulk.
5. Check all hardware (locks, opening mechanisms, etc.) for smooth operation.
6. Inspect exposed hardware screws; tighten if loose.
7. Clean sand, dirt, or dust from Skylight hinges, sills, and tracks.
8. When soiled, wash the exterior of your doors and windows with an approved cleaning solution found at marvin.com/cleaning.

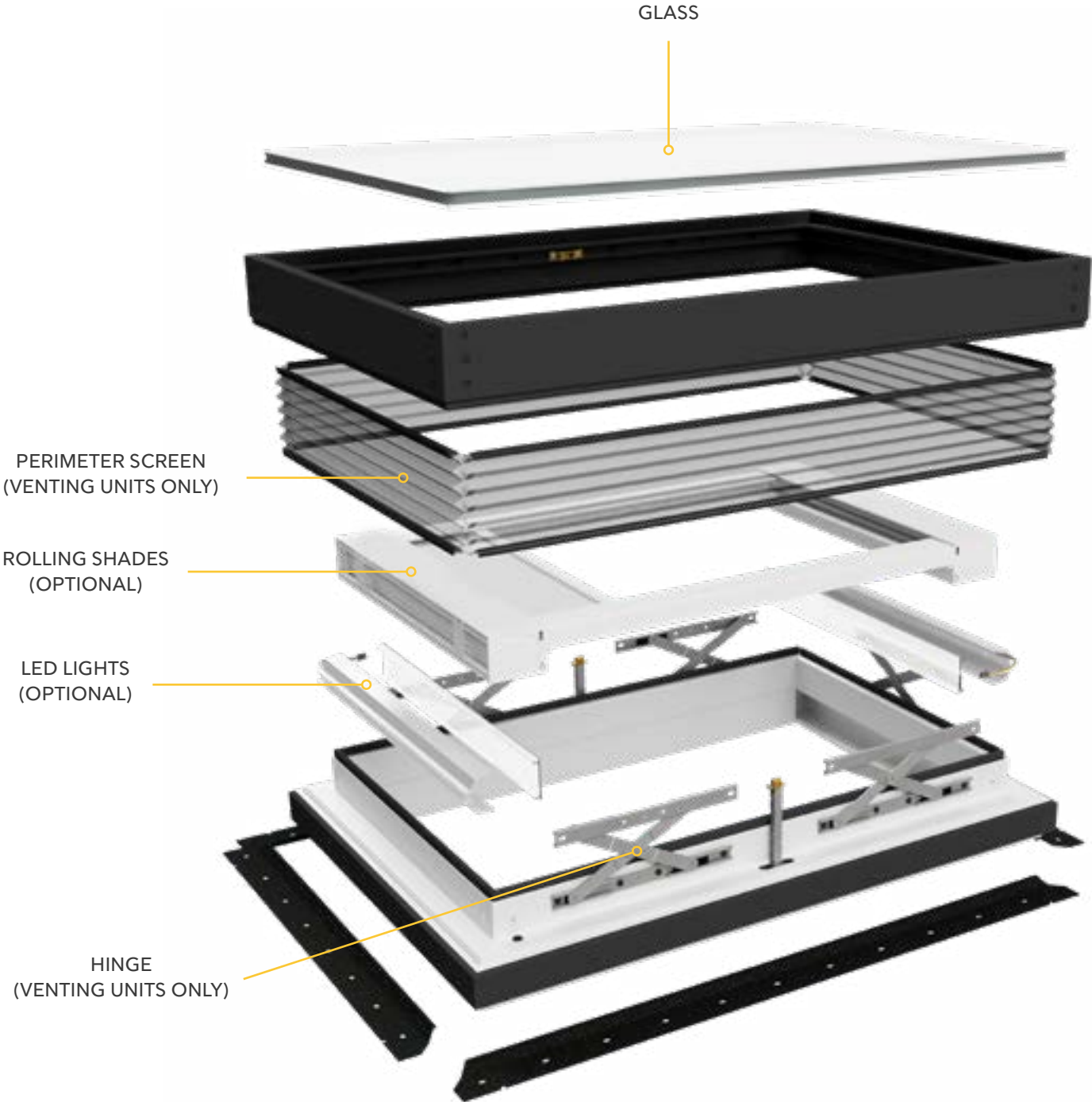
PART IDENTIFICATION

In the following pages you'll find operation and maintenance information on Marvin® window products. Refer to the product illustrations for the names of your particular windows, and use the illustration below to help identify window components.

WINDOWS



PART IDENTIFICATION



KEEP YOUR GLASS LOOKING AND PERFORMING ITS BEST.

CONDENSATION

Before reading this section, pour yourself a nice tall glass of ice water. During cold winters, there is a large temperature difference between the interior and exterior of your home. When the temperature drops outdoors, the glass on your windows tend to have a lower surface temperature than other surfaces in your home and is the first place that you'll notice condensation in your home. This is not due to any defect in your window or door, it's simply a sign of needing to reduce the humidity in your home.

Warm air is capable of holding more moisture than cool air. As warm vapor-filled air comes in contact with a cool surface it loses its ability to hold moisture. When moisture-laden air reaches its dew point, moisture condenses on the nearest cool surface. Generally the most obvious surfaces in your home where you'll notice condensation are on your windows or the glass of ice water sitting in front of you.

Condensation on your windows is an unsightly problem. The last thing you want is a fog blocking the view. But the problem goes deeper than that—if condensation is a chronic occurrence in your home, chances are that you have excessive humidity. If water is accumulating on glass, chances are it is accumulating on other harder to see surfaces such as wall and roof cavities. If left uncontrolled, excess moisture can have serious consequences, including:

- › Mold or mildew
- › Wood rot and warping
- › Roof ice build-up
- › Damp, ineffective insulation
- › Discolored, blistered or bubbling paint
- › Damaging moisture inside walls and attic

Excessive interior humidity is more likely to occur in newer or recently remodeled homes with tight, energy efficient construction, causing a build up of moisture to the interior. Information on excessive humidity and how to reduce condensation on your windows can be found on the Internet by searching for "*window condensation*".

MILDEW REMOVAL



To prevent personal injury during mildew removal, always wear protective eyewear, skin protection, and keep the area well ventilated.

EXTERIOR MILDEW

Mildew thrives in warm, moist environments and will grow best under these conditions. However, mildew can grow to some degree under most climatic conditions. Mildew growth is usually brown or black in color and, for this reason, may be mistaken for dirt on the exterior of your window or door.

Exterior mildew may be removed with an approved cleaning solution found at marvin.com/cleaning applied with a soft bristle brush using medium pressure. Rinse the finish well with clear water after cleaning. Make sure the area is clean and reapply if the discoloration persists.

Note: Stronger concentrations of cleaner may damage the exterior surface or finish.

INTERIOR MILDEW

If your home has excessive interior moisture, you may experience some discoloration on building materials in various parts of your home, including the lower portions of your windows or doors. This discoloration may be the result of mildew growth and can be removed with an approved cleaning solution found at [marvin.com/cleaning](https://www.marvin.com/cleaning). Wear protective eyewear and skin protection, and keep the area well ventilated. Make sure the surface is clean and reapply if the discoloration persists.

Note: In some cases where the interior finish has been damaged it may be necessary to refinish the damaged area.

CLEANING THE GLASS

The best method to clean the glass on your Marvin® window is to first soak the glass surface with clean water to loosen dirt or debris. Use an approved cleaning solution found at [marvin.com/cleaning](https://www.marvin.com/cleaning) and apply cleaner with a non-abrasive applicator. Immediately after washing the glass, remove all of the cleaning solution with a squeegee, taking care not to allow any metal surface of the cleaning equipment to touch the glass surface. Make sure that no abrasive particles are trapped between the glass and the cleaning material. Window and door gaskets, sealants, and frames are susceptible to deterioration if cleaning solutions are not rinsed and dried immediately after cleaning.



Do not use razor blades, knives, or scrapers for cleaning glass surfaces.

TEMPERED GLASS

Certain Marvin windows use tempered glass for safety reasons. Tempered glass is heated and cooled at an accelerated rate, adding strength and shatter resistance. You may notice a slight amount of distortion – this is normal and due to the tempered glass fabrication process. The logo in the corner of each piece of tempered glass is required by code and safety regulations.

GLASS BREAKAGE



Should the glass in your window or door happen to break, make sure you use the appropriate personal protection equipment to remove the broken glass; eyeglasses or goggles, sturdy gloves, and heavy protective clothing. Dispose of broken glass in a secure container. Failure to properly handle and dispose of glass could result in injury. Contact your Marvin retailer for information on sash or panel replacement.

DO

- › Clean glass when dirt and residue appear
- › Determine if coated glass surfaces are exposed
- › Exercise special care when cleaning coated glass surfaces
- › Avoid cleaning tinted and coated glass surfaces in direct sunlight
- › Start cleaning at the top of the building and continue to lower levels
- › Soak the glass surface with clean water to loosen dirt and debris
- › Use an approved cleaning solution found at [marvin.com/cleaning](https://www.marvin.com/cleaning)
- › Dry all cleaning materials with approved cleaners
- › Clean one small window and check to see if procedures have caused any damage

DON'T

- › Use scrapers of any size or type for cleaning glass
- › Allow dirt and residue to remain on glass for an extended period of time
- › Clean tinted or coated glass in direct sunlight
- › Allow water or cleaning residue to remain on the glass or adjacent materials
- › Begin cleaning without rinsing excessive dirt and debris
- › Use abrasive cleaning solutions or materials
- › Allow metal parts of cleaning equipment to contact the glass
- › Trap abrasive particles between the cleaning materials and the glass surface
- › Allow splashed materials to dry on the glass surface



MAINTENANCE OF SASH AND FRAME

Marvin Skylights products feature sash and frame, an advanced glass fiber reinforced material, with a finish coat applied during the fabrication process. This factory applied durable finish allows the exterior to withstand extreme temperatures and atmospheric pollutants, while retaining its color and gloss. This translates into a beautiful, low-maintenance exterior. Surface dirt can be removed by washing with an approved cleaning solution found at marvin.com/cleaning and rinsing with clear water. Use a soft brush, such as a long-handled car washing brush, to remove any bugs, grime, dirt, or dust. Before using more aggressive cleaners on stubborn stains, test the solution on an inconspicuous area before washing. A thorough clear water rinse should follow.

CLEANING OF SASH AND FRAME

For regular cleaning and maintenance of sash and frame, use an approved cleaning solution found at marvin.com/cleaning.

The approved cleaning solutions, when used as directed, can be used on sash and frame materials.

The approved cleaning solutions are not recommended for use with any abrasive materials or applicators. Extreme pressure or scrubbing action is not recommended. In addition, the approved cleaning solutions may leave a residue on the Sash and frame surface following their use.



No solvents, paint thinner, or other chemicals of any type are recommended for use with Sash and frame, as they may affect the functionality and appearance of the coating.

REPAIRING SASH AND FRAME

You will need to supply:

- › Utility knife
- › Quality exterior grade primer
- › 120-150 grit sandpaper
- › Putty knife
- › Epoxy putty
- › 320-400 grit sandpaper

Note: Consult your Marvin® representative for information on locally available epoxy putty.

1. Using a utility knife carefully cut around the damaged sash and frame area to remove any jagged edges or loose fibers.
2. Follow manufacturer's instructions for mixing/blending of epoxy. Fill the damaged area thoroughly by pressing epoxy in with a putty knife and remove excess.
3. Once the epoxy has set and cured, sand the repaired area with 120 -150 grit sandpaper, until the desired profile/depth has been achieved. Finish sanding with 320-400 grit sandpaper.
4. Lightly sand the surrounding area to remove the factory finish with 320-400 grit sandpaper. Coat the repaired and surrounding area with a quality primer per epoxy manufacturer's instructions. When primer has dried and cured, cover with a quality exterior grade acrylic latex coating.



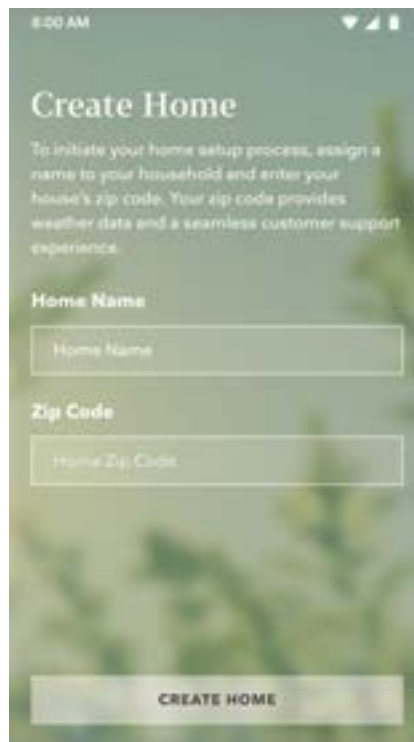
SETTING UP YOUR MARVIN AWAKEN SKYLIGHT

If your Awaken unit is equipped with venting, lighting or shading, any wireless wall switches ordered will arrive pre-paired with the Awaken unit so as soon as the Awaken is powered on and the battery is installed in the switches, you will be able to control those functions.

If desired, the user can connect the Awaken to their home WiFi network and control the unit via the Marvin Home app via a phone or tablet.

STEPS TO INSTALL MARVIN HOME APP AND CONNECT THE AWAKEN SKYLIGHT

1. Download the Marvin Home app from the App Store for iOS or Google Play for Android
2. Open the app and follow the on-screen instructions
3. For complete instructions on the app, go to **marvin.com**



TROUBLESHOOTING

IF YOU ARE EXPERIENCING THE FOLLOWING PROBLEMS, TRY THESE STEPS BEFORE CONTACTING SUPPORT

PROBLEM

TRY THIS

› AWAKEN REMOTE SWITCH BUTTONS NOT WORKING

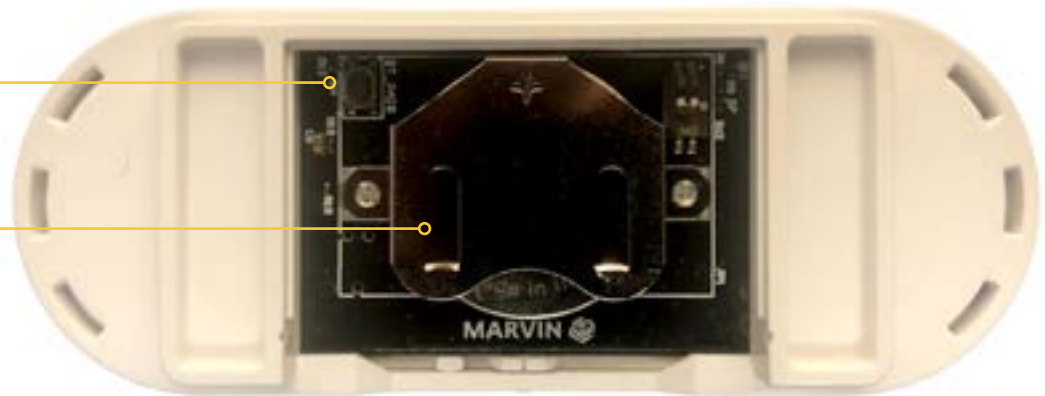
- › CHANGE THE BATTERY
 - › Remove back cover and insert a new CR2052 battery
- › RE-PAIR THE REMOTE SWITCH TO THE AWAKEN
 - › From the Marvin Home app home screen, select “Add new wall switch” and then remove the battery cover of the switch and press the pairing button.
 - › OR hold both top and bottom buttons of the switch simultaneously for five seconds until the Awaken beeps and then press the pairing button on the wall switch

› AWAKEN NOT RESPONDING TO COMMANDS FROM APP OR WALL SWITCH

- › ENSURE WIFI IS ON AND AWAKEN IS CONNECTED RESETTING WIFI ROUTER MAY BE NECESSARY
- › RESET AWAKEN FROM ANY PAIRED WALL SWITCH BY PRESSING UP THREE TIMES AND DOWN THREE TIMES WITHIN 3 SECONDS
- › RESET AWAKEN FROM THE CONTROL BOARD PER THE INSTRUCTIONS ON THE FOLLOWING PAGE

PAIRING BUTTON

CR2052 BATTERY

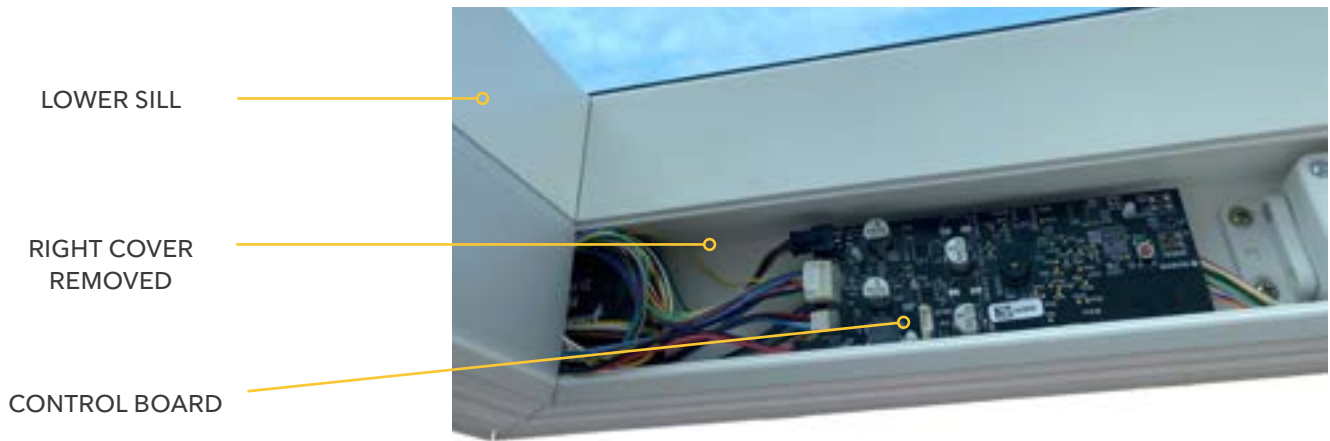


WALL SWITCH

TROUBLESHOOTING

Reset procedure for Awaken (settings will be saved). The reset procedure will cycle power and restart the controls. Connectivity problems are generally the result of a weak or overloaded network so resetting your WiFi router is the best first step, but if issues continue, resetting the control board can be achieved in the following manner.

1. Remove the jamb cover on the right side (as viewed from a perspective of looking from the low sill to the high header from inside the room).
2. Press and hold the red button for 15 seconds and a tone will sound from the control board and it will reset.



AWAKEN CONTROL BOARD COVER OFF



AWAKEN CONTROL BOARD



Since we opened as a family-owned and family-operated lumber and cedar company in 1912, Marvin has designed products to help people live better. We remain committed to bringing beauty and simplicity into people's lives with windows and doors that stand the test of time.

[MARVIN.COM](https://www.marvin.com)