



American Duo / American Solo Day / Night Shade System Owner's Manual / Installation Instructions

PLEASE READ ALL INSTRUCTIONS PRIOR TO INSTALLATION. THIS MANUAL INCLUDES IMPORTANT DESIGN FEATURES OF MCD AMERICAN DUO and AMERICAN SOLO SHADES, INSTALLATION INSTRUCTIONS, CARE AND CLEANING, TROUBLESHOOTING, AND WARRANTY AND RETURNS POLICY INFORMATION.

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Design Features / General Information

The American Duo and American Solo Shade Systems are advanced, patent-pending window shade innovations designed to provide Solar Protection and/or 100% Light-Blocking capabilities. The American Duo models provide both, and the American Solo models provide one or the other. Both are attractive, compact, durable, and user-friendly systems. Features/Benefits Include:

- Exceptional Heat/UV Reduction
- Complete Nighttime Privacy
- Improved Interior Décor
- Eliminates need for Window Awnings
- Excellent Daytime Privacy
- Superior Outward Visibility
- High-Tech, Reflective Window Appearance
- Choice of Decorator Vinyls or Fabrics

This new unique system is easy to operate, easy to clean, and eliminates the types of service problems associated with conventional pleated day/night shades. This new system takes the place of curtains, expensive Vienna and Silhouette shades, power visors, Venetian blinds, conventional roller shades, and other dated shade applications.

With the American Duo Day/Night Shade System, your coach will benefit from superior heat/UV blocking on EVERY window, and have a cleaner, less cluttered outside appearance with improved outward visibility.

The American Duo Day Night Shade System assembly is comprised of two roller shades, one with the exclusive MCD ClearView™ Solar Screen material and the other with a 100% light blocking material. The 100% light blocking shade material also serves as the interior window covering and is available in a variety of grades (price levels), colors, and patterns in both vinyl and cloth. The American Duo Day/Night Shade System is available in a choice of manual (spring roller), switch electric, and remote electric operation modes and various combinations thereof, such as, for example, manual day combined with remote electric night.

The manual (spring roller) mode of operation utilizes a high-quality, spring roller encased in an aluminum tube. The shade can easily be lowered by hand to virtually any position, then easily retracted with a touch-n-release movement. MCD's unique GlideRise II™ technology allows for a controlled ascent speed and MCD's AutoStop™ will stop the shade at a predetermined set point every time it is raised. This predetermined set point can be changed if desired. The manual shade can be upgraded to power at a later date by simply changing out the spring and AutoStop™ with a motor and idler.

The electric powered versions of the shades utilize MCD's state of the art 12v DC tubular motors which fit inside MCD's extruded aluminum roller. You can choose either switch control mode or the advanced remote control mode of operation. The Up and Down set limits are set quickly and precisely utilizing MCD's exclusive built-in electronic set limit capability on both the switch controlled and remote controlled type motors for unmatched shade fit for each particular coach.

The remote control motors also have built-in receivers and can be easily programmed to operate not only independently, but in multiple groupings as well, such as in a passenger-side-only mode or in an all-together mode. The remote control motors also have the added flexibility of allowing one motor to be controlled by multiple remote controls as well as one remote control being able to control many different motors.

MCD's switch controlled powered motors are also available in a Safety Leading dual-range model. The dual-range motors feature two sets of upper and lower set-limits; one set of limits with the "ignition on" and one set of limits with the "ignition off". A typical example of the "ignition on" limits would be from 0" down from the top to around 15" down from the top. This allows the user to safely lower the shade to any position within this range, while the ignition is on, and provides for a full-width sun visor. The "ignition off" limits would be from 0" down from the top, to flush with the dash. When the ignition is off the user can operate the shade anywhere within the full range of motion for the shade. This safety leading feature prevents the shade from accidentally being lowered into the driver's line of sight while operating the vehicle.

Generally, the windshield shade system should be dual-range, switch motor powered and be operated by switch controls installed in the cockpit area. The solar shade should be wired so as to be able to be operated by both the driver and the passenger, but the light-blocking shade should only be able to be operated by the driver. Using our Dual Range switch motors either shade could be utilized in a partially-down position while driving as a visor. The solar screen could be used to reduce glare while the light blocking shade could be used as a full side-to-side visor for total glare blockage, depending upon the intensity of the sun.

All shades throughout the coach can be controlled or operated by manual, switch electric power, remote electric power, or even a combination (i.e. manual/powered) mode. If remote electric power operation is specified, those shades can be operated by remote switches located in the applicable window area as well as being able to be controlled by one or more master remote control units located elsewhere in the coach for convenience.

Installation Instructions

The American Duo Day/Night Shade System has been designed with ease of installation in mind. The assembly is mounted on special dual brackets and held together as an assembly with the use of a mounting track across the top. After installing the appropriate number of mounting clips into the valance, wall, or ceiling, the entire assembly simply snaps into place. *All shade assemblies (manual, powered, or combination) use the same physical mounting procedures.*

Before you begin the installation, please verify the following:

1. The side board and valance, if applicable, are at least 2" deep.
2. The width of the shade is less than the window side board.
3. You have the correct number of mounting clips and screws to complete the installation.
 - Full width windshield shades require 6 clips.
 - Finished shade assembly size:
 - 29" or smaller = 2 clips
 - 30" to 60" = 3 clips
 - 61" and bigger = 4 clips
4. If the shades are motorized, an adequate 12 volt DC power source is available and can be routed to the motor wires. If a source of power is not readily available, you may choose to install a small 12 volt sealed battery and charger to operate the shades, or a 120 VAC to 12 VDC converter can be utilized.

NOTE: Installation screws are not provided due to variations in requirements. MCD recommends using #8 pan head sheet metal screws. The most common length is 1" but may vary due to the needs of your particular installation.

Installation Procedures

1. If the shade assembly is powered, refer to the proper section of this manual for wiring procedures prior to continuing. Once the power is hooked up to the shade, continue the installation starting with step #2 below.
2. For full width windshield shade installations, install two clips at each end of the shade assembly separated by no more than ¼". This ensures that if an end clip should somehow fail due to improper installation, then the second "backup" clip will help prevent the windshield shade from falling. The remaining two clips should be evenly spaced across the middle. The tab should be located towards the outside of the coach.
3. For window shade installations, begin installation by mounting the clips to the top of the valance, cupboard bottom, or headliner. For best results, the shade should be located as close to the glass as possible (usually 3/8" away from the window frame) while still allowing for unobstructed operation of the shade throughout its entire range of travel. (Example: the shade should be mounted close the glass, but not so close that it hangs up on the screen door window frame latches when lowered). The outermost clips should be mounted within 2" from the end of the shade

NOTE: For best results, all clips should be solidly mounted. When mounting to an uneven or padded surface, it may be necessary to utilize solid spacers to ensure a solid, level mounting.

NOTE: In most American Duo installations, the ClearView™ solar material should be located closest to the glass. The night material should be closest to the inside of the coach.

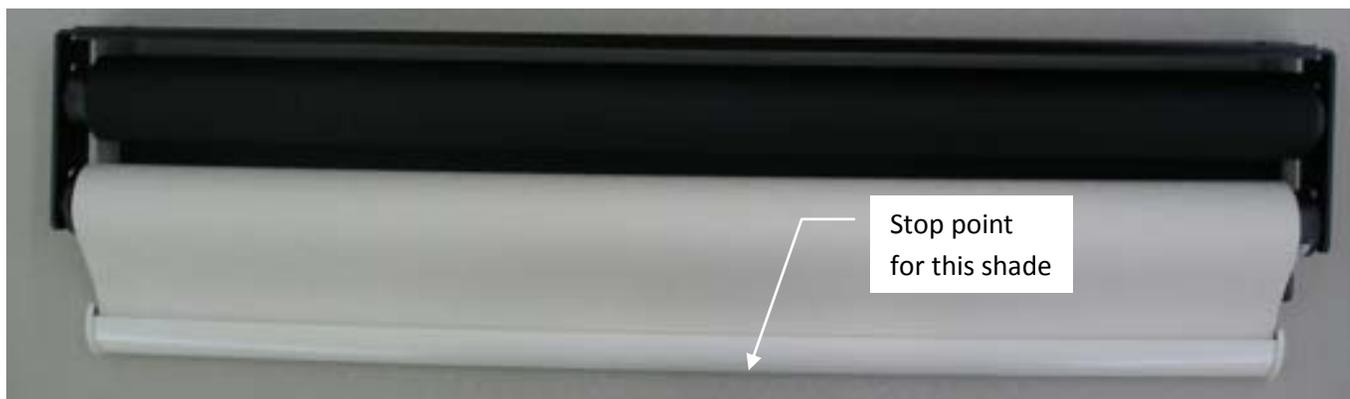
assembly. The tab should be located towards the inside of the coach. See note for additional important suggestions.

4. Center the shade assembly, check for the proper orientation, and attach to the mounting clips. The shade assembly is mounted to the clips by placing the outside edge of the rail into the clip and rotating the shade toward the interior to snap the mounting rail into place.
5. Check the following to ensure proper operation of the shade:
 - a. The shade must be level. Solid spacers of the appropriate thickness may be used to achieve this. See the note next to #3 above for additional suggestions
 - b. The shade needs clearance around all sides of the shade in the upper position. It should not be rubbing on anything when it is in the upper position.
 - c. The shade should not bind on anything throughout its entire range of travel.
 - d. The shade assembly should be evenly spaced left to right, and/or mounted so that it covers as much of the glass as possible when lowered.

Manually Operated Shades

The manually operated **American Duo Day/Night Shade System** can easily be lowered by hand to virtually any position, then easily retracted with a slight downward pull movement. The manually operated system features slow-rise technology. When raising the shade, there is no need to hold onto the bottom of the shade; simply let it go and it will rise at a slow, controlled rate. When the shade reaches the pre-set stop, which is a function of the internally adjustable auto-stop, the shade will come to a cushioned stop.

Auto-Stop Adjustment



To adjust the upper stopping position of the shade, the auto-stop can be adjusted by partially disassembling the shade assembly, resetting the auto-stop and reassembling the shade. The following steps should be followed:

1. Pull the shade down to the desired stopping position. Note: both shades need to be pulled down and the spring latched before disassembly, even if you are only adjusting one of them.

2. Locate the end of the shade that houses the auto-stop.



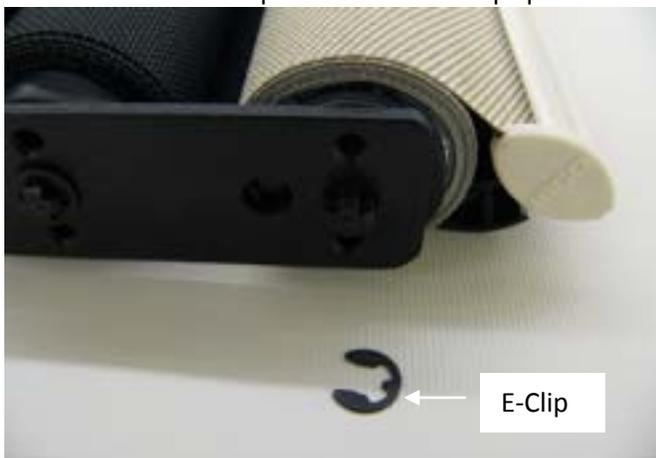
The auto-stop will always be located on the left side of the roll when the shade is facing you so that the material rolls off toward you. On this example, the light-blocking material rolls off toward you and the solar material rolls off away from you.

3. Loosen or remove the set-screw located in the top of the mounting track for the bracket that is on the same end as the auto-stop that you are adjusting.



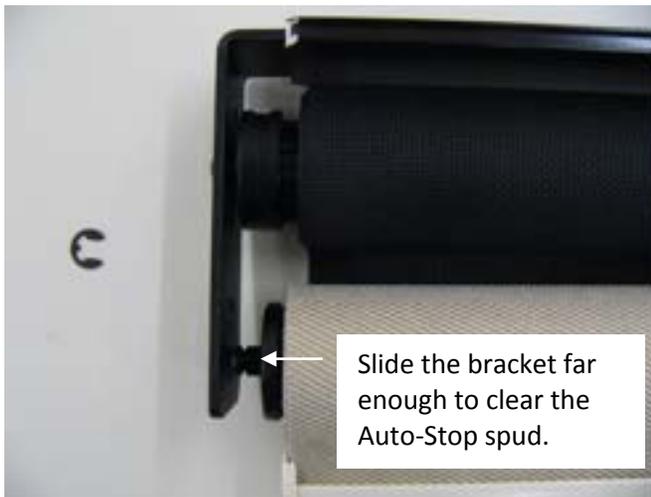
NOTE: Use 1/8" Allen Wrench

4. Remove the 'E'-clip from the auto-stop spud.



NOTE: Only remove the E-Clip from the Auto-Stop that you are adjusting. Removal of the E-Clip from the shade spring may allow the spring to lose tension.

5. Carefully slide the bracket off until it has cleared the end of the Auto-Stop spud.



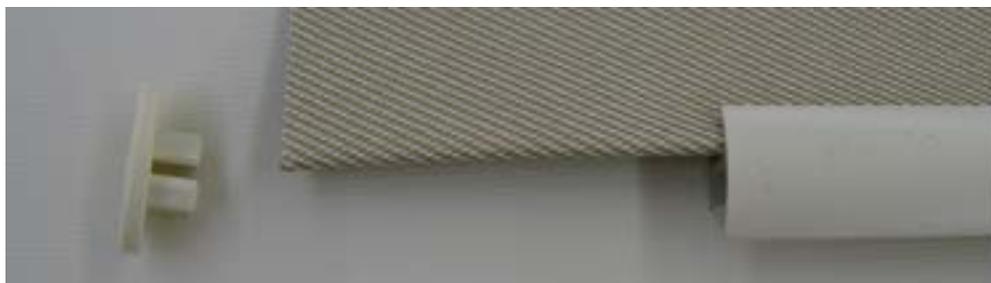
6. Tilt the tube away from the bracket so that you can access the auto-stop cross/spud. Turn the cross/spud clockwise until it stops. Do not over-tighten! Reassemble the shade assembly. Your new stop position is now set! If you need to set the stop position to a higher position, turn the spud counter clockwise.



NOTE: Do not over-tighten the Auto-Stop!! Finger tight is sufficient. When reassembling shade assembly, do not compress the brackets too tightly. There should be a slight amount of clearance between the bracket and the end of the Auto-Stop and Spring. If there isn't sufficient clearance, the shade will bind.

Spring Tension Adjustment

1. The spring tension of a manual shade may be adjusted by removing the plastic end cap from the hem rail and sliding the hem rail off of the shade in the opposite direction.



2. Pull down enough material, approximately 14", to allow end of material to be rolled around the shade roll.

3. To **increase tension**, wrap material around the roll a few times and try the tension after installing the hem rail. Repeat if necessary.
4. To **reduce tension**, unwrap the material from the roll a few times and try the tension after installing the hem rail. Repeat if necessary.
5. After adjustment is completed, re-install the end cap. NOTE: The auto-stop must be reset after adjusting the spring tension.

Powered Shades - Switch Controlled

Motor Description and Wiring Requirements:

Technical Parameters:

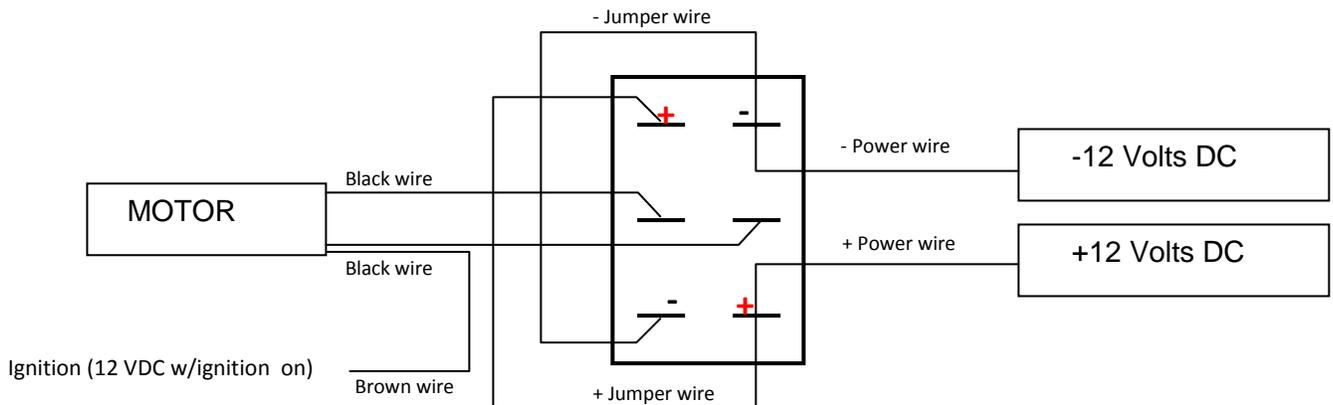
Power Supply: 12 VDC

Amperage: 800mA

Lift Capacity: 11 lb / 5Kg

The switch-controlled motors have built-in electronics to memorize the upper and lower set limits for the shades after the initial setting in "ignition on" mode and "ignition off" mode. The connections to the motor are shown below:

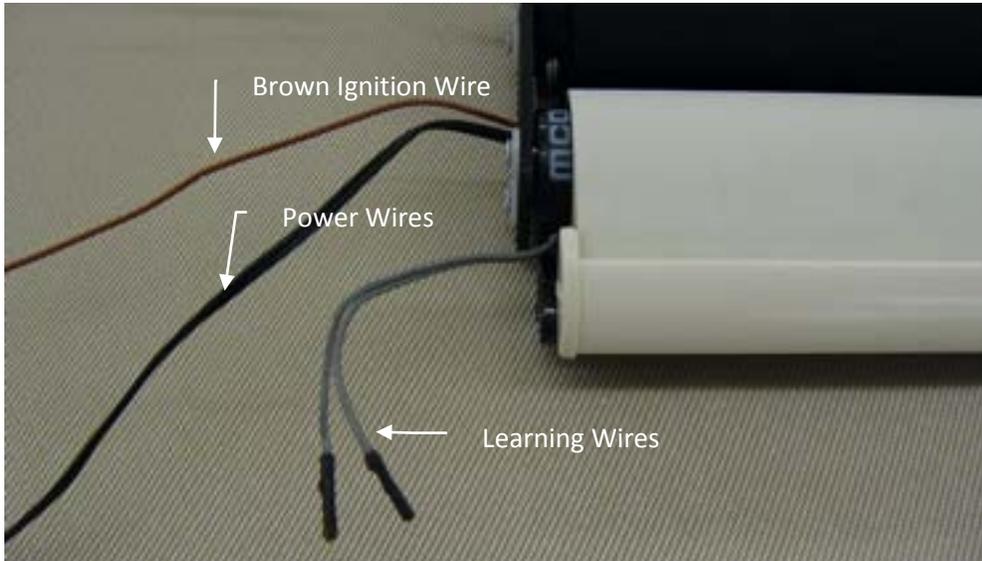
Switch Control Motor: The motor connections determine motor running direction. Utilize a DPDT momentary On-OFF-On switch.



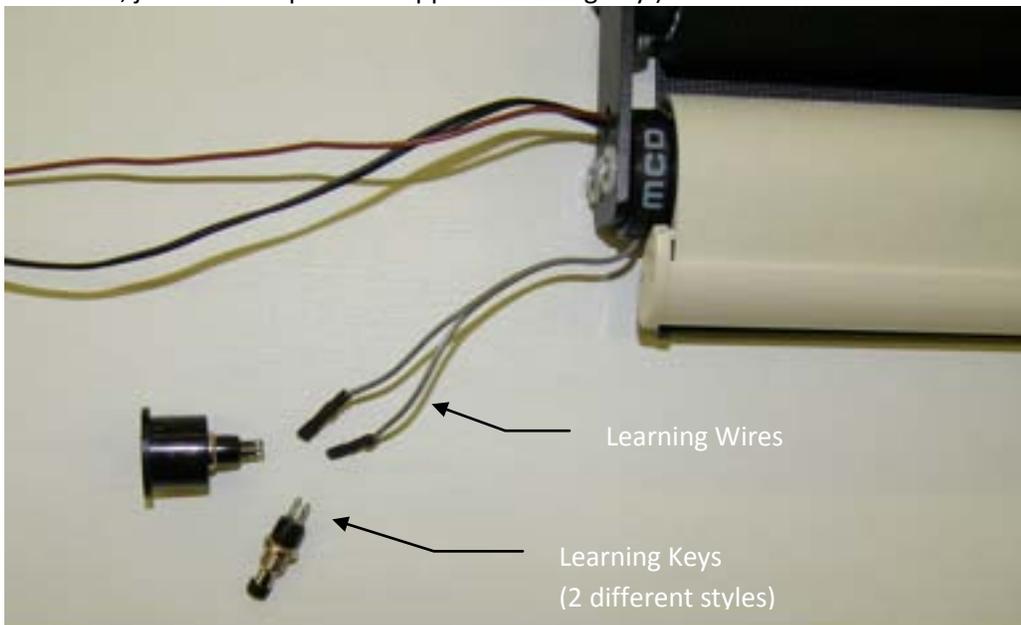
NOTE: The MCD Dual-Range Motor is designed for Windshield use. If using for any other window where dual-range safety function is not necessary, simply disregard the brown ignition wire and just coil it up out of the way.

Setting Limits for Dual-Range Switch Motor

1. Locate the learning wires on the motor that you are setting the limits on. These two wires are approximately five inches long hanging from the bottom of the motor. The wires are usually grey in color and should not be hooked up to any power source or connected.



2. Hook up the learning key to the learning wires. (There is no positive or negative direction to the learning wires; just hook it up to the supplied Learning Key.)



3. **YOU MUST SET THE LIMITS IN THE FOLLOWING ORDER:**

- "Ignition ON" LOWER Set-Limit
- "Ignition ON" UPPER Set-Limit
- "Ignition OFF" LOWER Set-Limit
- "Ignition OFF" UPPER Set-Limit



4. Turn the ignition on. Press and hold the learning key button. While holding this button, press and hold the Down switch. The motor will move in the down direction; continue holding both the button and the switch until the motor chirps and the shade stops. Once the motor chirps and the shade stops, release both buttons. The motor is now in the Set-Limit Learning Mode.
5. Press and hold the switch in the down direction. Release the switch once the shade reaches the approximate desired "Ignition On" lower limit. This set limit should be set at a height that allows the shade to be used as a sun visor but still safely allowing a clear view of the road. (You can fine tune the set limit by following the NOTE to the right) Once you are satisfied with the "Ignition On" lower limit, reverse the direction of the switch to the up direction. The motor will chirp, locking the lower "Ignition On" set-limit into the motor's memory, and will then begin moving in the up direction.
6. Continue holding the switch in the up direction. Release the switch once the shade reaches the approximate desired upper limit. Once you are satisfied with the upper limit, reverse the direction of the switch to the down position. The motor will chirp, locking in the upper limit.

NOTE: If the shade is already at its lower set-limit, the shade will not move and the motor should 'chirp' within about 5 seconds. Once the motor chirps, release both buttons and it is now in Set-Limit Learning Mode.

NOTE: Fine tune the set-limit by "bumping" the shade lower. Each quick press of the down switch will move the shade down about 1/16".

Once you release the down switch the first time, it is no longer possible to move down continuously while in the Set=Limit Learning Mode without restarting the procedure. You can only "bump" adjust the shade down.

7. Both the upper and the lower "Ignition On" set limits are now set. You MUST now set the "Ignition Off" set limits. You cannot only set one set of limits; both the "Ignition On" and the "Ignition Off" set limits must be set once you enter into the Set Limit Learning Mode.
8. Turn the Ignition Off.
9. Press and hold the learning key button. While holding this button, press and hold the Down switch. The motor will move in the down direction; continue holding both the button and the switch until the motor chirps and the shade stops. Once the motor chirps and the shade stops, release both buttons. The motor is now in the Set Limit Learning Mode.
10. Repeat steps 5 and 6 to set lower and upper limit. For proper operation of the shade, once you enter the set limit learning mode, you must set and lock in all four limits; 1) Ignition On lower limit, 2) Ignition On upper limit, 3) Ignition Off lower limit, 4) Ignition Off upper limit. Failure to lock in all four set limits will result in a shade that does not operate as you intended.

Operating Instructions for Dual Range Switch Motor

To use the Dual-Range switch operated shade, simply press the up or down button for the appropriate shade. The switch-operated shades require the switch to be held until the shade either reaches its limit or the desired intermediate position. (The shade can be stopped at any point by simply releasing the switch). If the Ignition is On, the shade can only operate within the Ignition On range of set-limits. With the Ignition Off, the shade can operate within the entire range of set-limits. If you turn the ignition on prior to raising the shade from the lowest full range limit, the shade will still move in the up direction, but cannot be lowered below the Ignition On upper set-limit once it has been raised above this point.

Powered Shades - Remote Controlled

The remote-controlled motors have built-in electronics to memorize the upper and lower set limits for the shades after the initial setting. The remote control motors also have built-in receivers and can be easily programmed to operate not only independently, but in multiple groupings as well, such as in a passenger-side-only mode or in an all-together mode.

Technical Parameters

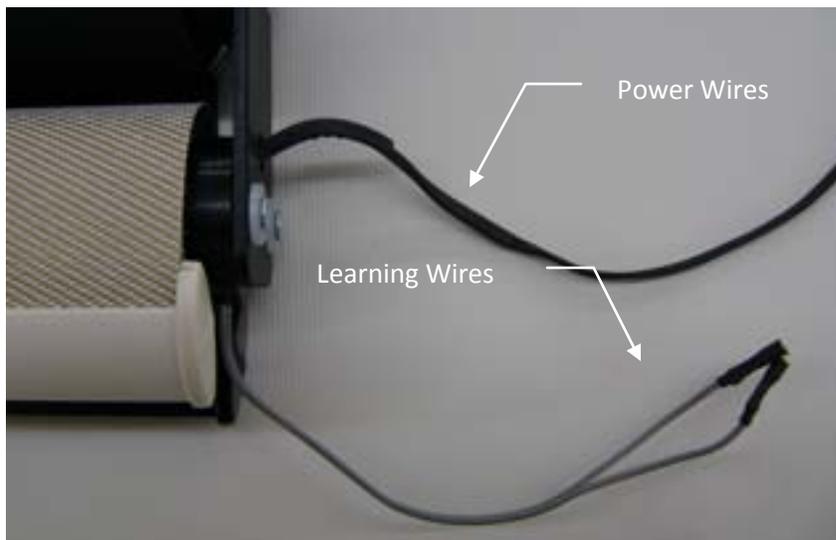
Power Supply: 12 VDC

Amperage: 800mA

Lift Capacity: 11 lb / 5Kg

Wiring:

Connect the black wire with the white stripe to the positive power source. Connect the solid black wire to the negative power source. The learning wires should never be connected to any power source.

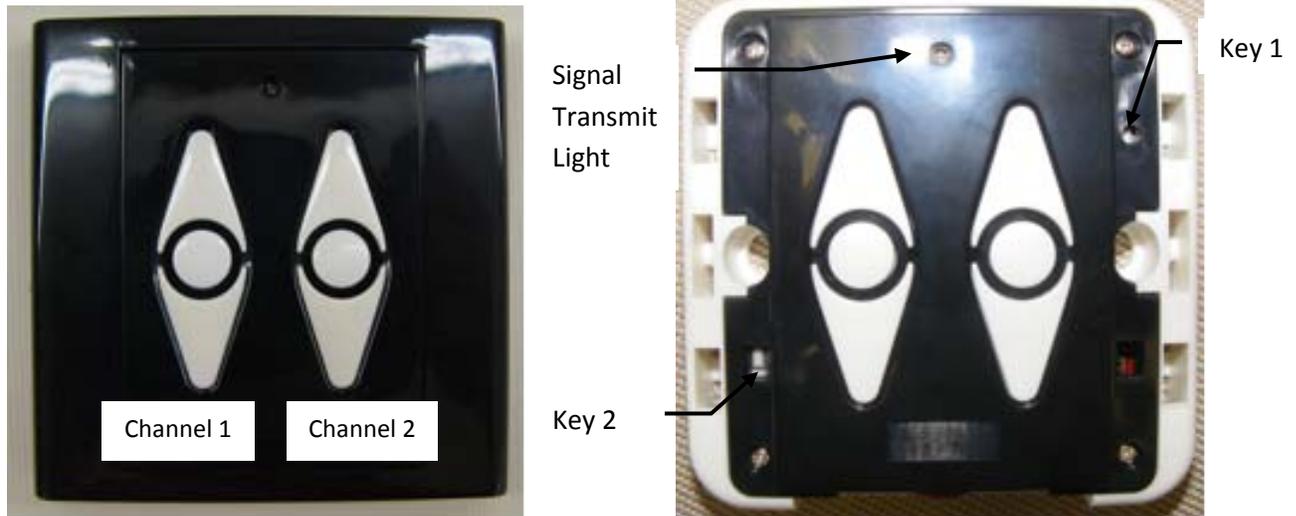


If your motor and controller are already programmed and you only need to adjust the set limits, you can skip down to the "PROCESS TO ADJUST SET LIMITS" section of these instructions.

2-Channel Remote

Programming motor for 2-Channel remote control

1. Remove the trim cover off of the remote to expose the programming keys.



2. Start by clearing the memory of the motor by shorting the two learning wires on the motor together; either with the learning key, a paperclip, or by touching and holding the terminals together. The motor will emit a "Diiii—Diiii—Diiii" sound, will then give a quick, short "D-D-D" sound. After a short pause, the motor will start to beep again; you should now un-short the learning wires.
3. After un-shortening the learning wires, the motor will continue to give the "Diiii—Diiii—Diiii" sound (this sound means that the motor is searching for a controller signal). While the motor is still giving this sound, press and release any button (Up, Stop, Down) on the channel that you want to use. Then press and hold Key 1. When the motor successfully recognizes the controller, it will give a quick "D-D-D" sound.
4. Press up or down on the remote to test that the motor is going in the correct direction. If you need to change the direction of the motor, press and hold Key 2 and stop on the corresponding channel. The motor should give a quick "D-D-D" confirming the change of direction.

NOTE: Clearing the motor's memory only erases the controllers to which it is programmed. It does not erase Set Limits or motor direction.

Process to Adjust the Set Limits using a 2-Channel controller

1. To enter the set-limit-mode, press and release "Stop" on the channel that you want to adjust. Then press and hold Key 2 until you hear the short "D-D-D" sound. The motor is now in the set-limit-mode.

NOTE: Once the motor is put into Set-Limit Mode, you must set and confirm both the Lower and Upper limits.

NOTE: The remote is powered by "Watch" batteries that can be purchased at most discount or hardware stores.

- To set the lower set limit, operate the shade in the down direction until it reaches the desired set point. Press stop to stop the shade. You are able to "fine tune" the set point by pressing the up or down button. This will cause the shade to move approx. 1/16" at a time. Once you are satisfied with the limit, press and hold Key 1. The motor should emit a short "D-D-D" sound confirming that the lower set limit has been locked into memory.
- To set the upper set limit, operate the shade in the up direction until it reaches the desired set point. Press stop to halt the shade. You are able to "fine tune" the set point by pressing the up or down button. This will cause the shade to move approx. 1/16" at a time. Once you are satisfied with the limit, press and hold Key 1. The motor should emit a short "D-D-D" sound confirming that the upper set limit has been locked into memory.

NOTE: Clearing the motor's memory only erases the controllers to which it is programmed. It does not erase Set Limits or motor direction.

If your motor and controller are already programmed and you only need to adjust the set limits, you can skip down to the "PROCESS TO ADJUST SET LIMITS" section of the instructions.

14-Channel Remote

Programming motor for 14-Channel remote control

- Start by clearing the memory of the motor by shorting the two learning wires on the motor together; either with the learning key, a paperclip, or by touching and holding the terminals together. The motor will emit a "Diiii—Diiii—Diiii" sound, will then give a quick, short "D-D-D" sound. After a short pause, the motor will start to beep again; you should now un-short the learning wires. See NOTE to right if your motor does not have "learning wires".
- After un-shortng the learning wires, the motor will continue to give the "Diiii—Diiii—Diiii" sound (this sound means that the motor is searching for a controller signal). While the motor is still giving this sound, press and release the desired channel (button) on the controller and then press and hold Key 2. When the motor successfully recognizes the controller, it will give a quick "D-D-D" sound.
- Press up or down on the remote to test that the motor is going in the correct direction. If you need to change the direction of the motor, press and hold Key 1 and stop. The motor should give a quick "D-D-D" confirming the change of direction.



Process to Adjust the Set Limits Using a 14-Channel Remote Controller

- To enter the set-limit-mode, press and release the appropriate channel (button). Now press and hold Key 1 until you hear a short "D-D-D" sound. The motor is now in the set-limit-mode.

2. To set the lower set limit, operate the shade in the down direction until it reaches the desired set point. Press stop to stop the shade. You are able to "fine tune" the set point by pressing the up or down button. This will cause the shade to move approx. 1/16" at a time. Once you are satisfied with the limit, press and hold Key 2. The motor should emit a short "D-D-D" sound confirming that the lower set limit has been locked into memory.

NOTE: Once the motor is put into Set-Limit Mode, you must set and confirm both the Lower and Upper limits.

NOTE: The remote is powered by "Watch" batteries that can be purchased at most discount or hardware stores.

3. To set the upper set limit, operate the shade in the up direction until it reaches the desired set point. Press stop to stop the shade. You are able to "fine tune" the set point by pressing the up or down button. This will cause the shade to move approx. 1/16" at a time. Once you are satisfied with the limit, press and hold Key 2. The motor should emit a short "D-D-D" sound confirming that the lower set limit has been locked into memory.

Process to Add Shades to the "All" Function

1. Access the programming wires using either the learning key, paper clip or by touching them together until the motor begins to beep. As soon as the motor begins beeping release the programming wires. Then Press and Release the "All" button that you are adding the shade to. Press and hold Key #2. The motor should emit a short "D-D-D" sound confirming that the lower set limit has been locked into memory.
2. It is not necessary to reset the up and down limits as they automatically transfer.

Care and Cleaning

Day Shade

ClearView™ Solar Screens should be vacuumed periodically to remove accumulated dust, particularly when traveling in dry, dusty climates. We recommend using your vacuum cleaner's soft upholstery brush and gently vacuuming each shade.

To clean your ClearView™ Solar Screens, you can use a sponge or a soft brush and water to remove stuck-on dust and most stains. A mild cleaning solution can be used to remove tougher stains. Rinse with water after cleaning by soaking a clean cloth in fresh water, ringing out any excess and wiping the areas where any cleaner was used – repeat as necessary. Use a towel behind the screen as you clean with a sponge or brush to keep splatter down.

Night Shade

Vinyl material will clean up nicely with any mild cleaning solution using a sponge or paper towel. Wipe down with water after cleaning.

Suede or woven materials have been Teflon treated and should be cleaned with a damp sponge. For stubborn stains, Woolite-brand upholstery cleaner may carefully be used as directed. After using upholstery cleaner, you should consider reapplying the Teflon treatment by using a ScotchGuard-brand upholstery protecting spray and following the directions for application on a "lightweight" fabric.

Troubleshooting

Troubleshooting Procedure for Manual Shades

1. If the shade is rising too quickly, please refer to the Spring Tension Adjustment section on Page 6.
2. For any other Manual Shade issues, please contact MCD Technical Support (info at end of section).

Troubleshooting Procedure for Switch Motors

NOTE: *The most typical "problem" for ALL Powered Shades is the loss of Set Limits. The Remote Controlled Shades will retain their Set-Limits when the power supply is kept within 11.0 to 13.6 volts. They will also retain their Set-Limits if the power supply is cut off completely from the motor (0 volts). However, if the power supply is gradually drained and falls below the lower limit of 11 volts, the motors could lose their electronic Set-Limits and require reprogramming once power has been restored.*

1. Verify power is applied to the motor by depressing the rocker switch in the up or down position. Voltage should be between 11.0 and 13.6 Volts direct current. If the voltage is low, charge the chassis/coach batteries and retry motor operation. Voltage can be verified at the rocker switch or in the disconnect/butt splices in the motor leads. Verify positive and negative voltage for both directions from the switch.
2. If the motor fails to move, short the programming wires together, and apply power to the motor with the rocker switch. The motor should move approximately six inches, stop and beep. Release the rocker switch and release the programming wires. Depress rocker switch in down direction. If the shade moves, proceed with the directions to set both the lower and upper limit.
3. If the motor has power but still fails to move in either direction, replace the motor.

Troubleshooting Procedure for Dual Range Switch Motor

1. Verify the Voltage applied to the motor by depressing the rocker switch in the up or down position. Voltage should be between 11.0 and 13.6 Volts direct current. If the voltage is low, charge the chassis/coach batteries and retry the motor operation. Voltage can be verified at the rocker switch or in the disconnect/butt splices in the motor leads. Verify positive and negative voltage for both directions from the switch.
2. Turn the ignition switch on. Attempt to raise or lower the shade. If the motor fails to move, short the programming wires together and apply power to the motor with the rocker switch. The motor should move approximately six inches, stop and beep. Release the rocker switch and release the programming wires. Depress the rocker switch in the down direction. If the shade moves, proceed with the directions to set both the lower and upper limit for the ignition on and ignition off positions.
3. If motor has power but still fail to move in either direction, replace the motor.

Troubleshooting Procedure for Remote Controlled Motor

1. Verify the Voltage applied to the motor. Voltage should be between 11.0 and 13.6 Volts direct current (VDC). The positive wire is identified by large lines on the insulation. If voltage is low, charge the chassis/coach batteries and retry motor operation. Voltage can be verified in the disconnect/butt splices in the motor leads. Verify positive and negative voltage.
2. Does the remote control correctly operate other shades? If not replace the remote control battery/batteries. Be certain that the batteries are inserted correctly.
3. Verify correct shade operation with controller.
4. If shade fails to move, attempt to reset motor by shorting programming wires together. The motor should beep.
5. If the motor does not beep, verify power to motor. This should be accomplished by penetrating the insulation on the wire adjacent to the motor being careful not to short the power wires. If power is not present, correct the power problem.
6. Short the programming wires together for two long beeps and three short beeps. Repeat two more times.
7. Note: Resetting the motor only removes the marriage between it and the controller. The motor will retain upper and lower limits and correct motor direction.
8. Refer to the proper section of this manual and follow the directions to program the motor to your model controller.
9. If motor fails to program to the controller try to use a spare button on the 14 channel or two channel controllers. If the motor marries to the controller on an alternate button, return the controller for evaluation or replacement.
10. If the motor will not program to the controller and the batteries have been replaced and correct voltage has been verified, replace the motor.

Please contact us with any questions.
800-804-1757
info@mcdinnovations.com

Limited Warranty, Getting Service, and Product Returns Policy

MCD Statement of Limited Warranty

MCD Innovations (herein referred to as “MCD”), provides a one (1) year limited warranty against defects in materials and workmanship for all products manufactured by MCD and sold under the MCD name. MCD extends this Limited Warranty to the first retail purchaser and it applies only to the MCD products properly installed for the use intended by MCD. This Limited Warranty is not transferable. This Limited Warranty does not apply if, in the sole judgment of MCD, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, improper installation, improper operation, or if the product has been used or maintained in a manner not conforming to MCD’s instructions and specifications, or has been modified in any way. Any repair or modification attempted or performed by anyone other than MCD or an MCD-approved agent under MCD’s specific guidance and instruction at the time of repair will cause this Limited Warranty to become void and of no further force or effect.

This Limited Warranty does not provide benefits for or apply to conditions caused by normal product wear and tear. It also does not apply to product damage caused by fire, flood, wind, rain, lightening, or other acts of God.

IN ANY EVENT, MCD’S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS LIMITED TO THE ORIGINAL PRODUCT PURCHASE PRICE FROM MCD. MCD will replace or repair, at our option, any defective product at no charge. A defective product shall be determined solely at our discretion. Installation, labor, delivery both ways, removal and reinstallation and their associated costs, tools, accessories, or components are not the responsibility of MCD. In no event shall MCD be liable for any special, indirect, incidental, or consequential damages, loss of revenues, profits, or opportunities arising out of or connected with this Limited Warranty or the MCD products, regardless of whether a claim is based on contract, tort, strict liability, or otherwise. Your sole remedy hereunder is limited to repair or replacement of the MCD product and in no event shall exceed the original MCD purchase price. You may have other rights under state law. NO PERSON OR ENTITY IS AUTHORIZED TO ALTER OR AMEND THIS LIMITED WARRANTY

MCD Return Policy for Warranty & Out-of-Warranty Products

If any MCD product appears inoperable - whether covered by our Limited Warranty or not - a product return can often be avoided with a quick phone call to one of our knowledgeable Customer Support Technicians at 800-804-1757, or 972-548-1850. In the unlikely event that a product return is necessary due to defects covered under our Limited Warranty policy, and for products no longer covered by warranty, the following procedure must be followed:

1. All returns must be pre-approved with a Return Authorization (RA) number. We cannot accept shipments without a Return Authorization. An RA number can be obtained by contacting MCD Customer Support at 800-804-1757, or 972-548-1850, or info@mcinnovations.com.
2. If appropriate, a Customer Support Technician will troubleshoot the problem with you to determine if the MCD product is defective. If the product is defective or inspection by MCD is necessary to make a determination, the following information will be obtained:
 - All relevant contact information

- Proof of purchase
 - Credit card billing information for shipping services and optional repairs
3. MCD Customer Support will provide the RA number to begin the product return process.
 4. Returned product must be properly and securely packaged for return. MCD is not responsible for any product damage due to packaging or shipping.
 5. After securely packaging the product for return, send the product to the RA fulfillment address given by the MCD Customer Support. Clearly identify your RA number on the outside of the package being returned. Include all contact information with name, address, phone number, email address, RA number, and any other information requested by MCD Customer Support, inside of the package.
 6. If your product is no longer covered under our Limited Warranty, or if, in MCD's sole opinion, the product needs repair due to damage, misuse, or other causes not covered under our Limited Warranty, we offer repair services for a fee. All repairs that are not covered under MCD's Limited Warranty and all related shipping expenses shall be the responsibility of the Customer. Repair prices for damaged product not covered by warranty shall be discussed with the Customer prior to issuing Return Authorization. Any unforeseen product repairs not disclosed to MCD or subsequently identified when the product is returned, will be the responsibility of the Customer and charged to the credit card provided on the RA.
 7. Any shipment received by MCD under an RA that was issued more than 30 days prior will be refused and returned to the Customer, freight collect.
 8. Products qualifying for in-warranty repair/replacement will be return shipped (least-cost) to the customer's domestic address at MCD's expense.

MCD Product Return Fees & Restocking Fees

Custom products manufactured by MCD may not be returned for any reason except ordering or manufacturing errors that, in MCD's sole discretion, were MCD's responsibility. Additionally, custom products that are in production, but have not shipped to the Customer, CANNOT be cancelled. All orders are final at the time of placing an order and Customer's receipt of an Order Confirmation, or Sales Order number.

MCD will accept product returns for stock items such as mirror covers, exterior (windshield) solar screens, and wheel covers, at the Customer's expense. All such returns must be pre-authorized under a Return Authorization and in accordance with all requirements stated above. The following product return guidelines shall also apply:

- Stock product returned within 30 days of MCD Invoice date will not be assessed a restocking fee
- Stock product returned after 30 days of MCD Invoice date, and up to ninety (90) days of MCD Invoice date will be assessed a restocking fee equal to 20% of the product's original price
- Product over ninety (90) days from the MCD Invoice date cannot be returned

All authorized returns must be shipped to:

MCD Innovations
 RA # _____
 410 Industrial Blvd.
 McKinney, TX 75069

As MCD continuously strives to improve our products and services, we reserve the right to change designs, specifications, features, pricing, program benefits, and other factors without notice. Such changes do not create an obligation to update or upgrade previous products, or incorporate any improvements into existing programs.

Please see our website for additional information and contact us with any questions. Thank you for your business. We appreciate you!



MCD Innovations
410 Industrial Blvd.
McKinney, TX 75069

972.548.1850
972.542.4881 fax
800.804.1757

www.mcdinnovations.com
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