PALMIYE
Four Seasons Outdoor Living Areas

Installation Manual
Skyroof Plus

Dear Customer,

Installation manual contains suggestions and rules for fast and exact installation of our product. We recommend you to read our instruction carefully.

During installation all necessary actions have to be carried out by authorized and specialized technicians.

All unauthorized interventions during warranty period will invalidate the warranty.

INDEX

1. SYMBOLS, PRECAUTIONS AND WARNINGS

1.1. Symbols

Attention: General operation notes.

Attention: General hazards; possible risk for persons.

Attention: Electrical hazard.

Attention: Risk of crushing hands.

Contact: Palmiye service department or related parties.

You can scan the barcodes located next to the titles in the page to see video demonstration of the related steps.

1.2. Precautions and Warnings

The installation and maintenance personals (installers, electricians etc.) must have sufficient expertise and knowledge for undertaking the task at hand.

In case of anomalies, immediately stop the work and contact service department of Palmiye.

Palmiye will not be responsible on use of non-original parts or unauthorized interventions and modifications for damage caused to people or animals or property.

General Precautions

Before starting of any assembly, maintenance or cleaning operations, make sure that you have fully understood the indications in this manual.

All electrical connections for Skyroof Plus Hanging, repair of motor accessories must be made by qualified personnel.

In case of any incompatibility, call Palmiye.

General Safety Precautions

When using the panels, it is good practice to remember that all moving parts can be a source of danger.

⚡ Make sure that power supply is cut off during maintenance.
It is recommended never to intervene on moving parts and to ensure that no operator is near to the panels before reactivating it after a technical or maintenance intervention.

2. TERMINOLOGY
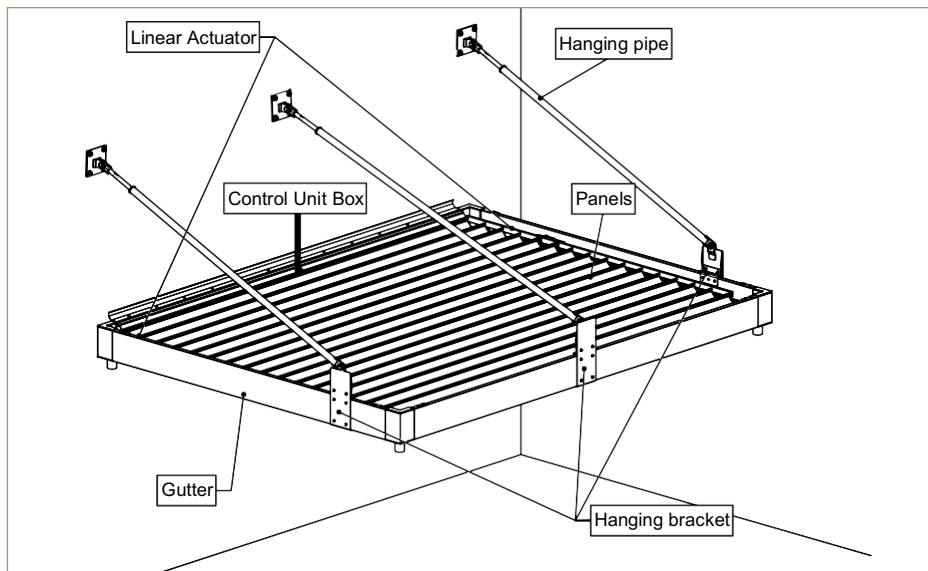
Linear Actuator

The Linear Actuators works with 24V power. The control box provides needed power for each linear actuator. The control box works with 120V or 230V~50/60Hz
Linear Actuators provide the movement of bioclimatic pergolas. Linear Actuators are located on lateral Integrated Gutter.

Also, each linear actuator has to be synchronized. Therefore, linear actuators synchronization settings must be done during to installation.

3. PACKAGING

3.1. Preliminary Checks

On receipt of the packed goods and before starting their assembly, check the integrity of the material and the presence of all the components necessary for the installation.

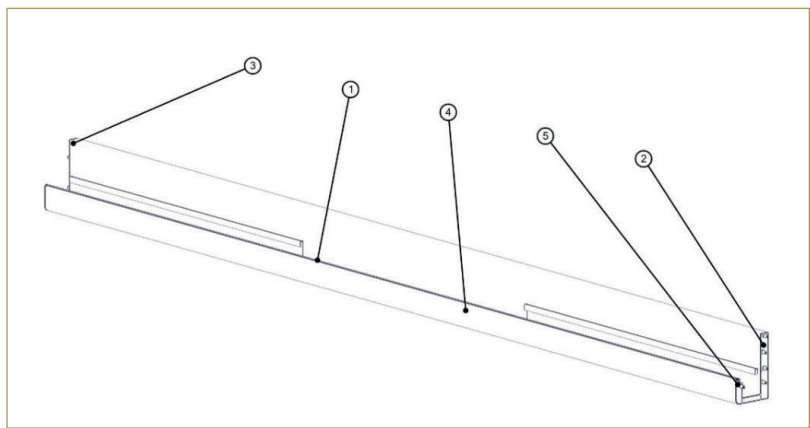In case of anomalies, immediately stop the work and contact with

hospital. Fixing elements such as screws, plugs etc. are included in the

box.

If not please contact service department of Palmiye.

Do not use a knife to avoid the risk of ruining the paint or other materials.
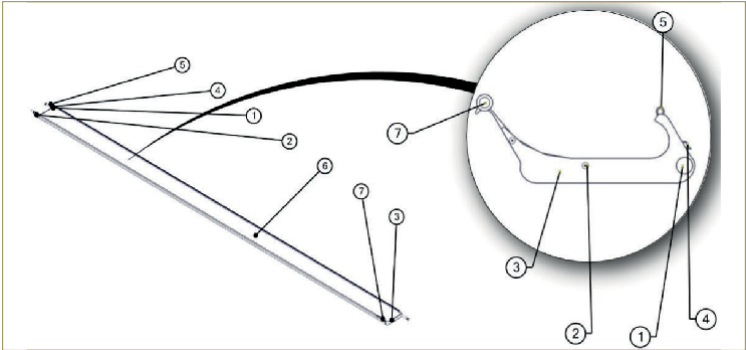
3.2. Packed Parts

3.2.1. Integrated Gutter

BOM ID	Description	Qty
1	Gutter Gasket	5
2	Gutter Sealant Cap	4
3	M10x60 Stay Bolt	10

| 4 | Rear Integrated Gutter | 2 |
| 5 | Stay Bolt For Back Covering | 3 |

3.2.2. Panels

BOM ID	Description	Qty
1	Fixed Pin	2
2	M3x16mm Rounded Head Screw	4
3	Panel Cover	2
4	Panel Bottom Gasket	1
5	Pannel Gasket	1
6	Pannel Profile	1
7	Power Pin	2

3.2.3. Hanging Brackets

Hanging pipe

M30 Rod

Hanging Bracket (Side)   Hanging Bracket (Front)
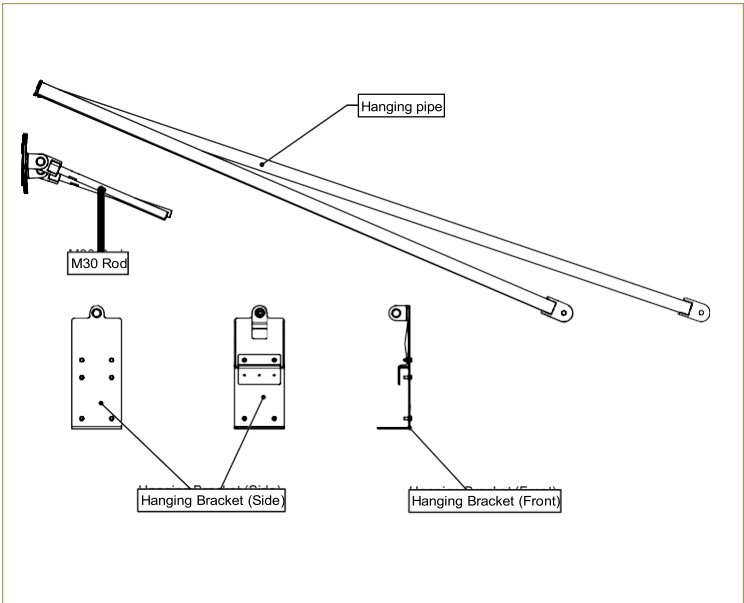
1. Electrical Box

Remote Controls, Sensors, Automations are on Electric box. It has a red label on the box.

ELECTRIC

2. Metal Box

U Brackets, Mounting brackets, Pillar caps. It has a blue label on the box.

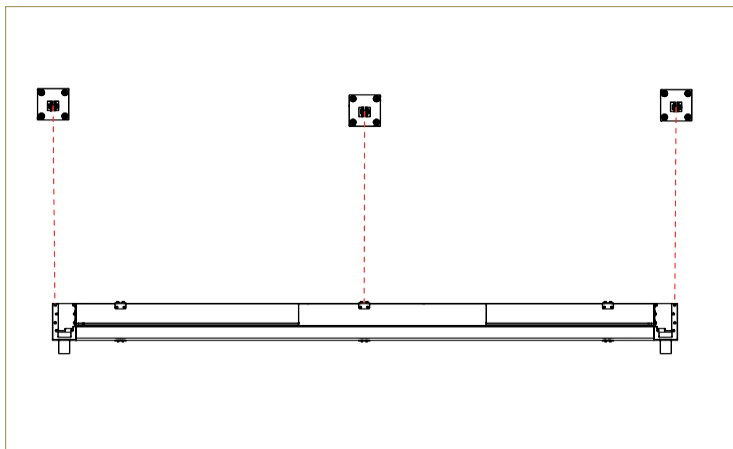**METAL**

3. Plastic Box

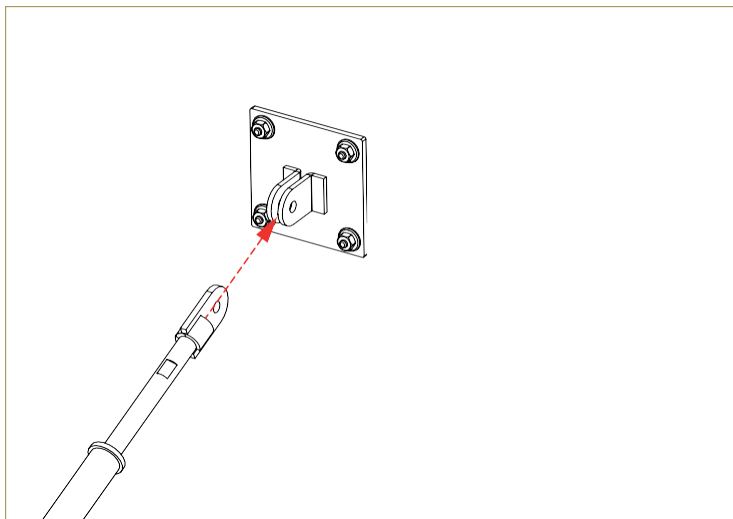Corner Plastics,

PLASTIC

4. INSTALLATION STEPS

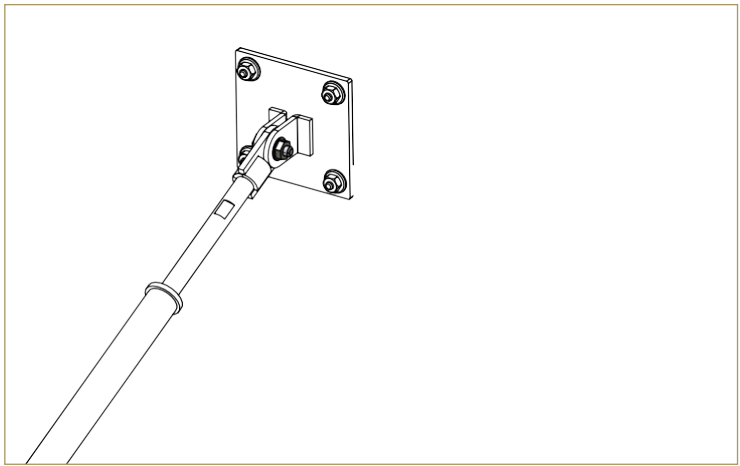## 4.1. Wall flange connection

The wall flanges must be aligned with hanging bracket. When you aligned the wall flange then you can fix it.

After connection of the wall flange, hanging pie must connect to the wall flange.

Final view at below.

4.2. Gutter Connection

The lateral gutters must connect to back gutter as a regular.
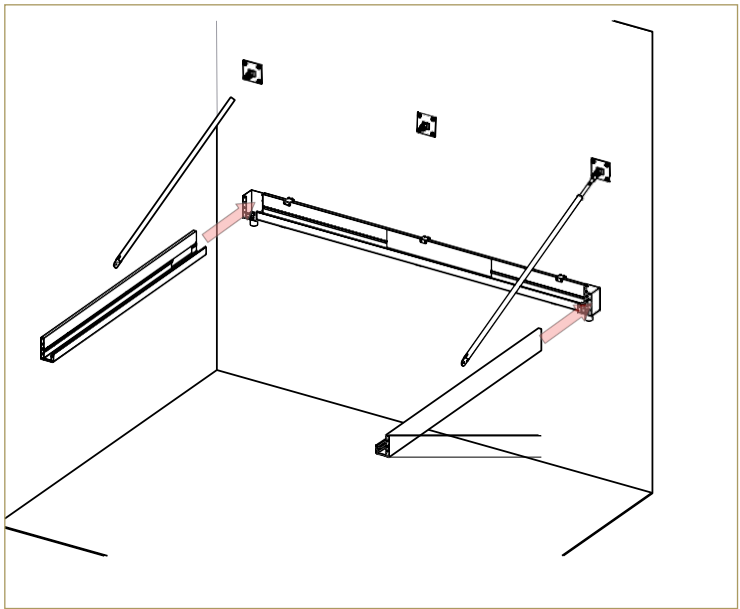
4.3. Hanging Brackets Connection

4.3.1. For Right – Left - Front

The hanging brackets must carry to lateral gutters. In order to carry this bracket must fixed properly. *(The lateral gutters already produced ready to fix on factory)*
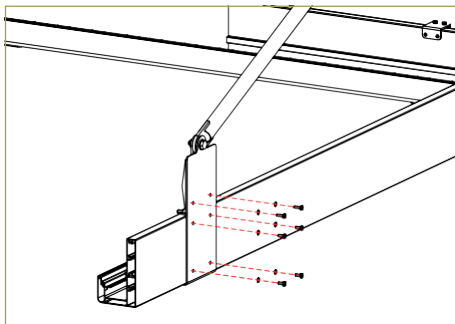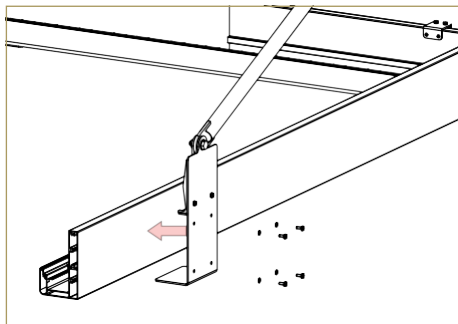
Also, you should fix from inside with bended bracket by nut.
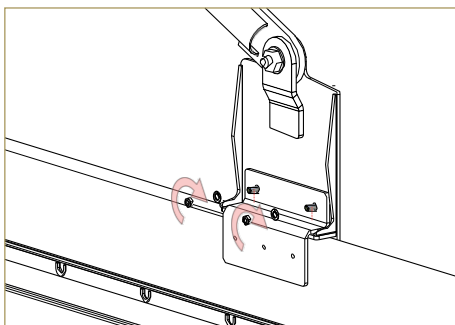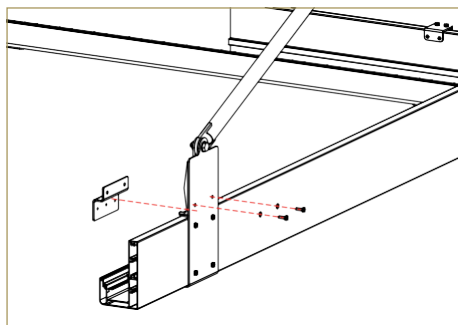
4.3.2. For module

Also, the hanging options is available on module design.
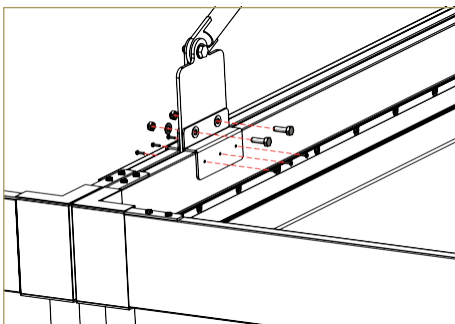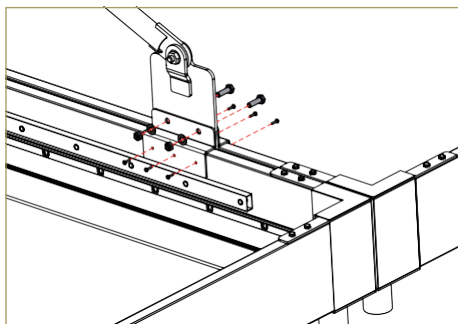
4.4. Corner Connector Connection

Finally, in order to protect any lateral movement, you should use corner connector on each corner point.

At the end fasten by bolt.
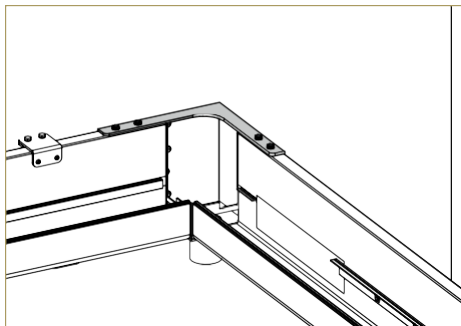
The Final view at below.
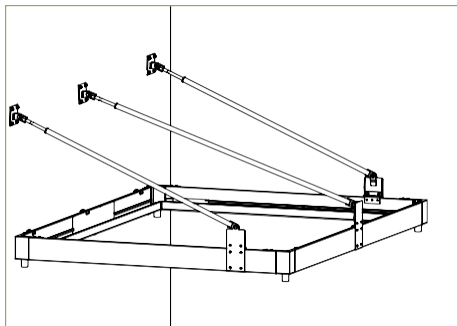
5. PROGRAMMING / RESETTING OF MOTOR AND LIGHTS

5.1. Attention

The installation and initial setup procedures are the responsibility of a specialized technician. When bioclimatic pergola system is mounted, check the connection of drive system which is control box - actuator and also actuator – 40x20mm aluminium profile.

Power supply (120 or 230VAC / 50~60 Hz)

• All wiring must conform to NEC (National Electrical Code) and local codes.
• The Control Unit Boxes can be wired in PARALLEL.
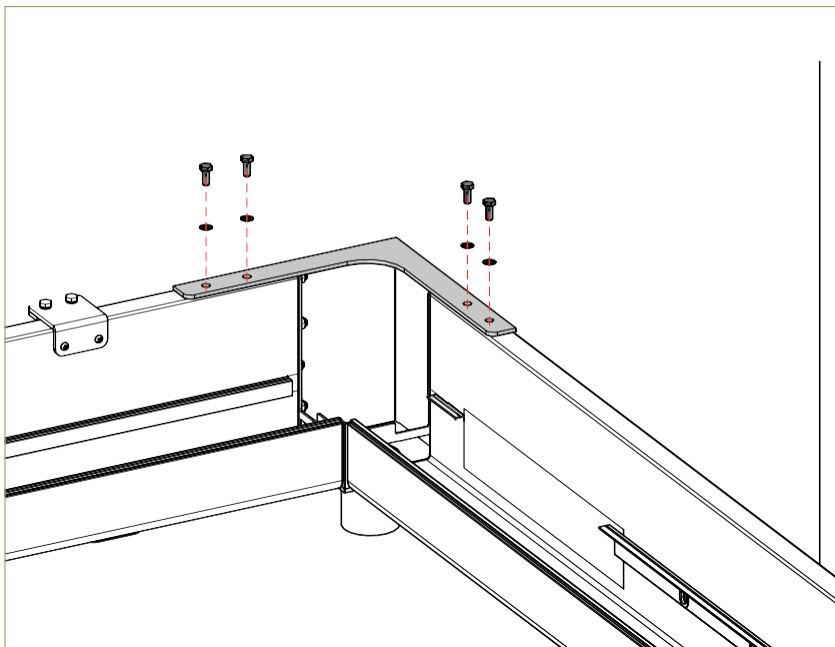• A means of disconnecting the power at each motor independently should be provided.
• Power only needs to be supplied to the Control Unit Box. The receiver is completely enclosed inside the Control Unit Box.
• PALMIYE Reserves the right to void the motor warranty if wiring recommendations are not followed.
• The Control Box works 120 or 230 V AC / 50~60 Hz

Installation Requirements

• If the installation is made up of several RTS system, only one RTS system must be powered during programming. All other RTS systems must be disconnected. This will avoid interferences during the initial programming of each motor.
• Use only SOMFY RTS radio controls. The receiver (433,42 MHz) must be programmed with transmitters.

Control Box Button Configurations

White Button: Programming of Actuators / Pannels
Blue Button: Programming of Lights
Red Button: Calibration of Actuators
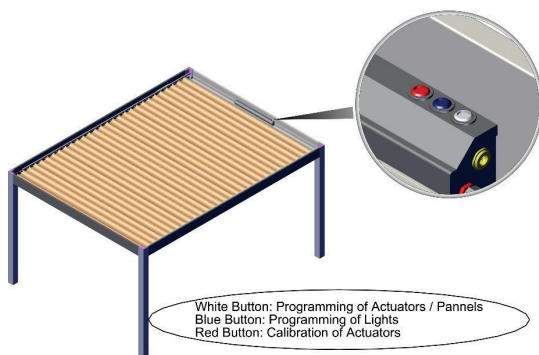
*These colors only schematic. In real parts always Grey color

5.2. Remote Control

5.2.1. Button Configurations

Skyroof Plus Hanging is integrated with actuator driven with radio control, for opening, closing or stopping the panels use the respective buttons (see figure).

There are 4 different remote-control models. Pure, Patio, Lounge, Modulis;

- Situo 1 RTS (has only one channel. It means it can control 1 RTS motor).
- Situo 5 RTS (has 5 channels. It means it can control 5 different RTS motor).
- Telis 16 (has 16 channels. It means it can control 16 different RTS motor).

UP
STOP
DOWN
LED Indicator Light

Single Channel Version

UP
STOP
DOWN
LED Light
Channel Selector

Five Channel Version

Pen
Five Channel
Back

5.3. Remote Types

	Situo 1 RTS	Situo 5 RTS	TELIS 16
Channels	1	5	16
Battery Type	2430 Lithium		LR03AAA
Battery Voltage	3V		1,5 V
Thickness	22		18
Width	49		47
Height	145		151
Colour	Silver		Silver & Pure
Compatibility	Compatible with a range of Somfy RTS enabled products		
Radio Frequence	For indoor use		
Radio Range	433,42 MHz		
Protection Index	200m in open field or 20m through 2 reinforced concrete walls		
Working tempera-ture	IP30		
Information	0C to + 60C		
Installation	Wall brackets supplied		

Signal indicator

Large screen
LCD display

Channel
number

Product icon

Low battery
alert

Product name
(up to 8 characters:
7 letters + 1 number)

Selection
button

Navigation
arrows

Up/down/
"my" button

FLOOR 2

1
SCREEN

*E.g.: The screen in
the office*

2
FLOOR 1

*E.g.: The roller shutters
on the first floor*

10
ROOF

*E.g.: The awning on
the roof balcony*

16
ALL

*E.g.: All products in the
house*

somfy

5.4. Replacing The Battery
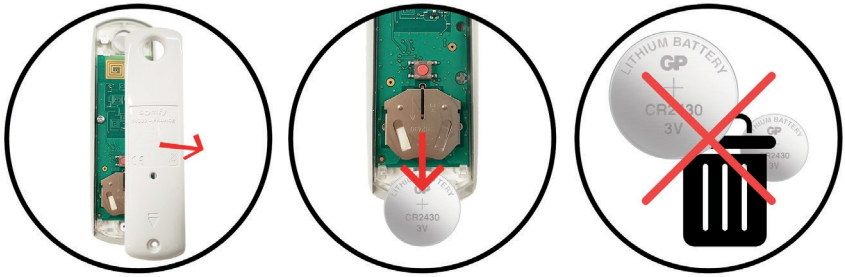
Using a small screwdriver loosen the screws on the reverse side of the remote control and remove the back cover.

Replace the battery with one 2430 Lithium 3V Battery.

5.5. Programming

5.5.1. Actuators

Step 1: Select desired channel on your remote
Step 2: Press the "PROGRAMMING" button. (~5sec.)
Step 3: Press "PROG" button on your remote control.

5.5.2. Perimeter and / or Panel lights

Step 1: Select desired channel on your remote
Step 2: Press "UP" and "DOWN" button simultaneously. Both lighting system will TURN ON.
Step 3: Press "PROG" button on your remote control.

IMPORTANT NOTE: At this stage, if there is only one of these systems, the lighting programming process is completed.

However, if there is both perimeter and panel lighting, both lighting systems are programmed in only one channel. It means both light systems will TURN ON at same time.

Also, you can control as separately,

5.5.2.1. Separation of lighting systems * (Only if Plus product has both perimeter and panel lighting)

Step 1: Cut off the power entering the control box and for 10sec. supply a power again after waiting,

Step 2: Select a channel you programmed both of lighting system.

Step 3: If you want to leave the lighting on the selected channel, follow the steps below for other lighting;

Step 3.1: Cut off the power as 3sec,

Step 3.2: Supply a power as 10 sec.,

Step 3.3: Cut off the power as 3sec. (The LED's will blink)

Step 3.4: Press "PROG" button until the LED's will blink two times. (~5 sec.)

Step 4: To program the reset lighting system to the remote control;

Step 4.1: Cut off the power entering the control box and for 10sec. supply a power again after waiting,

Step 4.2: Select desired channel on your remote control.

Step 4.3: Press "UP" and "DOWN" button simultaneously.

Step 4.4: Press "PROG" button on your remote control. Thus, the programming of lights will be done.

5.5.3. RGB Led Programming

Press the programming button on the panel for 5 seconds, then press the programming button on the back of the remote for 2 seconds.

5.6. Motor Calibration

The motors must be calibrated in the first run in order to run synchronously. In any case when the panels are not completely closed, press and hold the "Motor Calibration" button on the panel until the motors move. When the panels are closed, the motors will be calibrated to synchronous operation.

5.7. Resetting

5.7.1. Motor

Step 1: Choose the channel on your remote that you want to set for the motor.

Step 2: Press the "PROGRRAMING" button on the panel until the motor jogs for 2 times. (~10sn.) All stored remotes will be deleted.

5.7.2. Lighting

Step 1: Press the lighting button for 3 sec

Step 2: Leave it for 10 sec

Step 3: Press it for 3 sec

Step 4: When you leave it, wait for leds will turn on and off for 2 times

Step 5: Press programming button until leds blink 2 times

5.7.2.1. RGB LED Resetting

Press the programming button on the panel for 5 seconds, then press the programming button on the back of the remote for 2 seconds.

5.8. Using of Remote Control:

5.8.1. Using of Lights

- "UP" button: It's ensures Activate on your lighting system. When you press constantly "UP" button, the LED lights will up through DIMMING feature.
- "DOWN" button: It's ensures Passive on your lighting system. When you press constantly "DOWN" button, the LED lights will down through DIMMING feature.
- "MY" button: adjust to favorite light intensity automatically.

5.8.2. Using of motors

- "UP" button: Opens the panels.
- "DOWN" button: Closes the panels.
- "MY" button: It stops the motor from running and ensures that the panels remain where they are.

5.8.3. Transfer the channel on the current remote control to a different remote control.

Step 1: On the current remote, select which channel you want to transfer,

Step 2: On the current control, keep the "PROG" key pressed (LEDs will be turned on and off.)

Step 3: In the new remote, select which channel you want to choose,

Step 4: On the new remote, press and release the "PROG" button. (LEDs will be turned on and off.)

5.8.4. Favorite lighting programming

Step 1: After reaching the desired light intensity, press "MY" button for 5 sec., (LED lights will blink.) Thus, favorite light programmed.
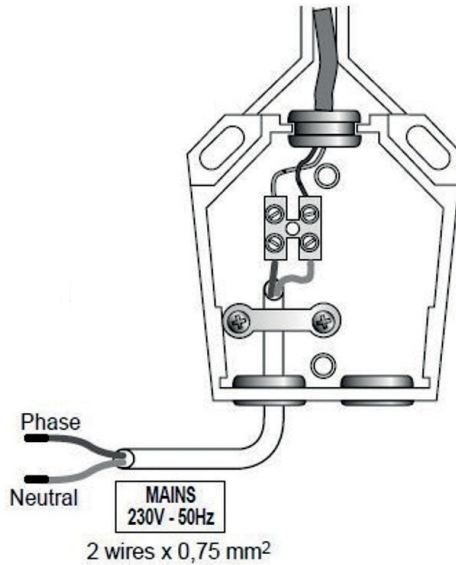
5.8.5. Favorite lights resetting

Step 1: While in favorite lighting press "MY" button as 5 sec., the LED's will blink two times. Thus, favorite lights will be reset.

6. SENSORS & AUTOMATION

6.1. Sensors

6.1.1. Connection to EOLIS RTS (Wind Sensor)

6.1.1.1. Cabling

Phase

Neutral | **MAINS 230V - 50Hz**

2 wires x 0,75 mm²

6.1.1.2. Programming

The motor must be in its learning mode to record an EOLIS RTS Sensor.

Up to three EOLIS RTS Sensors can be memorized in a motor and one EOLIS RTS Sensor can be memorized in several motors.

- Enter the "learning" mode;
  - Press more than 2 seconds on the programming button of a RTS control which is already memorized in the motor.
  - Press briefly on the "prog" button of the EOLIS RTS Sensor.
  - The awning moves shortly (DOWN/UP).
- Record or delete a sensor;
  - Press briefly on the "prog" button of the EOLIS sensor RTS.
  - The awning moves shortly (DOWN/UP).
- Erase all the sensors and record a new one;
  - Press more than 7 sec. on the "prog" button of the new EOLIS RTS sensor.

- The awning moves shortly (DOWN/UP)

6.1.1.3. Functioning

The WIND threshold can be adjusted by a potentiometer accommodate wind speed between 10 to 50km/h (6 to 31mph)

- When the wind speed exceeds the threshold set by the EOLIS sensor RTS, an UP order is given to the pergola after 2 sec.
- As long as the measured wind speed is higher than the adjusted threshold, any order is inhibited.
- When the wind speed falls below the threshold setting, an order can be given with the RTS control after 30 sec.

6.2.1. Connection to SOLIRIS RTS (Sun and Wind Sensor) Motor connection to SOLIRIS RTS (Sun&wind Sensor);

6.2.1.1. Cabling

TO 24V AC/DC
TRANSFORMER
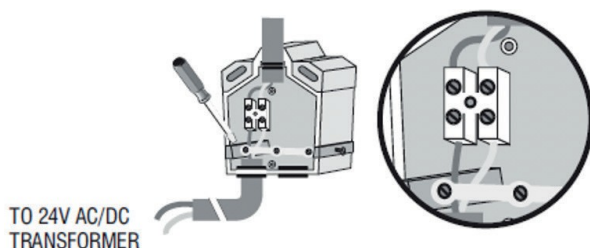
6.2.1.2. Programming

- The motor must be in programming mode to record a SOLIRIS RTS Sensor
- One SOLIRIS RTS Sensor can be memorized into several motors.
- It isn't recommended to memorize more than 1 SOLIRIS RTS Sensor into motor's memory.
- To Enter the Programming mode;
    - Activate the receiver's memory by pushing (for more than 2 seconds) the programming button of a transmitter already recorded in the motor's memory.
- To Record or delete a sensor ;
    - Press briefly on the programming button of the SOLIRIS RTS briefly sensor.
- To delete all the sensors and record a new one;

- Press for more than 7 sec. on the "programming" button of the new SOLIRIS RTS.

6.2.1.3 Operation

- The SOLIRIS RTS Sensor controls and provides a measure of protection for a retractable pergola according to the sun and wind conditions. The WIND and SUN thresholds can be

adjusted by two potentiometers, one for wind speed and the other for daylight intensity.

- The adjustment range is between 9 – 50 km/h (6 – 31 mph) for the WIND and between 0 to 50 kilolux for the SUN

- By using the SOLIRIS RTS Sensor it is possible to configure the functioning of the receiver (wind only or wind/sun). Please refer TELIS SOLIRIS RTS to the operating instructions.

- A short UP/DOWN movement of the retractable pergola indicates the modification of the sensor settings.

6.2.1.4. Connection to SUNIS (Sun) sensor

- **IMPORTANT REMARKS BEFORE INSTALLATION**
    - Expose the sensor 20min. to the daylight to initialize its autonomous system (put the cells under the maximum daylight intensity).
    - To verify charging level of sensor, press briefly the Mode button: if LED lights=ready for use.

- **FEATURES**
    - Up to 3 sensors can be memorized in one motor, it could be combined with other RTS sensors (EOLIS RTS, SOLIRIS RTS)
    - One Sunis sensor RTS can be memorized in several motors
    - Supply: "SOLAR"
    - Autonomy: 24 hours without new daylight intensity.

- **PROGRAMMATION**
    - To proceed to programming, sensor must be charged (refer to important remarks before installation step).
    - Enter the "Programming" Mode.
    - By pressing > 2 sec. PROG. button of Remote Control (for single motor) or Centralis (for tandem system) until motor feedback.
    - Record a sensor.
    - By pressing briefly PROG. Button of sensor until motor feedback.

SETTING INSTRUCTIONS

LED reaction in "DEMO" mode or "USER" mode.

THRESHOLD	USER MODE	DEMO MODE
Under sun level: RED LED	Continues light during 5 sec.	Blinking light during 30 sec.
Over sun level: GREEN LED	Continues light during 5 sec.	Blinking light during 30 sec.

- Enter the "DEMO" mode
- By pressing MODE button > 2 sec. > the light will start blinking for
- 30 sec. + feedback motor.
- Adjust the sun threshold with the potentiometer
- The blinking led will be green once you have reached the current sun level.
- The level you set will be the one to set off the sun function
- Verify the functioning
- Let the demo mode works (if no sun, use a lamp)
- Enter the "USER" mode
- By pressing MODE button > 2 sec. > feedback motor
- DEMO mode will move back automatically after 3 min. in USER mode

- **MOUNTING INSTRUCTIONS**
- Make sure to install sensor vertically and in place where solar cells can catch daylight intensity.
- Sensor delivered without screws, use the screw adapted to your wall support.

SUN FUNCTIONNING

Use the Telis with sun function to activate or deactivate the sun function (Telis Soliris RTS, Telis Modulis Soliris RTS.)

Manual Mode: Sun function deactivated

Automatic mode: Sun function activated.

- **Sun appearing**

When the intensity of the daylight exceeds the threshold set by the Sunis sensor RTS, a Down order is sent to the blind after 2 mins. The blind goes to the MY position or to its down end limit position if no My position has been memorized.

- **Sun disappearing**

When the daylight level fails below the threshold setting, a variable time delay from 12-30 mins. is activated (depending on the sun presence duration). After this time delay, an UP order is given to the blind.

READJUSTING

| ADJUST THE SUN LEVEL WITH THE POTENTIOMETER ACCORDING TO YOUR WISHES	
1 turn to left (-)	2 Turn to right (+)
LESS sun is needed to lower the blind	MORE sun is needed to lower the blind

6.2.1.5. Connection to ONDEIS (Rain) sensor

- Rain sensor requires a dry contact input. Our single motors (ALTUS) works with RTS
- In order to use ONDEIS rain sensor you must use Dry Contact Transmitter
- The RTS motors can communicate with dry contact transmitter or RS485 (multiple dry contact transmitter. Up to 5 channels.) Then dry contact transmitter communicates with ONDEIS Rain sensor and also RTS motors.
- The ONDEIS Rain sensor has a two-cable output. One cable must go to main voltage (230V/50Hz) and other is to dry contact signal cable.
- You must joint rain sensor dry contact cable to RS485's channel input jacks (from 1 to 5)
- In this case there is only one solution, if your products have more than 2 rails you can upgrade to tandem motor system. Otherwise, there is no solution.
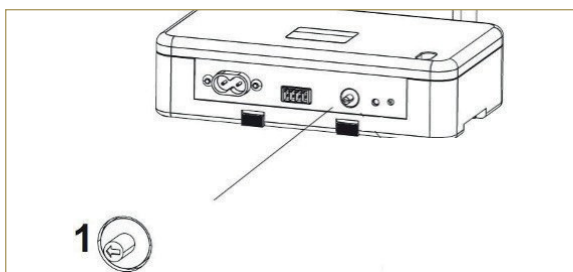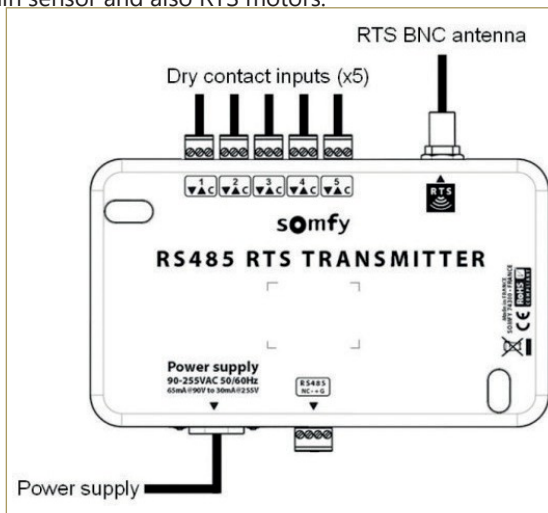
When you plug all cables now you can program to rain sensor.

Select the RTS address on the channel selector corresponding to dry contact connectors.

- Press to PROG button on your remote control
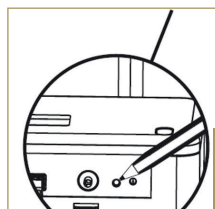
- Then press PROG button on RS485 or Dry Contact Transmitter.

6.3. Automation

6.3.1. Adaptable to Somfy systems

Our Retractable Pergola System can control by Somfy Home Automation Smart System whichis CONNEXOON ® Window RTS
You can download from below link:

For IOS system:

https://apps.apple.com/tr/app/connexoon-window-rts/id1168009218?l=tr

For ANDROID system:

https://play.google.com/store/apps/details?id=com.somfy.connexoon_window&gl=TR

- The retractable pergola system motors can control by CONNEXOON ® Window RTS application on smart phone.
- CONNEXOON ® Window RTS device has to connect to the Ethernet modem connection.
- Download it,
- Create an account,
- Log in to the system,
- Enter the pin code which is below of the Connexoon transmitter,
- Read and Skip information tabs,
- Click 3 line on left top,
- Click configuration,
- Click (+) add button,
- Select your product,
- Program to your product,
- Give a name to your product,
- Now, you can control by your smart phone.

6.3.2. Adaptable To Other Automation Systems

In order to connect to different automation home smart system, there is RS485 RTS Transmitter or Dry Contact Transmitter.
- Only RTS motors can control by RS485 RTS Transmitter or Dry Contact Transmitter
- RS485 have a 5 dry contact input and Dry Contact Transmitter have only one input.
  - Select the RTS address on the Channel selector corresponding to dry contact connectors.

- The dry contact connector n^o1 has per default, the RTS address n^o1
- The dry contact connector n^o2 has per default, the RTS address n^o2
- The dry contact connector n^o3 has per default, the RTS address n^o3

- The dry contact connector n°4 has per default, the RTS address n°4
- The dry contact connector n°5 has per default, the RTS address n°5
    - Press the programming button on the back of the RTS control point or the RTS receiver until the motor jogs.
- The product is in programming mode
    - Press the programming button on the RS485 RTS transmitter or Dry contact Transmitter until the motor jogs
- The product is assigned to the transmitter.
- It can up to 16 groups of Somfy RTS motors and receivers.
    - Press the programming button on the back of the RTS control point or the RTS receiver until the motor jogs
- The product is in programming mode.
    - Send by the RS485 control or Dry Contact Transmitter, the corresponding RTS frame on the desired channel.
- The product is assigned to the transmitter's channel with a motor jog.
- It is impossible to set a motor or receiver with this RS485 RTS transmitter or Dry Contact Transmitter.

7. HARDWARE

7.1. Hanging Bracket Set

Hanging Bracket

Hanging Fixing Clamp

Set Item code: DMR.APR.P1101.ELGV

Hanging Fixing Clamp
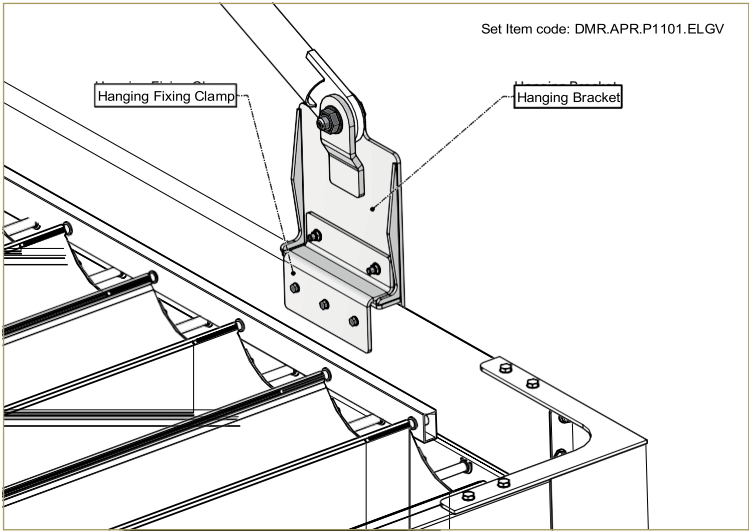
Hanging Bracket

7.2. Hanging Bracket - Gutter Bolts
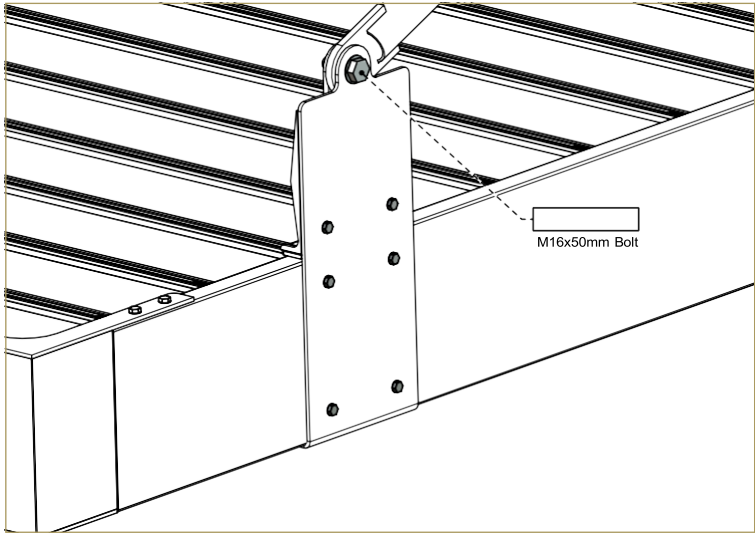
M8x25mm Bolt

M8x25mm Bolt
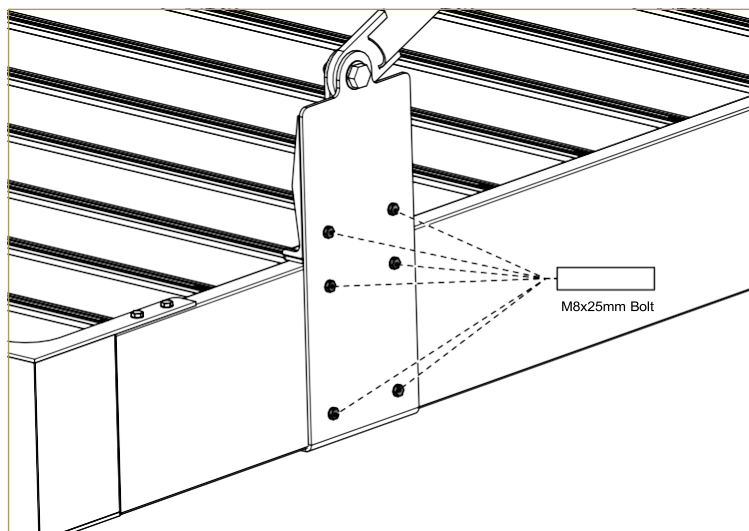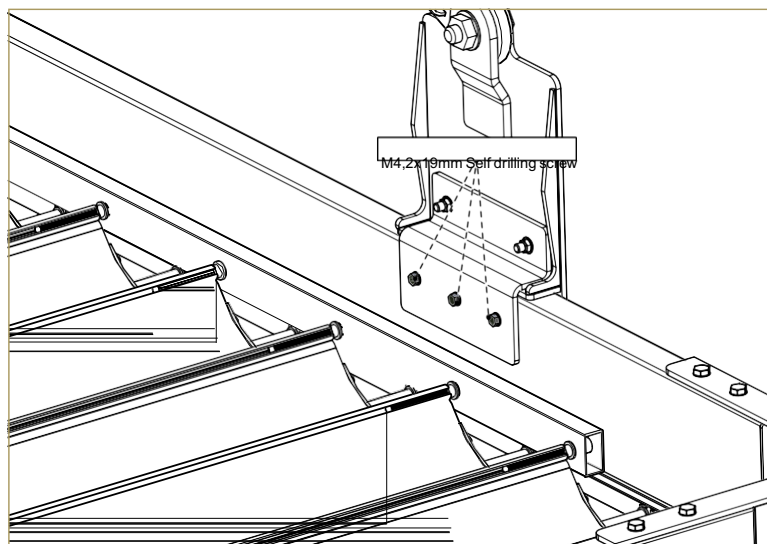
M8x25mm Bolt

7.3. Hanging Brackets – Hanging Pipe Bolt

M16x50mm bolt

M16x50mm Bolt
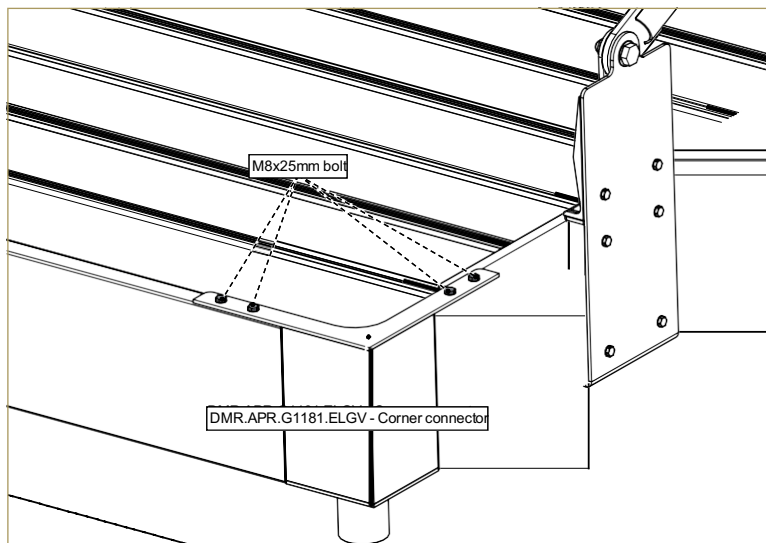
7.4. Hanging Fixing Clamp – Gutter Screw

M4,2x19mm self-drilling screw

M4,2x19mm Self drilling screw

M4,2x 19mm Self drilling screw

7.5. Corner connector – Gutter Bolt

M8x25mm bolt

M8x25mm bolt

DMR.APR.G1181.ELGV - Corner connector

8. TOOLS

Image	Product	Description	Product Code
	Palmiye T-Shirt	for Installation teams	HZM.ISG.G1009.BRUT
	Palmiye Trousers	for Installation teams	HZM.ISG.G1014.BRUT
	Palmiye Waistcoat	for Installation teams	HZM.ISG.G1013.BRUT
	Sealant | NP1 Dark Brown	to block the passage of water through the surface or joints or openings in materials	HRD.KMY.C0018.KAHV
	Sealant | NP1 Light Brown	to block the passage of water through the surface or joints or openings in materials	HRD.KMY.C0018.AKAH
	Sealant (Black)	to block the passage of water through the surface or joints or openings in materials	HRD.KMY.G0016.SYAH
	Sealant (White)	to block the passage of water through the surface or joints or openings in materials	HRD.KMY.G0017.BYAZ
	Sealant (Grey)	to block the passage of water through the surface or joints or openings in materials	HRD.KMY.G0022.GREY

Image	Product	Description	Product Code
	Epoxy	to anchor rods to concrete	HRD.KMY.G1027.BRUT
	M12 Rod	to fix and stabilaze products to ground/wall/ceiling	HRD.CVT.G0100.ZINC
	M30 - Rod Galvanized	to fix and stabilaze products to ground/wall/ceiling	HRD.CVT.G0105.ZINC
	M12 Rondela Washer - Stainless Steel	part to to fix and stabilaze products to ground/wall/ceiling	HRD.CVT.G1062.PSMZ
	M12 Washer Stainless Steel	part to to fix and stabilaze products to ground/wall/ceiling	HRD.PUL.G0003.PSMZ
	M30 Washer - Galvanized	part to to fix and stabilaze products to ground/wall/ceiling	HRD.PUwG0014.ZINC
	M12 Acorn Nut	part to to fix and stabilaze products to ground/wall/ceiling	HRD.SMN.G0008.ZINC
	M12 Nut Stainless Steel	part to to fix and stabilaze products to ground/wall/ceiling	HRD.SMN.G0011.PSMZ
	M30 Nut - Galvanized	part to to fix and stabilaze products to ground/wall/ceiling	HRD.SMN.G0022.ZINC

INSTALLATION TOOL LIST		
	Tool box with wheel	1 pc
	Spiral grinder	1 pc
	Batery driller.	1 pc
	Electric impact drill	1 pc
	Lighting	2 pc
	Extansion lead	2 pc
	Ladder	2 pc
	Tape measure 5m	1 pc
	Tape measure 10m	1 pc
	Water gauge	2 pc
	Laser Meter	1 pc
	35 cm angle	1 pc
	Wrench Set	2 Set
	Flush Cutter	2 pc
	Pliers	2 pc

	Allen wrench set	2 Set
	Socket wrench	1 pc
	Screw driver	1 Set
	Plastic hammer	1 pc
	Iron hammer	2 pc
	Electrical screw driver	2 pc
	Cutter	1 pc
	Slicon gun	2 pc
	Bits	2 Set
	PH2X100 Bits	2 pc
	APEX 493 A Bits	2 pc
	Insulating Tape (Black)	6 pc
	Insulating Tape (White)	6 pc
	Glue	2 pc
	Punch driller 70 mm	2 pc
	Guide drill bit	1 set

9. FREQUENTLY ASKED QUESTIONS

FAQ	REASON	HOW TO RESOLVE?
The product motor would not start	The motor is not energized	Check the switch of the current distri-bution board connected to the motor is on.
	The motor has no regular current	Disconnect the power and wait for 15 minutes then try to start again. Please call our technical service if the motor is not started again.
The product does not work properly	Erroneous installation	Please call our technical service.
	Natural disasters	Please call our technical service.
Lights are not on	Not all lights are on	It should be checked if the product is energized. The power must be discon-nected and connected again. Please call our technical service if nothing changes at lights.
	Part of the lights is not on	Please call our technical service.
The remote controller does not work	It does not control the product	The battery should be replaced. Please call our technical service if it still does not work.
	Lights are not on	

10. RISK TABLE
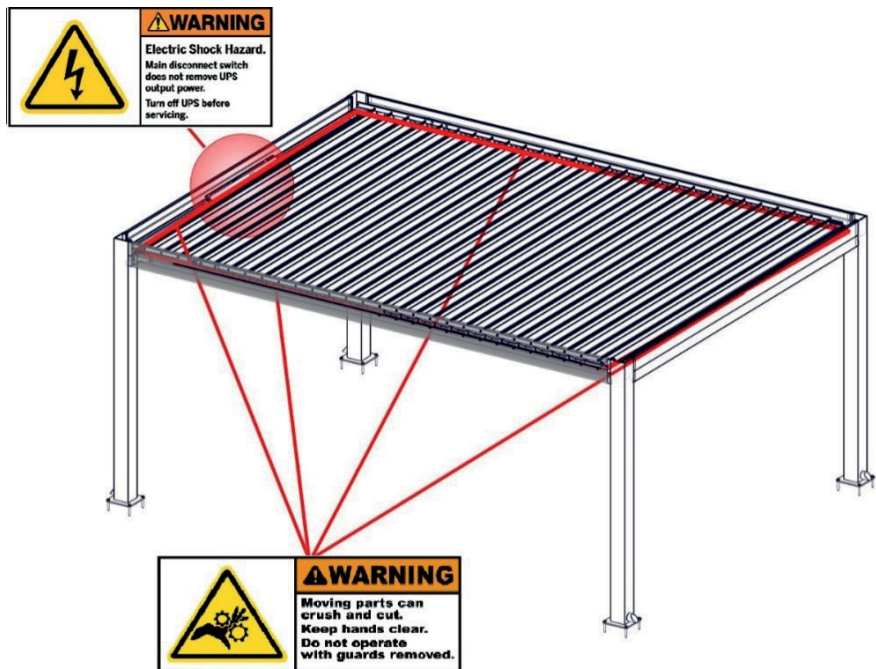
Guarantee of Quality and Certificates

Palmiye consolidates its quality understanding starting with the selection of raw material with modern production techniques, functionality and visual design approaches. We are aware that the "Quality" is not only a fact of production and that we may never be successful without turning this into a common "feeling" shared by all of our employees. Our efforts aimed at offering its customers products they can use for many years with great satisfaction has turned Palmiye into one of the leading brands in national and international market.

Palmiye is the sector leader in terms of adopting and applying ISO 9001: 2008 standards. As an outcome of the meticulous studies conducted by the R&D department, all of our products have been awarded the CE quality certificate.

By attaching the CE mark to its products, Palmiye declares that it meets the EU safety, health, and environment requirements.

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