

INTERNATIONAL WARRANTY CONDITIONS &
MAINTENANCE BOOKLET / Vendor

Bioclimatic Pergola Systems

Welcome to Palmiye Family...

This product/products that you have purchased from Palmiye offer you to create an outdoor living area solution. With the bioclimatic pergola, you can now benefit from your outdoor space as you wish and enjoy the seasons.

Our Bioclimatic Pergola series are special products with their constructive structure designed according to the needs of your area, which allows an in-cell panel with polyurethane and non-polyurethane panels with many special features such as remotely operated motor and lighting equipment.

By closing our product with folding, sliding, or movable and/or fixed glass panels, you can be the owner of a more functional product with our stylish and useful sunshade systems as you can use them as an alternative to the winter gardens.

We wish you and your loved ones happy and pleasant days under the roof of Palmiye.

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1. INTRODUCTION

We kindly ask you to read this manual carefully before using your product and keep it for further reference.

In case you need service for maintenance and repair; send a request by contacting with the e-mail address **techsupport@palmiye.eu** The personnel receiving your request will direct you for the necessary detection and intervention.

If our Technical Service cannot resolve your request or complaint, please contact your Customer Representative.

As Palmiye, we are in an endeavour to reinforce our understanding of quality, which started with our raw material selection, with our modern production techniques, functionality, and visual design approaches. We are aware that “quality” is not a mere production phenomenon, and thus, success cannot be achieved without becoming a common “feeling” shared by all our employees. Our effort to offer products that our customers can use for many years has made us the market leader and the largest exporter in Turkey.

Palmiye is an industry leader in adopting and implementing **ISO 9001:2015** standards. As a result of the meticulous works done with our **R&D** department, all of our products have been awarded with **CE** certificates of quality.

2. SAFETY, RESPONSIBILITY AND WARNINGS

Products should only be intervened by authorized persons. People, who are not competent and qualified, should not intervene.

Before any intervention is made on the products, make sure that the electrical connections are disconnected. While there is an active electrical connection and the product is in operation, never put any object or your hand into the moving parts - motor and mechanism. Do not interfere with the product in a way that it will be exposed to compression.

Failure to comply with the detailed information and instructions in all the documents such as Warranty document, Installation manual etc. that can be obtained from PALMİYE terminates all the guarantees, commitments and liabilities of PALMİYE.

In the event that the BUYER is liquidated, its title and activity changes and withdraws from the sector, all the liabilities and guarantees of PALMİYE will be void.

Assemblies performed by third parties other than PALMIYE Technical team, Contracted organizations, and Authorized dealers are not under the guarantee of PALMIYE.

Keep our product and its parts out of the reach of children. This product contains parts that are harmful for children. The product and none of its parts are toys; they should not be used by children.

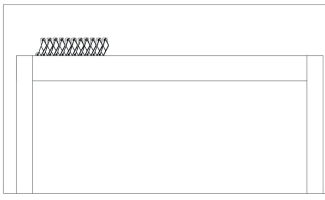
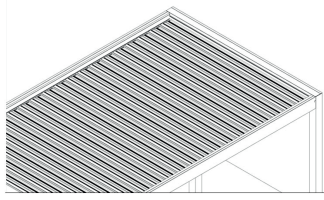
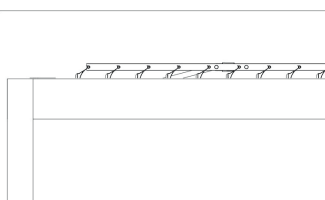
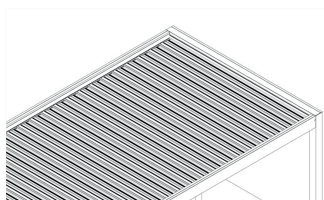
Do not climb and walk on the eaves trough, panel, roof and, if any, fixed parts of the product. Since our Bioclimatic Pergola Systems work with electrical components, they carry the risk of being partially or completely open in case of ordinary malfunctions such as power outages or system malfunctions. Thus, PALMIYE is not responsible for any damages occurred on the decoration products located under the product.

The responsibility of insulation at all anchorage points of the products belongs to the BUYER, and PALMIYE is not responsible in any way for water, moisture and similar drainages occurred into the rooms and different places under the place where the product is installed.

In addition to static loads, natural dynamic loads such as snow, rain and wind, no object or weight should be hung/placed on the product.

3. PRODUCT OVERVIEW

3.1. Definitions

Open status of the product	Closed status of the product
<div>Prestige</div>  <div>Figure 1</div>	 <div>Figure 2</div>
<div>Plus / Compact</div>  <div>Figure 3</div>	 <div>Figure 4</div>

3.2. Aluminum and Steel Profiles

Details such as metal seam marks, weld joint marks, bolts, nuts and screws on the profiles (steel, aluminum) used in the products may be seen on the surface. Combination detail intervals may differ depending on the product/project. The absence of this detail in the project images does not indicate that the product is defective.

Humidity and vaporization on aluminum surfaces is a natural effect created on all materials by hot-cold temperature changes. It is seen in the form of small drops of water and steam exits on objects, especially during transition from low temperature to high temperature. It disappears spontaneously upon the ventilation of the environment and the balancing of the temperature. However, moisture and vaporization problems occurred in “indoor spaces” that are not adequately ventilated may cause complaints such as dripping and presence of permanent stains on the panel. These situations caused by lack of ventilation are not considered within the scope of warranty.

Since you may encounter such problems more often in the “Not Collapsible” areas of application of the bioclimatic pergola and its attachments, which is called as the “Fixed Area”, please pay attention to regular ventilation.

In order to minimize condensation in enclosed bioclimatic pergola systems, the procurement and installation of the necessary machinery and equipment for air conditioning, regulation of the humidity, and air drying belongs to the BUYER.

3.3. Plastics

All the plastic parts and gaskets used in our products are specially produced for outdoor conditions.

Plastics used in our products may show some colour/tone changes in time due to the UV effect. This is not a structural defect, but it is caused by the natural conditions of the product and its environment.

3.4. Polyurethane foam

Polyurethane foam that can be applied in Prestige and Plus products provides panel insulation. Efficiency of the polyurethane foam may vary depending on project dimensions, project location, and weather conditions at the project site. 100% thermal isolation is not guaranteed in isolated foam applications.

3.5. Motor

In our products, it is possible to control them with Somfy RTS motors and Bibus Linear Actuators with the same remote control in RTS protocol, it can also be controlled by using appropriate RTS sensors and appropriate automation systems. It is suitable for use with a power supply that is suitable for 120VAC/60Hz and 230VAC/50Hz usage conditions.

3.5.1. What is RTS, How does it work?

Radio Technology motors use Radio Frequency Wireless communication protocol. Thus, Somfy and Bibus products work in harmony with each other by this communication protocol. RTS signals at 433.42 MHz provides you the highest level of security and thus, code confusion problems are minimized. In all the Somfy motors, the upper and lower limits are programmed on the memory card. This program can be changed and deleted later if desired.

3.5.2. What is a Thermal Protection System for the Motor?

Somfy motors have a thermal sensor that prolongs their lifetime. If a motor is continuously operated for 3-4 minutes, it switches to the "Protection Mode" and stops all its functions. At the end of this situation, which will last for about 15-20 minutes, the thermal fuse of the motor will become passive and will start to work again. In such situations, please wait for the specified time to pass.

3.5.3. How Far Can I Control?

All the Somfy motors can be used without any problems up to 20 m in case of a layer in between, and 150 m in open area. (This distance may be reduced in the areas with frequency pollution).

3.5.4. Radio Frequency Disturbances

As in all the RTS devices, you may experience a control problem due to frequency pollution, although this is a very small possibility. Disturbances can occur with devices such as mobile phones, cordless home phones, LED and Plasma TVs, Microwave ovens, lamps, computers, short wave radios, and AM and FM radios. In such cases, turn off the motor. If the problem persists, please contact our Technical Service.

3.6. Automation Devices

In order for the existing automation systems installed on site to be connected to PALMIYE systems, they must be able to have a dry contact from the automation system. For the connection details of two products, please contact the PALMIYE authorized technical service.

3.7. Sensors

The wind sensor, wind and sun sensor, which are supplied as optional upon the customer demand, are not a 100% protective accessory against the damages caused by weather conditions; they are the products only used for comfort purposes.

3.8. Remote Control

Before using the remote control of the product, please read the Remote Control user manual delivered together with the remote control. Please, in case of problems related to the product control; before calling our Technical Service, follow the instructions for changing the battery.

! Changing the batteries

Unscrew the Rear Cover of the remote control by using a Small Screwdriver. The battery is then pushed down through the Battery channel as shown in the figure and removed. Do not throw the removed batteries into the waste bin for recycling. (Figure-5)



Figure-5

Protect all the remote controls except Patio series from all kinds of liquid, moisture, steam, sun, and external factors.

3.9. Electric & Electronic

All our electrical equipment are suitable for use with a power supply that is suitable for 120-230 VAC/50-60Hz usage conditions.

Each motor and/or panel must have its own cabling installation. Damages arising from the installation/cabling that supply electricity to the product are not covered by the warranty.

PALMIYE recommends to use current stabilizing regulators in the supply circuit. It is essential that grounding is provided in the network where electricity is supplied to our products. The product should not be operated before the grounding conditions are completed. Damages/complaints (structural failures of the motor, limiting failures, lighting damages, etc.) caused by the failure/de-activation of grounding after the product is installed and/or sudden voltage fluctuations at the places that are directly powered by the mains are not covered by the warranty.

3.9.1. Lighting

The lighting system has been put into use by reducing the 120-230VAC/50-60Hz energy input to 24V at the output. It can be used with or without a remote control that is used for the bioclimatic pergola. It is operated in harmony with RTS. It has Dim and RGB features.

Dim feature does not reduce energy consumption, it only decreases the light intensity.

There is also a program where 7 different colours of light are provided with the RGB light and transition between these lights is also possible. While a standard light has 3000K warm white light, RGB does not have such a warm white light. Light colors in RGB are white, red, purple, blue, turquoise, green and yellow and they are used for decorative purposes. Thus, no light intensity can be given.

LED lights and surrounding objects that do not emit heat/light should be at such a distance that will not damage the product surface. Damages that may occur due to the non-compliance with these distance restrictions are not covered by the warranty. Do not touch the LED lights with bare hands.

3.10. Paint

The paints used for our metal construction products are polyester resin electrostatic paints that are highly resistant to outdoor conditions, negative effects of sunlight, corrosion, and chemical formations. All the colouring materials used are such products that do not harm human and environmental health in international standards.

Due to the high acidic effect on metal surfaces, environmental conditions (port, seaside, pool, etc.) in salty and chemical vapour moisture drops accelerate the wearing time of metal and metal coatings when compared to the normal environment. It may change colour depending on the outdoor conditions.

Fasteners are preferred from corrosion-resistant materials.

3.11. Insulation

Depending on the area where our products are installed, isolation processes are carried out. As with every constructive structure, our product also moves at a certain rate under natural conditions. Our insulation materials suspend this mobility with their flexible structures and prevent undesired effects. However, the elasticity life time of these materials is 2 years.

The insulation under guarantee is related to product façade combination-product module and panel joints and the product framework that are produced by PALMIYE.

The wear of the insulation of Product Façade combination varies according to the facade surface. Surface-induced deformations, glass, composite and mechanical façades consisting of additional junction points, water entering from the point unrelated to the product and leaking from the product cannot be evaluated in the product insulation guarantee. Insulations of façade are under the responsibility of the BUYER.

3.12. Seasonal Properties

3.12.1. Wind

Your product has been manufactured to withstand varying wind loads depending on factors such as its design, its open/closed surrounding, and location. We recommend you close your panels in continuous/stormy weather. According to the project, the wind resistance of the products is different.

(For the specific wind load carrying capacity of our standard products, please refer to the tables specified in the price lists. For non-standard products, please contact our technical staff.)

Product damage may occur due to the instant overloads in the products with an open or closed surrounding. Check your product after a storm before using it.

In case of damages that may occur due to wind/snow, the current wind force should be documented by the user.

3.12.2. Rain

Our bioclimatic Pergola systems can protect you from rain depending on the model and the feature of the ceiling cover used. Our optional eaves trough and drainage system does not allow rain to accumulate on the panels and eaves trough. Ensure that the water drainage path is open in rainy weather. It is extremely important that foreign objects that have escaped into eaves trough are cleaned.

3.12.3. Profit

Our products can be used in snowy weather and can carry limited snow load depending on the project design and location. (For the specific snow load carrying capacity of our standard products, please refer to the tables specified in the price lists. For non-standard products, please contact our technical staff)

Also, if there is any snow accumulation on the product, the product should not be moved. Otherwise, serious mechanical and electronic damage may occur.

In heavy snowfall, if the snow load is above the standard values, the panels should be cleaned. Panels should not be exposed to continuous load bearing. The deformation developed on the panel profiles of systems that are exposed to snow load is not considered within the scope of warranty.

4. STORAGE, HANDLING, TRANSPORTATION AND CRANE

4. 1. Receiving the products from the factory by the BUYER (EX-WORKS)

- Subsequent to the purchase of our products under normal contract conditions, shipment and assembly are met by the BUYER.
- The damage-free product/products are recorded with pictures taken by PALMIYE before they are loaded at the factory.
- Before the product/products are received by the BUYER after shipping, the inside of the material and the pallet should be checked in terms of damages and if there is any damage, it should be specified on the CMR document, and a damage assessment report should be taken with images. Records without reports will not be accepted.
- After the product/products are received by the BUYER, PALMIYE is not responsible for the damages that may occur during shipment within the warehouse area or during a second internal shipment.

4.2. In case transportation is organized by PALMIYE;

- The damage-free product/products are recorded with pictures taken by PALMIYE before they are loaded at the factory.
- Before the product/products are received by the BUYER after shipping, the inside of the material and the pallet should be checked in terms of damages and if there is any damage, it should be specified on the CMR document, and a damage assessment report should be taken with images. Records without reports will not be accepted.
- After the product/products are received by the BUYER, PALMIYE is not responsible for the damages that may occur during shipment within the warehouse area or during a second internal shipment.

Some of the elements forming our products are suitable for "single use". If the product needs to be relocated after the assembly is completed, please contact PALMIYE. You will be notified regarding the list and prices of the parts that will be necessary to be changed regarding your relocation request. If our products are disassembled or transported and/or assembled by unauthorized persons, our products are out of warranty.

Products that are disassembled/assembled and/or relocated in the same area after installation are out of the warranty scope.

5. WARRANTY PERIODS

All the products and parts sold and assembled by PALMIYE are under warranty against all kinds of production defects within the periods and product groups stated below.

The warranty period starts as of the end date of factory production.

The materials that form our products in line with international standards have different warranty periods. Except for the special cases specified in this manual, your product is under our warranty according to the material groups specified in the relevant sections below.

For special cases, please see the conditions specified under the main headings in the manual.

5.1. Paint (Aluminum/Steel parts and profiles)

- Our warranty period for paints regarding our non-seaside products is 5 years for Class 1 paints and 10 years for Class 2 paints.
- Due to the high acidic effect on metal surfaces, environmental conditions (port, seaside, pool, etc.) in salty and chemical vapour moisture drops accelerate the wearing time of metal and metal coatings when compared to the normal environment. Our warranty period for paints regarding our products assembled at such areas is 2 years for Class 1 paints and 5 years for Class 2 paints.

5.2. Electronic

- Somfy controls are covered by a 2-year warranty.
- Somfy motors are covered by a 5-year warranty.
- Bibus linear actuators are under warranty for 2 years.
- LED, cable, and lighting panel are covered by a 2-year warranty.

5.3. Other

- Stainless brackets are covered by a 5-year warranty.
- All the plastic and rubber parts are under guarantee for 2 years against problems such as structural deformation, breakage, deterioration without any external intervention.
- Static calculations are made in the projects caused by design errors, and a warranty assessment is made after the problem is identified. If production out of the product standards is requested, it will not be considered within the scope of warranty.
- Deflection assessment is not included in the scope of warranty in Static calculations that are made during the determination of the Project Standards. Deflections that may occur in the products are normal (varies according to the profile type, material and project planning. You can get help from the project-based technical team for details.) Deflecting profiles are not covered by the warranty.
- If the main product and all of its combinations are purchased from PALMİYE, if there is no external intervention-addition to the product, the mechanical operation of the product caused by deflection is under warranty.

6. GUARANTEE TERMS

6.1. Circumstances Outside the Coverage of the Warranty

6.1.1. Assembly

- In case of repairs and installation are not done by PALMİYE personnel, Contracted organizations and Authorized dealers, the products are not covered by the warranty.
- Corrosion that may arise from fixing at the connection points due to the installation of the product is not covered under warranty.

6.1.2. Add-Ons

- The operating function and isolation of the product will be considered out of the warranty period if additional objects (socket, ventilator, heater, speaker, cable channel, air conditioner, hook, etc.) are assembled on the post, record, panel parts of the system without the written approval of PALMİYE. For special application requests, please contact your customer representative before installation.

6.1.3. Steel and Special applications

- Paint warranty for the steel profiles is against the corrosion on the outer surface of the profiles. The corrosion on the inner surface of the profiles is not included in the warranty scope.
- Each product that does not comply with Palmiye Quality criteria and/or will be produced statically out of the technical standards of Palmiye is out of the scope of warranty unless a special warranty is given by PALMIYE on a project basis.

6.1.4. External Causes

- Damages that may arise from misuse, failure to comply with the explanations about the product equipment specified in this manual,
- External impacts on our products
- Fire, earthquake and flood etc. "Natural disaster" situations,
- Damages caused by cutting, puncturing or damaging of all the parts by using a cutting tool or by the objects falling on the product,
- Damages arising from the materials that will fall on the product (cigarette litters, aizle, stone, metal, etc.) or to be spilled,
- If our product and its parts are exposed to direct fire and high temperature,
- Damages caused by unusual changes and malfunctions arising from the electricity and water supply installation,
- Damages on the surfaces of products that are wiped with rough cleaning tools (wire mesh, sponge, etc.),
- Damages caused by the contact of the products with acidic and abrasive dust-containing cleaners (bleach, alcohol, naphtha, thinner, acetone, ammonia cleaners, hydrochloric acid, etc.),
- Damage to the wooden or metal parts of the products, which will be done with solvent materials such as paint, parquet polish, varnish,
- Damages caused by leaving wet laundry, damp cloth and by the materials (bucket, basin, etc.) used during cleaning on wooden or metal materials,
- Damages, such as burning, fading out, surface deformation, etc., that occur as a result of the contact of the products with the materials that have a high temperature and may deteriorate the surface,
- Damages caused by the use of products in the environments with insufficient ventilation and high humidity.
- Complaints that may arise in case the control keys are pressed continuously and out of purpose,
- Damages that will occur in the event of connecting any other material to the electrical system of the product and/or to any of its components,

- Product lighting and panel system malfunctions in the use of LEDs with more than the specified capacity in the lighting system are not included in the scope of warranty
- Damages such as jamming, crushing, breakage in the products caused by the external effects that prevent the mechanism from moving are not considered within the scope of warranty. In such cases, please contact our technical service without interfering with the product.
- Rain water coming from the facade of the building to which the product is connected cannot be included in the drainage system of the product, and any malfunctions occurred in the product caused by the problems arising from this situation are not considered within the scope of warranty.
- The responsibility of the water drainage regarding the product belongs to the customer. Water discharge problems that will be experienced in the cases where there is not enough water drainage are not included by the scope of warranty.
- Damages that will occur in case the product is operated in snowy weather will not be considered within the scope of warranty. The snow carrying capacity of the product does not mean that no damages will occur if it is used in snowy weather.

6.1.5. Storage

- Our products are packaged for shipping purposes. It is not in the form of suitable packaging for long-term storage. There is a risk of deformation caused by direct exposure to the sun and rain and hot/cold weather changes in the open area. As of the completion date of production, for a period of more than 3 months, superficial or other damages arising from a long stay in the warehouse or construction site after the delivery of the customer due to the failure of the product to be assembled caused by customer are not covered by the scope of warranty.
- For longer durability, products should be removed from the pallets and plastic packages (bare) and stored in a closed environment without moisture. When stacking, attention should be paid to the center of gravity of the material.

6.1.6. Other

- In case of Motor Panel and Electronic Card Malfunctions, the defective part will be examined. One of the options such as on-site inspection/sending to a different location or sending to the manufacturer will be applied. In case the problem is caused by the manufacturer, the return/replacement process is in progress. As a result of the examination, a paid service will be provided if the problem is caused by the BUYER.
- Wood pattern can only be applied to the profiles produced via extrusion method. Pattern defects that may occur from the external materials are not covered by the scope of warranty.

6.2. Warranty conditions and periods for previously replaced parts

- The warranty of the replaced parts during the warranty period is valid for the warranty period starting with the first product sale date. Warranty of the parts that are replaced within the warranty period cannot be less than 1 year.
- The warranty period of the parts that are replaced for a fee, out of the warranty conditions and period given by PALMIYE, is 1 year.

7. MAINTENANCE PROCEDURE

Cleaning should be done by using warm water and a soft-tipped brush after the dust on the profile is removed. Do not use chemicals containing abrasives such as solvents, ammonia and hydrocarbons.

The eave troughs of our Bioclimatic Pergola Systems should be checked frequently and cleaned if there are any objects present that may prevent drainage. Responsibility for cleaning belongs to the BUYER. If the water drainage points of the eaves trough and drains are not cleaned regularly, deformation and problems caused by overflow, leakage and sludge in the eaves trough are not considered within the scope of warranty.

Regarding the after-sales replacements, previous motor and tensioning systems may not be used at the expected performance due to the differences in weight and technical features in new-series materials produced as a result of the R&D studies. Thus, replacement of the motor and tensioning mechanism may be required, since this cannot be detected in the preliminary explorations, if the change is detected at the stage when the application is completed, the replacement of the motor and the tensioning mechanism is priced exclusively.

As with all the moving mechanisms, the mechanical parts of our product also need maintenance once a year. The possibility of experiencing problems such as jamming, noise, and general adjustment increases in the products to which maintenance is not performed. Mechanical group failures of products that do not have regular "Mechanical Parts" maintenance at the end of 2 years as of the delivery of the product are not covered by the scope of warranty.

8. SERVICE PROCEDURE

The BUYER is obliged to provide the technical service of the products to the end user. All the responsibility and expense of the technical service belongs to the BUYER.

In case there is a fault caused by PALMIYE, necessary spare parts cost will be covered by PALMIYE and the labour costs will be borne by the BUYER.

The BUYER (Vendor) must respond to the technical service request of the end user within 24 hours at the latest. In case there is an obligation to make a site detection, damage assessment should be done by visiting the site within 3 working days. Prior to the site visits that may require the support of Palmiye technical service staff, Palmiye technical staff should be informed the information and documents that need to be procured from the field should be learned (pictures, videos, etc.) and if necessary, assessment should be conducted together via a video call on site.

9. FREQUENTLY ASKED QUESTIONS

F.A.Q.	Reason	Solution
Product is not working	There is no power in the motor	Check that the current panel switch incoming to the motor is in open position.
		Turn off the power and try to turn it on again after waiting for 15-20 minutes.
		Please call our technical support.
The product does not open and close correctly	The product does not close symmetrically	There may be a miter error in the installation of the product.
		There may be a malfunction in the powertrain module.
		Please call our technical support.
	The product does not close completely	Limit position may be changed. Please call our technical support.
The lamps do not light up	All the lamps do not light up	Check that the switch of the lighting system is on. Please call our technical support.
		There may be a rupture in the cabling installation.
	There are partially unlit lamps	The LEDs that are not lit may have blown.
		Please call our technical support.
The product keeps closing to a point	Both ends of the product move separately.	The belt may be broken.
		There may be a malfunction in the powertrain module.
		Please call our technical support.
The product keeps opening/closing to a point	The product keeps opening/closing to a point	Please call our technical service.
Control is not working	Lights do not lit	Change the batteries of your remote control according to the instructions given in the user manual.
The product is leaking water	Product seals are leaking water from the sides	Check that there is no object stuck between the gaskets while the product is closing. (Leaves, tree branches, etc.)
	Product isolation is leaking water	Check the cleanliness of drainage and eaves trough.



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