



WARRANTY CONDITIONS &  
MAINTENANCE BOOKLET / Vendor

**Glass Systems**

## Welcome to Palmiye Family...

This product/products that you have purchased from Palmiye offer you a “Modular Window Closing” solution. With the glass systems, you can now benefit from your outdoor space as you wish and enjoy the seasons.

Our glass systems series are special products with their different glass and systems with many special features such as fixed and movable remote-controlled motors, UV light filtering, dimming, colouring, heat insulation, and their constructive structure designed according to the needs of your space.

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

# INDEX

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1. Introduction .....	04
2. Safety, Responsibility, and Warnings .....	04
3. Product Overview .....	06
4. Storage, Handling, Transportation, and Crane .....	10
5. Warranty Periods .....	11
6. Guarantee Terms .....	12
7. Maintenance Procedure .....	18
8. Service Procedure .....	19
9. Frequently Asked Questions .....	20

## 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.

Please refer to your Customer Representative regarding your requests or complaints.

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.
- Assemblies and services provided by third parties other than PALMIYE Technical staff are not under the guarantee of PALMIYE.
- The installation area of the product is the place where the place is agreed with the contract, and it cannot be applied anywhere outside this area.
- 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 PALMIYE terminates all the guarantees, commitments and liabilities of PALMIYE.

- After the installation of the product, external accessories and materials should not be attached into the product. In addition, the product will be out of the scope of warranty in case of modifications such as cutting, drilling, painting processes performed by the BUYER after the product is assembled. For special application requests, please contact your customer representative before installation.
- In the event that the owner of the area where the product is installed, changes, the commitment of PALMIYE regarding the warranty and warranty conditions is valid only in favour of the party of the contract. However, for any reason, the transfer of the workplace/ enterprise/real estate where the products are installed (including sales by compulsory enforcement, bankruptcy etc.) terminates all kinds of guarantees, commitments and liabilities of PALMIYE regarding the products and the contractual work/production.
- 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.
- Furniture or ladder-like objects should not be leaned on the systems. Do not use it for supporting purposes in a way that it is loaded on the product, do not stand or walk on it.
- Glass panels should not be opened and closed quickly and should not hit each other, especially when the panels are closing, the vertical seals should be passed very slowly. The wheel guide should never be disassembled by the user - even for cleaning purposes.
- In mobile parapet systems, there should be no materials such as flower pots, table accessories etc. that will cause jamming under the movement area of the system, or in case such materials are present, it is important to use the system carefully. The contrary situations are not under the responsibility of PALMIYE.
- The weights (electric heater, air conditioner, signboard, etc.) should not be attached to the carrier to which the upper rail of the products is connected. Even if the weight is not valuable, no decorative cover should be applied on the product that prevent reaching the product mechanism that provides service.
- Since our Photocell Door and Motorized Parapet Glass 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.

### 3. PRODUCT OVERVIEW

#### 3.1. Glass

As a standard, the warranty conditions and warranty period may differ for the glass types that are different from the types specified in our catalogues. They should be separately asked.

The product is under warranty within the scope of TEMPER BS EN 14179-1 standard (Thermally tempered and thermally cured soda lime silicate safety glass used in buildings) and the temper traces on the tempered glass is not considered as a defect, and this is considered as the nature of the structure.

LAMINATE is within the scope of warranty according to the EN norms.

ISICAM is within the scope of warranty according to DIN EN 53 479 (Relative density) standard.

Glass Breakages and subsequent stains on the glass surfaces are not covered by the warranty.

#### 3.2. Aluminum and Steel Profiles

Since the product is of high quality and designed for outdoor use, it does not require any special cleaning process. If a cleaning process will be applied for dust, do not use the materials such as hard objects, wire wools, etc. that will damage the paint. Otherwise, the damages that will occur will be excluded from the scope of warranty as a user error.

It is sufficient to wipe your product lightly with a clean damp cloth. Chemical cleaners and abrasives should not be used. Be careful not to touch the modules containing illumination parts during cleaning, always disconnect the product from the mains.

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 the 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 pergola and its attachments, which is called as the "Fixed Area", please pay attention to regular ventilation.

In all the glass systems, it is important to acclimatize the area, regulate the humidity, and dry the air in order to minimize condensation, however, the BUYER is responsible for doing such works, having the mechanical calculations done, purchasing and installing the necessary machinery and equipment.

For your health, make sure that fresh air is provided in all your living areas.

#### 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. Motor

Our products can be controlled with Somfy RTS and WT motors, remote control, an appropriate RTS sensor, and appropriate automation systems. It is suitable for use with a power supply that is suitable for 120VAC/60Hz and 230VAC/50Hz usage conditions.

##### 3.4.1. 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.

##### 3.4.2. 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.

##### 3.4.3. 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 areas. (This distance may be reduced in the areas with frequency pollution).

### 3.4.4. 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.

### 3.5. 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.

### 3.6. Sensors

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

### 3.7. 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) visual change –new design controls should be considered

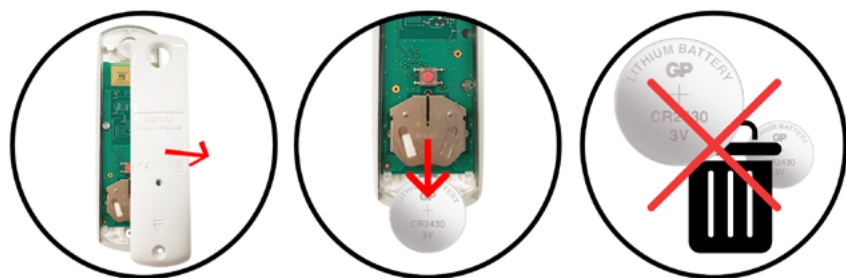


Figure-5

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

### 3.8. Electric & Electronic

Electrical equipment of the motorized parapet glass system are suitable for use with a power supply that is suitable for 120-230 VAC/50-60Hz usage conditions. However, Dunker can be operated with 230VAC/50Hz.

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.

The BUYER is obliged to bring the electrical cabling installation to the product by complying with the local regulations without damaging the structure of the product.

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. 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. It may change colour depending on the outdoor conditions.

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.

### 3.10. 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. After 2 years of installation, our customers should receive maintenance service. You can contact our authorized dealers for maintenance. Processes carried out by unauthorized people and defects arising from the materials used by such people are not within the scope of warranty.

The insulation under guarantee is related to the product module and panel combinations and the product framework that are produced by Palmiye. The wear of the insulation of Product Façade/Surface 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/surface are under the responsibility of the BUYER.

### 3.11. Seasonal Properties

#### 3.11.1. Wind

Your product has been manufactured to withstand specific wind loads. We recommend you protect your product in continuous/stormy weather. According to the project and the products, the wind resistance is different. Product damages may occur due to sudden overloads on the products. Do not use your products without controlling them after a storm.

#### 3.11.2. Rain

Our glass systems can protect you from rain depending on the model and the feature of the system used. Our drainage system, which differs according to the model, does not allow water to accumulate in the system. 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.

## 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.
- If the product needs to be relocated after the assembly is completed, please contact PALMIYE. Products that are disassembled/assembled and/or relocated in the same area after installation, but such an application is not done by PALMIYE, are out of the scope of warranty.
- Some of the elements forming our products are suitable for “single use”. You will be notified regarding the list and prices of the parts that will be necessary to be changed regarding your relocation request.

## 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 factory production date of the product.

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.
- Dunker motors are under warranty for 2 years.
  - 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.

## 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.
- 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 PALMIYE, 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 PALMIYE 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, profile parts of the system without the written approval of PALMIYE. For special application requests, please contact your customer representative before installation.

- The weights (electric heater, air conditioner, signboard, etc.) should not be attached to the carrier to which the upper rail of the products is connected. Even if the weight is not valuable, no decorative cover should be applied on the product that prevent reaching the product mechanism that provides service.

### 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 by the BUYER except Palmiye technical standards 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 the product and breakage of glass - part replacement due to breakage,
- 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,
- 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.
- 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.

#### 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. Glass systems - Product-Specific Information and Warnings;

#### 6.2.1. Standard system (folding):

- The first wing of the product can be used as a door. The product is not covered by the scope of warranty for the damages caused by opened first wing in windy weathers.
- Since the system will not work as a result of 3mm flexion of the connected surface after the product is installed, it is the responsibility of the BUYER to ensure that the floor substructure is suitable for this.
- Since our product does not have water and air isolation features, there is no PALMIYE warranty for such features.
- In case the product is on the flowage surface, the wheel mechanisms of the product are not covered by the warranty.

#### 6.2.2. Hanging System (with a Parking Area) and Butterfly System

- Since our product does not have water and air isolation features, there is no PALMIYE warranty for such features.
- Since the maximum deflection amount of the carcass to which the product is attached is 5mm, it is the responsibility of the BUYER to ensure that the infrastructure is suitable.
- Under windy weather conditions, it should be ensured that the system is closed securely by attaching the ground pins. Otherwise, PALMIYE will not be responsible for the damages.
- Service should be asked if the bolts locked on the surface come out. In case of loss, it is not considered within the scope of warranty.

#### 6.2.3. Double-glass Folding System (Accordion) and Aluminum Door

- PALMIYE does not give warranty for the situations that there will be water discharge in non-threshold systems.
- In systems with threshold, care should be shown to prevent the blocking of the drain holes and channels. The responsibility belongs to the BUYER.
- Since the maximum deflection amount of the carcass to which the product is attached is 5mm, it is the responsibility of the BUYER to ensure that the infrastructure is suitable.
- Since the systems without thresholds do not have air isolation feature, there is no PALMIYE warranty for such features.



#### 6.2.4. 3/4/5/6 Railed Sliding Glass System S

- In these systems, care should be shown to prevent the blocking of the drain holes and channels. The responsibility belongs to the BUYER.
- Since there is no water and air isolation features, there is no PALMIYE warranty for such features.
- System locks cannot be used for security locks. The possible risks are not under the responsibility of PALMIYE.

#### 6.2.5. Double Glass Sliding System / Lift and Slide System

- Care should be shown to prevent the blocking of the drain holes and channels. The responsibility belongs to the BUYER.
- The system should be stopped in case of jammed/stuck caused by foreign objects such as tables and chairs that may interfere with the motion of the system. Otherwise, all the damages that may occur are not covered by the scope of warranty.

#### 6.2.6. Glass Door

- The product is not covered by the scope of warranty for the damages caused by opened first wing in windy weathers. The possible damages are not under the responsibility of PALMIYE.
- Since the system will not work as a result of 5 mm flexion of the lower and upper hinge pins after the product is installed, it is the responsibility of the BUYER to ensure that the substructure is suitable for this. Since there is no water and air isolation features, PALMIYE has no warranty for such features.

#### 6.2.7. Photocell Door

- Since there is no water and air isolation features, PALMIYE has no warranty for such features.
- Since the system will work continuously in the cases where moving objects are positioned within the product interval, electronic and mechanical failures that may occur are not considered within the scope of warranty.

#### 6.2.8. Fixed Glass System

- They are transparent separators consisting of glass panels that approach each other with silicone, gaskets or vertical aluminium profiles provided that the height is high between glass holding aluminium profiles on the floor and ceiling.

#### 6.2.9. Motorized Parapet System

- This system consists of two types: 2-Panel Parapets (Double Glazing and Single Glazing) and 3-Panel Parapets. In these systems, there is a fixed glass on the surface and 1 or 2 panels that move vertically in the form of a guillotine behind. Movements are made by a remote controlled motor.
- The side channels where the working mechanism is located should be kept clean and the dust should be removed periodically by holding a vacuum cleaner. An object (table, chair, etc.) that may prevent movement will cause the chain/belts break.
- If there is obstructions and excessive noise and friction while moving the panels, Authorized technical service should be informed before trying to correct it.

#### 6.2.10. Fixed Glass System

- These are the decorative glass systems in which the glass panels are fixed in a vertical position with special aluminium holding devices attached only to the surface, and the holding devices are hidden along the surface with aluminium cover profiles.
- Although the glasses are durable enough not to be broken by horizontal loads, horizontal loads should never be applied. If applied, PALMIYE will not be responsible for any damages that may occur. (Excessive horizontal loads on the surface holders may cause the panels to oscillate in time) If the panels are oscillating, the authorized technical service should be informed for the stabilization of the surface holders.
- Disassembly and re-assembly of the surface covers for led application or cleaning purposes or glass replacement processes should not be done by the user. Authorized technical service should be called.

#### 6.2.11. Spider System

- This system is a fixed glass closing system that consists of glass panels on which special carriers, called "spider", made of stainless steel are attached and held on a decorative iron, stainless steel or aluminium construction.
- The load bearing capacity of the glass panels and carrier construction in the system are determined by special statics programs, and applications applying extra load on the system should be avoided.
- The replacement of the glasses or renewal of the chemical causing water leakage between the glass systems should be done by the Authorized Service. Otherwise, PALMIYE will not be responsible for the damages that may occur.

- Skylight System
- This system is a fixed glass ceiling system that is used in an existing roof opening or as a special construction top cover.
- People should not walk on the glass panels installed between the glass holding aluminium profiles.
- Cleaning process should be done by holding water with a hose or by applying pressurized water without walking on the glasses. In order to clean the snow accumulated in winter, water at room temperature should be held by using a hose. Glasses should not be shoveled.

### 6.3. 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/glass is removed. Chemicals containing abrasives such as solvents, ammonia and hydrocarbons should not be used.

In rail products, rail gaps should be frequently cleaned by using a vacuum cleaner. If the sliding and folding glass panels get stuck during the sliding process, the solid objects that may have escaped between the rails should be removed by using a wooden stick in order not to damage the paint. If such an object could not be removed, the Authorized Service should be informed. In case there is a decorative film on the glasses, care should be shown in order to prevent the removal of such films during wiping the glasses.

The eave troughs of our Glass 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.

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.

In case of possible part 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 the required materials cannot be detected in the preliminary explorations, if the change is detected at the stage when the service application is completed. Replacement of the motor and tensioning mechanism is not included in the replacement costs at the first service process and must be paid separately by the Customer.

## 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 paid by the Buyer.

The BUYER 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 QUESTION

F.A.Q.	Reason	Solution
Glass panels get stuck during sliding.	Dirt may be present in the rails.	Should be cleaned by a vacuum cleaner
	There can be a wheel failure.	Authorized Technical Service should be called
Glass panels/wings cannot slide, they do not move.	Upper profile may have a deflection.	Authorized Technical Service should be called
	There can be a wheel failure.	Authorized Technical Service should be called
When the Glass Panels are closed, cold comes from the edges, water enters inside.	Horizontal seals may have been broken.	Authorized Technical Service should be called
	There can be a wheel failure.	Authorized Technical Service should be called
	Fixed profiles may have slid over.	Authorized Technical Service should be called
Aluminum equipment is excessively dirty.		Should be cleaned without using detergents and cleaning agents that can scrape the paint (by using liquid soap that does not contain chemicals).
Locks do not work properly, they get stuck while working.	Lock strike plates may have slipped out of place.	Mechanism should be lubricated. Authorized Technical Service should be called
I have a Butterfly system, wings are oscillating too much.	The system may be left open in windy weather, or the wings may not be fixed to the surface.	Under windy weather conditions, close the system completely and fix it by using the surface locks.
I have a sliding system, the water enters inside from the rails.	The seals may not be fully pressed because the glasses are slipping off the wedge.	Authorized Technical Service should be called
	Water drainage holes could be obstructed.	Drainage holes should be opened by using a wooden rod
The vertical lines of the wing do not stand parallel to each other, the system cannot be closed completely.	The wings may be misaligned.	Authorized Technical Service should be called
I have a Photocell Door, however it does not open until I come very close to the door.	Radar may be misaligned.	Authorized Technical Service should be called (can be eliminated via telephone instructions.)
I have a photocell door, it opens and closes continuously.	Radar may be misaligned.	Authorized Technical Service should be called (can be eliminated via telephone instructions.)
	There can be an electronic failure.	Authorized Technical Service should be called
I have an aluminium door, cold enters inside from the upper side.	Wing may have removed from the scale or glass may have slid from the wedge.	Authorized Technical Service should be called
I have an aluminium door, cold enters inside from the frame wing gaps.	Seals may be worn.	Authorized Technical Service should be called
I have a Motorized Parapet, it gets stuck when opening and closing.	During transmission, balance may be lost.	Authorized Technical Service should be called
I have a Motorized Parapet, wings do not move.	Motor or the remove control may be broken down. Settings of the control may be corrupted. Chain/belt may have broken.	Authorized Technical Service should be called

