



INTERNATIONAL WARRANTY CONDITIONS &  
MAINTENANCE BOOKLET / Vendor

**Awning Systems**

## **Welcome to Palmiye Family...**

This product/products that you have purchased from Palmiye offer you a “awning” solution. With our awnings, you can now benefit from your outdoor space as you wish and enjoy the seasons.

Our awning series are special products with different types of fabrics having special features such as a remote-controlled engine and UV light filtering, black-out etc., and a constructive structure designed according to the needs of your space. You can have a functional product by choosing our product as folding, manual, or motorized.

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.

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 - fabric - 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 PALMİYE Technical team, Contracted organizations, and Authorized dealers are not under the guarantee of PALMİYE.

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 or walk on the product.

Since our Awning 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, PALMİYE 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 PALMİYE 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.

If the awning system products are used in windy conditions, the possible damages and security risks are under the responsibility of the BUYER.

### **3. PRODUCT OVERVIEW AND PRODUCT GROUP GENERAL USE WARNINGS**

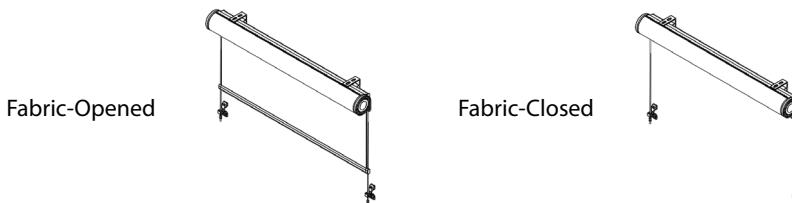
#### **3.1. Definitions**

##### **3.1.1. Platinum Full-Cassette Awning - Liberty Awning without Cassette**



- Awnings with arms are produced with acrylic fabric as a standard. Fabrics should never be made out of miter - diameter and wet wrapping.
- In arm awning systems, uncontrolled opening/closing should not be done in case of a strong wind (max.50km/h). Awning arms and arm connection equipment that are damaged due to external factors are not covered by the scope of warranty.
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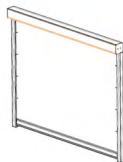
##### **3.1.2. Storexy / Pente Awning**



- In Pento/Storexy products, optionally acrylic fabric or different fabric series can be used. Fabrics should never be made out of miter - diameter and wet wrapping. Due to such reasons, permanent fold marks on the fabric surface are not considered as fabric defects.
- Uncontrolled opening/closing should not be done in case of a strong wind (max.50km/h). The product should be Closed - and the fabric should be picked. Due to the external factors, breakage of the holders at the connection points of the ropes to the ground and the arms to the facade, rope breaks and fabric damage are not covered by the scope of warranty.

### 3.1.3. Windsor Plus

Fabric-Opened



Fabric-Closed



- It is a vertical motorized awning system with a zipping mechanism.
- Soltis Veozip series fabrics are used as fabric. Fabrics should not be made out of miter diameter and wet wrapping.
- If fabrics other than the Veozip series are preferred, the fabric will not be covered by Palmiye's warranty.
- In vertical shadings, it is normal for dust and similar residues on the surface to form permanent stains and traces over time in wet winding.
- Uncontrolled opening/closing should not be done during heavy wind (max.50km/h).
- In vertical awning with a zipping system, if the fabric comes out of the zipping mechanism during the motor movement of the system, it should be moved in opposite direction without continuing the opening/closing process and the movement of the fabric in its mechanism should be provided. If it cannot be provided, service should be called without continuing to use it.
- General product warranty of Windsor Plus products is 2 years.

### 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 wool, 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. Make sure to disconnect the electricity of the product during cleaning.

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.

### 3.3. Fabric

#### 3.3.1. General Cleaning and Excessive Dirt

The fabrics used in our products are of high quality and specially designed for outdoor use.

The place where our product is applied and the frequency of contamination may differ depending on the current situation. Especially if organic and inorganic substances (insects and flies, drains falling down/dripping on the fabric, etc.) remain on the product and not cleaned, permanent stains may occur. Permanent defects on the fabric caused by the lack of cleaning are not covered by the scope of warranty.

It is recommended to clean the fabric frequently where excessive contamination problem is encountered.

Cleaning should be done by using warm water and a soft-tipped brush after the dust on the fabric is removed. Wait for the fabric to dry before turning the system off after cleaning. Do not use chemicals containing abrasives such as solvents, ammonia and hydrocarbons.

- In vertical shadings, it is normal for dust and similar residues on the surface to form permanent stains and traces over time in wet winding.

### **3.3.2. Burns, Cuts and Impacts**

Your fabric may be damaged due to effects such as barbecue fire, cigarette/lighter burns, over-close and improperly attached infra heaters. Our product and its components that are exposed to direct fire and high temperature are not covered by the scope of warranty.

Similarly, the cases where the fabrics are cut, punctured by a cutting tool or torn or damaged by objects falling on the product are not covered by the scope of warranty.

### **3.3.3. Fabric Fold Traces and Color Fluctuation**

Due to the folding points occurring during the production phase of the fabrics and the stitches made during the production, local fold marks and lightening or darkening can be seen, especially on light-color fabrics.

The fabric may show a honeycomb appearance as an optical effect due to the folding of the resin in the acrylic fabric that provides UV resistance in the processes carried out during sewing, manufacturing, and assembling stages. This is a normal situation that does not affect the product and product quality.

Prints applied on the fabric are covered by a 1-year warranty.

If the fabric of the system is wrapped out of the miter, it should be corrected before continuing the winding process and/or technical service support should be obtained, and if permanent fold marks and fabric deformations occur on the fabric that are wrapped out of the miter, they are not covered by the scope of warranty.

### **3.3.4. Valance**

The valances should be tied up or the awning should be closed in windy weather so that it does not move. Protection of the awning completely, especially in the winter season, is under the responsibility of the BUYER. PALMİYE will not be responsible for any damages that may occur in the awnings caused by unprotected valances in extremely windy weather.

Also, the damages such as tearing and deformation on the valances are not covered by the scope of warranty. The reason of using a profile in flat aluminum valances is only for applying weight and it is a flexible material. Deflection and flexibility are normal in terms of the cross-sectional dimensions.

### **3.4. 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.

### **3.5. 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.

#### **3.5.1. 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 areas. (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 PALMİYE systems, they must be able to have a dry contact from the automation system. For the connection details of two products, please contact the PALMİYE authorized technical service.



### *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 changed –new design controls should be considered

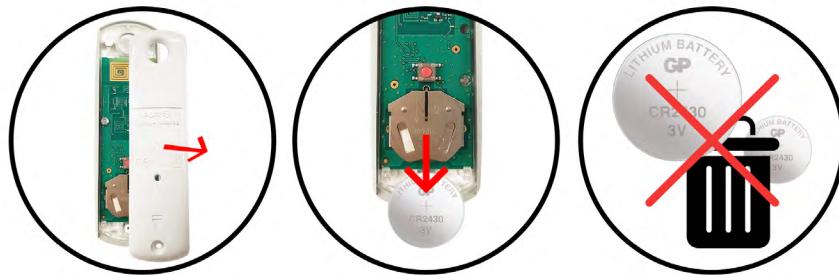


Figure-5

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

## 3.7. 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.

### **3.8. 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.

### **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 awning motor must have its own cabling installation. Damages arising from the installation/cabling that supply electricity to the product are not covered by the warranty. PALMİYE 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, 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.

### **3.10. 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. Seasonal Properties**

Our products are shaped as a result of static calculations made by considering the type of material to be used, application area and product type. At this stage, our first priority is to provide you a safe environment. For a safe use, please consider the following information.

#### **3.11.1. Wind**

Our awning systems are not designed for use in rainy, extreme windy and snowy weather conditions. In such weather conditions, you should definitely keep your product in a closed position. Your product has been manufactured to withstand limited wind loads. Your product should

be closed in case of windy conditions over 40km/hour. Product damage may occur due to the instant overloads in the products with an open or closed surrounding. We recommend that you check the products after the wind and get technical service support if there are cases such as fabric rupture and mechanism damage etc. In case of damages that may occur due to wind, the current wind force should be documented by the user.

### **3.11.2. Rain**

Our awning systems can partially protect you from rain, depending on the model and the optional fabric feature used. Fabrics should never be wrapped in a wet condition. The use of the product in rainy weather accompanied by wind is at the choice of the BUYER and the damages that may occur are not under the responsibility of PALMİYE.

### **3.11.3. Profit**

It should not be kept closed in snowy weather.

Do not allow snow to accumulate on the product mechanism. Please close your products before snow accumulation occurs and do not open the product until the snowfall is over. If there is any snow accumulated on the product, the product should never be moved. Otherwise, serious mechanical and fabric damage may occur.

## **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 PALMİYE 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, PALMİYE 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 PALMİYE;**

- The damage-free product/products are recorded with pictures taken by PALMİYE 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, PALMİYE 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 PALMİYE. Products that are disassembled/assembled and/or relocated in the same area after installation, but such an application is not done by PALMİYE, 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 PALMİYE 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. Fabric**

- Acrylic fabrics are covered by a 5-year warranty against manufacturing defects originating from the fabric manufacturer.
- Soltis Fabric series are covered by a 5-year warranty against manufacturing defects originating from the fabric manufacturer.
- Veozip fabric series are covered by a 2-year warranty against manufacturing defects originating from the manufacturer.
- Soltis Fabric Series (Except Veozip) included in our Standard Fabric Catalogue are covered by a 5-year warranty against production faults originating from the fabric manufacturer.

### **5.2. 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.

### **5.3. Electronic**

- Somfy controls are covered by a 2-year warranty.
- Somfy motors are covered by a 5-year warranty.
  - 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.

### **5.4. 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.
- The warranty for the mechanical parts is 2 years in vertical awning applications including a zipper and a rope system.
- 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.
- Steel profiles, steel plates, steel carriers/supporting units, suspended parts etc. that are used within the scope of projects produced out of standard in accordance with the needs of the BUYER, are not covered by the scope of warranty. In this case, PALMİYE is only the manufacturer. The company has no responsibility.
- 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.
- In case the main products and their combinations are all from PALMİYE, the mechanical operation of the product due to deflection is covered by the scope of 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 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 our products
- Fire, earthquake and flood etc. "Natural disaster" situations,
- Damages caused by cutting, puncturing or damaging the fabric and 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.
- Deformations that can be considered as the usual ageing of the fabric but that do not interfere with the use of the product cannot be considered under the scope of warranty.
- In case the damage of the opening/closing arms of the arm awnings is caused by manufacturing faults after the on-site delivery of the Authorized Dealer, such damages will be covered by the warranty. Arms of the Awning damaged by external factors such as wind, heavy rain, snow, and impacts are not covered by the scope of warranty.
- In case the damage of the opening/closing arms of the arm awnings is caused by manufacturing faults after the on-site delivery of the Authorized Dealer, such damages will be covered by the warranty. Arms of the Awning damaged by external factors such as wind, heavy rain, snow, and impacts are not covered by the scope of warranty.
- Since the awnings are not intended to protect from wind and snow, care should be shown when the product is open. The inclination angle of the product may change in rainy and/or snowy weathers with the wind load. Changes in the inclination settings caused by such factors are not covered by the scope of warranty.
- 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.
- Wood pattern can only be applied to the profiles produced via extrusion method. Pattern defects that may occur in the external materials are out of the scope of warranty.

#### **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 PALMİYE, is 1 year.

## **7. MAINTENANCE PROCEDURE**

Fabric cleaning should be done by using warm water and a soft-tipped brush after the dust is removed. Wait for the fabric to dry before turning the system off after cleaning. Do not use chemicals containing abrasives such as solvents, ammonia and hydrocarbons.

Awnings fabrics may be wet and/or damp as a result of morning dew, rain or cleaning. In such cases, allow the fabric to dry and close the product accordingly. You may have breakage, colour

changes and permanent contamination problems in wet-wrapped fabrics. The chemical layer containing fluorine in the fabric can be shaped as a honeycomb and streaked during sewing. Such a surface change is seen at different depths with the reflection of light. This is the natural structure of the fabric. It is a natural shape that is observed at the points close to the fabric combinations and increases with the wrapping of the fabric on the winding tube. The main reason for fabric combinations is the double-layer thickness. Due to its fluorine-containing chemical structure, the formation of traces on acrylic fabric, especially during sewing and assembly, is normal. These traces are particularly evident on light-colored fabrics and it is a normal situation.

- In vertical shadings, it is normal for dust and similar residues on the surface to form permanent stains and traces over time in wet winding. In vertical awning with a zipping system, if the fabric comes out of the zipping mechanism during the motor movement of the system, it should be moved in opposite direction without continuing the opening/closing process and the movement of the fabric in its mechanism should be provided. If it cannot be provided, service should be called without continuing to use it.

In steel rope system with vertical awning, it is necessary to wrap the rope and the fabric until the service is given in order to prevent the damages that may occur when the rope attachment points are dislodged.

## **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 PALMİYE, necessary spare parts cost will be covered by PALMİYE 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	<p>Check that the current panel switch incoming to the motor is in open position.</p> <p>Turn off the power and try to turn it on again after waiting for 15-20 minutes.</p> <p>Please call our technical support.</p>
The product is tilted forwards or backwards.	Inclination adjustment is defective	Please call our technical support.
The product does not open and close correctly	The product does not close symmetrically	<p>There may be a miter error in the installation of the product.</p> <p>There may be a malfunction in the powertrain module.</p> <p>Please call our technical support.</p>
	The product does not close completely	<p>Limit position of the fabric may be changed.</p> <p>Please call our technical support.</p>
The product keeps closing to a point	Both ends of the product move separately.	<p>There may be a malfunction in the powertrain module.</p> <p>Please call our technical support.</p>
	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.





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