



WARRANTY CARE & CLEANING

PERGOLAM

WARRANTY

CERTIFICATE

Dear Customer,

Congratulation for being a new owner of a Pergolam® the new generation of Toscana® retractable pergolas. We work to achieve the best quality in our products and provide maximum satisfaction for our customers, that is why we have prepared the warranty manual and the special operation and maintenance instructions.

PRODUCT

The Pergolam® is an aluminum pergola with adjustable slats. The slats can be oriented in such a way that they control the passage of light, ventilation and water.

Pergolam® louvers slats serve as water channels when closed. The water is collected by channels on the sides of the pergola and funneled by posts serving as downspouts.

PERIOD

All the materials used by Toscana® are of high quality and suitable for their purpose. As a manufacturer, Toscana® guarantees the canvas and the structure for five (5) years against any manufacturing defect that occurs during normal domestic use, as long as regular maintenance is complied with. There is a three (3) year warranty on the motor and electronic controls. Lighting is warranted for one (1) year.

EXCLUSIONS

The warranty does not cover the following types of damage and / or defects:

Damage caused by natural disasters.

Operate the product without following the recommendations in this manual.

Damage due to normal wear and tear or caused by the actions of the client or a third party.

Movable elements of the pergola (toothed belts, trolleys, bearings, bushings, gaskets, certain plastic parts etc ...) are subject to normal wastage depending on their frequency of use and therefore can be subject to change due to wear and tear that cannot be taken into account as a guarantee.

Minor aesthetic defects (inherent in the production process) discoloration or minor deformation of the components, as long as it do not impede the normal operation of the product.

It may change the color during the manufacturing process between the color guides and the profiles. There may also be minor color differences between components and profiles.

The fabric may have slight nuances of color and blemishes.

Because the fabric is rolled, it can form crinkles. A color difference may occur between elements that are installed at different times.

Damage or defects caused by abnormal use and / or lack of maintenance.

The term "abnormal use" is understood as any improper use, unsafe behavior, incorrect or forced use and adjustments or modifications not prescribed to the product and / or parts thereof.

Damage or defects caused by inexperienced repair, or the intervention of the client or a third party, or the use of parts that are not in conformity or are not recognized by the technical department of Toscana®.

Damage and defects caused by intense exposure to harmful atmospheric conditions or abnormal weather conditions (storm, hail, lightning and damage from water and fire). Damage caused by exposure to a hostile environment such as result of industrial or manufacturing activities or registration salinity.

Damage or defects caused by the use of the product without complying with the operation, its safety and maintenance instructions provided and / or without respecting the technical limits of use that are covered later in this manual (wind resistance and rainfall).

Damage caused by assembly in fixing materials too weak (facades or floors).

Damage caused by fluctuations in the power supply that exceed the default value by 10% or more.

Failure to perform preventive maintenance or the use of unsuitable products or instruments, the use of detergents, chemicals or solvents and / or scrapers or others instruments with the risk of damaging the surface.

Projections of various products, placing objects on top from the canvas, falling objects, collisions, road accidents transients, vandalism, cigarette burns or others, fire.

CLAIM PROCEDURE

In the event of any warranty claim, the product will always be examined and it will be decided whether the warranty covers the defect.

If the defect is covered by the warranty, Toscana® will not be liable in any way for any loss and / or consequential damage, and / or possible physical accidents.

Toscana® will not be liable in any way if damage occurs that is not only due to a defect in the product but also to the fault or negligence of the customer or of a person for whom the customer is responsible.

LIMITED LIABILITY

A. Toscana® will not be responsible to the client, directly or indirectly, for any breach or delay in the application of its warranty obligations, which may be caused by force majeure, acts of God or any other incident unforeseen and alien to the will of Toscana®

B. Any other guarantee right that is not expressly mentioned in this certificate is excluded.

WARRANTY CONDITIONS



TEMPERATURE

Withstands normal environment temperatures (-0 ° F to + 140 ° F, taking into account the thermal protection of the motor).



OBSTACLES

There should be no obstacles when the Pergolan® opens or closes, for example: planters, branches, etc. Make sure there are no branches, leaves, or other items in the system. Never let your children play near Pergolan® when it is opening or closing.



WATER

The Pergolan® slat system is 100% waterproof, however under certain weather conditions condensation may form under these. In heavy rains, there may be water splashing between the slats and the channel or the channels can overflow if they fail to evacuate large amounts of water in time. Pergolan® is an "outdoor" adjustable slat pergola and should not be confused with a fixed (thermally) closed pergola that is waterproof and windproof. Therefore, furniture, floors, etc. they must be suitable for outdoor use. Configuration, location, finish, implementation, installation, etc., as well as extreme and exceptional weather can have an (unintended) effect on water resistance.



ELECTRICAL

Stop the motor if it makes an abnormal sound. Contact your advisor if you cannot find the cause yourself. If the motor stop settings are no longer correct (for example, the Pergolan® does not fully retract up or down), do not touch the motor and contact your installer.



WIND

Pergolan® resists winds of up to 150 km / h. The Pergolan® must be closed with winds \geq 150km / h. In areas with strong winds, it is advisable to provide an anemometer (wind gauge).

SAFETY

It is important to use the system only for its intended purpose.

Never stand on the system.

Never put your hand on the moving parts and never put your fingers between the profiles.

Teach your children not to insert their fingers between the profiles, move and / or hinge parts, etc.

Make maintenance periodically and use only original spare parts.

The Pergolam® must have a checkup at least twice a year and after each storm.

Clean, lubricate, and adjust the system regularly.

It is normal for small folds to form in the fabric: Do not stretch the fabric. This is not a toy.

It is not designed to be scaled or bear weights.

Never connect additional components or accessories to this product, except accessories developed by Toscana® for this product.

Avoid overheating, direct flame sources such as burning fire.

When opening and closing the roof, the aluminum structure (columns and side guides) can move slightly, this is normal and is not a sign of structural weakness.

Electric.

The motor may overheat if the system is operated multiple times in a row.

Thermal protection within the system will render it inoperable for a time (approximately 10-20 minutes).

DO NOT allow children to play with the remote control (if provided) and place it out of the reach of children.

Check cables for damage at regular intervals. (That the casing is in good condition, that the cable is not subject to twisting, or is subjected to mechanical stress that can tear it off.)

MAINTENANCE

Periodic and annual revisions for maintenance and cleaning or replacement of parts due to normal wear and tear for the product.

Retractable covers and pergolas such as Pergolam® in an urban environment are permanently exposed to pollutants (smog, acid rain, etc.), chimney smoke, kitchen smoke and the general climate. It is normal for the Pergola roof to become dirty due to this. Therefore, cleaning should be guaranteed with regular maintenance.

Pergolam® profiles can be stained by exposure to smoke, for example, from barbecues or fondues. We advise that these product must be clean periodically.

If the anodized or powder coated profiles get dirty, they can be cleaned with warm water and a mild-action cleaning product.

Before cleaning, remove any loose dirt with a brush or vacuum cleaner.

Never use aggressive products, abrasive sponges or other abrasive media. We also discourage the use of high pressure equipment.

Lubricate periodically with silicone liquids the shafts that allow the blades to rotate and the motor joint with the action connecting rod, to avoid annoying sounds.

Periodically check that the screws are tight.

HAVE ANY QUESTIONS?

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