



# WARRANTY CARE & CLEANING

PERGOFLEX

# WARRANTY

# CERTIFICATE

Dear Customer,

Congratulation for being a new owner of a Pergoflex® 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 Pergoflex® is a retractable aluminum structure system of rails, rafters and canvas that move giving a wave shape, protecting against the sun and rain. The Pergoflex® does not need a slope in its frame as the canvas sections serve as water channels. It can be made with Dickson® acrylic canvas or plastic canvas.

# 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). Resistant to 100% humidity (the above applies for light rain conditions, in higher prescriptions the material can saturate).



## OBSTACLES

There should be no obstacles when the Pergoflex® opens or closes, eg. planters, branches, etc. Make sure there are no branches or leaves on the fabric. Never let your children play near the Pergoflex® when it is being opened or closed.



## WATER

The Pergoflex® is designed to protect against the sun and moderate rains. However, given its configuration and overlaps between channels and saddlery, a 100% tightness cannot be guaranteed in all situations. Water can splash at the junctions between rails, or between channels and tabs. In the event of downpours, hail, or very heavy rainfall, it is mandatory to close the pergoflex. Condensation may form on the underside of the canvas and the profiles. The Pergoflex® is an "outdoor" open retractable pergola and is not friendly to enclosures, so it 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, deployment, installation, etc., as well as extreme and exceptional weather can have an (unforeseen) 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 Pergoflex® does not fully retract up or down), do not touch the motor and contact your installer. It is important to follow the appropriate instructions for your safety.



## WIND

The Pergoflex® should only be operated in winds of up to 30 km / h. The Pergoflex® must be closed in winds more than 30 km / h. It is recommended to open the structure when in any hurricane warning .

# 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.

Perform maintenance periodically and use only original spare parts.

The Pergoflex® 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.

To avoid overheating, heat sources such as burning fire and barbecues should be avoided.

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.

# 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 Pergoflex® 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 canvas of the pergola to become dirty due to this. Therefore, cleanliness must be ensured with regular maintenance.

The Pergoflex® canvas is not smoke resistant, for example, from grills or fondues.

When installed in an environment rich in sand and dust, it may happen that the translucency of the fabric is reduced by the combination of sand and wind.

Before cleaning, remove any loose dirt with a brush or vacuum cleaner. Then you can use a soft cleaning product and warm water to remove the remaining dirt. Always rinse the cloth after cleaning with water and baking soda to level the PH.

Avoid cleaning in full sunlight as the soapy water dries quickly and can leave stains on the fabric. Do not use aggressive abrasives.

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

Never use aggressive products, abrasive sponges or other abrasive media. We also do not recommend the use of high pressure equipment.

Clean Pergoflex® at least twice a year, or more in highly contaminated areas and / or if it is exposed to salty sea air.

The Pergoflex® mechanisms (inside the rails, carts, and the pulley and pinion at the ends of the rail) should be periodically lubricated with liquid silicone spray.

If the fabric gets wet in a sudden storm, you can still close and open it later to dry when the weather is better. However, keep the damp fabric from being closed for more than three days to prevent mold and stain formation.

We recommend that a periodic technical inspection be carried out:

Annually in public establishments and in private residences.

Semiannual in extreme conditions (for example, coastal areas).

Always use original parts. Important to know:

The connection to the network must be made by a qualified electrician in accordance with the applicable standards.

HAVE ANY QUESTIONS?

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