

# Owner's Manual

## cero<sup>®</sup> by NanaWall

### Minimal Framed Large Panel Sliding Glass Wall


This Owner's Manual contains instructions on the installation, operation, maintenance and warranty of cero by NanaWall, the Minimal Framed Large Panel Sliding Glass Wall. This manual is to be used by the installer for installation and is to be kept by the Owner for reference. Replacement parts can be ordered directly through NanaWall Systems.

# Installation Instructions

## 1. READING THE ASSEMBLY INSTRUCTIONS

Read these installation instructions prior to carrying out any installation work and follow them. Any failure to follow these instructions shall release the manufacturer from their liability obligations.

## 2. SAFETY AND WARNING NOTES IN THE ASSEMBLY INSTRUCTIONS

Safety notes are marked with various symbols (e.g. ) at different points in the installation instructions. These notes are important to ensure that the product functions properly – ignoring them may lead to malfunctioning and damage.

## 3. QUALIFICATIONS

The installation instructions are exclusively for the attention of qualified installers who have been trained to work with the product and are skilled in the following fields:

- Occupational/industrial safety and accident prevention regulations
- Working on ladders and scaffolding
- Handling and transporting long, heavy, and bulky construction parts
- Working with tools and machines
- Understanding of the specifications on mounting and sealing construction parts
- Understanding of the possibilities of load transfer and mounting
- Positioning of anchors or fasteners
- Assessing the structure of buildings

- Understanding of the product's functionality
- Commissioning the product

If any of the qualifications mentioned above are missing, a company specialized in industrial installations must be commissioned to install the product.

Electrical works, supplied by others, must be carried out by a qualified electrician, in accordance with local & national legislation & regulations.

The manufacturer's product installation instructions supplied with the electronic devices must be observed.

## 4. SAFETY AT WORK

- The workplace has to be secured against unauthorized entry
- The pivoting range of long attachments should be noted
- Never perform work with high security risk alone
- Risk of injury from unsecured joints, crush and shear zones
- Risk of injury from broken glass and sharp edges
- Risk of injury from moving parts during installation

## 5. DELIVERY

The deliveries must be inspected for transport damage as soon as they are received. Compare the content of the delivery with the delivery ticket. Please note any issues on the delivery ticket and take pictures if possible. Please report any issues to NanaWall as soon as noted to [service@nanawall.com](mailto:service@nanawall.com).

## 6. STORAGE AND FURTHER TRANSPORT

The packaging must be prevented from getting wet. Damp packaging may lead to damage on the goods and must therefore be removed immediately.

If the goods are to be forwarded further, they must be secured properly and safely. You must check and ensure that no parts of the packaging could come loose and cause damage. The packaging opened to allow the goods to be inspected upon their arrival must be closed and sealed properly for further transport.

**Please refer to the notes on the packages regarding the position of the material.**

The components and assemblies are not made to withstand impacts or the fall from height. Do not throw and do not drop.

## 7. CONDITIONS FOR MOUNTING AND SEALING

It is important to check the conditions on site before starting the installation.

- Check structural conditions such as the wall construction, the load capacity or adhesiveness of the surfaces for adhesive sealing systems, evenness, moisture content of building, a possibility for load transfer and mounting, constructional tolerances, and height reference points.
- Check contractual agreements (scope of services), supplied installation details, planning guidelines, heat protection, humidity proofing, interfaces to other trades (e.g. thermal insulation composite system, concrete work, paving, flooring...).

- If necessary, inform your client of any reservations you may have, give notice of any obstructions and/or concerns or do not begin your work if the conditions are not adequate.

### ATTENTION!

The anchors or fasteners are not part of the scope of supply. The certified structural engineer must decide on which anchors or fasteners to use after assessing the given substructure. If any supplied anchors or fasteners are used, we do not accept liability for the correct installation. The installer alone is liable for ensuring that the anchors or fasteners are suitable for the respective substructure and that the installation is completed correctly.

## 8. HANDOVER

All operating, installation and adjustment instructions as well as maintenance and care guidelines included in the Owner's Manual must be delivered to the user when briefing him. It is essential to train the user on the proper operation of the supplied product and provide instruction on the directions for safety and use. This will require a responsible person to be there at the conclusion of installation for proper demonstration. Incorrect operation or failure to observe the instructions may lead to damage and accidents.

## 9. PRODUCT SPECIFIC INFORMATION

It is recommended that the installation, maintenance and repair work be carried out only by persons who have been suitably trained and certified by NanaWall.

Unauthorized changes to the system exclude all liability of NanaWall for resulting damage or improper operation.

- Always keep opening and tracks clear and clean. Make sure, that the brush seals are free from dirt.

# Maintenance & Care

## General Information

For cleaning, please do not use any agents with unknown compositions. If you are not sure on the effect of the cleaner, then try it with a test cleaning in a visually acceptable, concealed part of the system. External components are not only exposed to the weather, but also increased stress caused by smoke, industrial fumes and aggressive flying dust. We recommend cleaning of the outer surfaces on a regular basis to avoid a possible accumulation of deposits.

## Fasteners / Hardware

All fasteners should be checked regularly for tightness and for wear. Depending on the requirements, mounting screws might have to be tightened. Defective parts have to be replaced. Additionally running carriages, hinges, and moving sections must be lubricated at least once a year with a suitable Teflon based lubricant.

## Glass Surfaces

Dirty glass surfaces can be cleaned with water, sponges, cloths etc. Standard glass cleaners that do not contain abrasive ingredients can be added to the water. Stubborn stains such as paint or tar splashes should be removed with spirit, acetone, or petroleum ether.

## ATTENTION!

Use suitable protective sheets to protect glass surfaces from mortar splashes, cement slurries, untreated concrete surfaces, and fiber cement boards, flying sparks from cutting discs, welding spatter and facade stone cleaners containing acid.

## Seals / Gaskets

All seals must be cleaned and lubricated at least once a year to ensure they continue to function properly. Ensure that the sealing profiles are not damaged or come into contact with solvents.

## Aluminum Surfaces

Care of anodized and powder-coated surfaces of exterior aluminum components:

Anodization and powder coating processes create a particularly hardwearing and decorative surface finish on aluminum components. In order to maintain the decorative appearance of such components over time, it is essential that the surfaces are regularly maintained by cleaning them at least twice a year.

## Cleaning Anodized Surfaces

Surfaces must not be cleaned in direct sunlight. Only use pH neutral cleaning agents, e.g. washing-up liquid at the usual dilution. Abrasive or scratching cleaning agents must not be used for cleaning heavily soiled anodized surfaces.

## Cleaning Powder Coated Surfaces

Just as with anodized elements, cleaning must be carried out on cold surfaces at a maximum surface temperature of 77°. Cleaners used should only be pH neutral cleaning agents. Cleaners containing solvents could possibly damage the surface of the powder coating and must not

be used. Abrasive or scratching cleaning agents must not be used either. We recommend odorless cleaning benzene for removing stubborn or greasy stains. The cleaning benzene must be allowed to react for only a short period and then rinsed off with clean water. In addition, we recommend a finishing treatment with car wax which leaves behind a water-repellent film. A test should first be made on a part of the system hidden from view to establish that the wax used does not cause unwanted changes to the surface sheen.

**Cleaning the Guide Rail Section**

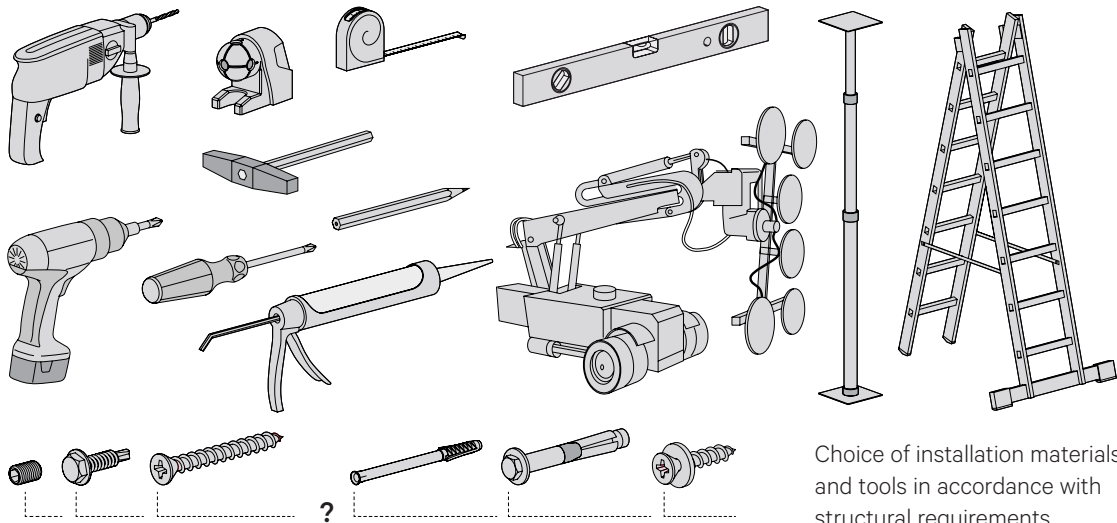
- Soiling and debris can impair the running characteristics of the sliding panels.
- Remove coarse soiling and debris from the lower guide rail section immediately.
- Debris blocking the water outlet must be removed in order to prevent damage.
- Keep drainage holes free of snow and ice in the winter months.
- During winter months when there are snowfalls and fluctuating temperatures around freezing point, snow and ice deposits can build up on the internal and external components or on the guide rail section below. This causes the panels, locks and locking devices to freeze up, rendering them unusable.

**Recommendation:**

As the installer, ensure that you get written confirmation that the installation work has been completed correctly and that you have provided training on the proper operation during the handover consultation.

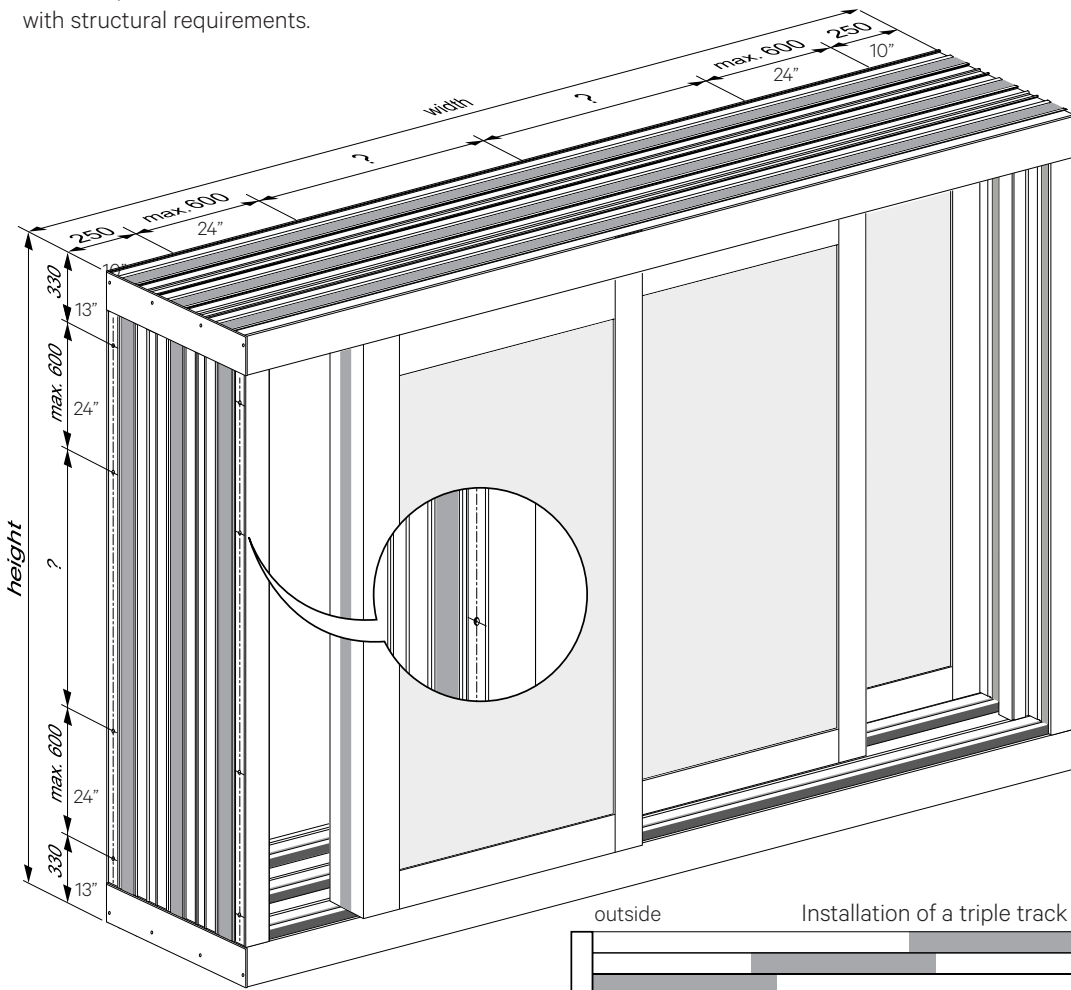
Our terms of delivery and payment, and our technical specifications shall apply.

TOOLS

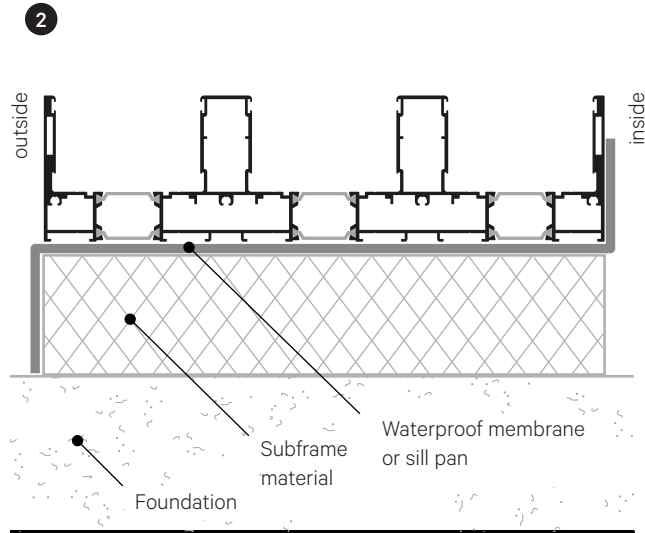
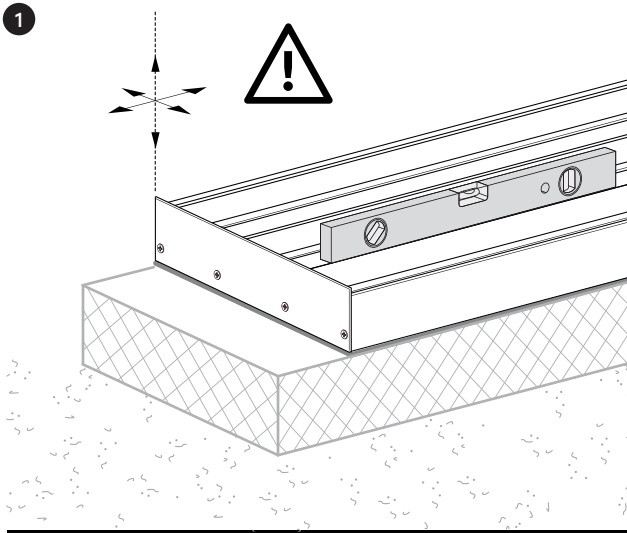


Fastener points in accordance with structural requirements.

Choice of installation materials and tools in accordance with structural requirements.

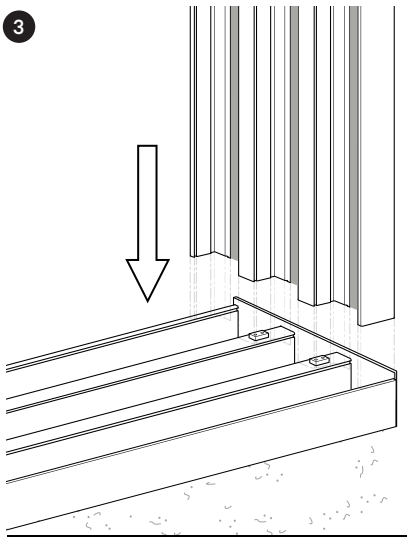


### I. INSTALLATION OF FRAME

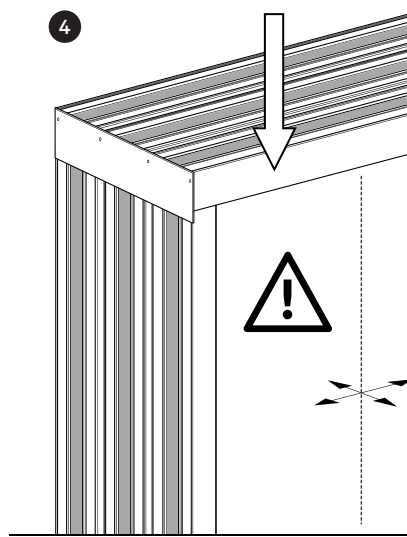


Schematic Sketch

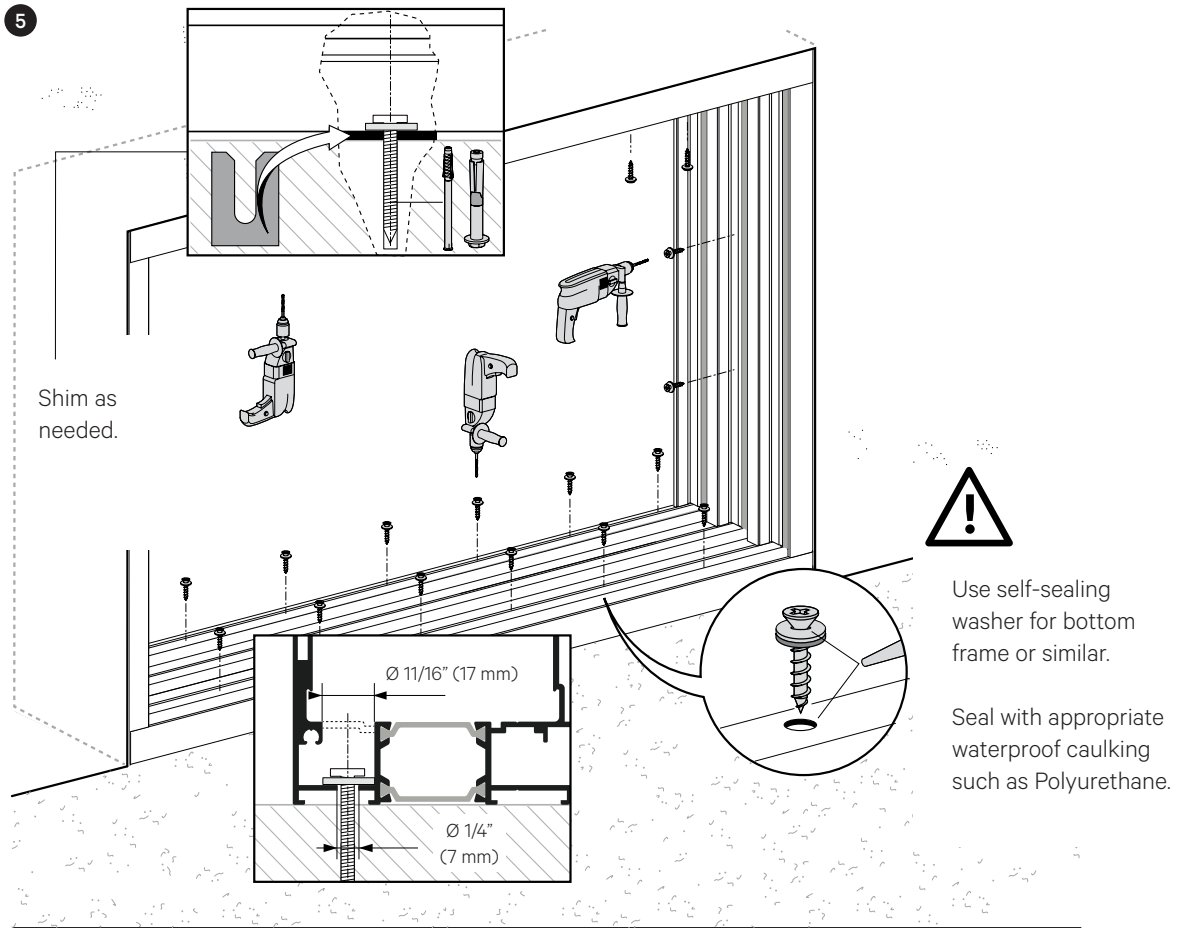
Align bottom track and assure that the load transfer is continuous under the full length and width of track. Check that the bottom track is level in all directions.



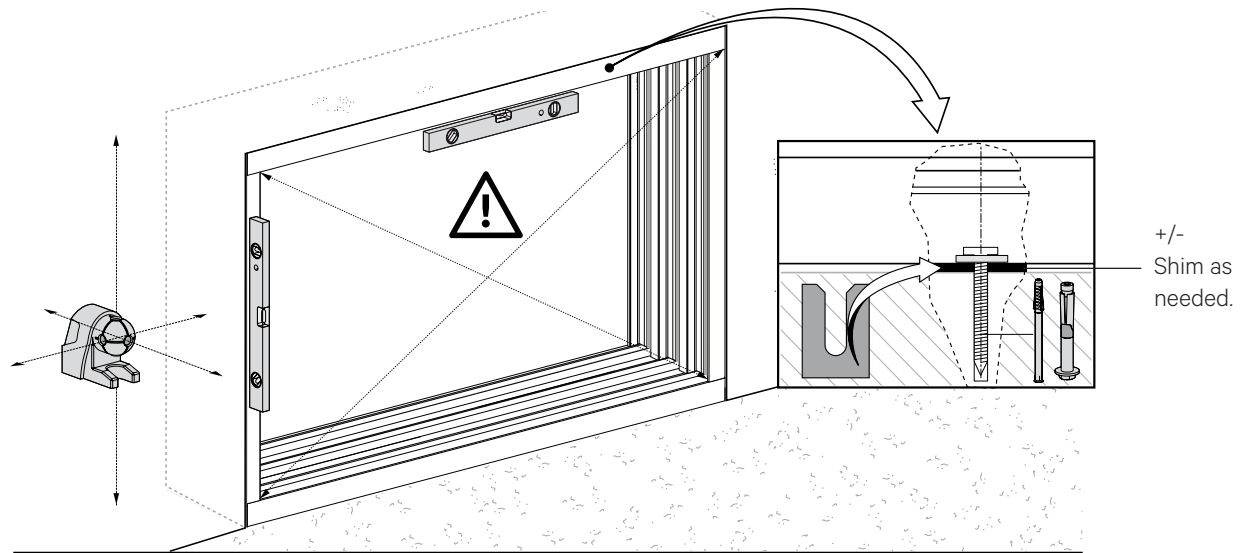
Use fasteners to install side jamb plumb and square to sill.



Attach top track into side jambs. Check for level and square.

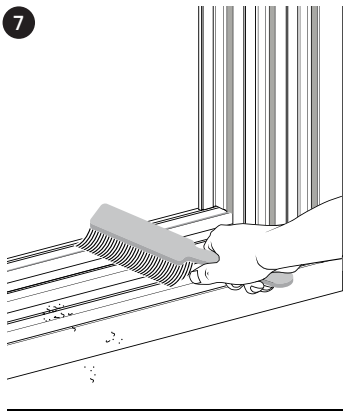


Check for plumb, level, and square and fasten.

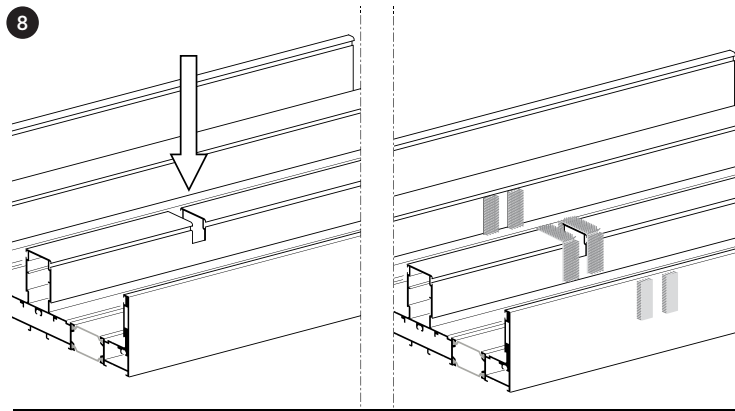


Prior to fastening, check plumb, level, and square in all directions. Fasten unit in place.

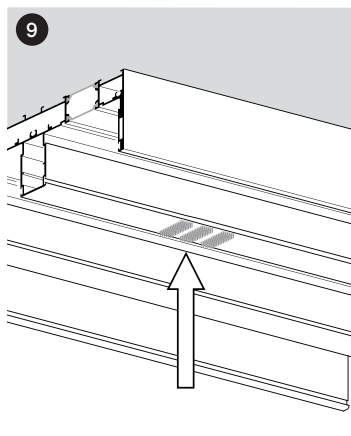




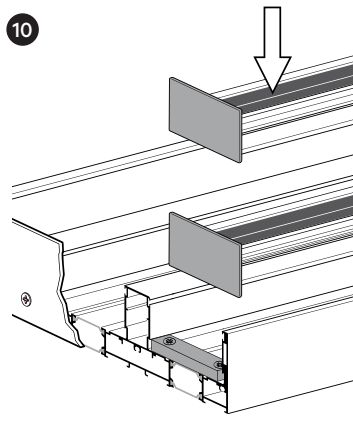
Clean profiles.



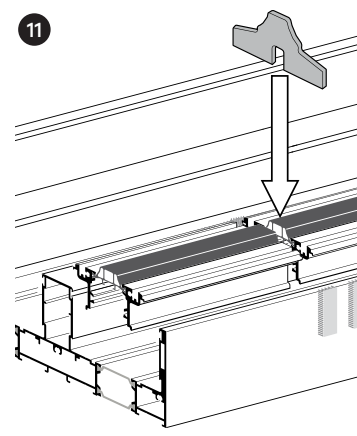
Additionally secure brush seal with silicone at the bottom frame.



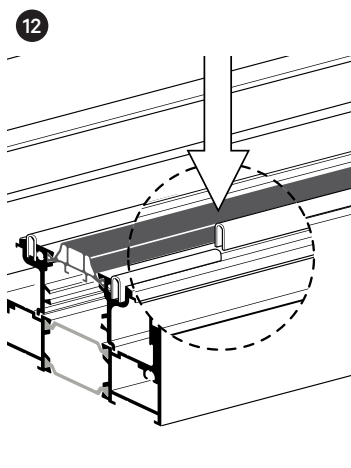
Additionally secure brush seal with silicone at the top frame.



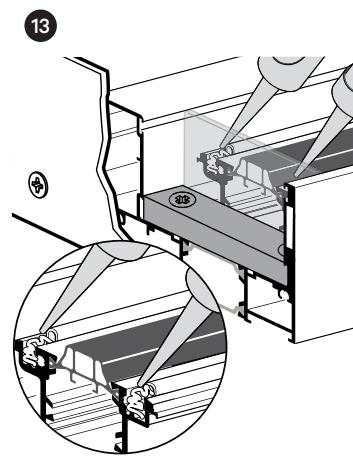
Install bottom track insert with end cap.



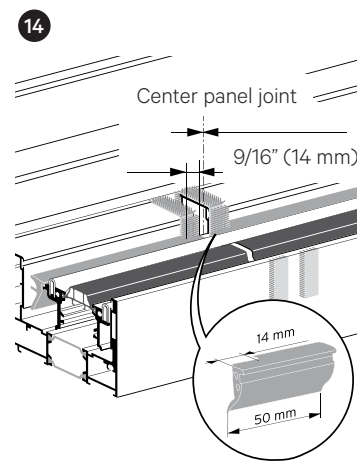
Insert distance plate at runner track joint.



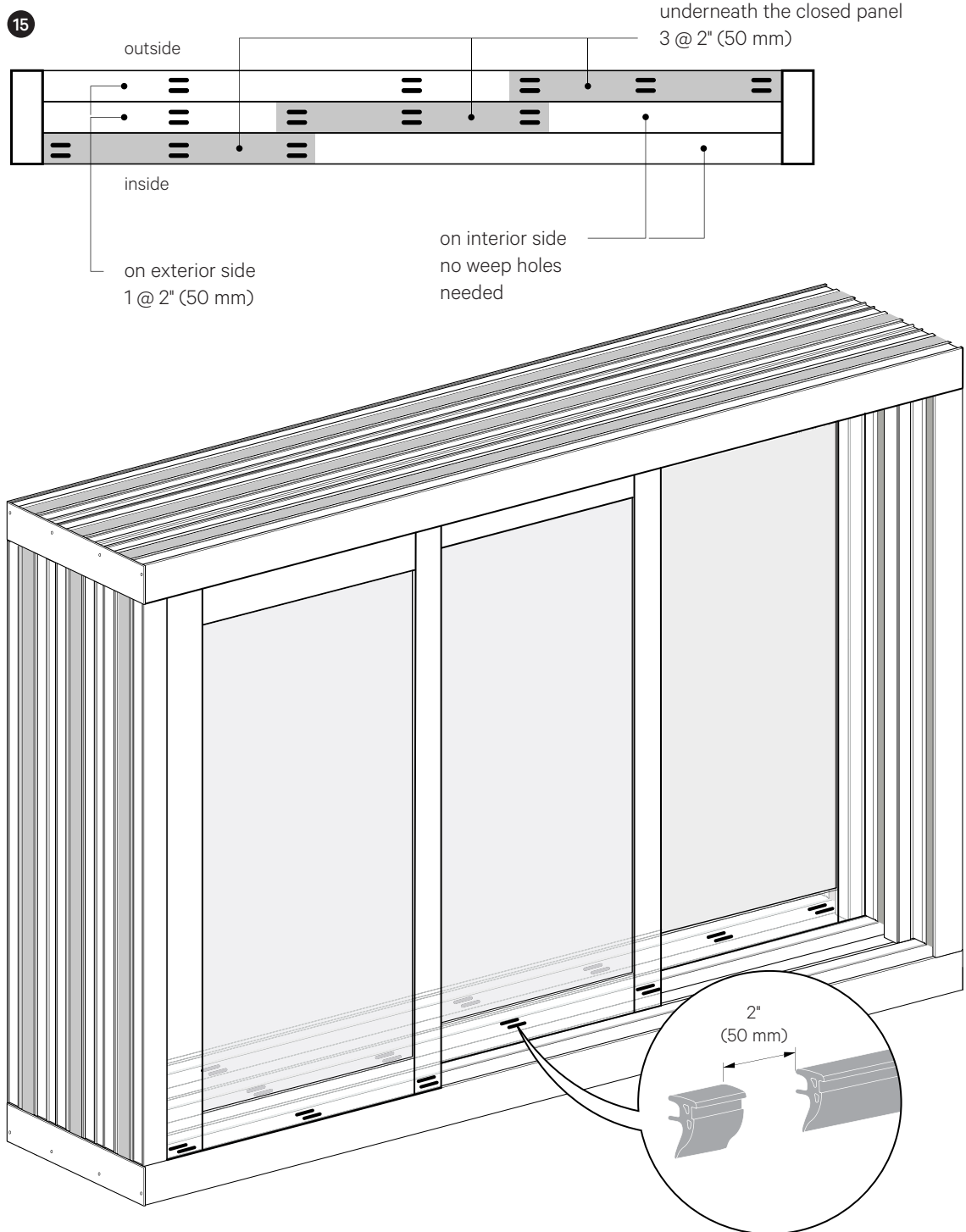
Insert stainless steel running track, butt-joint in the center.



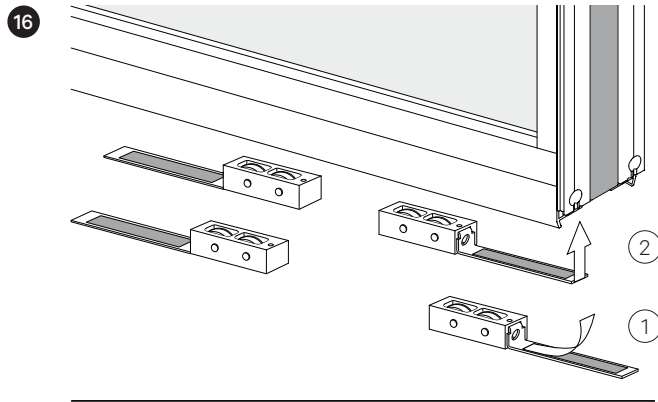
Seal reveal with silicone at the end of stainless steel running track.



Installation of sealing gasket for bottom track insert.

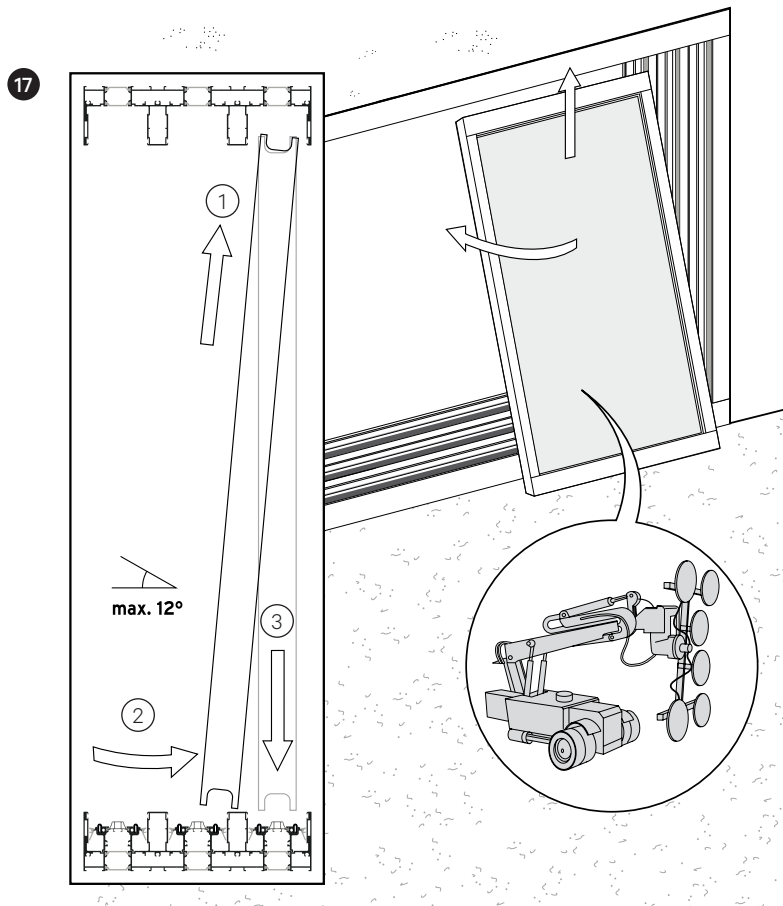


Cut sealing gasket in order to allow for proper weeping of system along bottom track insert.

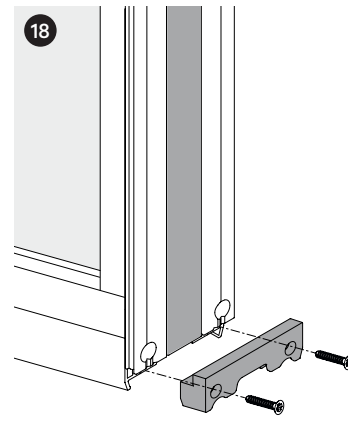


Remove protective cover from tape. Attach roller assemblies. Two rollers on each end, left, and right (depending on system).

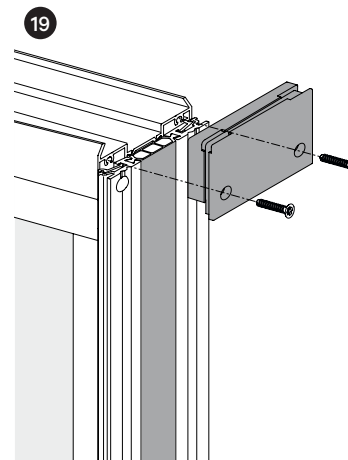
## II. INSTALLATION OF PANEL



Insert panels with glass handling equipment and check vertical alignment.

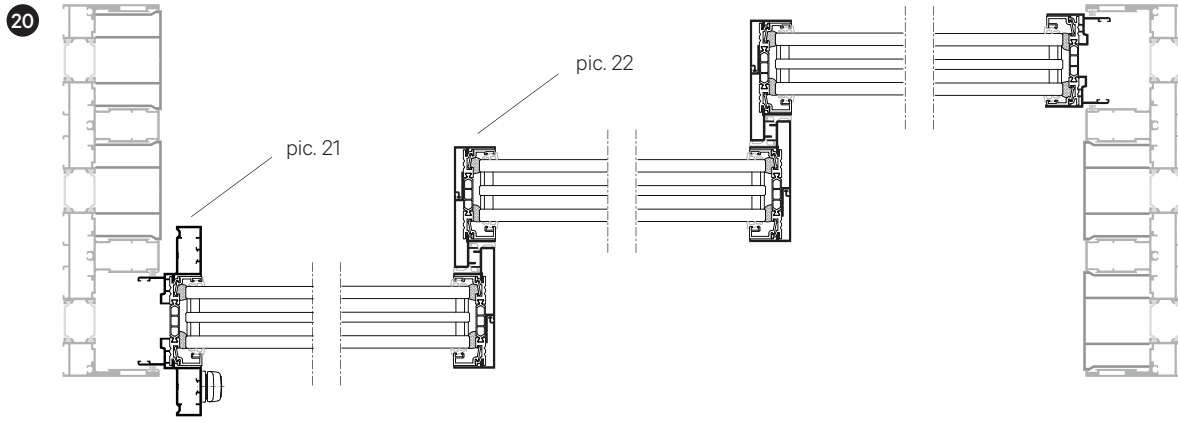


End cap with brush for panel, at the bottom.

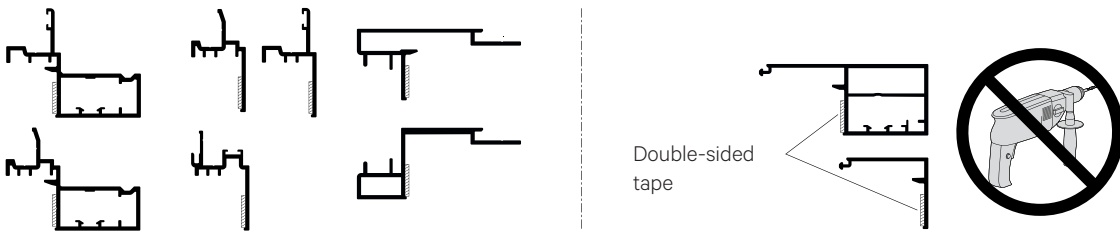


End cap with brush for panel, at the top.

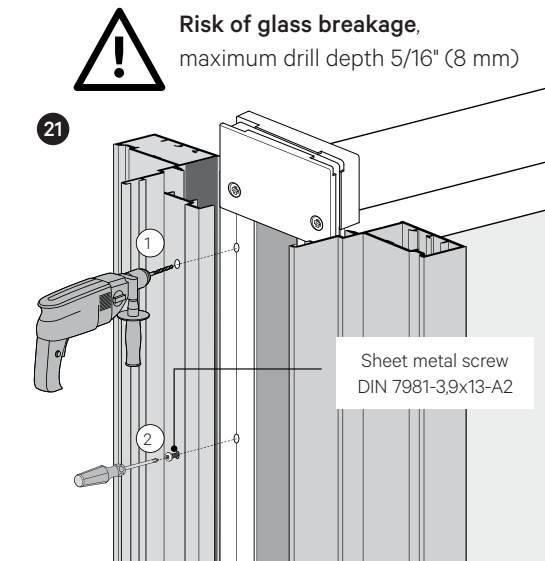
### III. INSTALLATION OF VERTICAL PANEL PROFILES, COVER PROFILES, AND TRIM PIECES



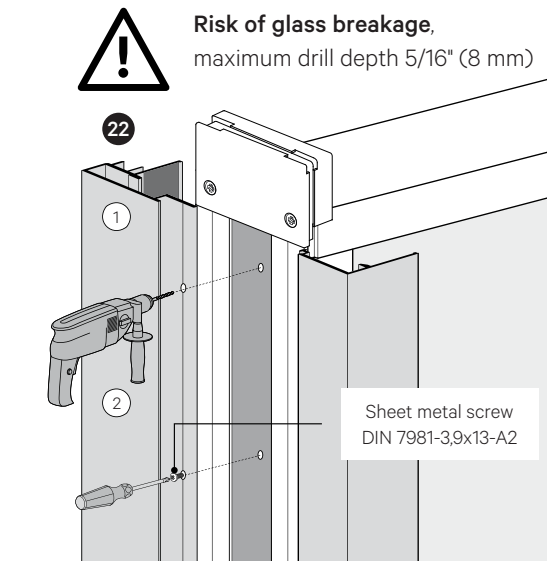
Sequence of profile as per drawing provided with the order confirmation.



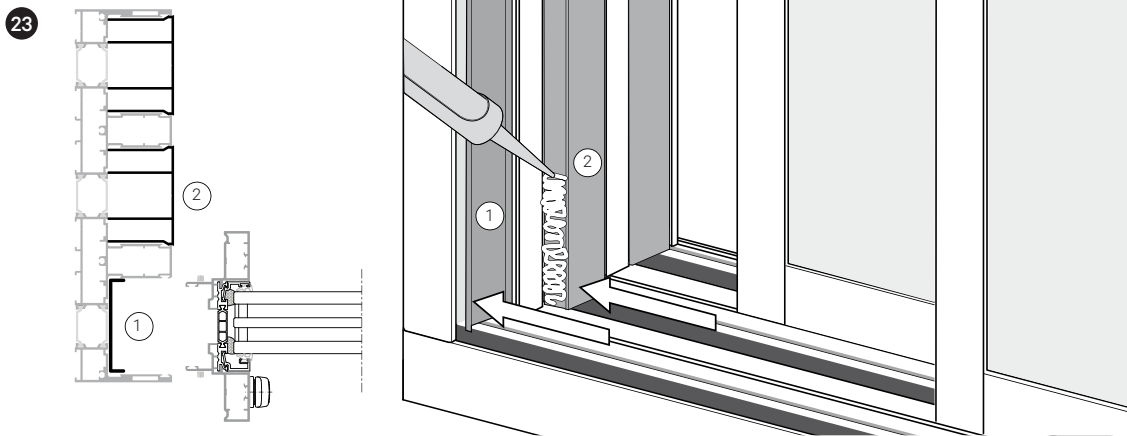
Vertical panel profile.



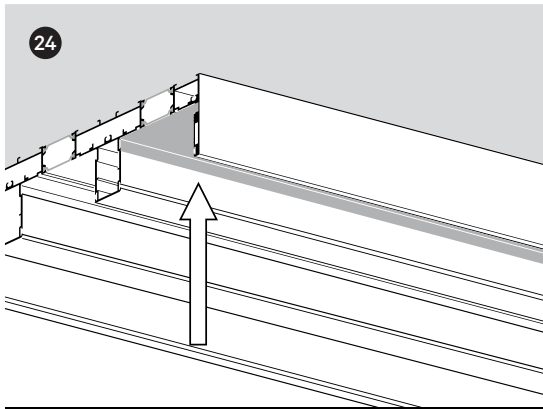
Installation of vertical panel profiles.



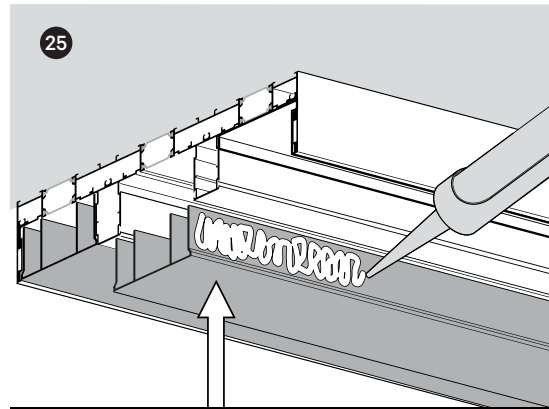
Installation of vertical panel profiles.



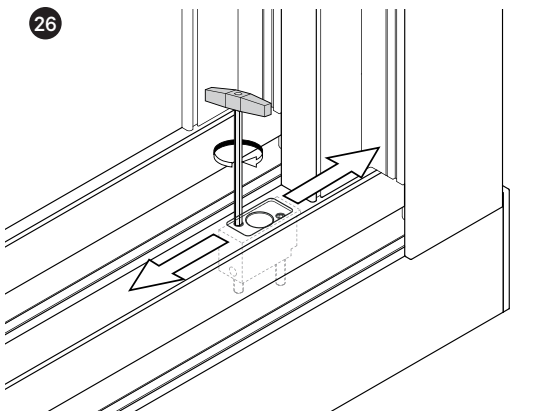
Clip cover profile ① in place. Filling profile ② to be installed with additional adhesive. Positioning and sequence of profiles as per drawing provided with the order confirmation.



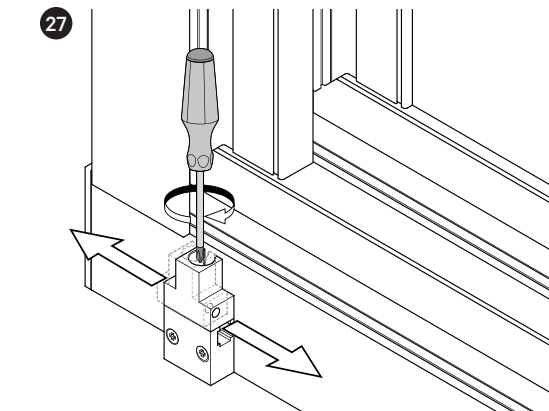
Cover profile ① to be installed above the panel.



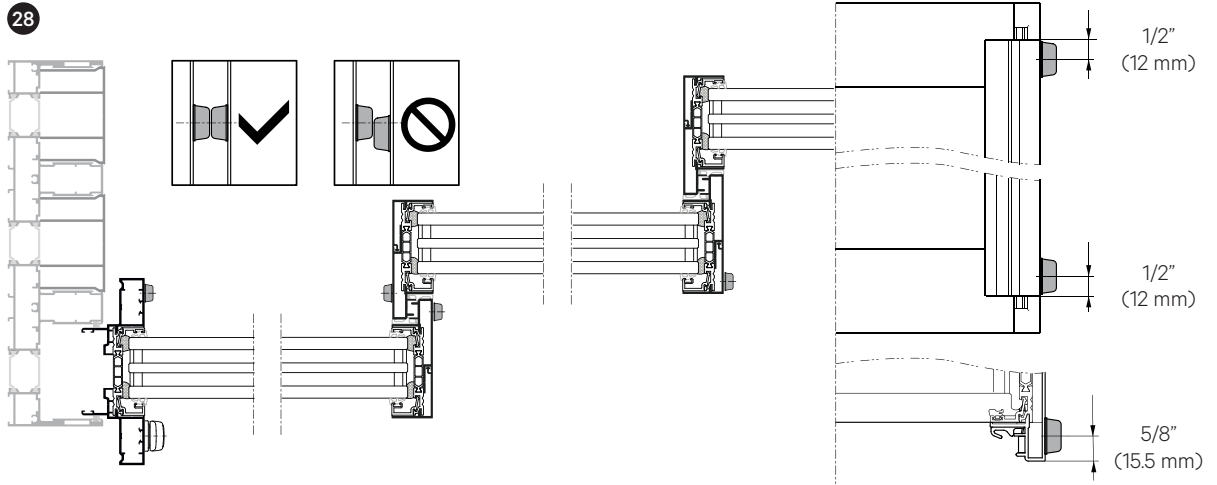
Filling profile ② to be installed with additional adhesive opposite the lower filling profile.



Adjusting locking receiver in the center chamber of the bottom frame.

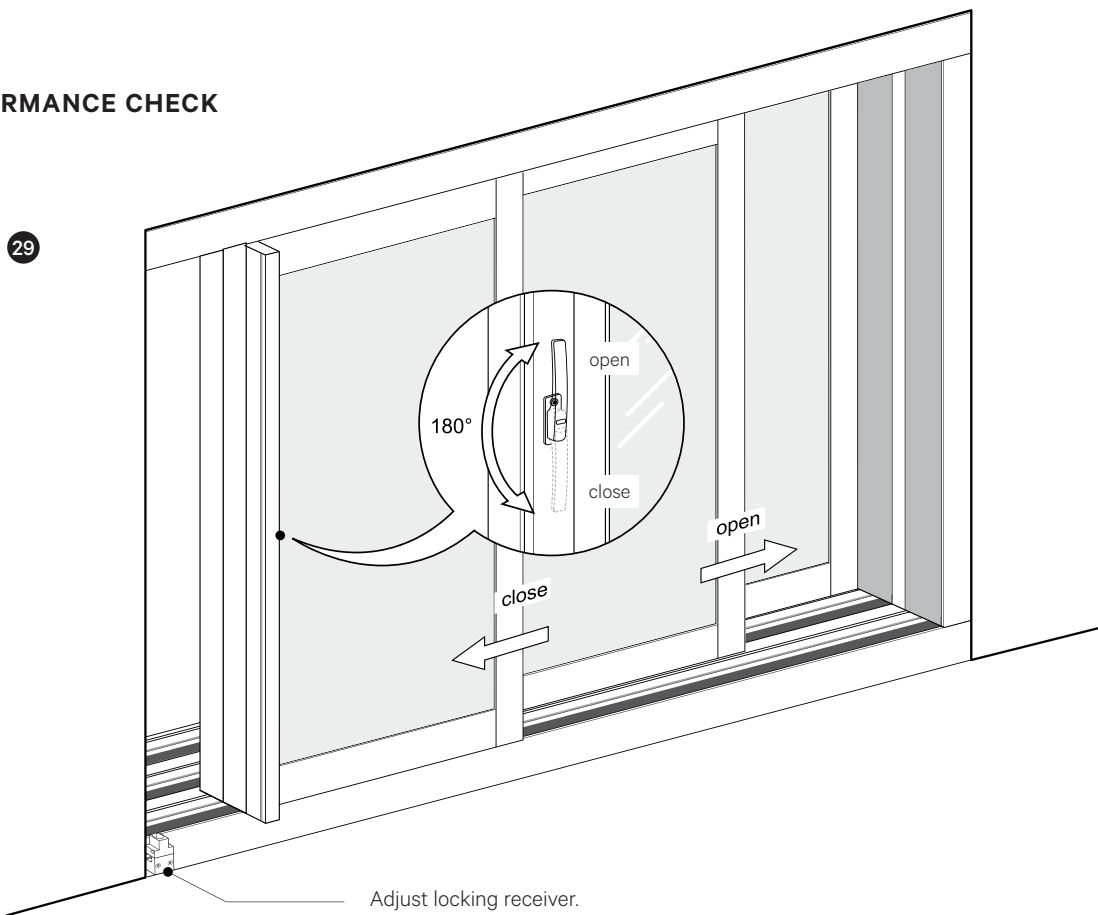


Adjust locking receiver as needed to align with locking rod.



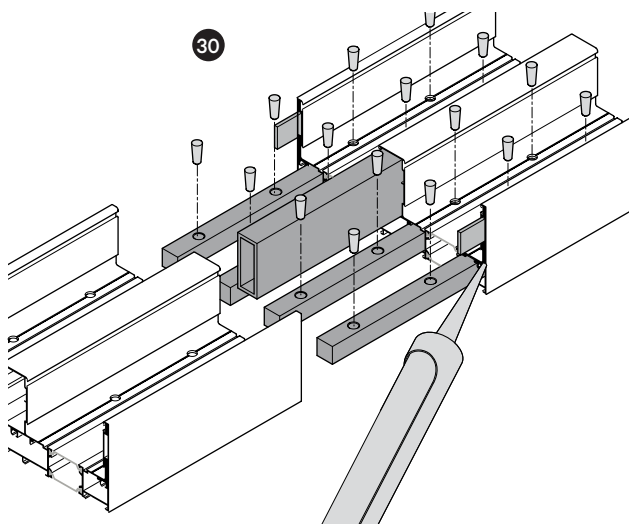
Self-adhesive bumpers to be attached as shown to the trim profiles.

#### IV. PERFORMANCE CHECK

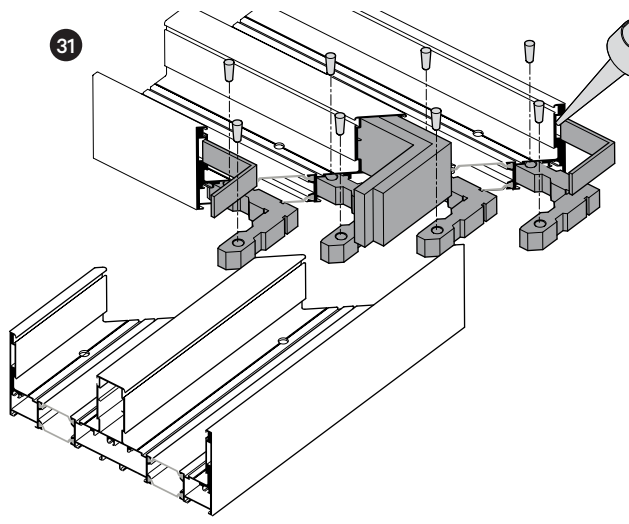


Check for proper operation.

V. VARIATIONS



Butt-joint of frame.



Mitered joint of frame.

# NanaWall Limited Warranty

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NanaWall is pleased to provide the following warranty to the owner of NanaWall products, including the initial purchaser and all subsequent owners (“Owner”), subject to all terms and conditions stated herein. This Warranty supersedes all previous product warranties and is the exclusive statement of all commitments and rights of NanaWall with respect to its products sold on or after May 1, 2023, to be installed in the United States (excluding territories) or Canada.

NanaWall shall have no obligation to respond under this Warranty until receipt of proper notice of a claim and an opportunity to respond. Upon notice and confirmation by NanaWall of a condition covered under this Warranty, NanaWall will respond in good faith and in a timely manner as follows:

## TEN YEAR COVERAGE.

**For ten (10) years from the date of delivery by NanaWall (“Delivery”), NanaWall will respond as follows:**

**Insulated Glass.** For an insulated glass unit with a permanent material obstruction of vision due to a premature failure of the glass seal, NanaWall will ship a replacement glass unit or panel.

**Exception:** insulated glass units for cero® are covered for five (5) years from Delivery.

**Powder Coat or Baked-on Fluoropolymer Surface Finish of Aluminum Profiles.** For powder coat or baked-on fluoropolymer surface finish not functioning as an Effective Surface Material (“ESM”\*), NanaWall will, at its option, (1) assume reasonable costs to restore the finish using standard commercial refinishing techniques or (2) ship replacement parts. Uneven fading is not a covered condition due to environmental variables.

**Exception:** Products installed within two (2) miles of any coastal area or body of salt water or other harsh or corrosive environments or chemicals (“Harsh Environments”) are covered for one (1) year from Delivery, provided that the instructions in Specific Suggested Maintenance For Coastal Salt Water and Other Extreme Environments included in the Owner’s Manual for each Product and is available for review on NanaWall’s website, is properly implemented and documented.

*\*An ESM is a finish without (1) substantial cracking, chipping, or peeling due to the deterioration of the finish (exclusive of mechanical damage); (2) chalking in excess of a numerical rating of 8 as per ASTM D 659; or (3) fading or color changes in excess of 5 NBS units as per ASTM D 2244.*

**Rollers.** For a roller with material or workmanship issues that significantly impair proper operation and function, NanaWall will ship a replacement roller.

**Wood and Other Remaining Components (for product installed by an independent NanaWall Certified Installer or Approved Installer\*).** For all remaining components of NanaWall products not otherwise addressed herein with a material or workmanship issue that substantially impairs operation and function, NanaWall will, at its option, (1) ship a replacement part or product or (2) ship any replacement part or replacement product in the same stage of fitting and/or finishing as originally supplied by NanaWall. This includes wood frame components, hinges, handles, locking mechanisms, tracks, beads, and weather-stripping.

## FIVE YEAR COVERAGE.

**For five (5) years from Delivery, NanaWall will respond as follows:**

**Laminated Glass.** For a laminated glass unit with permanent material obstruction of vision due to premature delamination, NanaWall will ship a replacement glass unit or panel.

**Wood and Other Remaining Components (for product NOT installed by an independent NanaWall Certified Installer or Approved Installer\*).** For all remaining components of NanaWall products not otherwise addressed herein with a material or workmanship issue that substantially impairs operation and function, NanaWall will ship a replacement part or product without charge in the same stage of fitting and/or finishing as originally supplied by NanaWall. This includes wood frame components, hinges, handles, locking mechanisms, tracks, and weather-stripping.



### **THREE YEAR COVERAGE.**

**For three (3) years from Delivery, NanaWall will respond as follows:**

**Anodized Surface Finish of Aluminum Profiles.** For anodized surface finish of aluminum profile not functioning as an ESM,\* NanaWall will, at its option, (1) assume reasonable costs to restore the finish on a non-compliant (non-ESM) material using standard commercial refinishing techniques or (2) ship replacement parts.

**Exception:** Products installed in Harsh Environments are not covered.

### **ONE YEAR COVERAGE.**

**For one (1) year from Delivery, NanaWall will respond as follows:**

**Screens.** For a screen part (excluding the screen mesh) with a material or workmanship issue that substantially impairs the function of the screen, NanaWall will, at its option, (1) ship a replacement screen or (2) upon return by owner, repair the screen without charge.

### **ADDITIONAL SERVICE INFORMATION**

This Warranty does not cover labor costs to remove existing parts or products, install a replacement part or product, costs to finish wood products, or the cost to repair or replace surrounding substrates, trim, or other work. Nor does it cover costs incurred due to delays or other construction costs, costs for late or damaged delivery, loss of revenue, loss of time, liquidated damages, inconvenience, or loss of use of the product or any parts or components. NanaWall reserves the right to determine whether or not a covered condition exists. If the claim is not covered under this Warranty, NanaWall may charge and collect a fee for on-site product inspections.

Any replacement part or product will be shipped to the location of original product delivery by NanaWall. Replacement products will be the closest equivalent current product and may not be an exact match to the original. Any replacement parts or any repairs are warranted for the remainder of the original limited warranty period. If providing a replacement part or product is not commercially practicable, NanaWall may elect to refund the purchase price of the affected product in full satisfaction of its obligations.

**Wood.** Wood components must be properly finished on all sides promptly after receipt of unit, before installation, and prior to exposure to weather. Repair or replacement of a warped wood panel or frame can be delayed by up to 12 months from date of claim to allow the wood component to adjust to local environmental conditions.

**Glass.** Unloading the replacement glass/panel from the delivery truck is the responsibility of the owner. Due to the weight of the product, appropriate manpower and/or equipment will be needed to unload and move the glass/panel to the location for replacement. Depending on the size of the replacement part and interior building dimensions, it may not be possible to transport the glass/panel through the interior of the building. NanaWall is not responsible for any costs associated with moving the replacement glass/panel at the delivery location.

*\*Whether an installer is a NanaWall Certified Installer or Approved Installer is determined by the installer's status as of the date of delivery. NanaWall maintains information regarding the installers designated as Certified Installers or Approved Installers.*

### **NOTICE PROCESS**

Written notice of any claim under this Warranty with supporting documents such as photos or videos must be given to Nana Wall Systems, Inc. via email to [service@nanawall.com](mailto:service@nanawall.com) or via mail to 100 Meadowcreek Drive, Corte Madera, CA 94925, promptly when discovered. A condition will not be covered under this Warranty if there is a failure to notify NanaWall in writing (1) within 7 days of receipt of the product for any defect which an ordinary inspection would reveal, (2) within a reasonable time during the warranty period after an impairment in operation and use is manifest or a hidden defect is discovered, or (3) for claims first made after expiration of the coverage period outlined in this Warranty.

## DISCLAIMERS & LIMITATIONS

Any responsibility of NanaWall is contingent upon owner fulfilling its notice obligations as stated in this Warranty. The owner shall have no standing to assert a claim absent timely notice to NanaWall and an opportunity to cure. The remedies prescribed in this Warranty are the exclusive and sole remedies available to the owner who hereby waives any claim not encompassed herein. This exclusivity and waiver survive expiration of warranty coverages herein. In no event shall the liability of NanaWall or any seller of NanaWall product exceed the price paid for the product.

This Warranty is the sole and exclusive warranty for NanaWall products. **ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. NANAWALL SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES.** Some state and federal laws may not allow disclaimers of implied warranties or exclusions of incidental or consequential damages, so these limitations or exclusions may not apply to you. Where federal law prohibits disclaimer of implied warranties, the duration of any implied warranty is limited to the duration of the relevant coverage period, if less than the statutory limitation period. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This Warranty may only be modified by a writing signed by an officer of NanaWall. Any action taken by NanaWall does not create a new warranty or extend the duration of the original product warranty. A failure by NanaWall to enforce a warranty provision shall not constitute a waiver barring subsequent enforcement.

## EXCLUDED CONDITIONS.

**This Warranty does not cover the following conditions, or any damage or issues caused in whole or part by the following:**

- Improper product selection, application, storage, handling, modification, or waterproofing; Movement of surrounding substrates, including deflection of the header of more than ¼", or any other stresses on product; Improper installation, flashing, or integration into the structure; Failure to provide an adequate overhang; Failure to prevent the effects of sheeting rain or water; Failure to install proper weep holes in sill where needed, and failure to properly drain water exiting weep holes in the sill; Failure to meet code or specification requirements.
- Finishing by anyone other than NanaWall, including, but not limited to, not properly finishing all sides of wood products promptly after receipt of unit, before installation, and before exposure to weather, finishing exterior wood in dark colors, or not refinishing periodically; Discoloration of finish; Failure to immediately repair any breaches such as scratches, chips, or abrasions in any finish or aluminum profile.
- Condensation, frost, or mold caused by high interior relative humidity; Installation near swimming pools, saunas, hot tubs or other high humidity environments or sources of chlorine; Harsh chemicals such as road salt, solvents, acid, brick or mortar wash, or cleaning chemicals; Corrosion, oxidation, discoloration or tarnish on product installed in Harsh Environments.
- Normal weathering, wear and tear; Failure to follow the NanaWall operation and maintenance instructions; Failure to operate the product for more than one month; Failure to clean and maintain aluminum surfaces in accordance with AAMA 609 and 610 or not maintaining adequate cleaning records.
- Imperfections in glass that do not affect the product's structural integrity or obscure vision and cannot be detected from within 10 feet as per ASTM C 1036; Accidental or spontaneous glass breakage; Glass breakage due to thermal or other stresses, or glass with film or other coatings applied to the surface; Industry accepted bow, warp or distortion in glass and minor variations in glass color; Glass not installed as per NanaWall's instructions.

- Variations in wood grain or color; Warp within the allowable warp tolerance for wood panels per ANSI/WDMA I.S. 6-A-01; Warp that does not affect the normal functioning of the Product; Warpage on wood panels caused by leaving panels in the open position exposed to the elements or not engaging the locking points properly when in the closed position; Resin or sap bleeding from wood panels.
- Panel shrinkage or expansion caused by change in weather; Expansion or bowing of aluminum units caused by exposure to sunlight or caused by temperature difference between interior and exterior panel surfaces.
- Acts of God, falling objects, fire, accidents, external forces, extreme weather events, or other conditions beyond NanaWall's control.
- Gas fill or retention levels in insulated glass units.
- Field testing of Product; Performance of the Product in conformance to any published NanaWall testing results (e.g. air infiltration, water infiltration, structural loading, thermal and sound). Published test results measure the laboratory performance of a single sample of the product of a certain size, sill and configuration that may not be applicable to the Product being field tested. Performance during testing may vary depending upon handling, installation, use, maintenance, and time after installation. Field testing must be in compliance with AAMA 502, including water penetration testing at 2/3 of the pressure of applicable published test results.
- Products or components not supplied by NanaWall; Products that have not been paid for in full; Products ordered in larger sizes or special configurations beyond NanaWall's published specifications. Product with glass that is heavier than NanaWall specifications; Product that has been modified or altered in any manner.

# NanaWall Warranty Registration

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Must be filled out and returned to Nana Wall Systems, Inc., 100 Meadowcreek Drive, Corte Madera, CA 94925 within 30 days from date of purchase of the NanaWall in order for the limited warranty to become effective.

**NANAWALL ORDER #** \_\_\_\_\_

**PROJECT NAME** \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Purchaser Name \_\_\_\_\_

**PROPERTY OWNER**

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

Project Address (if different from above) \_\_\_\_\_

**INSTALLATION**

Installer Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

Type of project     new residential     restaurant     shopping mall  
                          residential remodel     office building     other \_\_\_\_\_

Architect Name \_\_\_\_\_

Address \_\_\_\_\_

1. Is the installation complete?     yes    If yes, date completed \_\_\_\_\_

no    If no, date scheduled \_\_\_\_\_

2. Have you been shown how to     yes    Is operation satisfying?     yes     no

    operate your new NanaWall?     no    If no, why not? \_\_\_\_\_

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_