

# Installation and Owner's Manual

CSW75

Folding Center Pivot Frameless System

This Manual contains instructions on the installation, operation, maintenance, and warranty of CSW75 Folding Center Pivot Frameless System by NanaWall. 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.

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# Installation Instructions

The installation of the NanaWall system requires a working knowledge and experience in the use of tools, equipment, and methods necessary for the installation of all glass systems, aluminum doors, windows, storefronts, and/or partitions. This practice assumes a familiarity with preparing a proper and structurally sound opening, proper anchorage, caulking, sealing, and assumes an understanding of the fundamentals of building construction that affect the installation of large horizontal single track sliding systems.

**Using an independent NanaWall Certified Installer is highly recommended.** If an independent NanaWall Certified Installer cannot be used, the installer should have at least some experience in installing NanaWall systems.

**IMPORTANT:** Read these installation instructions before carrying out any installation work. Install as recommended; otherwise, the unit may not function properly and any warranty, written or implied, will be void.

As regulations governing the use of all glass systems, glazed windows, doors, storefronts, and/or partitions vary widely, it is the responsibility of the customer, building owner, architect, contractor, or installer to ensure that products selected conform to all applicable codes and regulations, including federal, state, and local. Nana Wall Systems, Inc. can assume no obligation or responsibility whatsoever for failure of the customer, building owner, architect, contractor, or installer to comply with all applicable laws and ordinances, and safety and building codes.

Please pay special attention to the thickness of glass for the CSW75 single track sliding system. The 1/2" (12 mm) glass thickness we use as our standard is per the guidelines in the Engineering Standards Manual (2019

Edition) of the National Glass Association (NGA with GANA), provided that the supplied H-profiles are field installed between individual sliding panels. Please check with applicable local codes whether glass supplied is acceptable. The weight of a panel with 1/2" (12 mm) thick glass is 8 lbs/ft<sup>2</sup>.

The CSW75 all glass systems are shipped with all necessary components. However, the anchoring materials, such as the correct screws, bolts, and shims required to anchor the unit in the rough opening are not part of the scope of supply and are not provided by NanaWall. Selection of the proper anchoring materials are critical to proper installation as outlined in these instructions.

## DESCRIPTION OF SUPPLIED PARTS

An accessory box is added to the crates that contain rollers and set screws, hinge pins, floor sockets, various hardware parts, and printed documents. Inspect the product drawings indicating size, configuration, and labeling of the units ordered. Carefully note the information on the rough opening allowances to make sure the rough opening is prepared properly for the system to fit correctly when installed. For orders with multiple units, do not mix and match panels and head tracks, even if two units are exactly the same.

The elevation drawing shows the sequence and number of panels, which depends on the model ordered. **The drawing is always viewed from the outside, but the locking shown is what is on the inside.** The sequence of labeling of panels starts from the left looking from outside with the left most panel labeled Panel #1.

Check all parts carefully before assembly. Depending on the model, some of these parts may already be pre-installed on the panels. Check that the sizes of the head track components, panel sizes, and configurations match what was ordered according to the signed product

drawings that show all dimensions of the system.

The head track is shipped in knocked down components and need to be assembled. The remainder of the panel is pre-assembled with glass, ready to be attached to the installed head track. In most cases, all rollers, pivots, brushes, and locks are pre-attached to the panels.

Other components include:

- Reverse Ladder Pull, other handles or other hardware, as ordered may not be pre-attached to the panels and will be in the hardware box or shipped separately.
- The upper track components consisting of the head track in the opening, the stacking route(s) and the parking bay(s) as shown in the layout drawing of your unit. The drawing shows how they are labeled and how they have to be connected. The joints for the segments are indicated and necessary connectors for connecting different upper track pieces are provided.
- The removable head track (RHT) portion to insert the panel with rollers is indicated on the layout drawing.
- Parts of the overhead door closer (if any) are pre-attached to the top rail, but the locking receiver for the Reverse Ladder Pull, to be installed on the side of the head track, will be in the hardware box.
- Crank handle (if any) for non-entry single action offset end panel.
- Vertical H-profiles to be cut to size and field applied.

## HANDLING OF COMPONENTS

1. Upon receipt, inspect the shipment to ensure it is in good condition. Any potential damage must be noted on the Bill of Lading at the time of delivery by the customer. Any shipping damage to crates and components inside must be photographed and reported to NanaWall immediately. Please email pictures with your order number to [service@nanawall.com](mailto:service@nanawall.com) and contact the Service Department at (800) 873-5673 ext. 256.
2. Make sure that the accessory box with the rollers, hinge pins, floor sockets, various hardware parts, and printed documents does not get lost. Please also verify the product drawings for this order and the Installation and Owner's Manual are in the box. If these are missing, please contact NanaWall at [info@nanawall.com](mailto:info@nanawall.com) to get these documents.
3. Store in a clean and dry location and protect against defacement or damage, especially to the edges of panels.
4. Always practice safety. Wear the appropriate eye, ear, and hand protection items, especially when working with power tools. These panels can be heavy and awkward to handle. Use appropriate assistance and safety procedures, including safe lifting techniques, to avoid personal injury and damage to product.

## PREPARATION OF THE ROUGH OPENING

**IMPORTANT:** To avoid future problems, check the condition on site before starting the installation. **Do not install your unit until the rough opening has been measured, dimensions properly checked with supplied product drawings and correctly prepared.**

It is important that the system is properly supported at the top and at the proper locations. All rough opening spaces and allowances shown in the product drawings are meant for shimming the system to be installed perfectly plumb, level, and square. For necessary clearance and shim adjustment space, rough opening is suggested to be 1" (25 mm) wider than the unit width (1/2" on each side) and 3/4" (19 mm) taller than the unit height for vertical measurements of the unit ordered (check to comply with applicable codes for maximum shim space allowed). It is important that the rough opening be the correct size.

Note that the height of the unit ordered is measured from the underside of the guide channel to the top edge of the head track that can be recessed into the ceiling. An important reference for the preparation of the rough opening is the finish floor height.

Product performance that includes operation, depends on having the gap between the bottom of the panel and the top of the finished floor to be maintained at 1/4" (6 mm) along the opening and the stacking area. The gap between the top edge of the upper clamping profile and the underside of the head track has to be maintained at a nominal gap of 7/8" (23 mm). The rollers can be adjusted, if needed. The finish floor needs to be absolutely level across the length of the opening, the direction of the swing panels and in the parking bay area.

It is highly recommended to install this system in a rough opening only. The shim space around the system is required—if the system is installed into a finished opening there will be space exposed around the system that will still need to be trimmed.

**IMPORTANT:** Because of the large opening sizes and the weight and movement of the panels, any application should take into consideration the following **Rough Opening Steps:**

1. As the CSW75 system is a top-hung system, it is essential that a proper header with the proper size and thickness be used for the support structure above not only as support for the head track in the opening but support of the head track at all locations including the parking bay and stacking route.
2. The structural integrity of the floor/pony wall, the header and/or overhead support for the opening, and any stacking areas outside the opening, if any, is critical for proper performance and operation. The maximum vertical deflection allowed at these areas, under full live and dead loads, is the lesser of L/720 of the span and 1/4" (6 mm).  
  
The header, surrounding wall, and floor/pony wall must also be able to support any lateral loads. Perimeter fasteners and substrate must be capable of withstanding reaction forces imposed by wind and any other loads. There may be additional structural requirements not mentioned here.  
  
Project specific detailed structural support requirements must be provided by others, including, but not limited to, sizes, locations or frequency of perimeter fasteners, proper substrate material and anchoring to the substrate. Please refer to NanaWall's installation instructions and other documents for some guidance.
3. The surrounding conditions must be designed and anchored to properly transfer all loads to the main building structure.
4. A qualified engineer or architect should be used to determine the proper construction details and the header to be used in your particular application.
5. THE ROUGH OPENING SHOULD BE "PERFECTLY" LEVEL, PLUMB, AND SQUARE AT ALL POINTS. There should be no unevenness or bowing. Make sure that the header is not tilted or twisted. There should be no bumps on the floor. The sides should be in the same vertical plane and not offset of each other. A transit, rotary laser level, or other similar precise measuring

equipment should be used to verify the rough opening is prepared properly. Finish flooring in the path of the sliding panels, to and from the stacking area and in the path of any swing panels, must be level and low at all points to not interfere with panel movement. Do not use soft finish flooring materials. 1/8" (3 mm) carpet tiles with a very low tuft and no padding underneath are acceptable.

6. For installation of bottom floor closers, pivot points, and floor sockets in concrete slabs and wood, the substrate should be a minimum of 4" (102 mm) thick. These components should be fully embedded into the concrete or wood and the clear edge distance in concrete or wood should be a minimum of 2" (50 mm).
7. Floor sockets and bottom floor closers will need to be installed at precise locations after all panels are installed and final adjustments are made.
8. Installation into heavy gage all-metal studs must have wood backing.
9. For better performance, it is recommended that all dead loads such as upper levels, roof, etc. be constructed before a unit is installed to limit the deflection of the header after installation of the door system.
10. Envelope details are not part of the base NanaWall installation and will be unique to each project - envelope details around the perimeter of the opening are to be designed and completed by others. This may not be part of the scope of work from the independent NanaWall Certified Installer.
11. Make sure you seek proper professional advise for the appropriate construction and envelope details needed for your application and jurisdiction.

**INSTALLATION OF FRAME AND UNIT**

For head track and panel installation, please see section Head Track Installation and Installation Sequence of Panels in this document.

**FINAL STEPS**

Finishes, trim work, and sealant needed around the perimeter of the opening to be designed and finished by others.

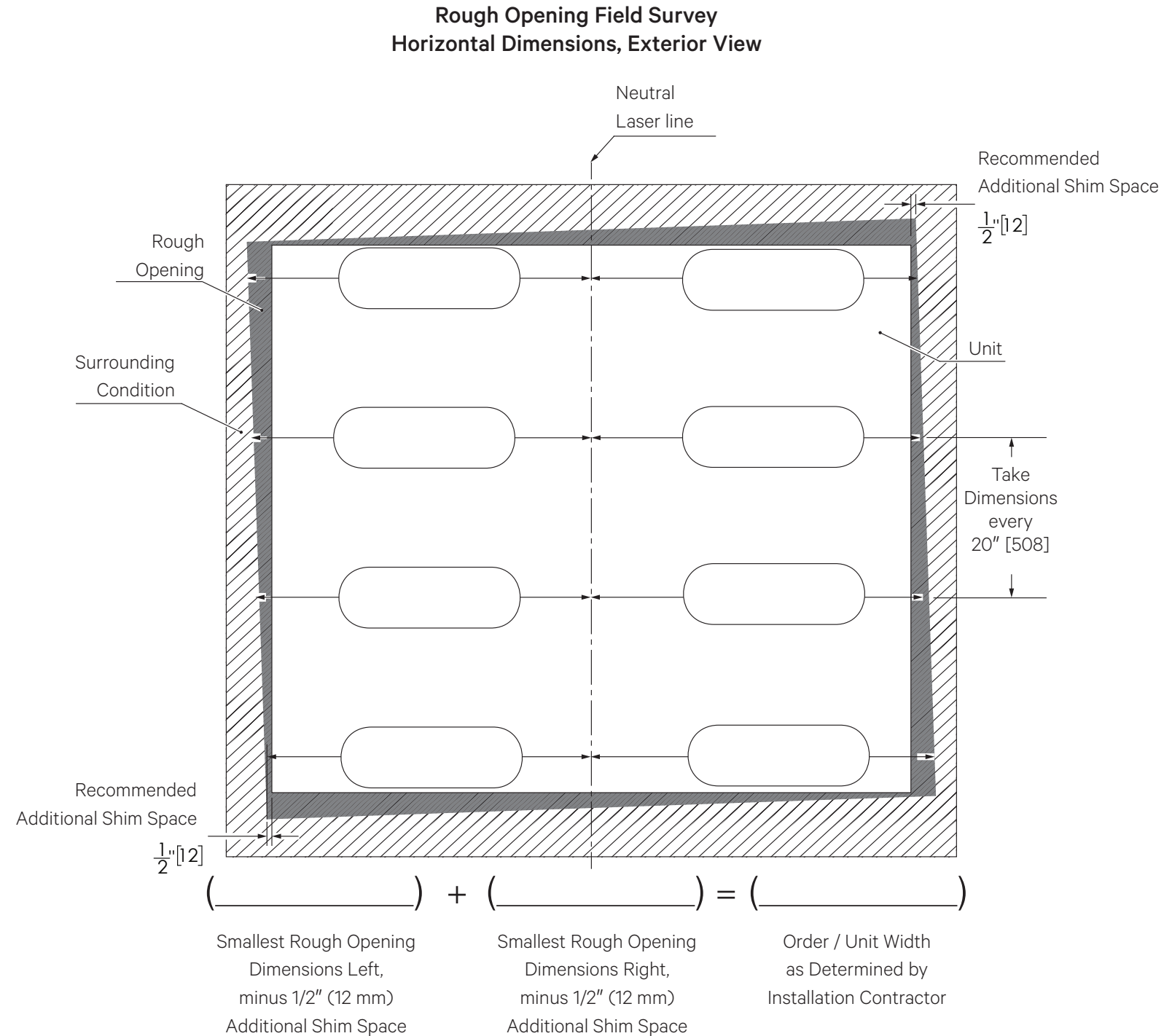
To prevent uncontrolled movement of the panels when in open position, place appropriate door holder by others as needed.

**PROTECTION OF UNIT DURING CONSTRUCTION PHASE**

It is important that during the construction phase the unit be kept closed, covered, and protected from damage. During this phase, a unit is often subject to the most extreme conditions from all types of construction operations that can cause permanent damage or destroy a unit. A unit can be damaged by cement splatter, tar, paint, weld splatter, falling objects, construction dust, sand blasting, etc. All temptations to use the large opening of an installed system for easy ingress and egress by tradesmen should be resisted.

# Rough Opening Preparation

Rough Opening Field Survey Horizontal Dimensions, Exterior View



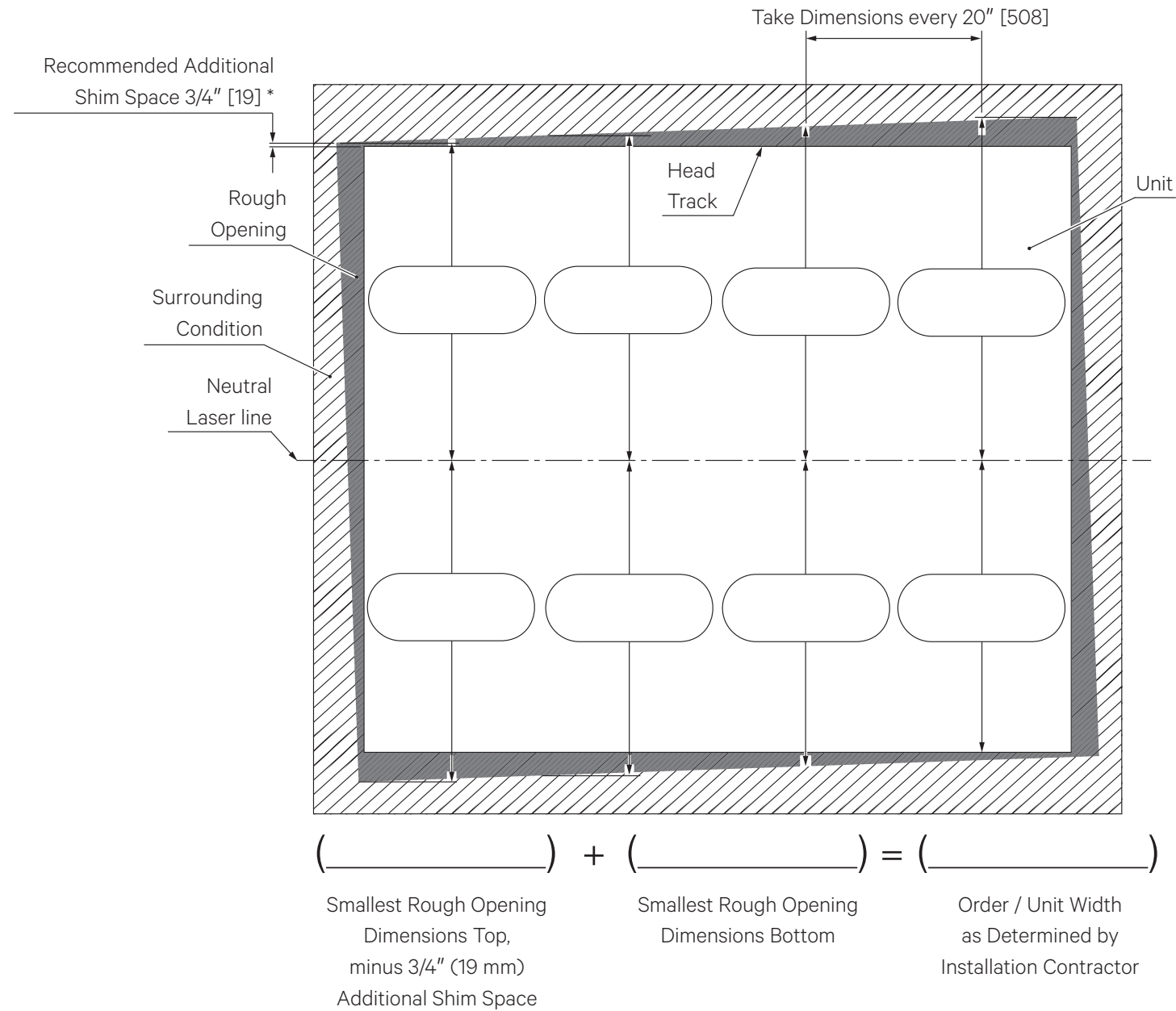
The structural integrity of the floor/pony wall, the header and/or overhead support for the opening, and any stacking areas outside the opening, if any, is critical for proper performance and operation. The maximum vertical deflection allowed at these areas, under full live and dead loads, is the lesser of L/720 of the span and 1/4" (6 mm). There should be no vertical live load deflection of the floor. The header, surrounding walls, and floor must also be able to support any lateral loads.

The weight of a panel with 1/2" (12 mm) glass is 8 lbs/ft<sup>2</sup>.

# Rough Opening Preparation

Rough Opening Field Survey Vertical Dimensions, Exterior View

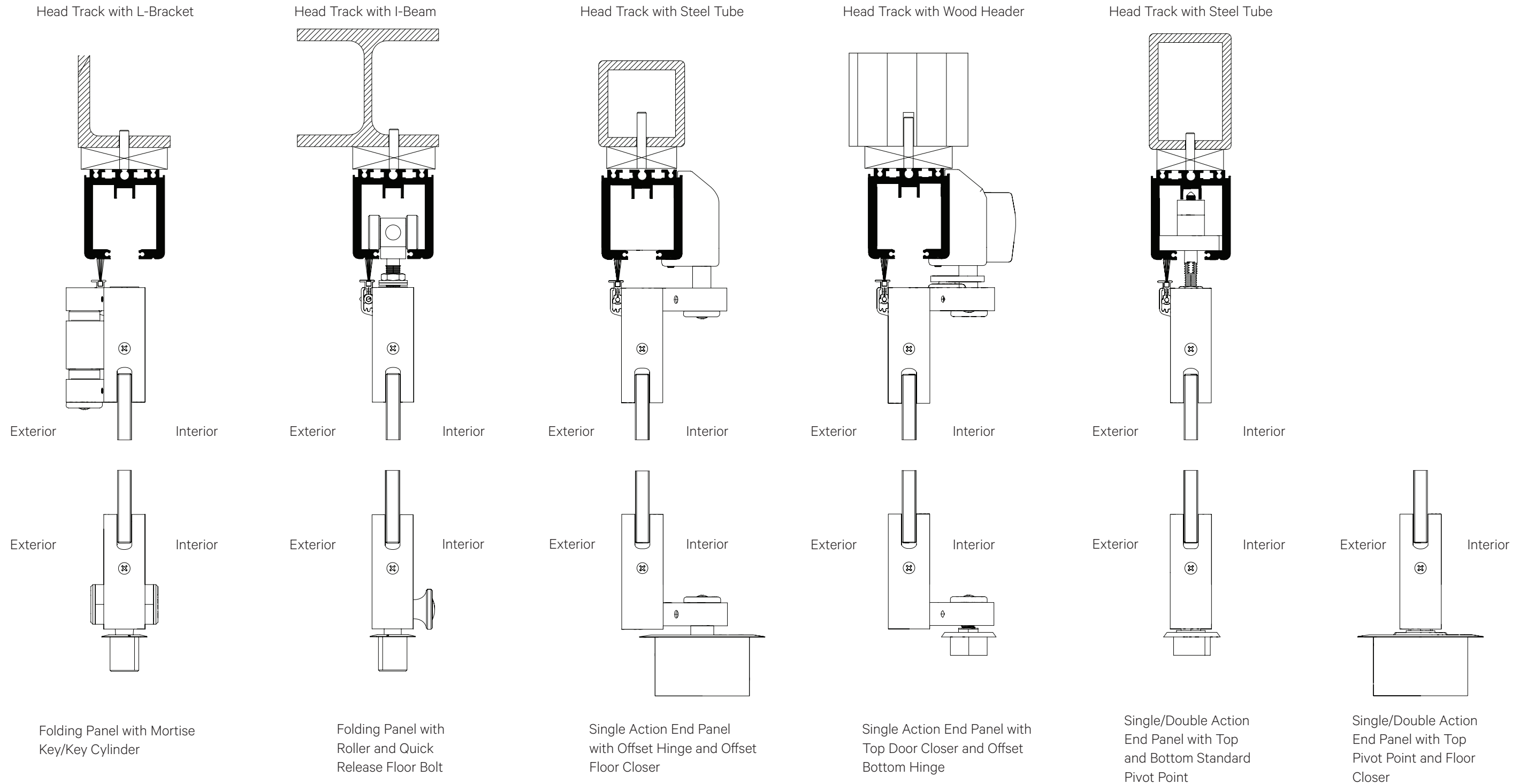
## Rough Opening Field Survey Vertical Dimensions, Exterior View



The structural integrity of the floor/pony wall, the header and/or overhead support for the opening, and any stacking areas outside the opening, if any, is critical for proper performance and operation. The maximum vertical deflection allowed at these areas, under full live and dead loads, is the lesser of L/720 of the span and 1/4" (6 mm). There should be no vertical live load deflection of the floor. The header, surrounding walls, and floor must also be able to support any lateral loads.

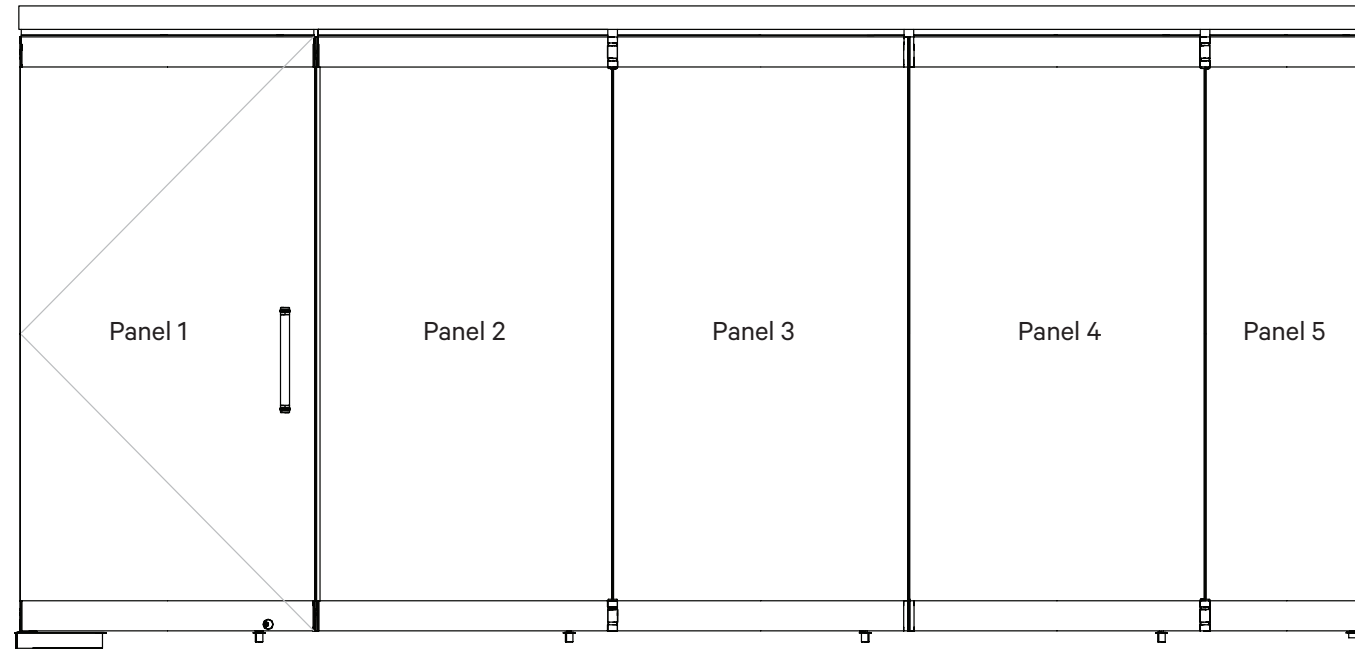
The weight of a panel with 1/2" (12 mm) glass is 8 lbs/ft<sup>2</sup>.

# Installation Details

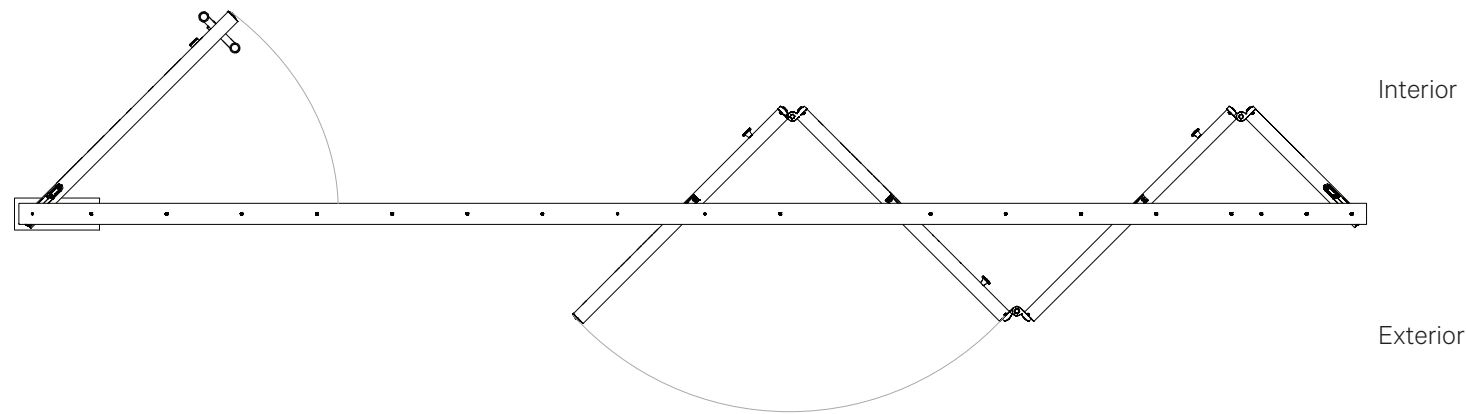


# Panel Options

Orientation of CSW75 Product Drawings are shown from the exterior.



View from exterior



Panel #	Option
Panel 1	Single/double action end panel with floor closer (PES)
Panel 2	Folding center pivot panel (F)
Panel 3	Folding center pivot panel (F)
Panel 4	Folding center pivot panel (F)
Panel 5	Folding center pivot panel (F)



## Recommended Fasteners and Shims

### SELECTION OF APPROPRIATE FASTENERS

Use appropriate screws or other equivalent anchorage devices depending on the adjacent substrate material and construction. Ensure they are corrosion resistant, preferably a suitable grade of stainless steel. Anchorage devices should penetrate or hold sufficiently to the opening to withstand necessary structural loading.

#### General recommendations for different substrates:

Wood Frame (minimum specific gravity of G=0.42):

Use #14 (1/4" diameter) wood screws with 2" minimum embedment.

Concrete (minimum compressive strength of 2000 psi):

Use 1/4" diameter ITW Tapcons (concrete screws) with 1-3/4" minimum embedment with 1-1/2" minimum edge distance. Alternatively, 1/4" stainless steel screws with expanding anchors may be used.

#### Masonry (grout filled block per ASTM C9- with FM=2000 psi minimum):

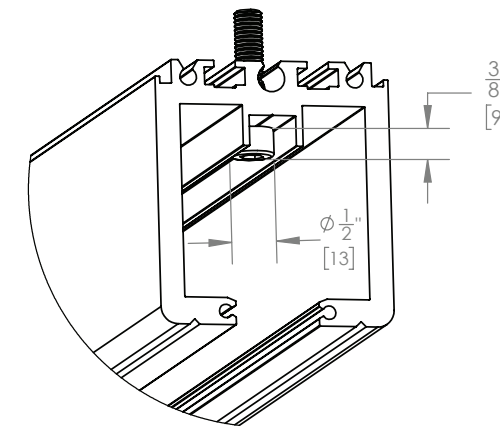
Use 1/4" diameter ITW Tapcons (masonry screws) with 1-3/4" minimum embedment with 1-1/2" minimum edge distance.

#### Structural Steel (minimum 1/4" thick):

Use 1/4" diameter self-tapping steel screws. Another option is to use type 410 stainless steel self-tapping screws with pre-drilled pilot holes. Another option is to use 1/4" diameter SAE 2 bolts in pre-drilled holes.

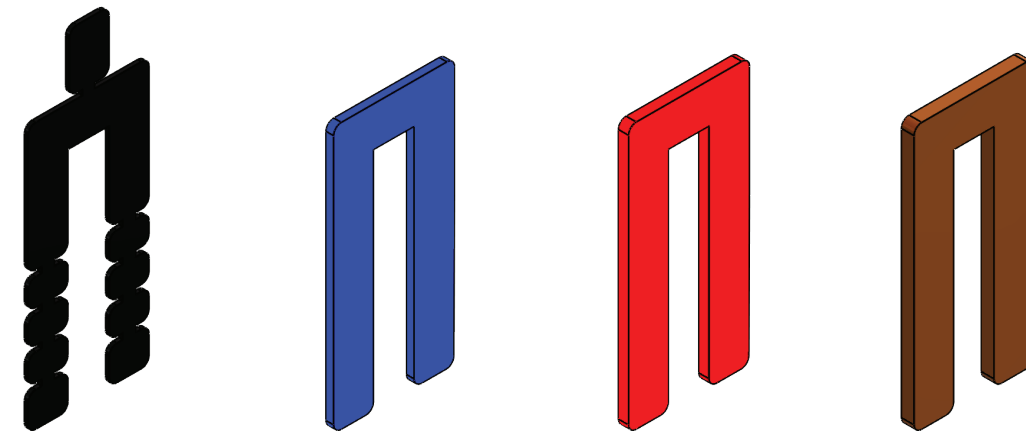
**IMPORTANT: Steel studs or box beam headers are not adequate for proper support of our systems and will not meet the deflection criteria of 1/4" (6 mm) cumulative as described earlier. If steel studs are used, they must be backed by 3" (76 mm) of solid continuous wood to attach to. Please check with your local structural engineer or architect.**

### Recommended Fasteners



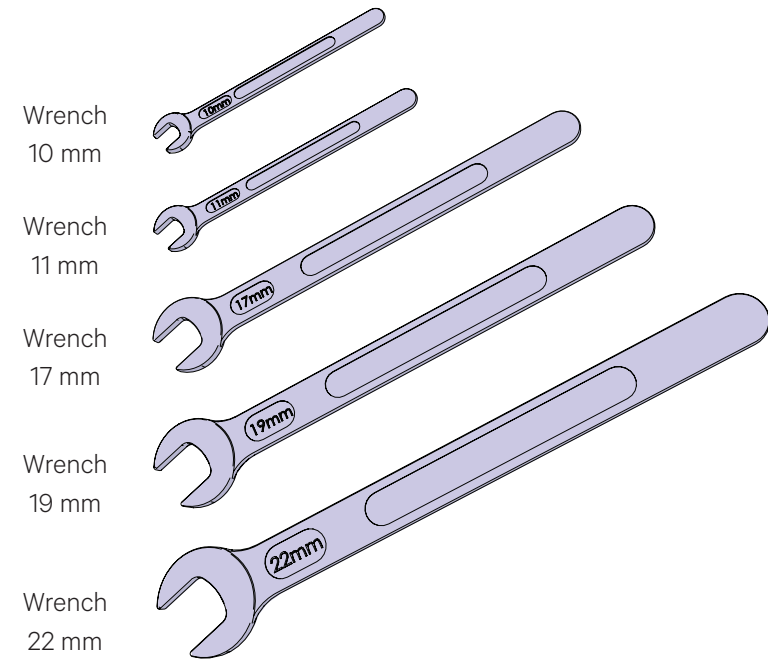
### SELECTION AND USE OF INSTALLATION SHIMS

Use only hard plastic 'horseshoe' style glazier's shims that are capable of sustaining the applicable loads. Wood or rubber shims are NOT appropriate. Shims are to be installed between the system frame and the building structure at every fastener location to keep the frame components straight, level, and plumb, without any twisting.

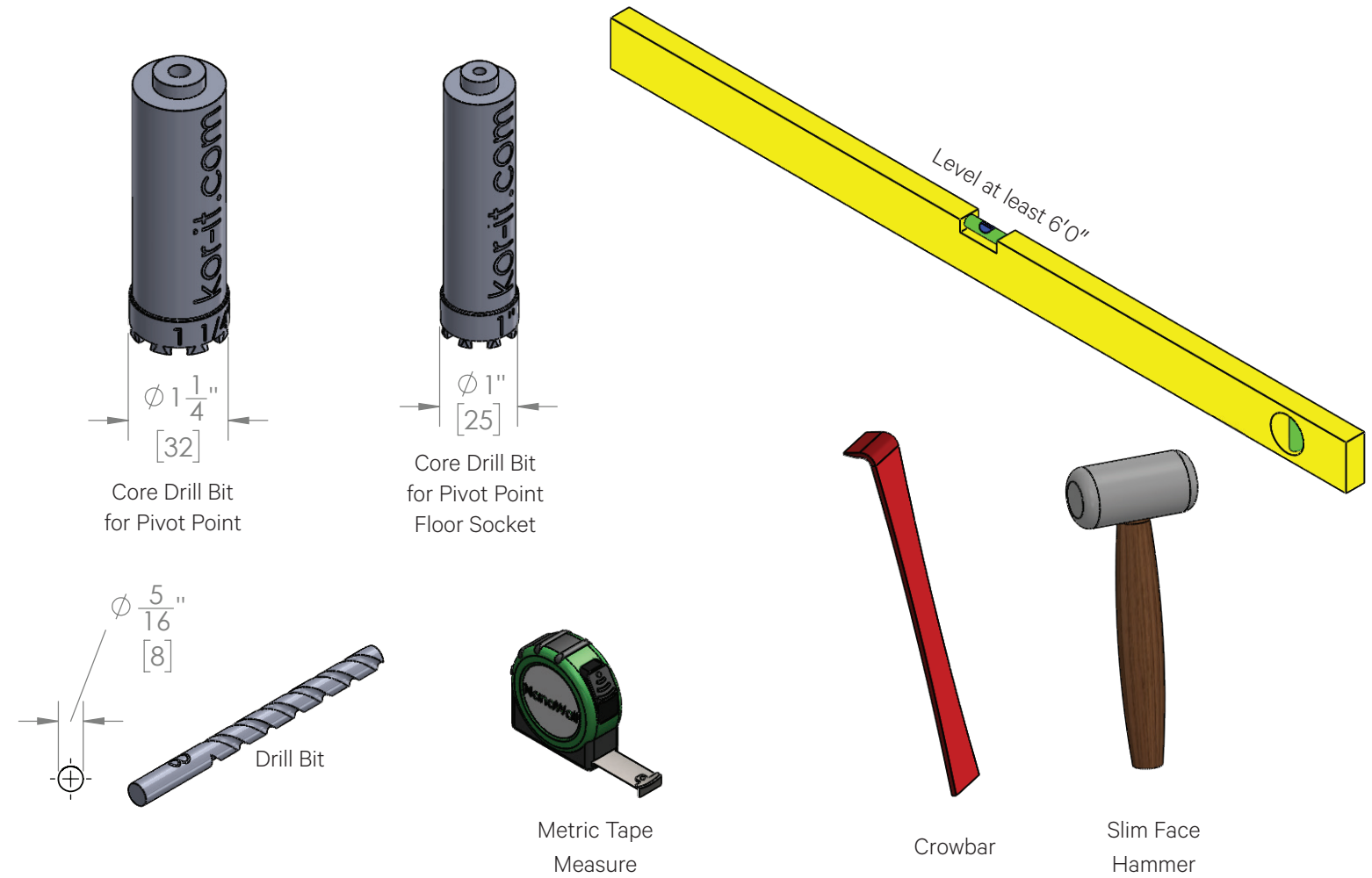


# Recommended Tools

## Metric Tools Supplied in Accessory Box

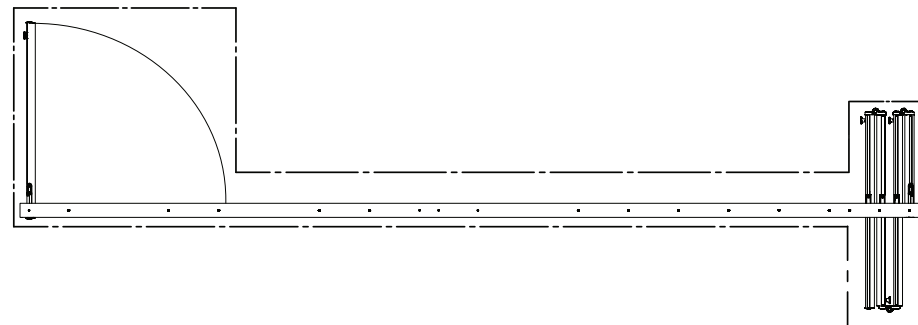
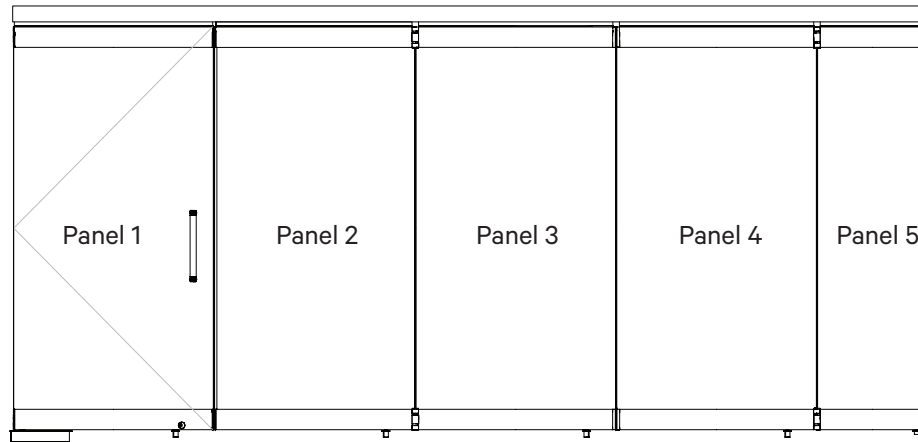


## Required Additional Tools



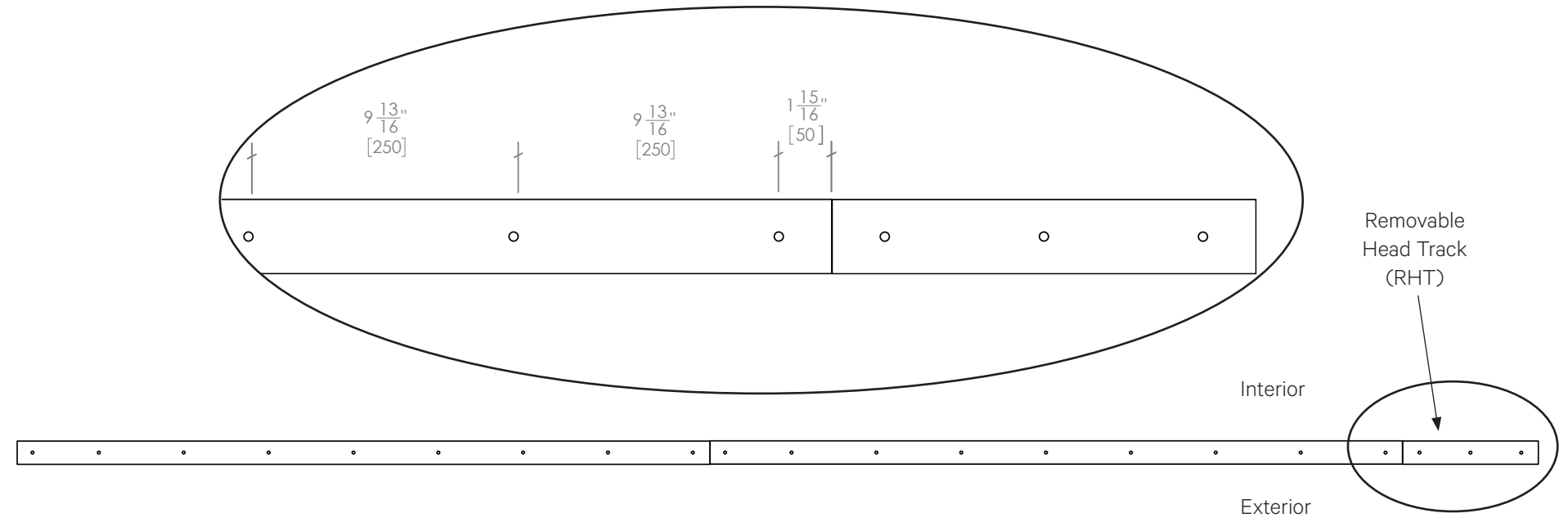
# Generic Installation Instructions

This manual is based on the installation of a 5 panel system in the below configuration as viewed from the exterior.



**Finish flooring in the path of the sliding panels, to and from the stacking area, and in the path of any swing panels must be level and low at all points to not interfere with panel movement.**

## HEAD TRACK IN KNOCKED DOWN CONDITION (supplied in knocked down condition)



### HEAD TRACK COMES PRE-DRILLED.

NanaWall does not provide nor take responsibility for sizes, location, or frequency of perimeter fasteners.

Please refer to the Custom Product Drawings for your specific project.

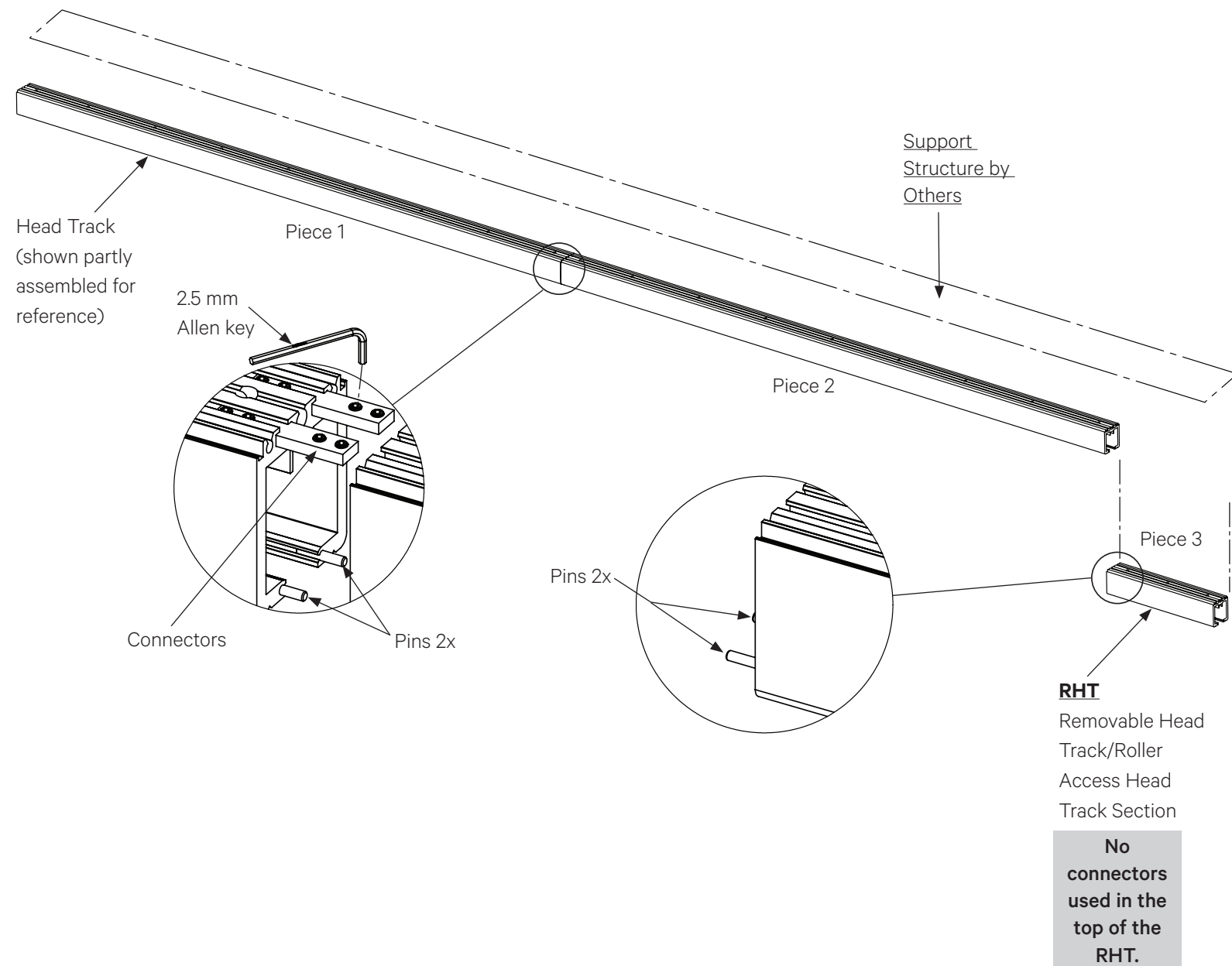
The correct fastener spacing in the support structure within the opening and the stacking area depends on substrate material, design, panel height, and other requirements of the project. All anchoring details and requirements should be determined and verified by the project structural engineer. Please pre-drill any additional anchorage holes as needed.

### 1 Pre-drilled anchorage holes.

1. The head track is pre-drilled in the factory with anchorage holes at spacing's of about 10" (250 mm) for 5/16" (8 mm) diameter screws or bolts.
2. The spacing of anchorage devices on the folding side where the panels rest should be every 4" (102 mm). Please pre-drill any additional holes as needed.

# Head Track Installation

## ASSEMBLY OF HEAD TRACK

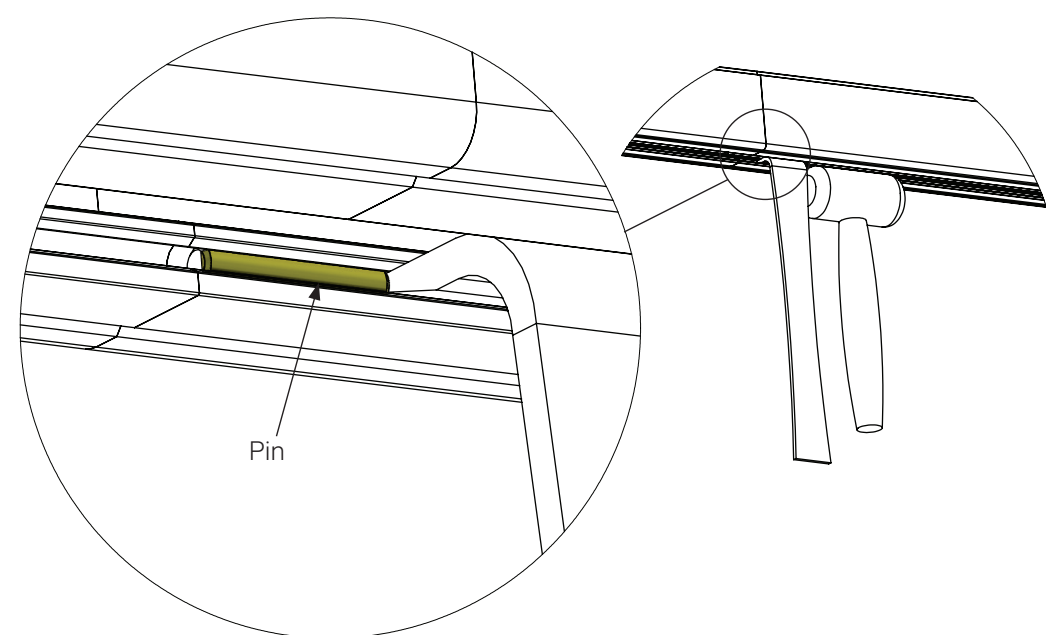


The key to having a properly installed and operating CSW75 system is to install a perfectly level head track at the correct height from the level finish floor.

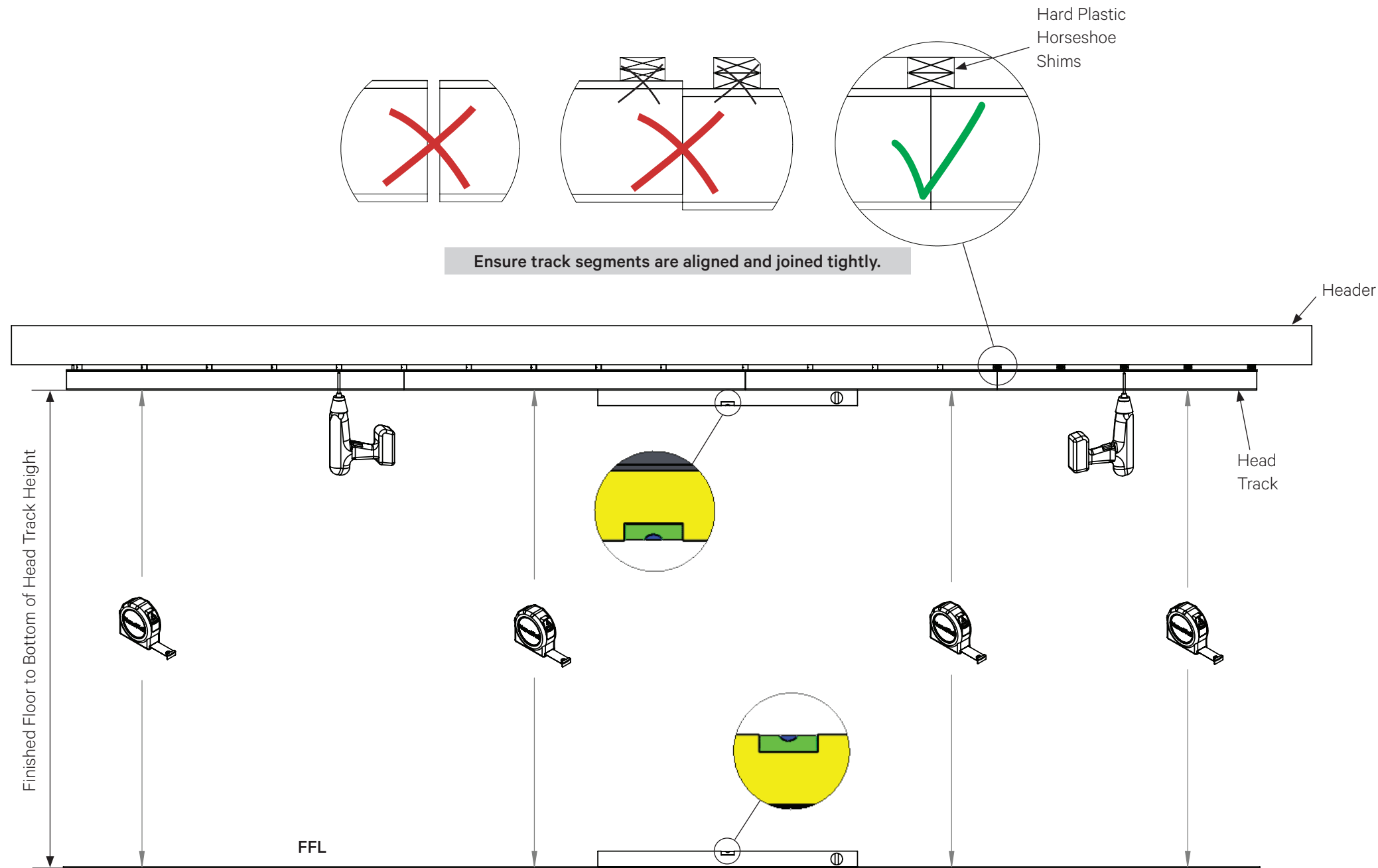
If installing an open corner (90°), please refer to the *Open Corner* section of the manual for track installation.

### 1 Assemble the head track.

1. Look for the labels on the different head track segments and set them on the floor as per the layout of the head track.
2. Attach as many of the head track pieces together that could be supported and installed as one piece, not including the removable head track section (RHT).
  - Secure with the connectors and set screws provided.
3. Ensure that the correct angles between segments are maintained and that the transitions between the track segments are perfectly aligned and smooth.
4. The roller access head track section is a removable section in the head track (RHT). *This section will need to be removed later when the panels are installed and leave 1/32" space between the ends of the RHT and its adjacent tracks.*
  - Secure RHT into place with two pins on each end. Tap into place using a crowbar and mallet.



**HEAD TRACK SHIMMING AND ANCHORING**



- 2 Insert the shims.**
  1. Place hard plastic horseshoe shims tightly at every mounting point between the head track and the header.
- 3 Anchor the head track.**
  1. Anchor the head track with appropriate screws through the pre-drilled holes or as needed.
  2. Assemble and install other segments of the head track in a similar manner.

**IMPORTANT:** Adjust each anchorage point as needed to ensure the head track is absolutely level, joined tightly, aligned, and not twisted. Use a transit, rotary laser level, or other similar precise measuring equipment should be used to verify the rough opening is prepared properly.

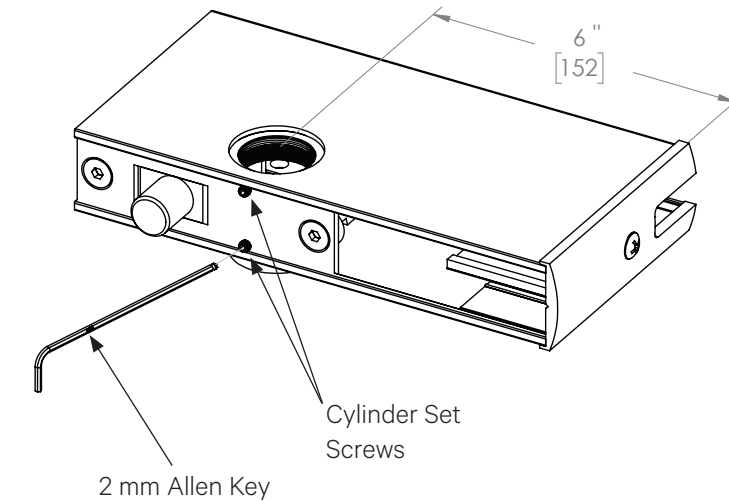
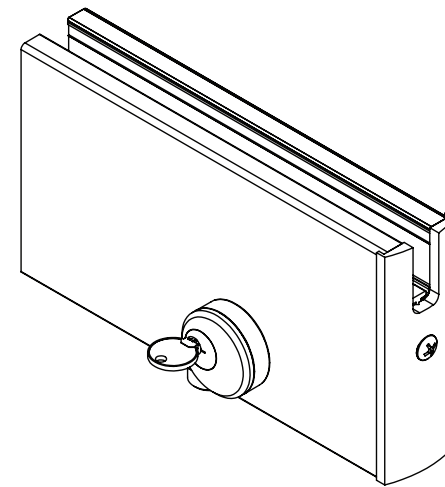
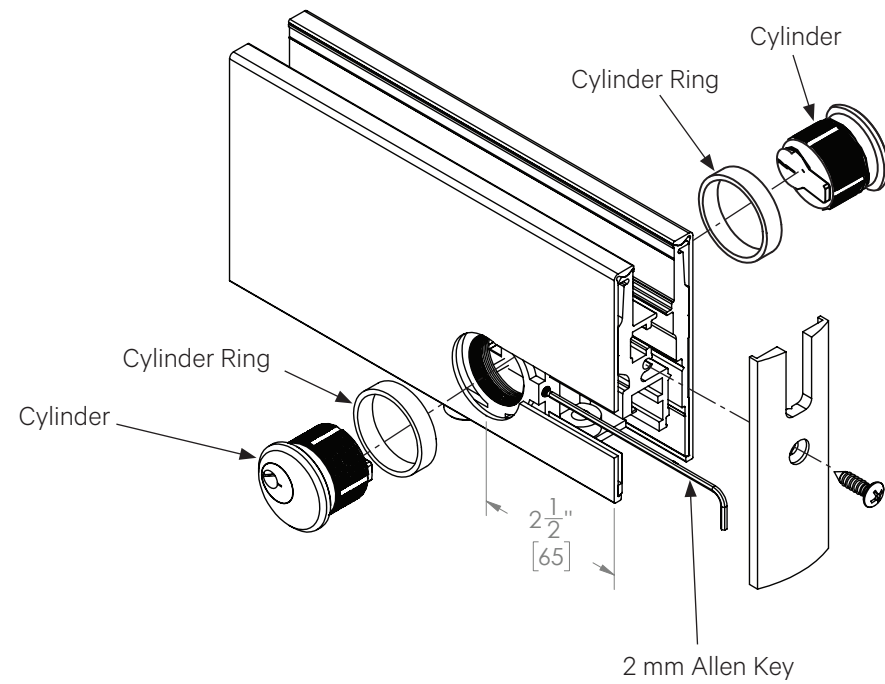
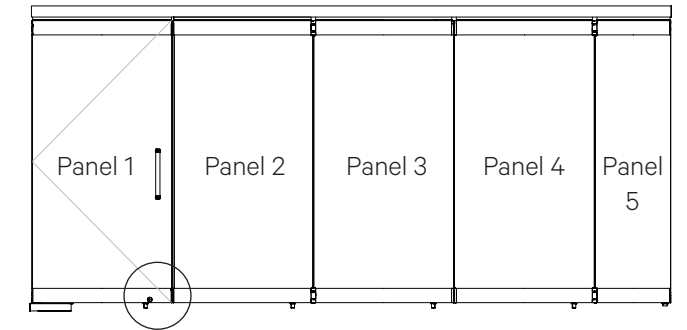
Ensure no shims are forced to ensure that the head track is not bowed. If head track is not installed properly, this will cause the rollers to wear out prematurely. This damage to the rollers is not covered under the warranty.

**Ensure that all surfaces of the head track are clean and free of any debris, especially cuttings from drilled holes.**

**Do not attach anything from the side against the head track.**

# Mortise Key/Key Cylinder Installation

Supplied: Mortise locking mechanisms are supplied with temporary 1 1/8" (29 mm) silver 5 pin mortise cylinders with Yale cam key/key.



**1 Install mortise cylinder into rail of single action and double action swing panel.**

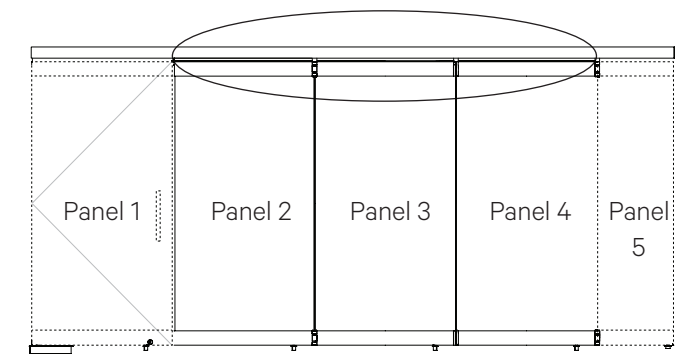
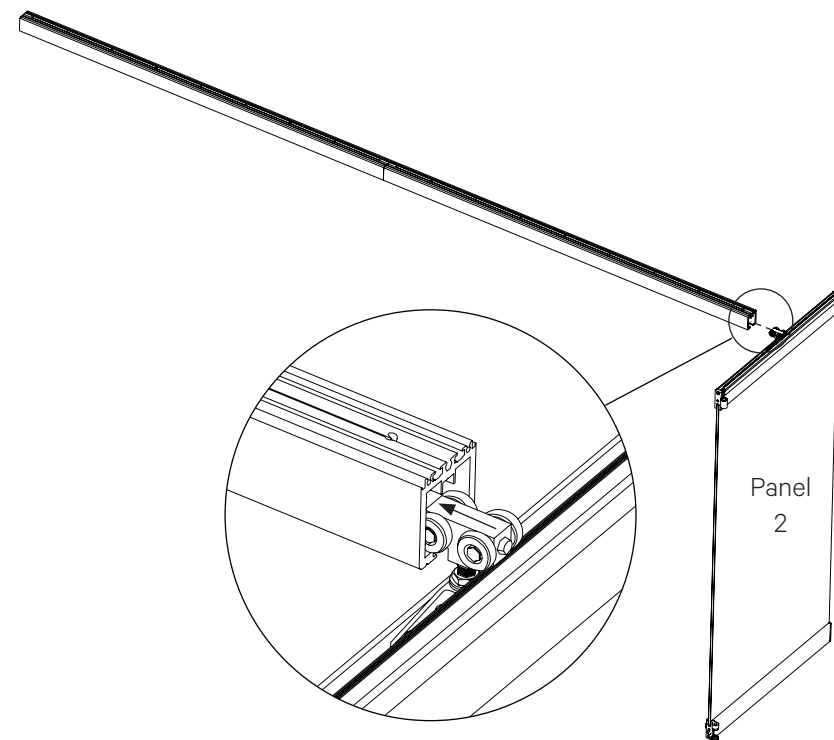
1. Remove end cap.
2. Loosen two cylinder set screws.
3. Slide the ring over the interior (or exterior) cylinder.
4. Insert the key (for threading assistance) and thread the cylinder into the rail.
  - **Do not over tighten the cylinder, as this can break the key.**
5. Once fully tightened, ensure the key can easily engage/disengage the locking bolt.

6. Ensure the face of the cylinder housing is flush with the face of the ring.
7. Follow steps 1 - 5 for the other cylinder.
8. Ensure both cylinders are fully tightened before re-securing the cylinder screws.
9. Fully tighten the two cylinder set screws using an Allen key.

**IMPORTANT:** On some applications the key cylinder is offset 6" (152 mm) or more. Take note of the specific cylinder location on the product drawings. A cylinder which is offset 6" (152 mm) or more can only be installed from the underside of the panel. This means the cylinder must be installed prior to hanging the panel.

# Panel Installation

## INSTALLATION OF PANELS - 2, 3, AND 4 ONLY



Ensure to hang the sliding panels facing the proper direction. For reference, quick release locks are typically installed on the interior side of sliding panels.

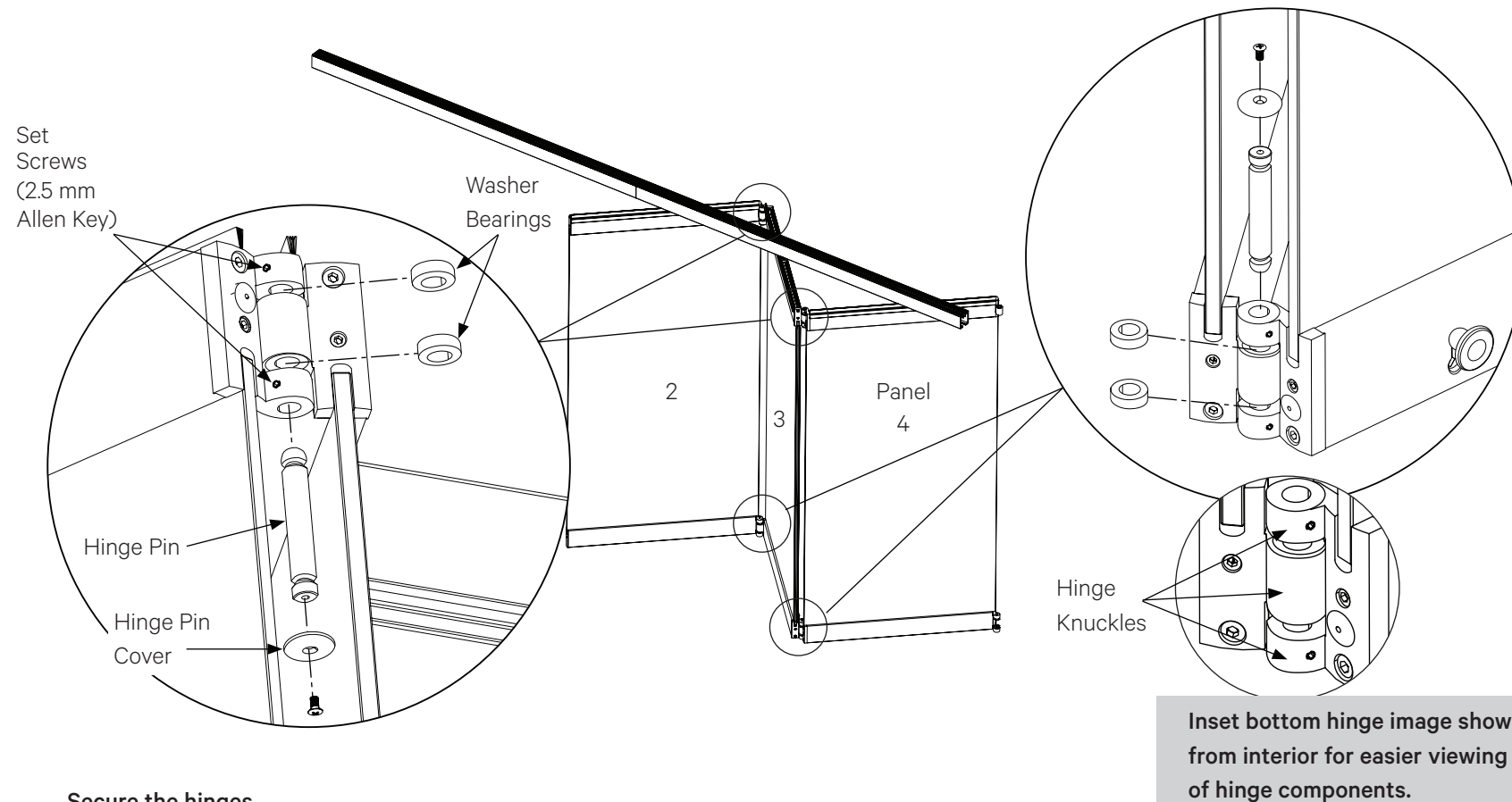
USE 2 INSTALLERS TO HANG THE PANELS.

1. Check all the rollers on all the sliding panels and ensure they are installed at the same height.
2. Determine the interior/exterior side of the panels and install them such that they are facing the correct direction.
3. Hang sliding/folding panels by inserting each roller into the opening of the head track, with the panel oriented perpendicularly to the track, in the proper sequence.
  - FIRST panel #2
  - NEXT panel #3
  - NEXT panel #4

**IMPORTANT:** DO NOT INSTALL ANY SINGLE OR DOUBLE ACTION END PANELS AT THIS STAGE.

Do not make any adjustments on the rollers.

**INSTALLATION OF PANELS - 2, 3, AND 4 ONLY**

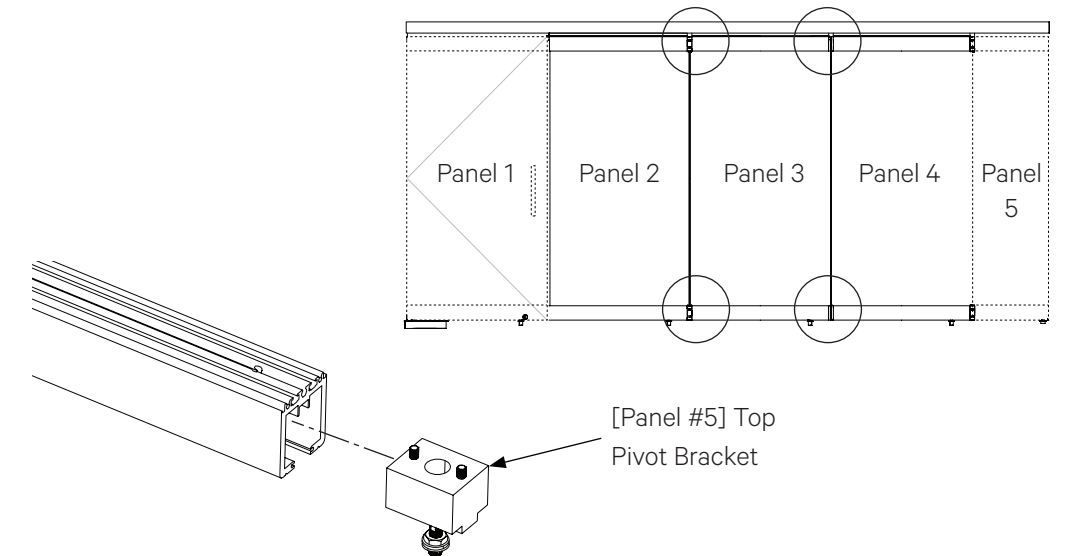


**Secure the hinges.**

1. Connect each coordinating hinge.
2. **Top hinge:**
  - Loosen the two set screws.
  - Add the washer bearings in between the hinge knuckles.
  - Slide pin up into connected hinges.
  - Re-tighten the two set screws until they are fully tight, then loosen 1/4 turn to allow the hinge pin to rotate freely.
  - Install hinge pin cover and secure with included Phillips head screw.

3. **Bottom hinges:**
  - Loosen the two set screws.
  - Add the washer bearings in between the hinge knuckles.
  - Slide pin down into connected hinges.
  - Re-tighten the two set screws until they are fully tight, then loosen 1/4 turn to allow the hinge pin to rotate freely.
  - Install hinge pin cover and secure with included Phillips head screw.

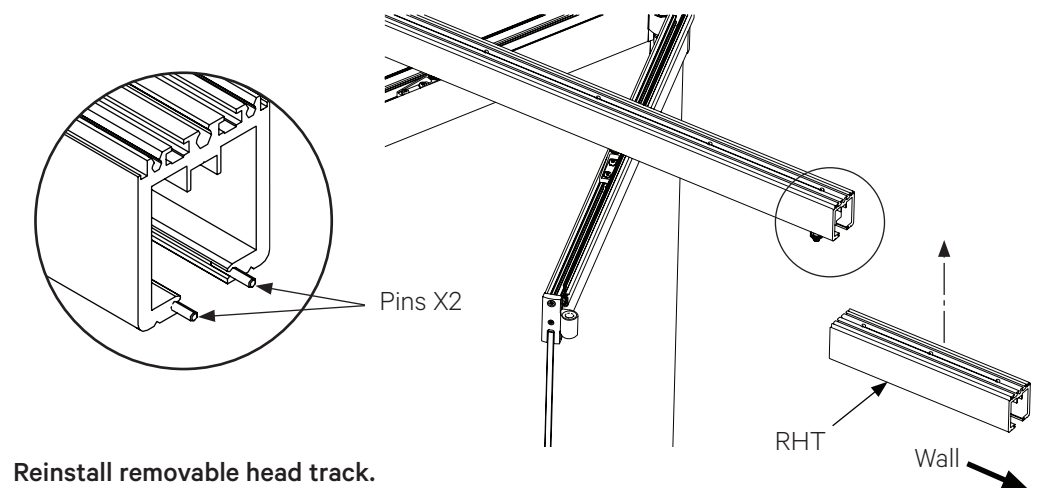
4. 1. Hang folding panels 3 and 4 in this same order.



**5 Installing folding [panel 5] top pivot bracket.**

1. Slide folding panel 5's top pivot bracket into the open end of the track.
2. Do not secure it in place at this time. Will be fully tightened in a later step.

**Panel 5 will be installed in a later step.**

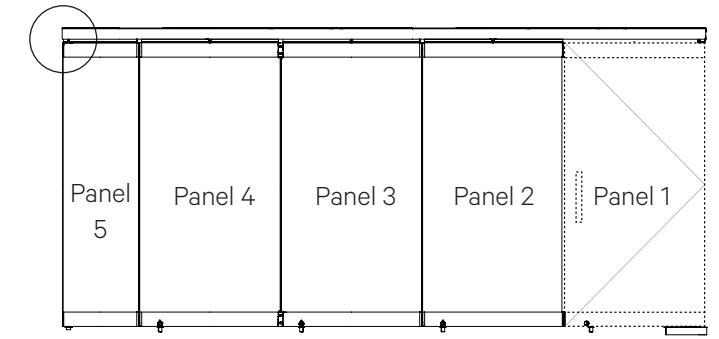
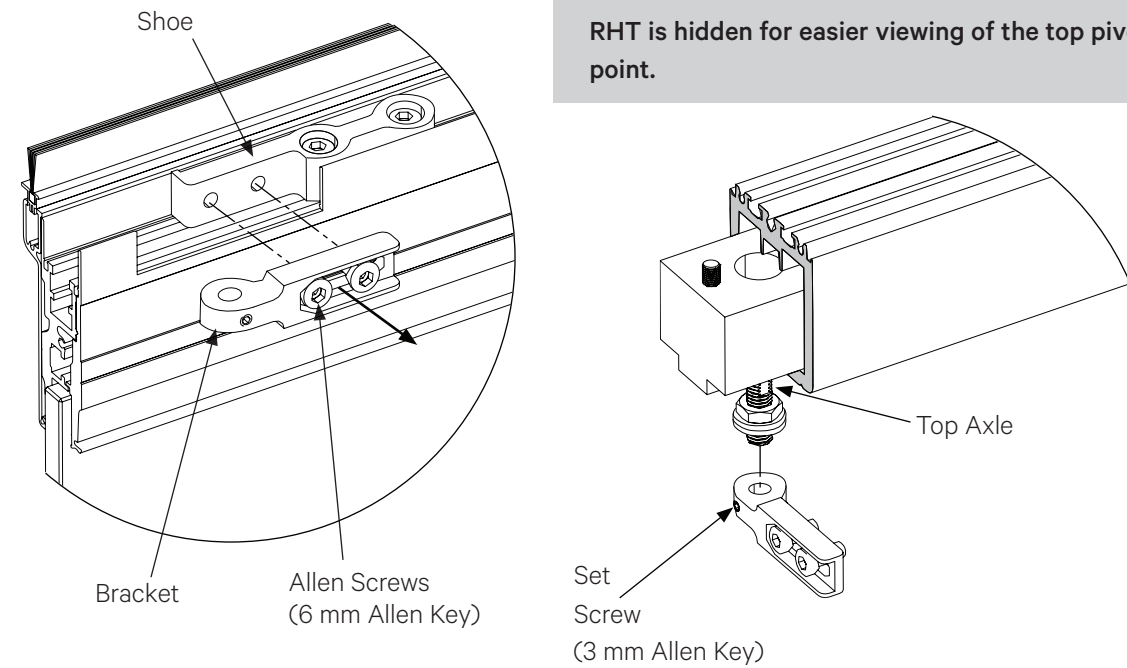


**6 Reinstall removable head track.**

1. After inserting folding panels 2, 3, and 4, reinstall and fasten removable head track (RHT) to the header and drive alignment pins in place.
2. Ensure the joints are properly aligned. (Refer to Head Track Shimming and Anchoring section for reference.)
3. Slide the top pivot bracket to the end of the RHT, towards the wall.
  - **Do not secure it in place yet.**



**PREPARATION OF PANEL 5**

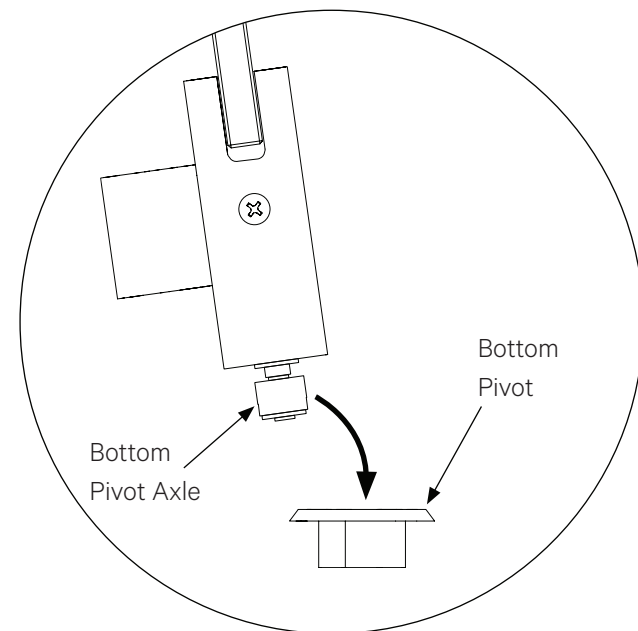
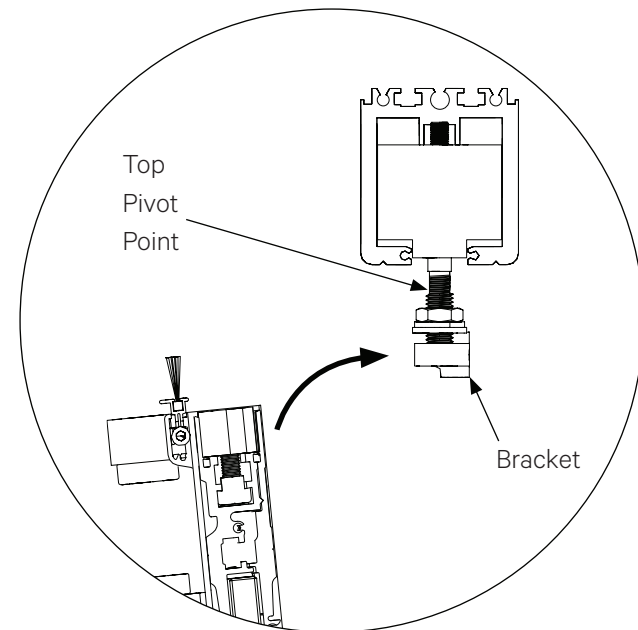


All images on this page are shown from the interior.

**1 Prepare Panel 5 folding panel.**

1. In preparation for the installation of the end folding panel #5, remove the end cap and cover profile from the interior side of the panel.
2. Loosen the Allen screws (using a 6 mm Allen key) and separate the bracket from the shoe, located in the top rail.
3. Loosen the set screw on the bracket (using a 3 mm Allen key) and thread the bracket onto the top axle of the top pivot point.

**INSTALLATION OF PANEL 5**



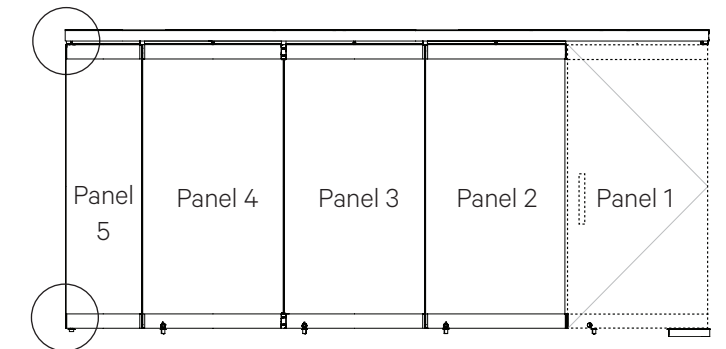
**NOTE:** For installation of bottom pivot, see Option 2 Pivot Point Installation in the “Single/Double Action End Swing Panel Installation” section.

**2** Set bottom and top pivot points, in that order.

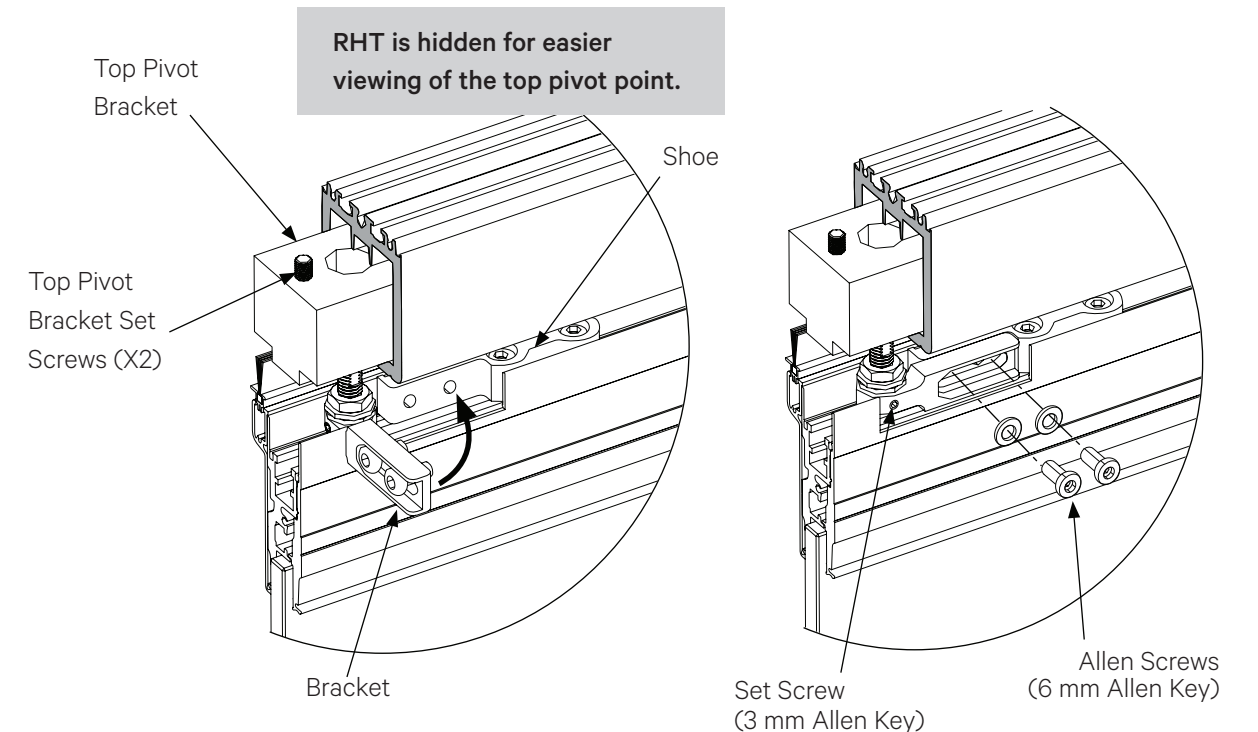
1. Set panel into the opening.
  - First: lift panel with bottom pivot axle onto the pivot point of the bottom pivot.
  - Second: tip the panel up toward the top axle.
2. Align the top axle (with the bracket) to the holes in the shoe on the panel.
  - **Before fully tightening down all screws, ensure all dimensions are set correctly and the panel can be opened and closed with the right clearance.**
3. Check if the panel is plumb and level.
  - If not, follow instructions for height and width adjustment.

**NOTE:** If panel height adjustment is needed, do not tighten set screw in top pivot point or reinstall end cap and cover profile at this time. Follow steps in “Single/Double Action End Panel Adjustment” section.

4. Fully secure top pivot bracket to head track by tightening the two set screws.

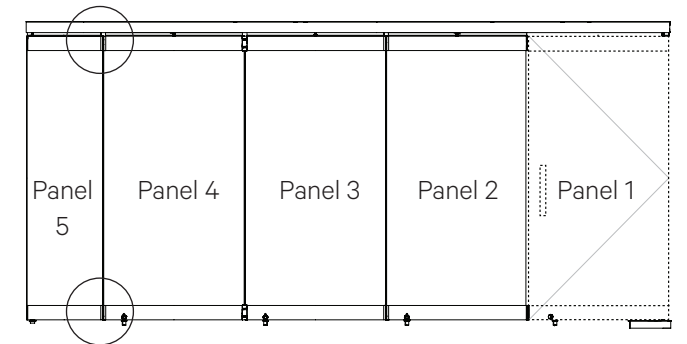


All images on this page are shown from the interior.

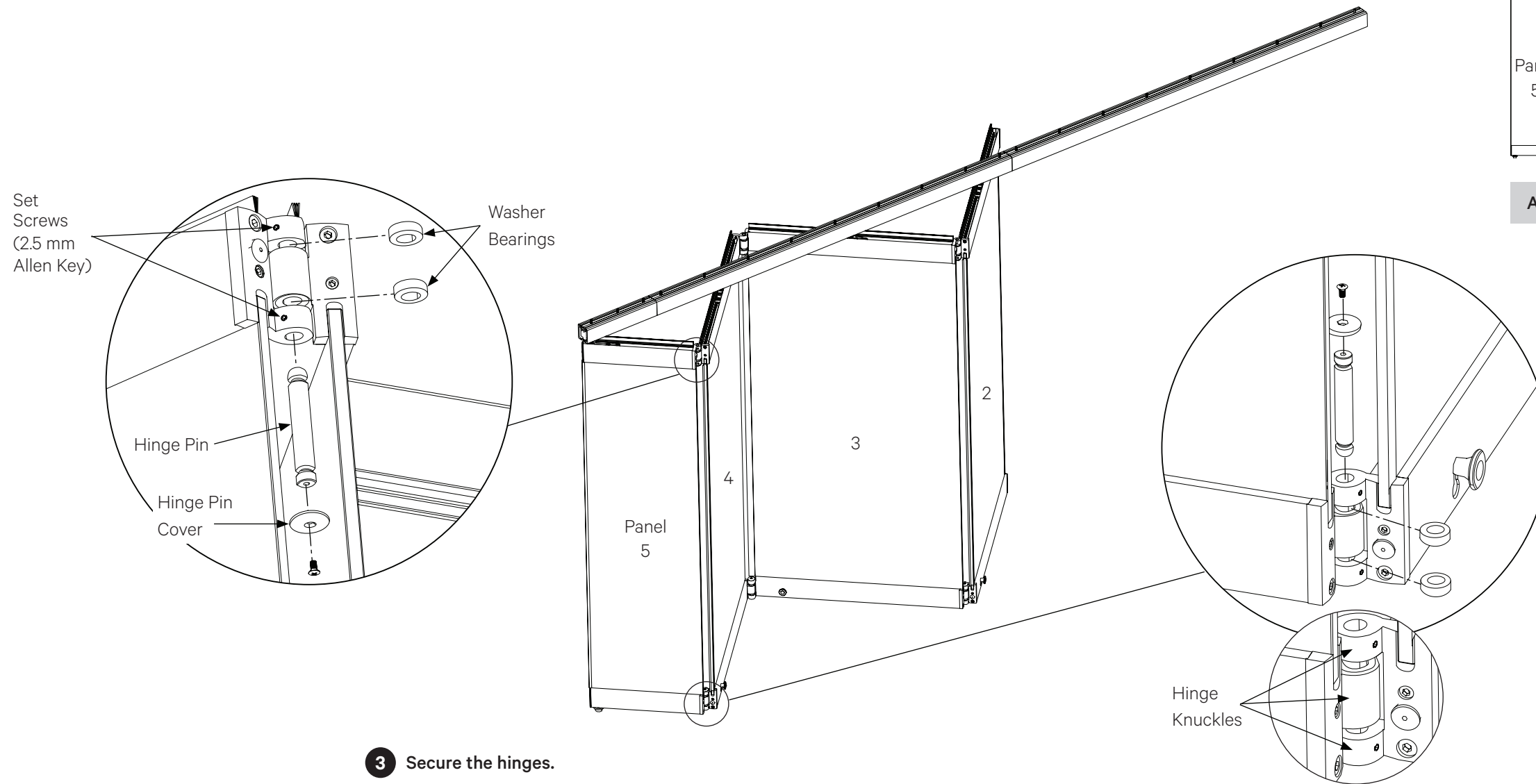


5. Tighten the Allen screws through the bracket (using a 6 mm Allen key) into the shoe.
6. Secure the top axle and bracket by fully tightening the set screw (using a 3 mm Allen key) from the side.
7. If no panel height adjustment is necessary, reinstall the cover profile and end cap.

**SECURING PANELS 5 AND 4 HINGES**



All images on this page are shown from the interior.

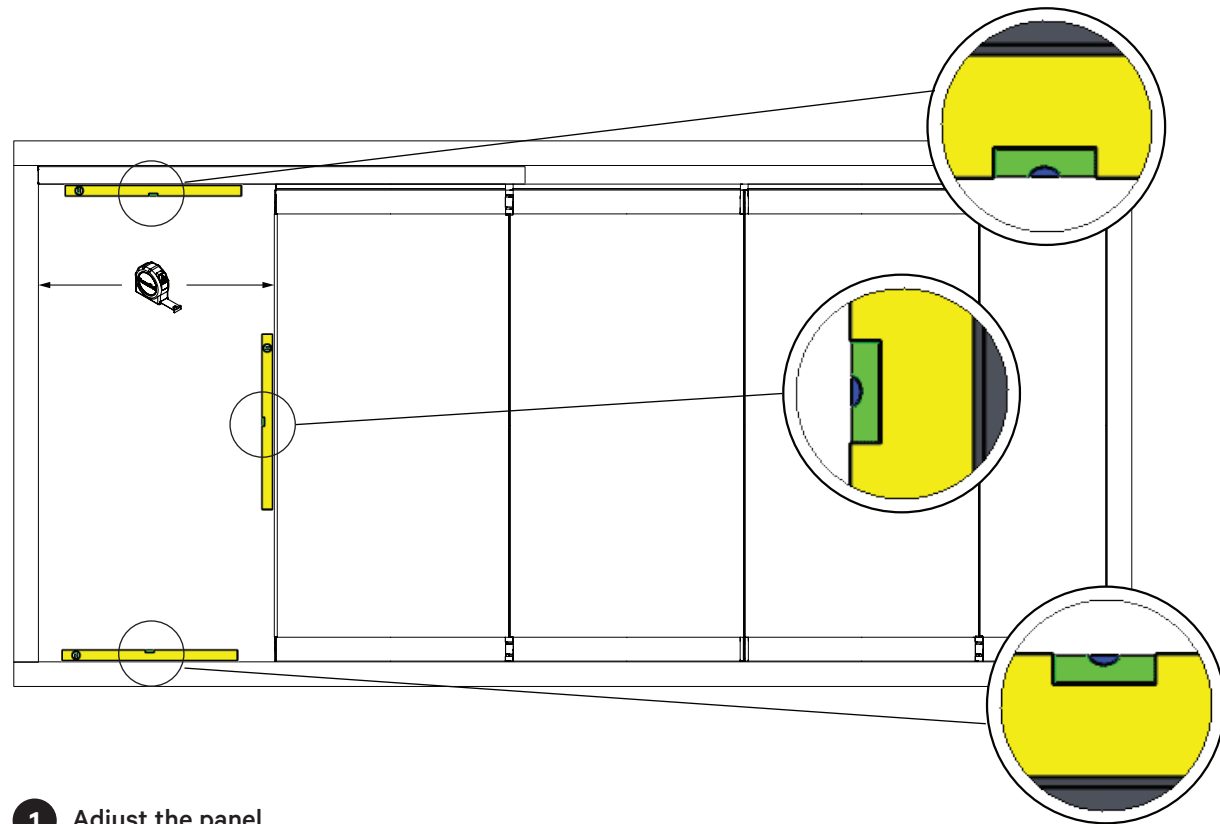


**3 Secure the hinges.**

1. Connect each coordinating hinge.
2. **Top hinge:**
  - Loosen the two set screws.
  - Add the washer bearings in between the hinge knuckles.
  - Slide pin up into connected hinges.
  - Re-tighten the two set screws until they are fully tight, then loosen 1/4 turn to allow the hinge pin to rotate freely.
  - Install hinge pin cover and secure with included Phillips head screw.

3. **Bottom hinges:**
  - Loosen the two set screws.
  - Add the washer bearings in between the hinge knuckles.
  - Slide pin down into connected hinges.
  - Re-tighten the two set screws until they are fully tight, then loosen 1/4 turn to allow the hinge pin to rotate freely.
  - Install hinge pin cover and secure with included Phillips head screw.

## Panel Alignment and Adjustment

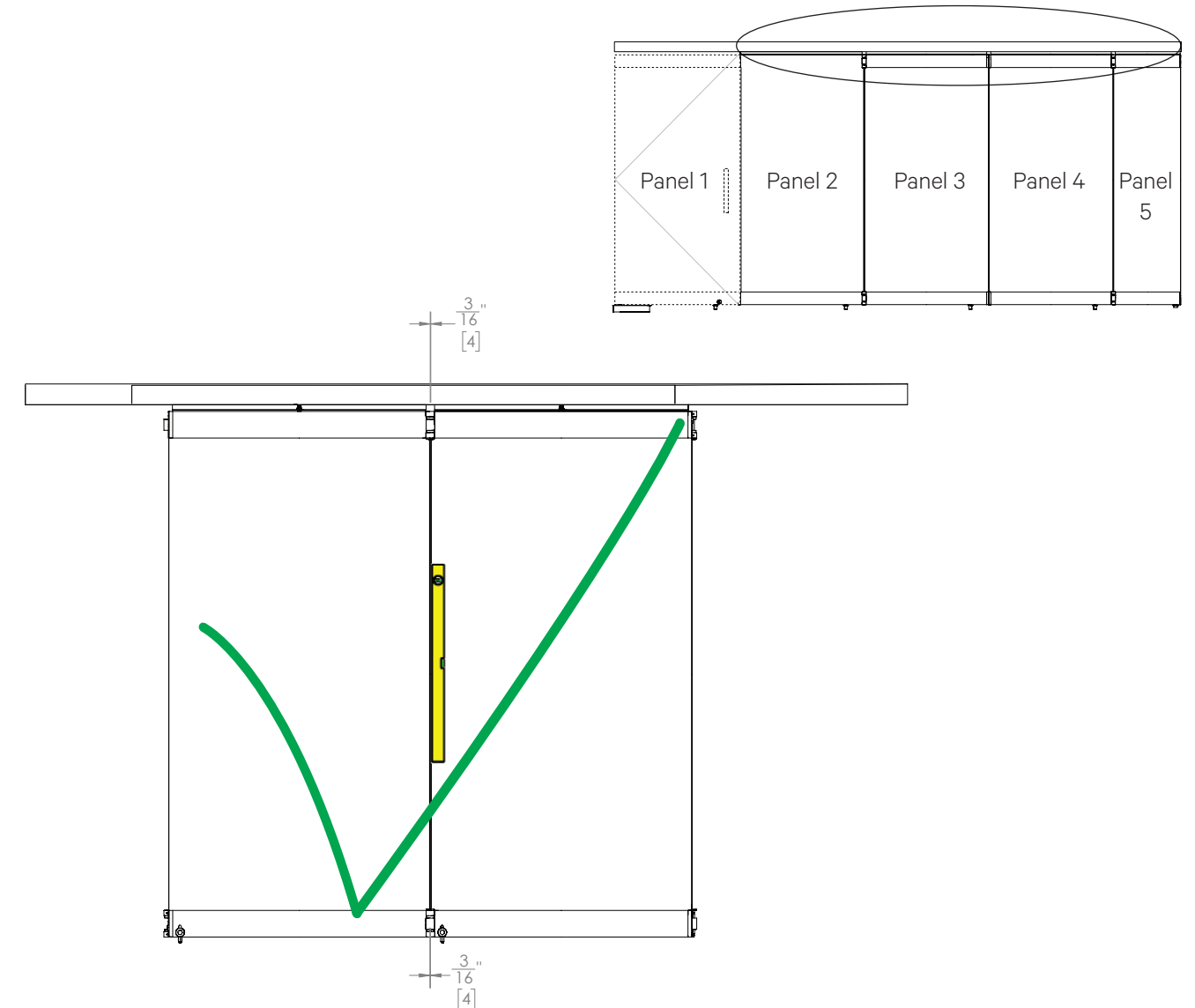


### 1 Adjust the panel.

1. After inserting the folding panels, slide the panels to the correct location.
2. Ensure the single or double action end panel will fit within the remaining opening.

### 2 Check that all panels are plumb.

1. Check if all panels are vertically straight and if enough space is left for the single action end panel (non-sliding).
  - Between panels there should be an even gap of about 3/16" (4 mm) from top to bottom.
  - The horizontal spacing between the bottom of a panel and finish floor should be 1/4" (7 mm) consistently across the width of the unit.



Gap differences may be due to the head track not being absolutely level. A difference of 1/16" (2 mm) or less in the level of the head track between the two edges of a panel can cause a 1/4" (7 mm) shift of the panel from the vertical position, enough for a panel to not close properly.

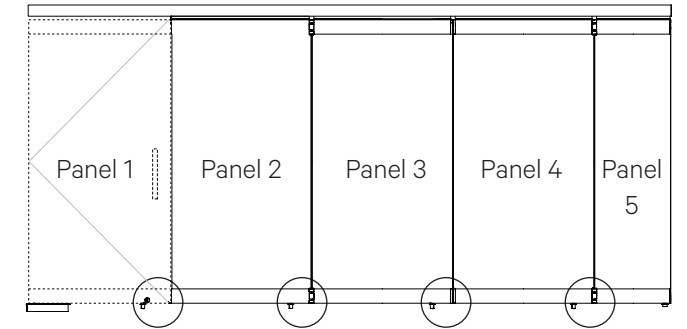
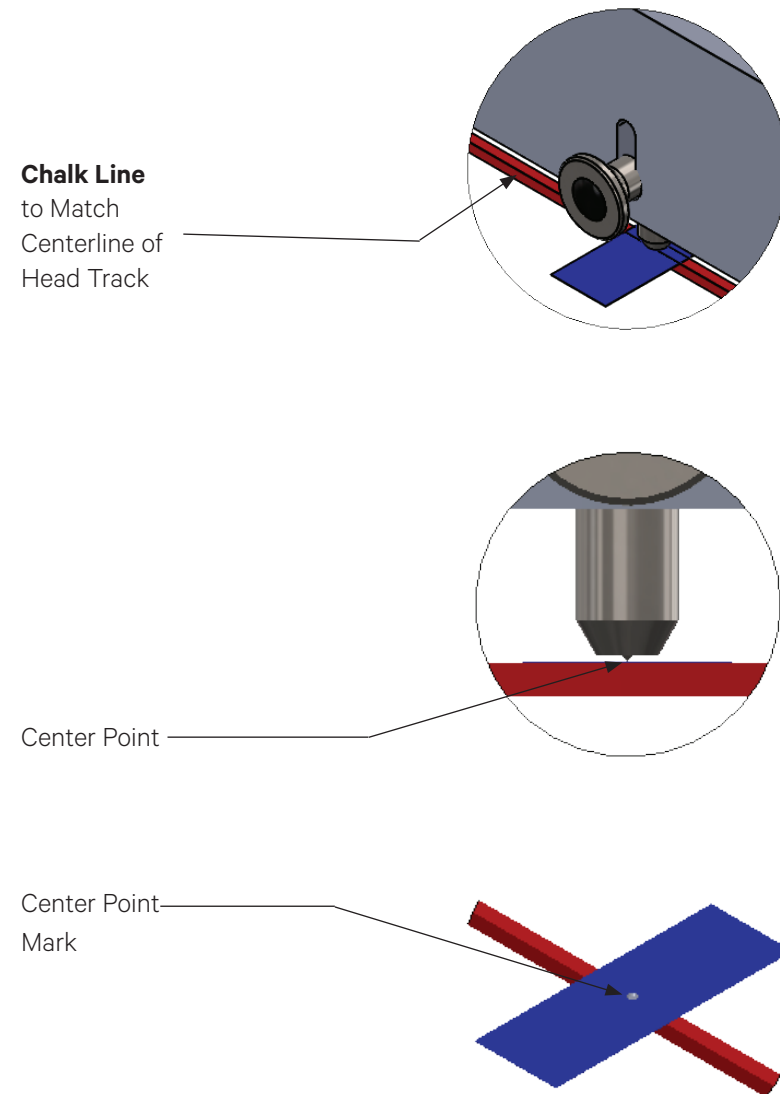
### 3 Adjust the gaps if necessary.

1. Adjust the head track by removing or adding shims above the head track as needed.

**Adjust panel height (via the rollers). See Folding Panel Height Adjustment section.**

# Floor Socket Installation

## FLOOR SOCKET MARKUP

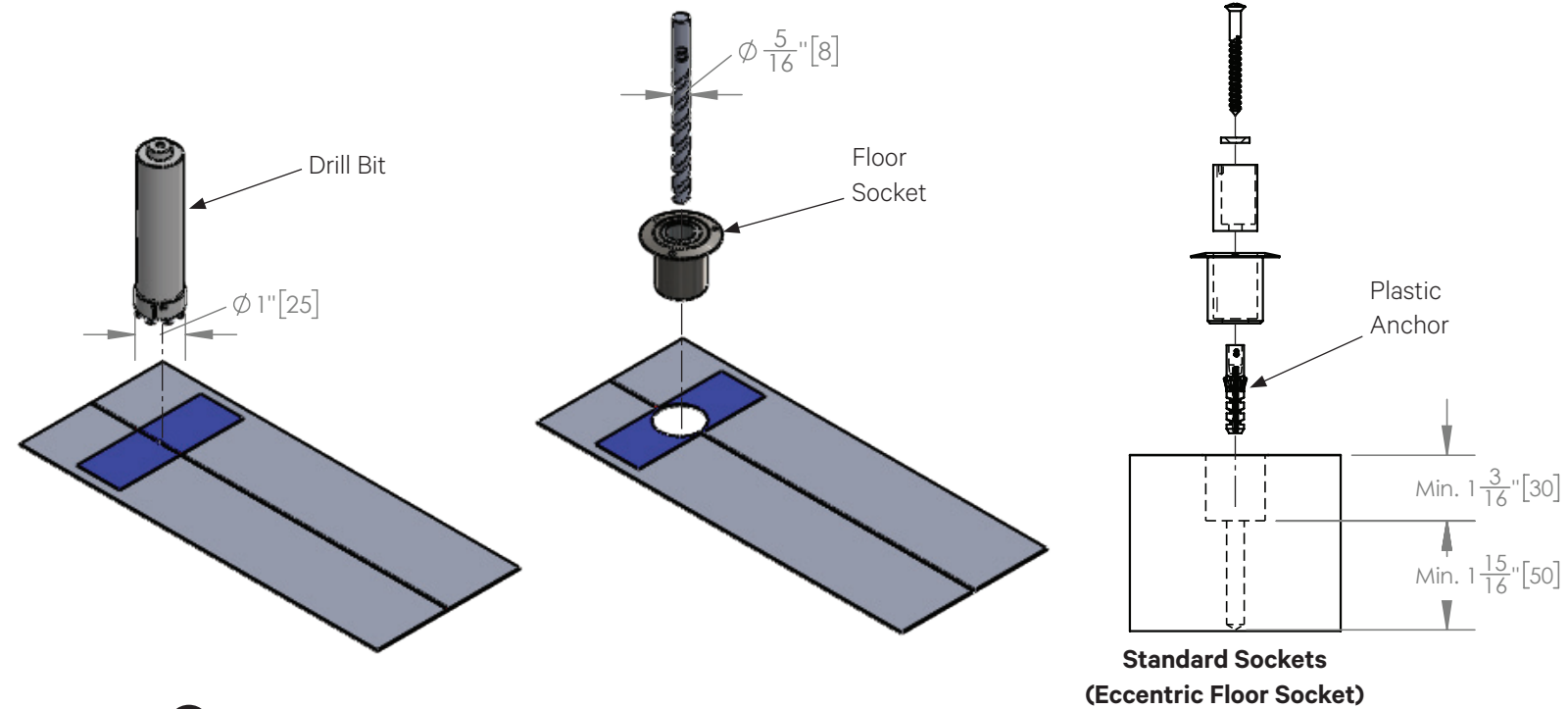


### 1 Floor socket markup.

**All holes for locking bolts must be made in precise locations in the floor.**

1. With a plumb bob or laser, find the centerline of the head track and transfer that mark to the floor on each end of the opening.
  - Mark that centerline on the floor with a chalk line.
2. Close the unit such that the panels are in the correct closed position.
  - Ensure the panels are straight and the correct 3/16" (4 mm) gap between the end caps of the panels is maintained.
3. Start with the panel next to the wall side and add five (5) layers of blue masking tape underneath the approximate location of the locking bolts.
4. Slowly and carefully engage the locking bolts on each panel, via the foot activated locks, to create a divot in the blue masking tape.
5. Draw a perpendicular line through the divot mark, crossing the chalk line.
  - This divot will be the opposite axis of the chalkline centerline. Where the divot and the chalkline intersect will be the center point to drill the socket hole.

**FLOOR SOCKET INSTALLATION**



**2 Floor socket installation.**

1. From the custom product drawings and the locking type on the panels, drill the appropriate size hole for the supplied plastic anchor.
  - If concrete, use a diamond core drill bit with the proper diameter size.
2. Insert the plastic anchor and fasten the socket into place.

**ATTENTION:** Do not use soft finish flooring materials. 1/8" (3 mm) carpet tiles with a very low tuft and no padding underneath are acceptable.

# Single/Double Action End Panel Installation

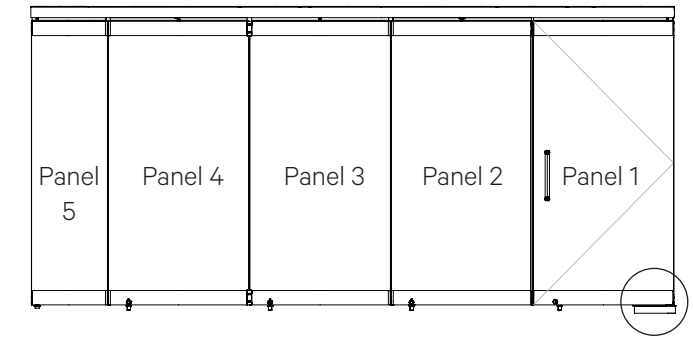
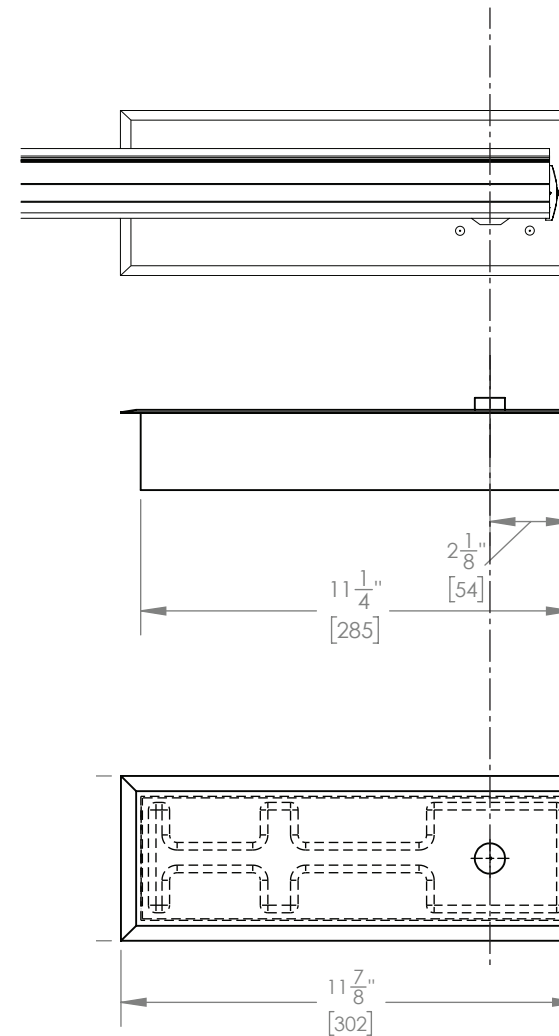
## OPTION 1: FLOOR CLOSER MARKUP

All holes for pivot points and floor closers must be made in precise locations in the floor.



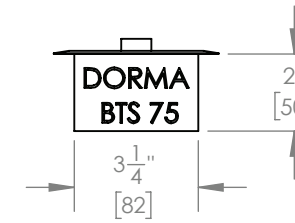
### 1 Measure floor closer location dimensions.

1. Find the center of the floor closer pivot axle.
  - The center of the pivot axle of the floor closer to the adjacent wall is 2 5/16" (58 mm). Mark this dimension.
2. Place blue masking tape across the existing chalk line and mark the dimension from above.
3. On the tape, draw a line perpendicular to the chalk line, to note the center point of the pivot axle of the floor closer. Please check product drawing for swing direction inside/outside.

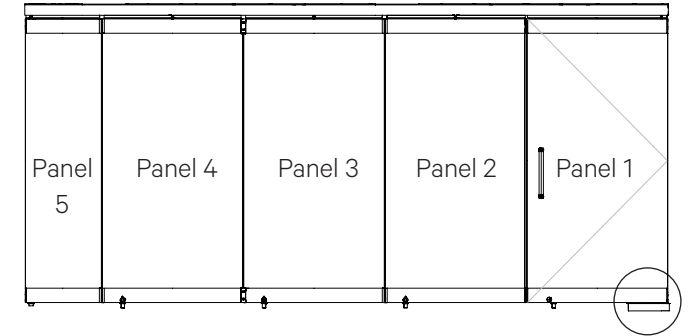
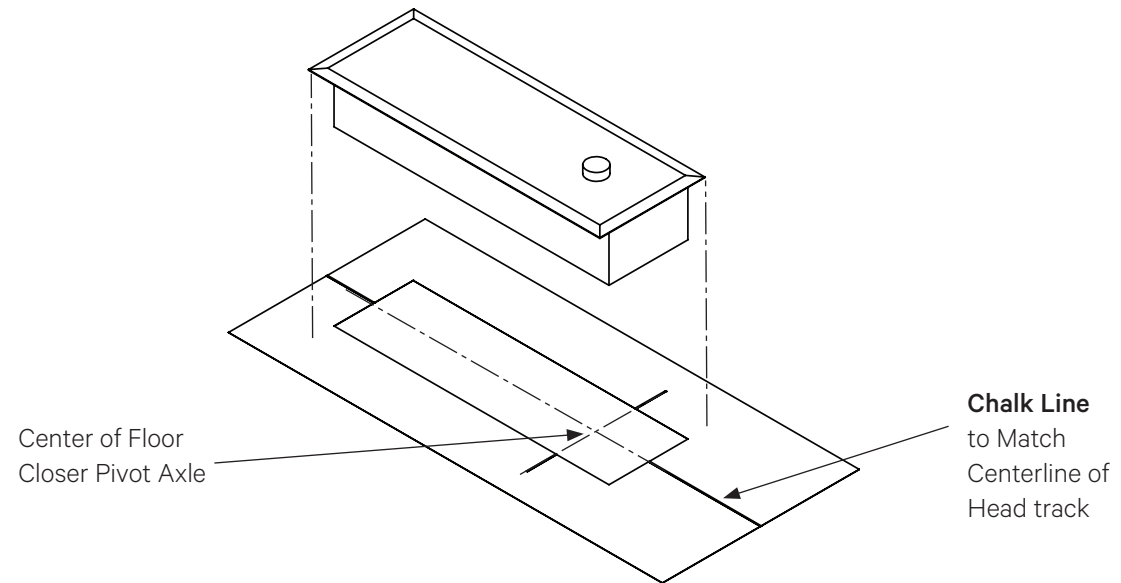


All images on this page are shown from the interior.

All holes for the floor closer must be made in precise locations on the floor.



**OPTION 1: FLOOR CLOSER INSTALLATION**



All images on this page are shown from the interior.

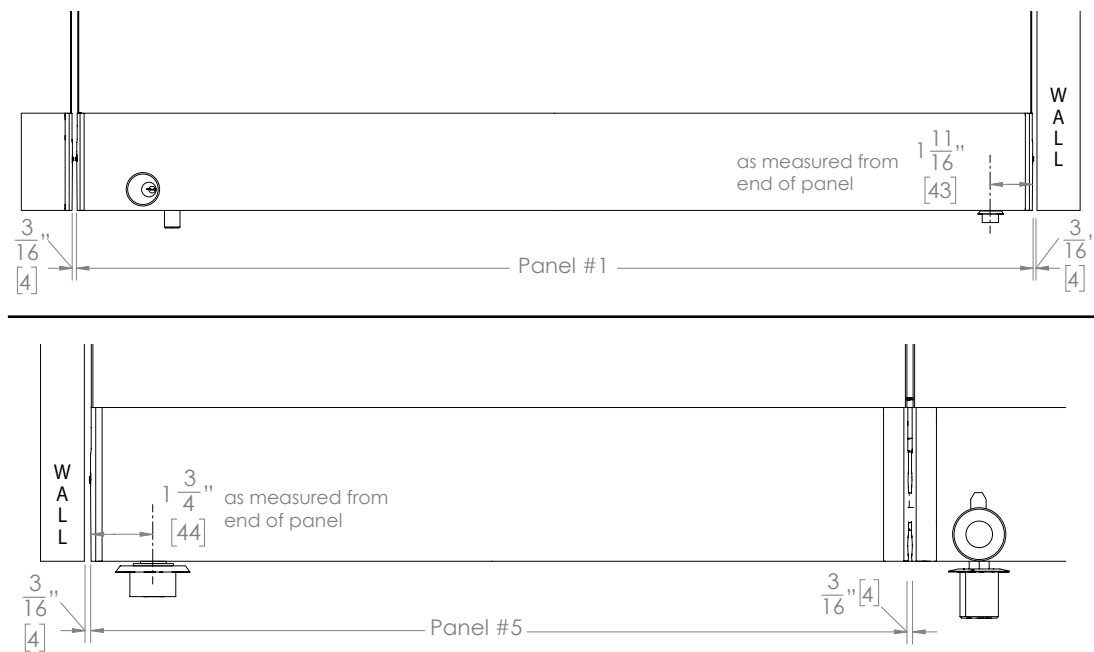
**2 Install the floor closer.**

1. Use the center point of the pivot axle to mark all dimensions of the floor closer on the floor.
2. If concrete, cut and chisel out the concrete to recess the floor closer into the floor so the top of the box is at the top of the finished floor.
3. Position the box and temporarily shim in the correct location in relationship to the edge of the wall.
  - Ensure the full underside of the floor closer box rests on the flush and level surface.
  - If necessary, add shims under the floor closer to ensure the top of the box is at the height of the finished floor.
4. Once the correct location is confirmed, fully anchor the floor closer.
5. For any needed adjustment, refer to the floor closer installation manual.



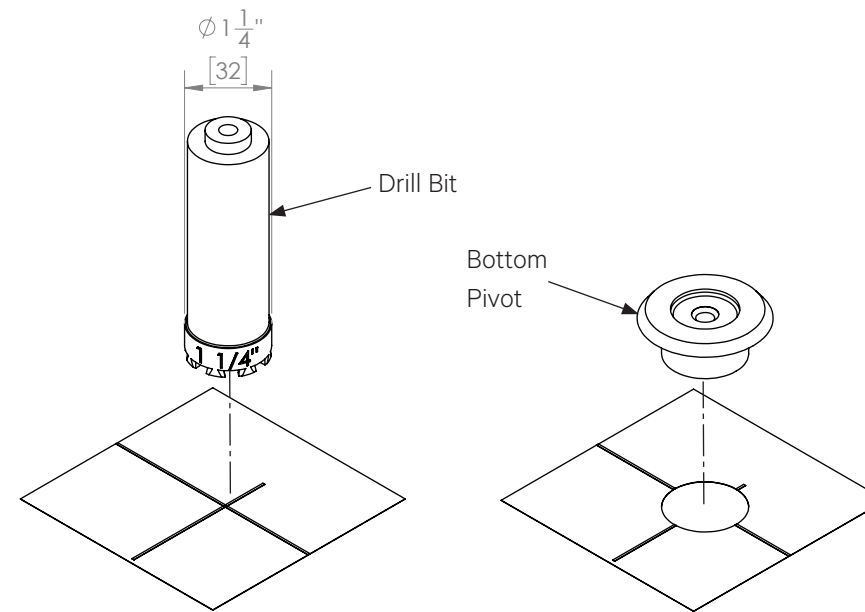
**OPTION 2: PIVOT POINT MARK UP AND INSTALLATION**

All holes for pivot points and floor closers must be made in precise locations in the floor.



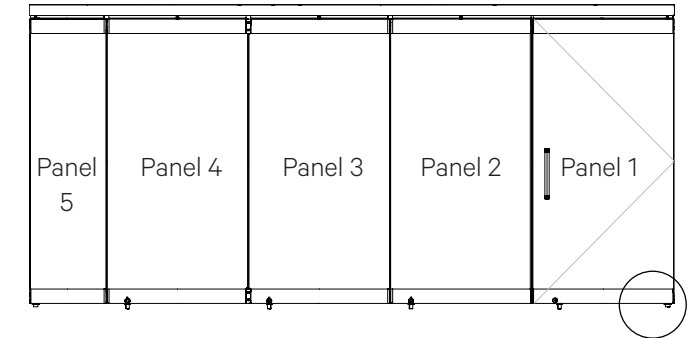
**1 Measure the pivot point location dimensions.**

1. Start at the bottom and use the chalk line as a reference line.
2. Measure the overall width of the panel and compare it with the dimension on the custom product drawing.
3. To this dimension add 3/16" (4 mm) at each end to ensure a 3/16" (4 mm) gap is maintained between each panel and between the panel and the wall.

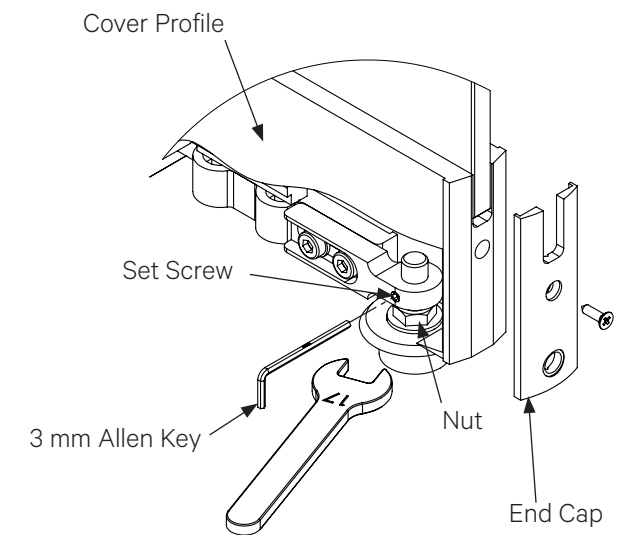


**2 Install center pivot point.**

1. The center of the pivot axle to the adjacent edge of the panel (end cap) is 1 11/16" (43 mm) plus the additional 3/16" (4 mm) gap to the wall.
2. The total will now equal 1 7/8" (47 mm) to the edge of wall.
3. Place a piece of blue masking tape across the existing chalk line (where the dimension of the centerline of the socket is marked) and mark this dimension on the tape.
4. On the tape, draw a line perpendicular to the chalk line, to note the center point of the pivot point socket.
5. If concrete, use a 1 1/4" diameter diamond core drill bit and drill the proper depth required so the flange of the pivot point socket sits at the finished floor height.
6. Install the pivot point socket using a fastener and anchor it through its center, so the bottom of the flange is equal to the top of the finished floor height.



All images on this page are shown from the interior.

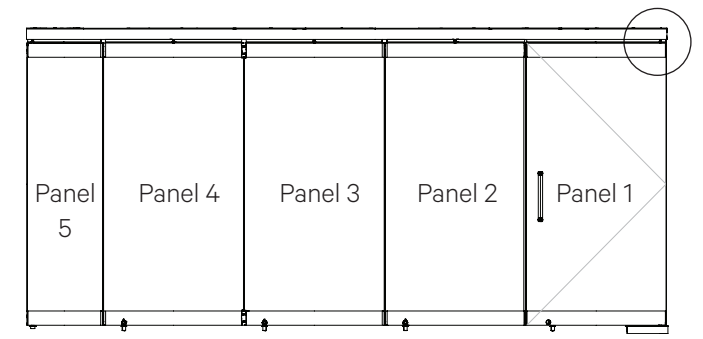


**3 Adjust door height.**

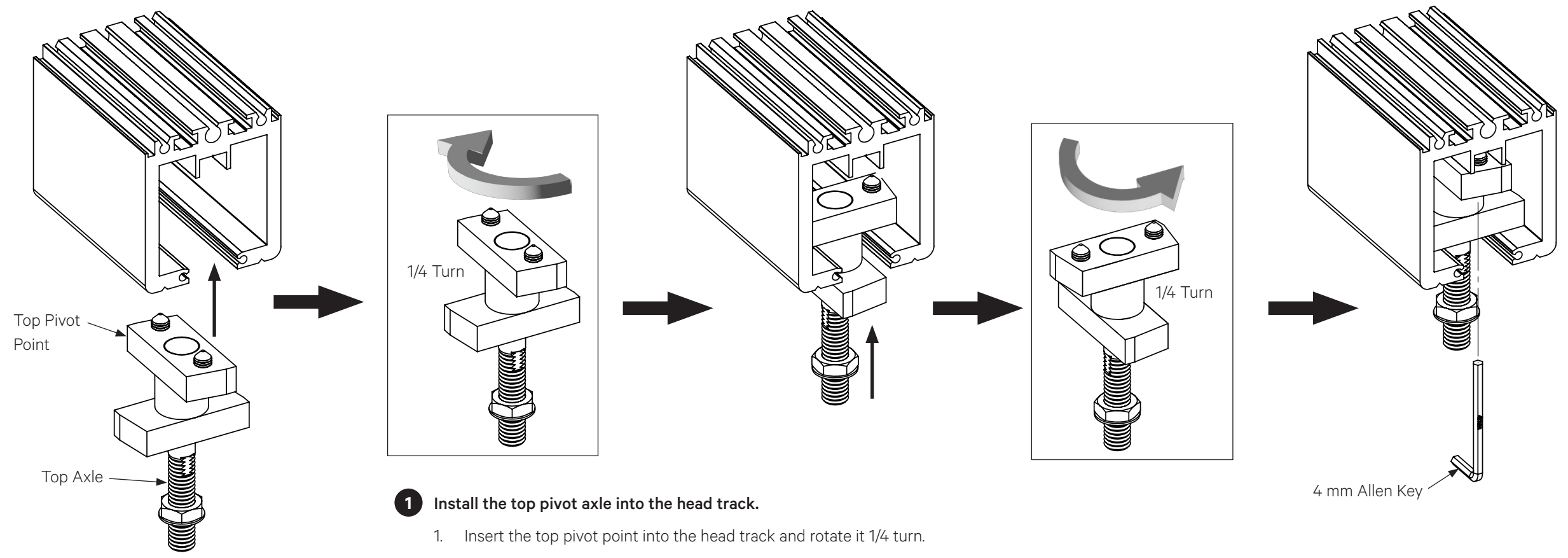
1. Remove the end cap and slide the cover profile off to the side.
2. Loosen the set screw on the hinge with an Allen key.
3. Using a 17 mm open end wrench, rotate the nut on the pivot to adjust the door height accordingly.
4. Tighten the set screw using an Allen key.
5. Reinstall cover profile and end cap.

**TOP PIVOT INSTALLATION**

Top pivot locations may vary. Image shown as an example.

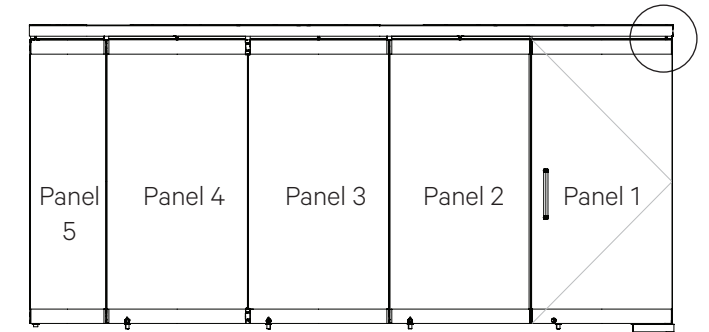
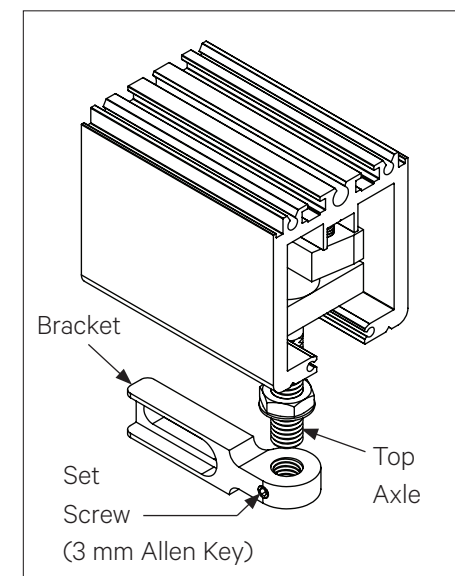
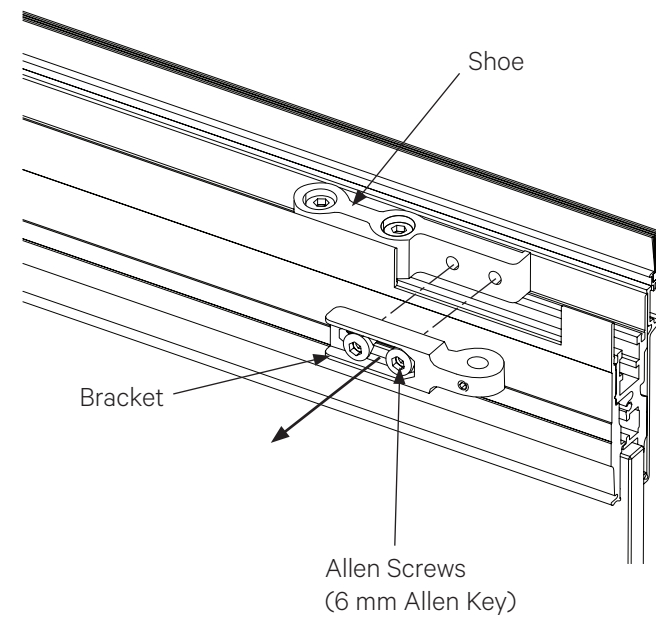


All images on this page are shown from the interior.



- 1** Install the top pivot axle into the head track.
  1. Insert the top pivot point into the head track and rotate it 1/4 turn.
  2. Push it up fully into the head track and tote it 1/4 turn, in the opposite direction, to lock it in place.
  3. Use a plumb bob or laser, or other similar precise measuring equipment, to align the center of the bottom pivot point with the center of the top axle.
  4. Set the top pivot point assembly in place by tightening the 2 set screws.

**PREPARE SINGLE/DOUBLE ACTION END PANEL (PANEL 1) FOR INSTALLATION**

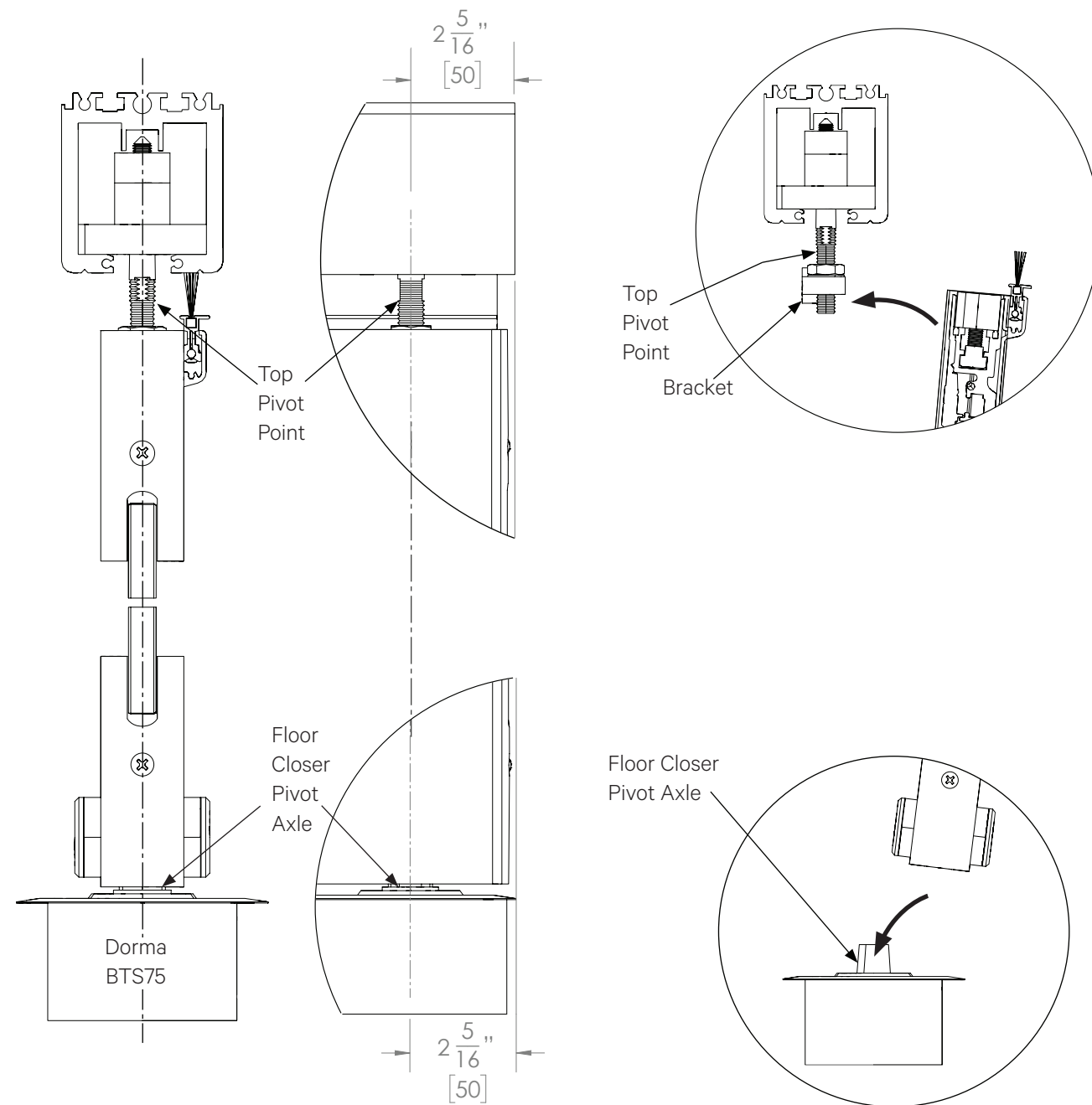


All images on this page are shown from the interior.

**2 Prepare end panel for installation.**

1. In preparation for the installation of a swing panel, remove the end cap and cover profile from the interior side of the panel.
2. Loosen the Allen screws (using a 6 mm Allen key) and separate the bracket from the shoe, located in the top rail.
3. Loosen the set screw on the bracket (using a 3 mm Allen key) and thread the bracket onto the top axle of the top pivot point.

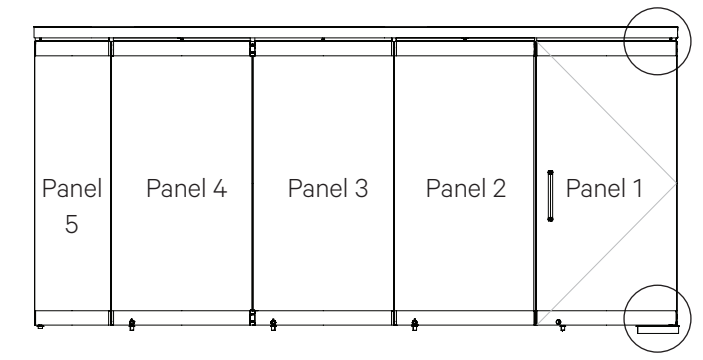
**INSTALL SINGLE/DOUBLE ACTION END PANEL WITH FLOOR CLOSER**



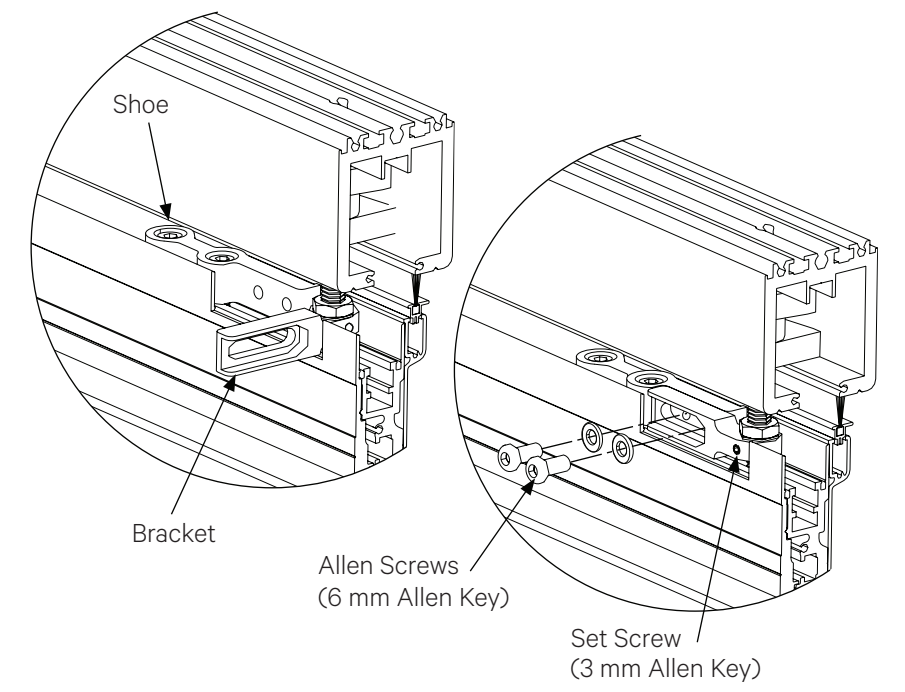
**3 Set bottom and top pivot points, in the below order.**

1. Set panel into the opening.
  - First: lift panel onto the pivot axle of the floor closer.
  - Second: tip the panel up toward the top axle.
2. Align the top axle (with the bracket) to the holes in the shoe on the panel.
  - **Before fully tightening down all screws, ensure all dimensions are set correctly and the panel can be opened and closed with the right clearance.**
3. Check if the panel is plumb and level.
  - If not, follow instructions for height and width adjustment.

**NOTE: If panel height adjustment is needed, do not tighten set screw or reinstall end cap and cover profile at this time. Follow steps in "Single/Double Action End Panel Adjustment" section.**

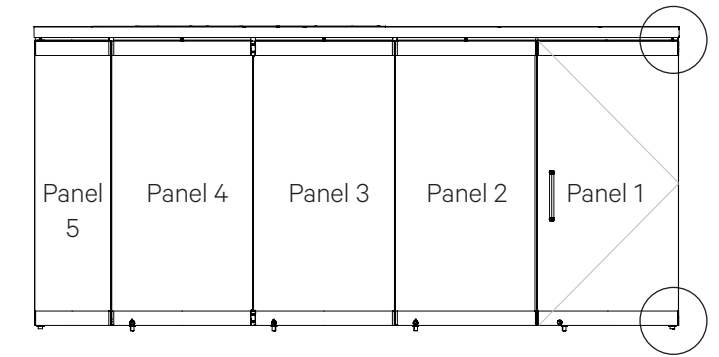


All image on this page are shown from the interior.

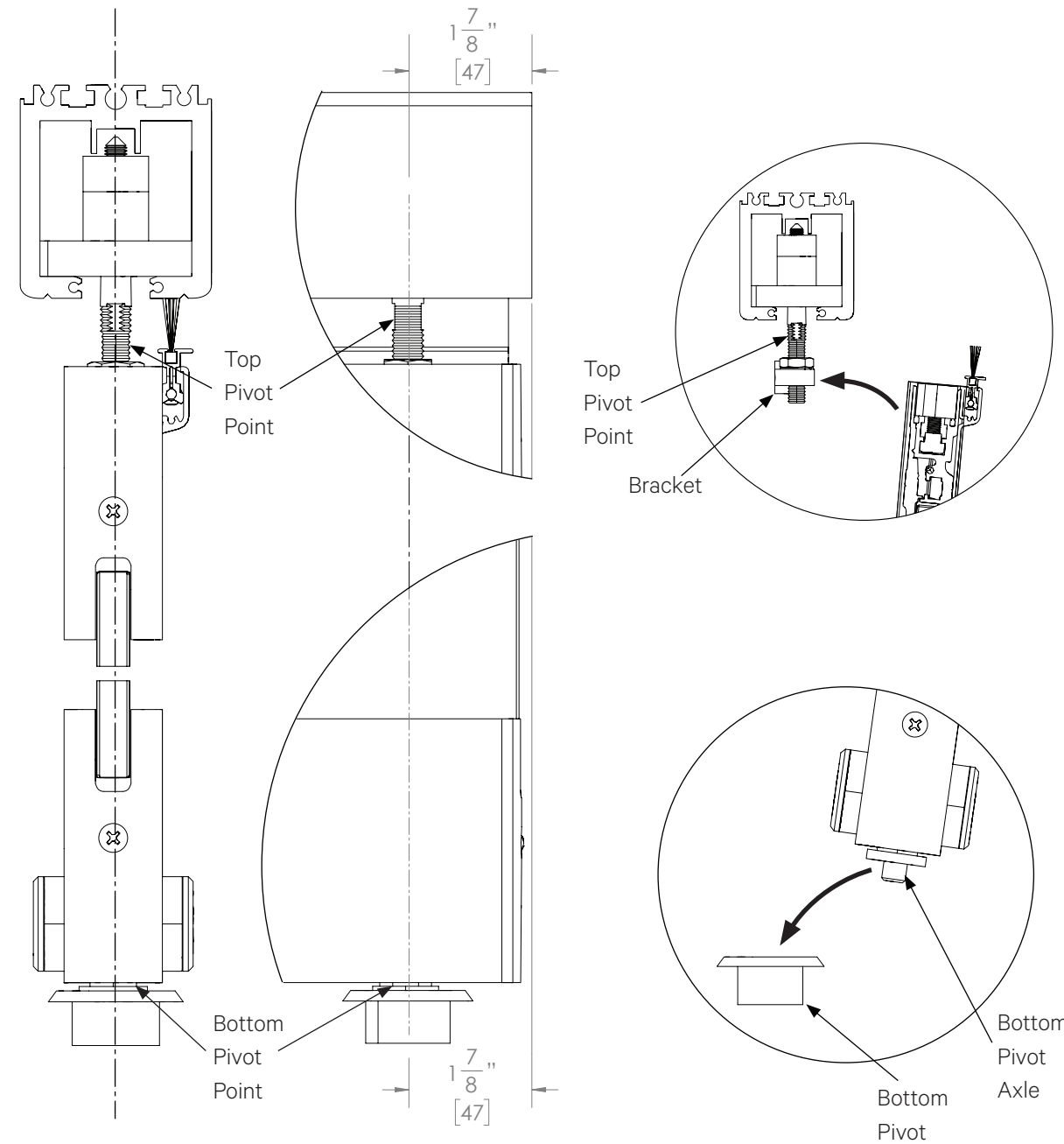


4. Tighten the Allen screws through the bracket (using a 6 mm Allen key) into the shoe.
5. Secure the top axle and bracket by fully tightening the set screw (using a 3 mm Allen key) from the side.
6. If no panel height adjustment is necessary, reinstall the cover profile and end cap.

**INSTALL SINGLE/DOUBLE ACTION END PANEL WITH STANDARD PIVOT POINTS**



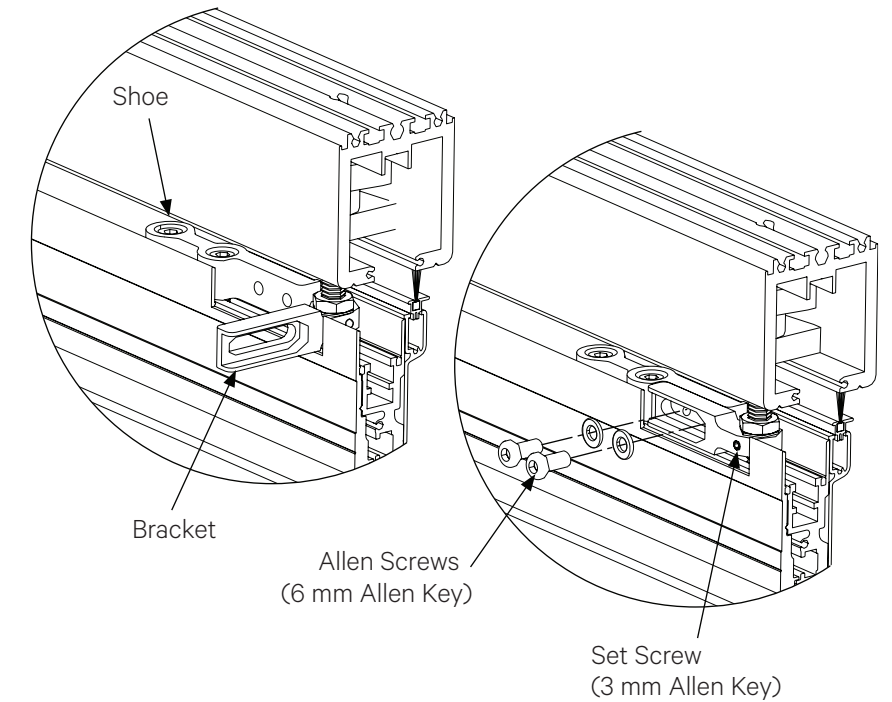
All images on this page are shown from the interior.



**4 Set bottom and top pivot points, in that order.**

1. Set panel into the opening.
  - First: lift panel with bottom pivot axle onto the pivot point of the bottom pivot.
  - Second: tip the panel up toward the top axle.
2. Align the top axle (with the bracket) to the holes in the shoe on the panel.
  - **Before fully tightening down all screws, ensure all dimensions are set correctly and the panel can be opened and closed with the right clearance.**
3. Check if the panel is plumb and level.
  - If not, follow instructions for height and width adjustment.

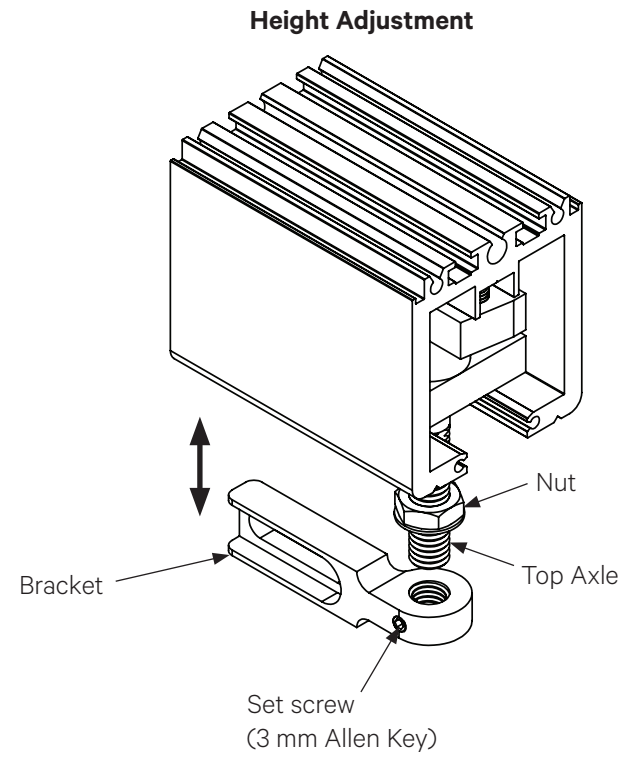
**NOTE: If panel height adjustment is needed, do not tighten set screw or reinstall end cap and cover profile at this time. Follow steps in "Single/Double Action End Panel Adjustment" section.**



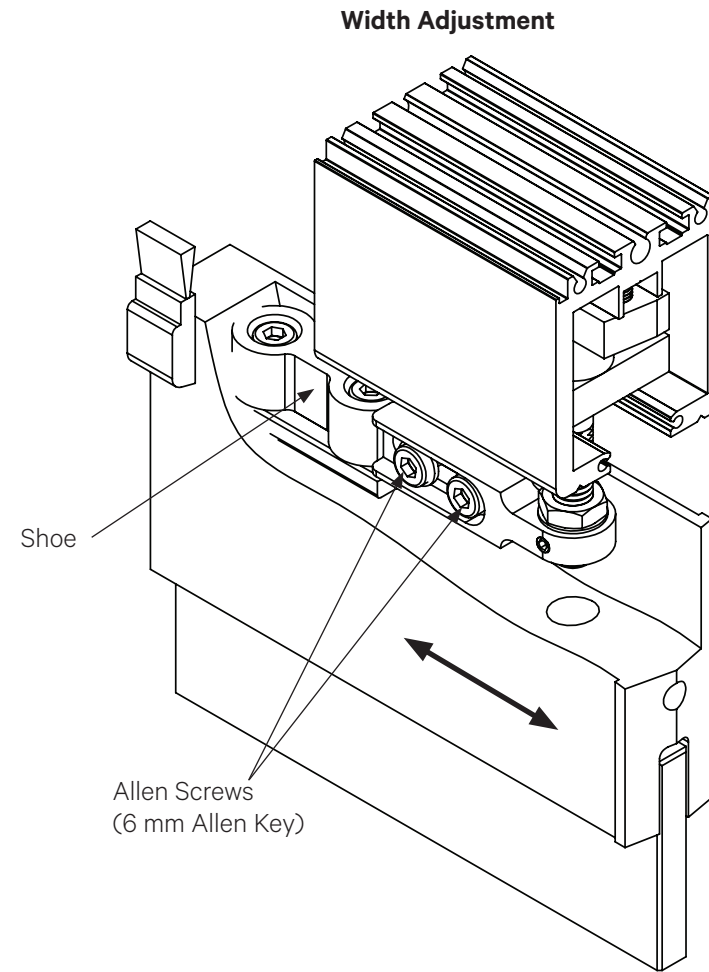
4. Tighten the Allen screws through the bracket (using a 6 mm Allen key) into the shoe.
5. Secure the top axle and bracket by fully tightening the set screw (using a 3 mm Allen key) from the side.
6. If no panel height adjustment is necessary, reinstall the cover profile and end cap.

**SINGLE/DOUBLE ACTION END PANEL ADJUSTMENT**

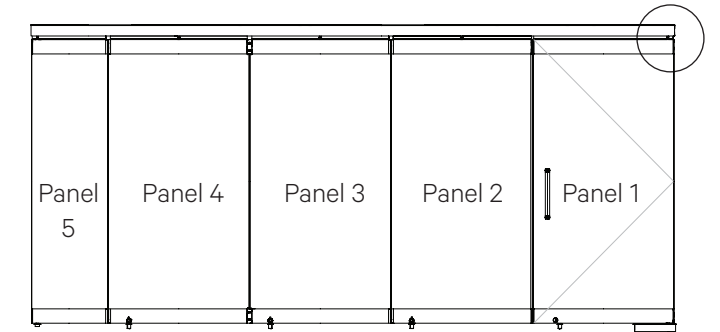
NOTE: Left image shown without panel for easier viewing of height adjustment parts.



- 1 Adjust height of panels (optional).**
  1. Ensure set screw is loose and allows for the top axle to turn.
  2. Rotate the nut (using a 17 mm open end wrench) to raise or lower the height of the panel.
  3. Once proper height is achieved, ensure set screw is fully tightened to prevent top axle from moving during operation.
  4. Reinstall cover profile and end cap to the top rail.



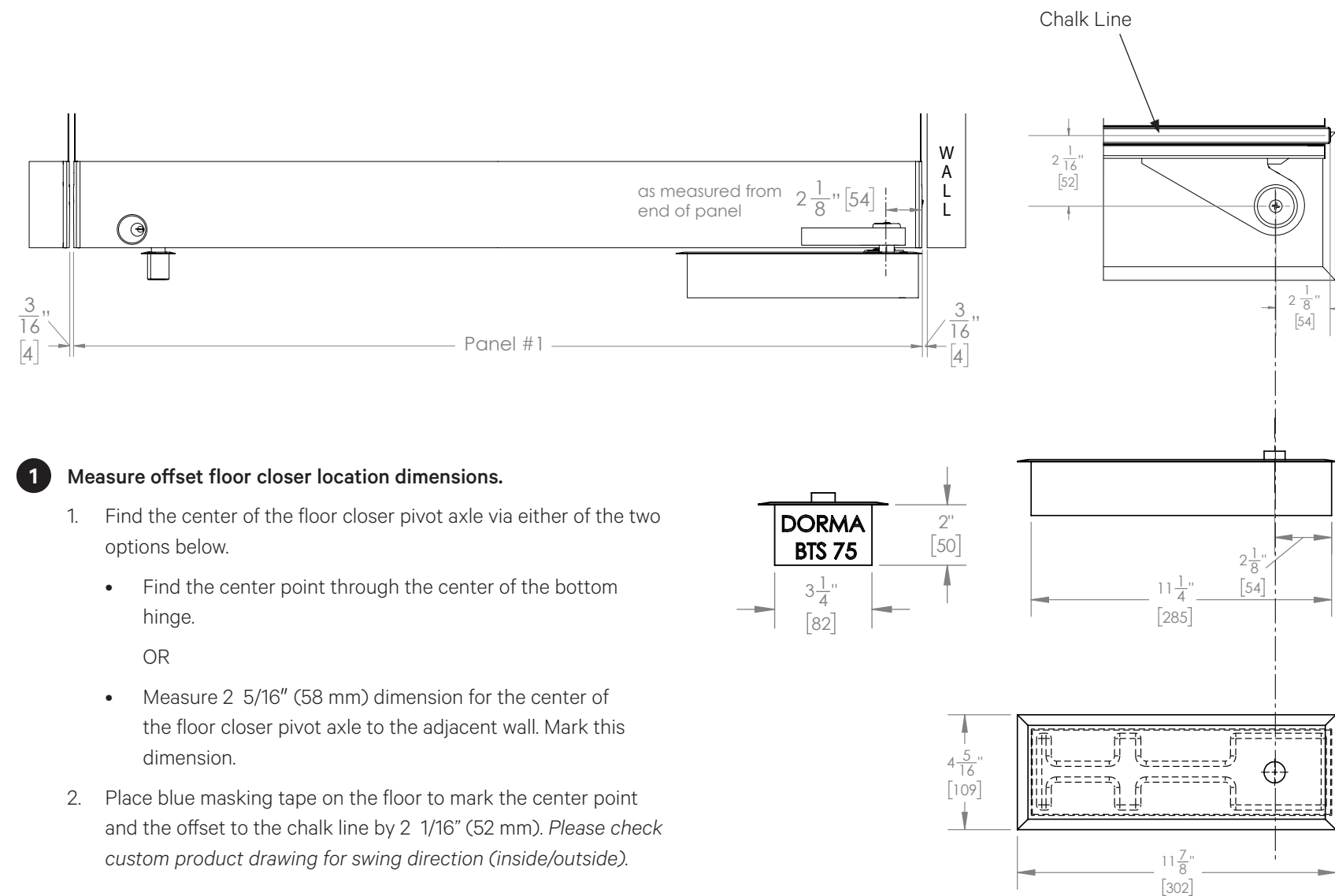
- 2 Adjust the width of the panel (optional).**
  1. Loosen the Allen screws using a 6 mm Allen key.
  2. Slide the top part of the panel left or right to adjust width.
  3. Re-tighten Allen screws.
  4. Reinstall cover profile and end cap to the top rail.



All images on this page are shown from the interior.

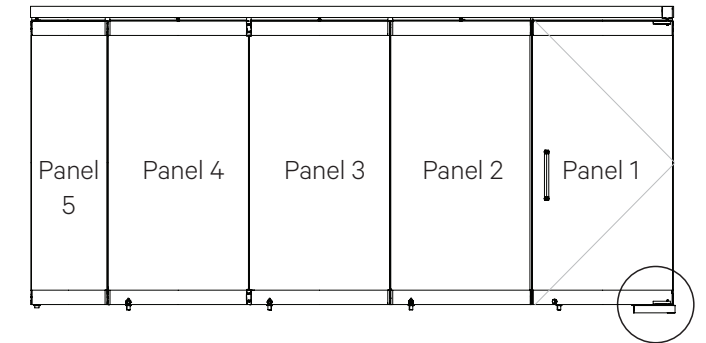
# Single Action End Panel with Offset Hinge Installation

## OPTION 1: OFFSET HINGE WITH FLOOR CLOSER MARKUP



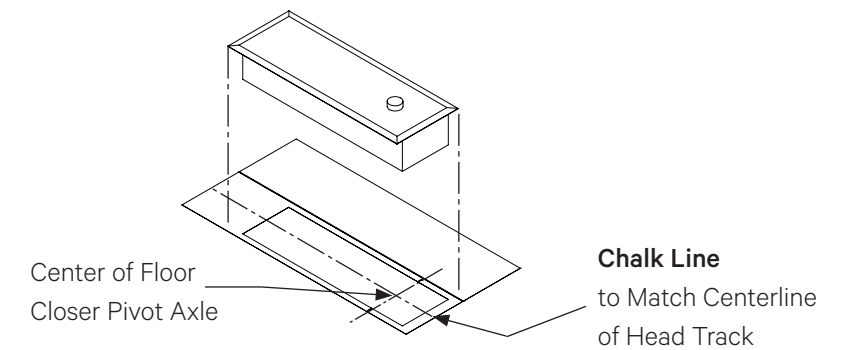
### 1 Measure offset floor closer location dimensions.

- Find the center of the floor closer pivot axle via either of the two options below.
  - Find the center point through the center of the bottom hinge.
  - OR
  - Measure 2 5/16" (58 mm) dimension for the center of the floor closer pivot axle to the adjacent wall. Mark this dimension.
- Place blue masking tape on the floor to mark the center point and the offset to the chalk line by 2 1/16" (52 mm). *Please check custom product drawing for swing direction (inside/outside).*



All images on this page are shown from the interior.

All holes for floor closers must be made in precise locations in the floor.

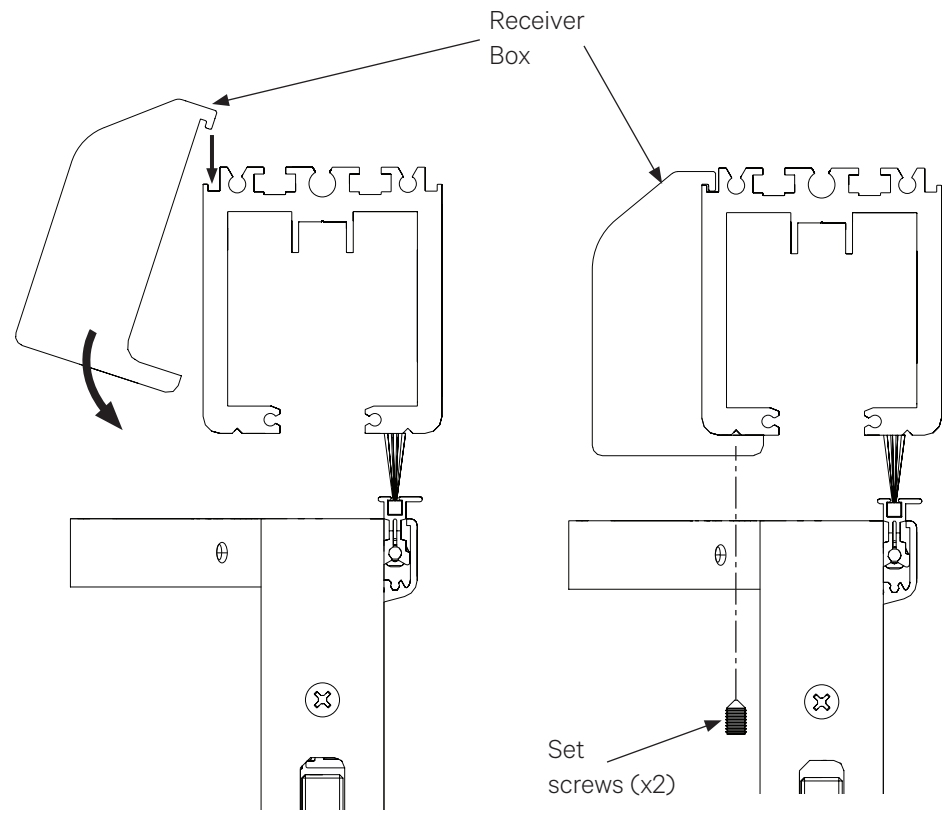


### 2 Install the offset floor closer.

- Mark dimensions of the floor closer box on the floor to be cut out.
- If concrete, cut and chisel out the concrete to recess the floor closer into the floor so the top of the box is at the top of the finished floor.
- Position the box and temporarily shim in the correct location in relationship to the edge of the wall.
  - Ensure the full underside of the floor closer box rests on the flush and level surface.
  - If necessary, add shims under the floor closer to ensure the top of the box is at the height of the finished floor.
- Once the correct location is confirmed, temporarily anchor the floor closer.
- Prior to installation, measure and cut the floor closer cover, if necessary, to ensure it properly fits.
- For any needed adjustment, refer to the floor closer installation manual.

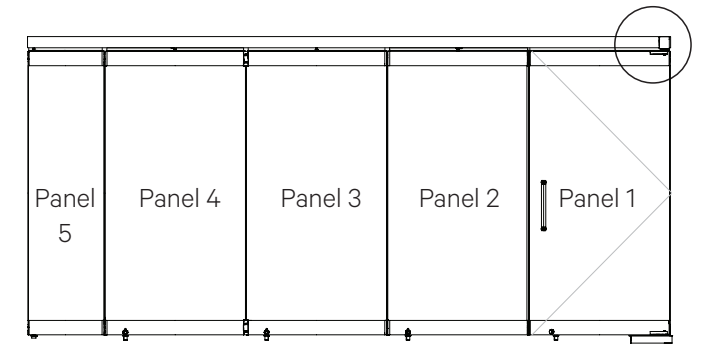
**RECEIVER BOX INSTALLATION FOR OFFSET HINGE**

Some components are hidden for easier viewing of receiver box installation.



**1 Install the receiver box.**

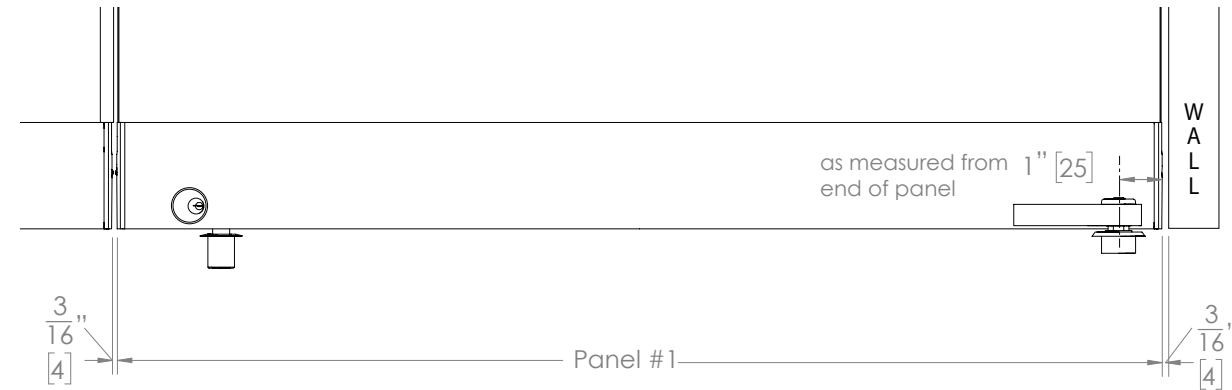
1. The receiver box is shipped loose with two included set screws, in the accessory box.
2. Set the receiver box on the head track at a slight angle, from the top down.
3. Loosely secure it to the head track with the included two set screws, through the bottom of the receiver box.



All images on this page are shown from the interior.

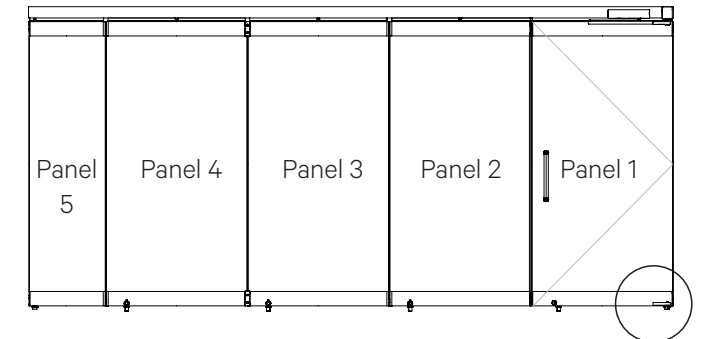
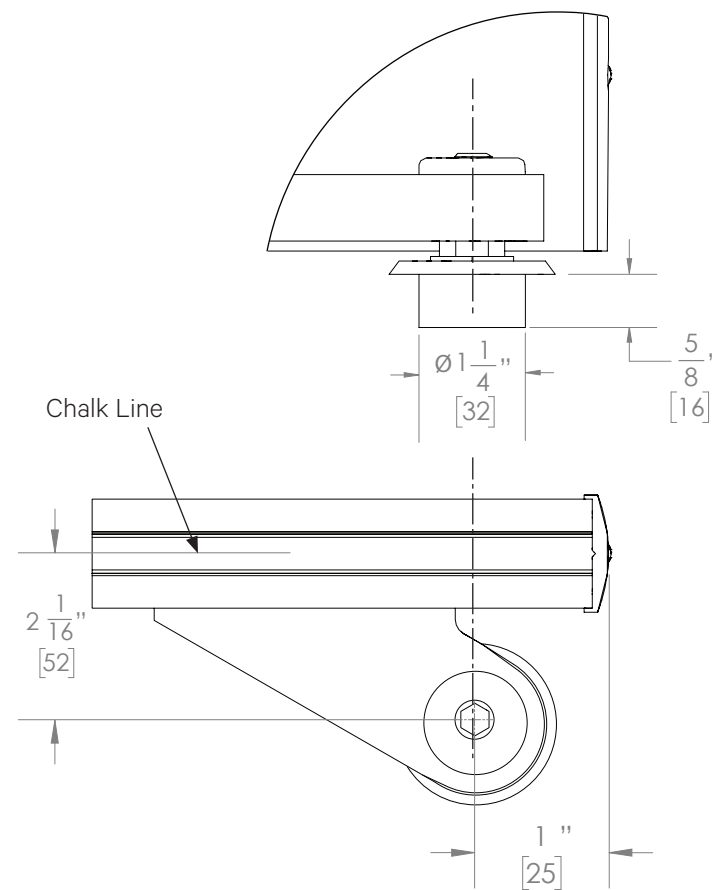


**OPTION 2: OFFSET HINGE PIVOT POINT MARKUP AND INSTALLATION**



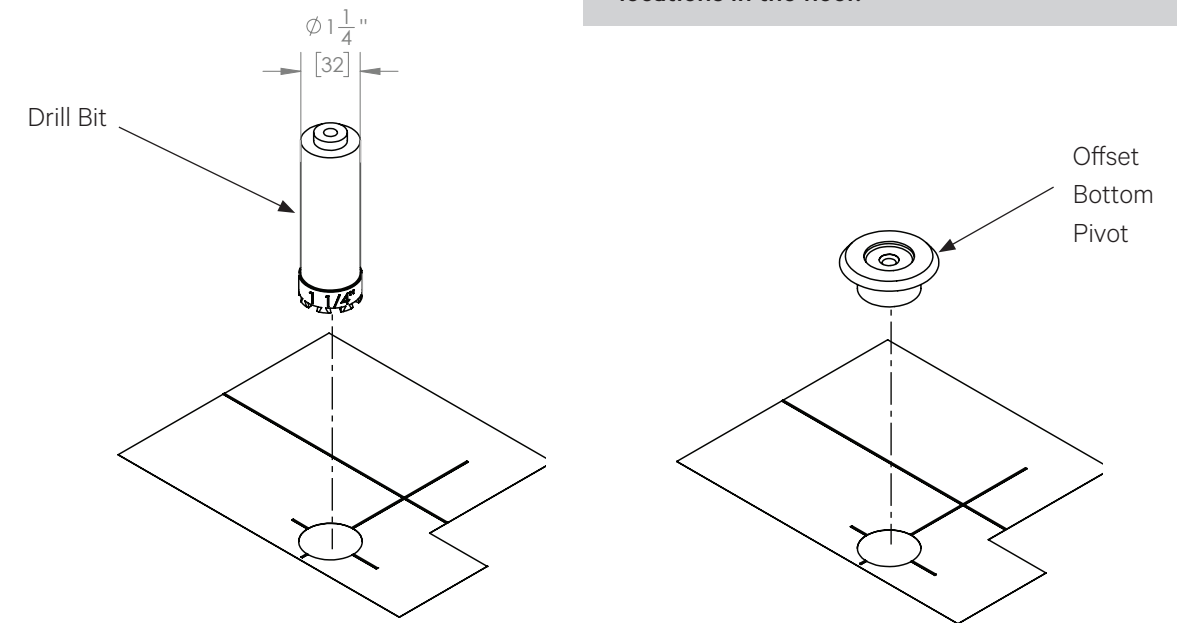
**1 Measure offset pivot location dimensions.**

1. Find the center of the offset pivot axle via either of the two options below.
  - Find the center point through the center of the bottom hinge.
  - OR
  - Measure 1 3/16" (29 mm) dimension for the center of the offset bottom pivot point to the adjacent wall. Mark this dimension.
2. Place blue masking tape on the floor to mark the center point and the offset to the chalk line by 2 1/16" (52 mm). Please check custom product drawing for swing direction (inside/outside).



All images on this page are shown from the interior.

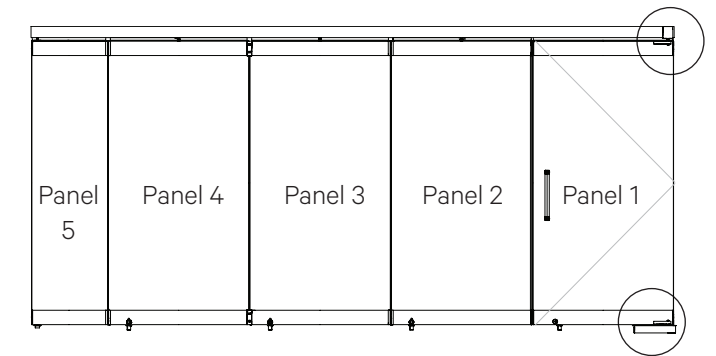
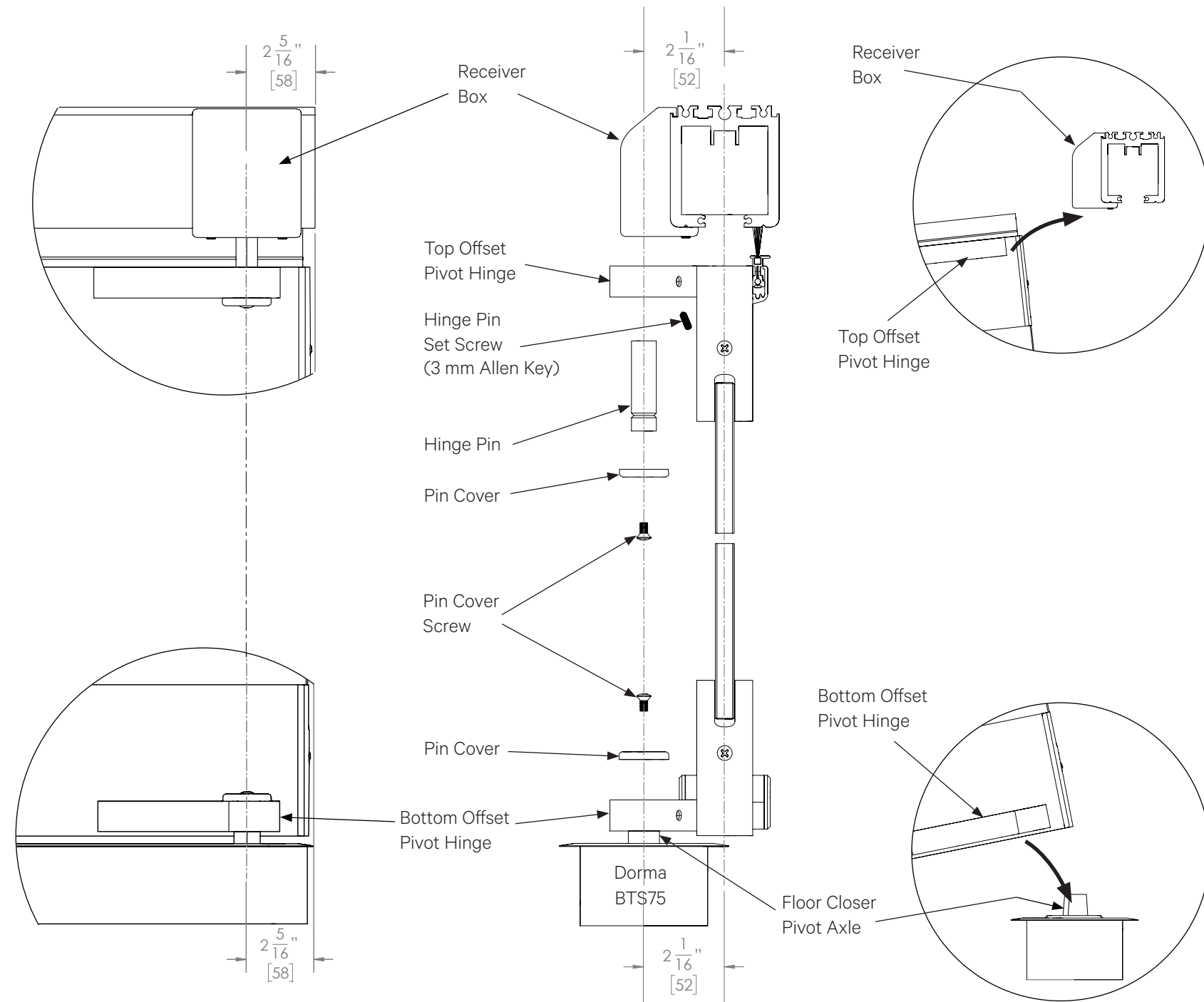
All holes for floor closers must be made in precise locations in the floor.



**2 Install the offset pivot.**

1. Measure proper distance from the chalk line and draw a perpendicular line (this indicates the center point of the offset pivot socket.)
2. Draw a parallel line to mark the center point for drilling.
3. If concrete, use a 1 1/4" diameter diamond core drill bit and drill the proper depth required so the flange of the socket sits at the finished floor height.
4. Install the offset floor pivot using a fastener and anchor through the middle of the socket.

**INSTALL SINGLE ACTION END PANEL WITH OFFSET HINGE WITH FLOOR CLOSER**

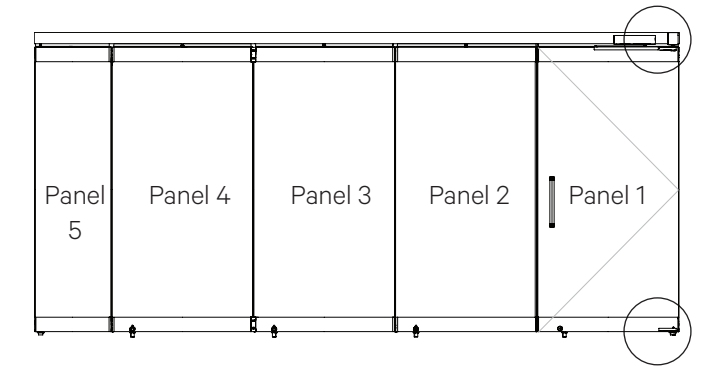
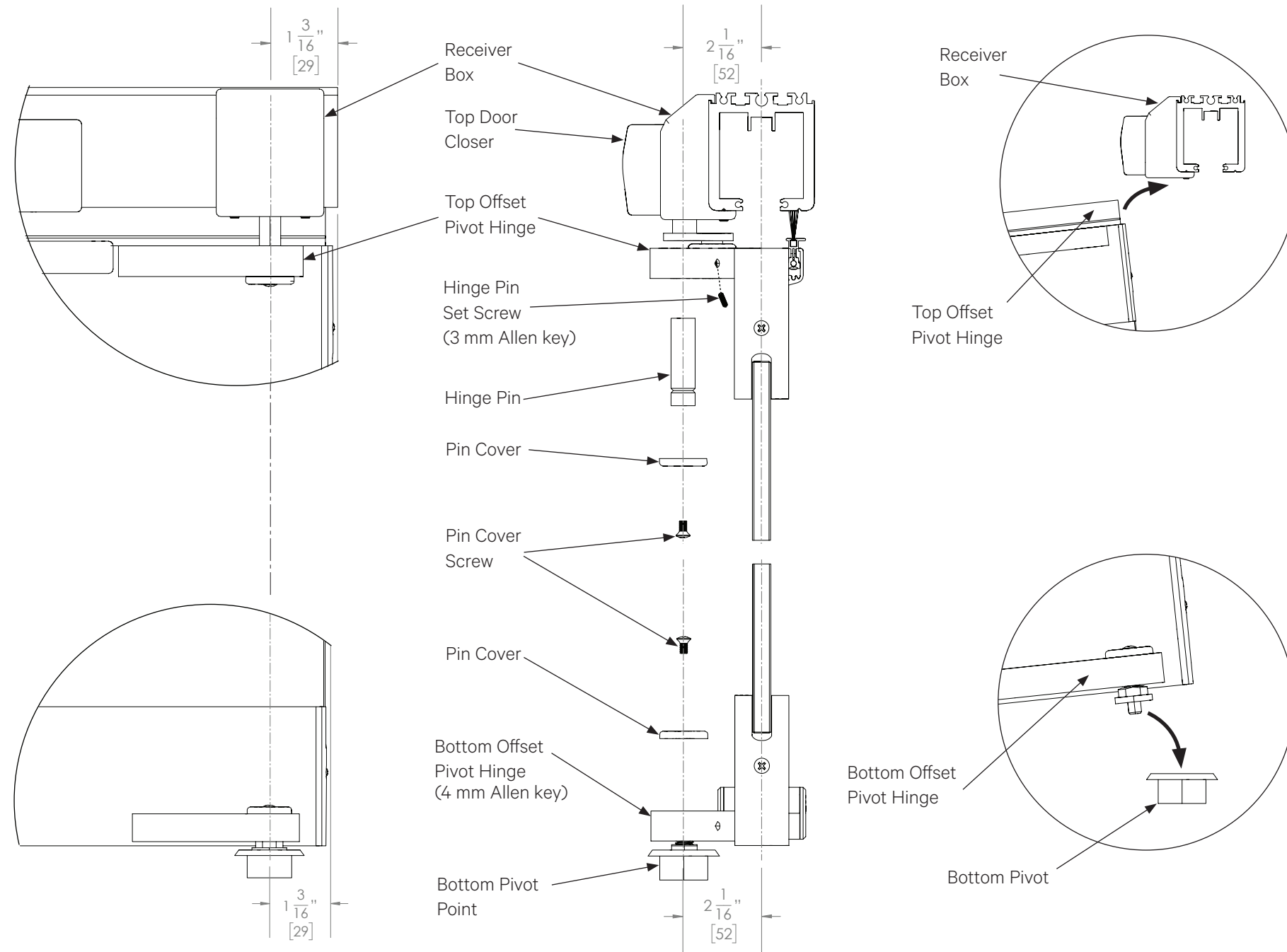


All images on this page are shown from the interior.

**1 Set bottom and top offset pivot points in the below order.**

1. Offset pivot hinges are pre-installed on swing panel.
2. Use a plumb bob, laser, or other similar precise measuring equipment to ensure the center of the floor closer pivot axle and the center of the top receiver box are perfectly aligned.
3. Set the panel into the opening at a 90° angle to the opening.
  - First: lift panel and center the bottom offset hinge onto the center of the floor closer pivot axle, and lower it down.
  - Second: tip the panel up toward the top offset hinge.
4. Once alignment is confirmed, connect the top hinge to the receiver box by sliding the hinge pin in from underneath.
5. Secure the top hinge pin and floor closer pivot axle with the hinge pin set screws from the side and secure with pin covers and included screws.
  - **Before fully tightening all screws, ensure all dimensions are set correctly and the panel can be opened and closed with the right clearance.**
6. Fully tighten the two set screws on the receiver box.
7. Check if the panel is plumb and level.
8. Once all installation and adjustments have been made, including the floor socket for the locking point of the pivot panel, anchor the floor closer with proper fasteners as needed.
  - If needed, use other adhesives to secure the floor closer in place.

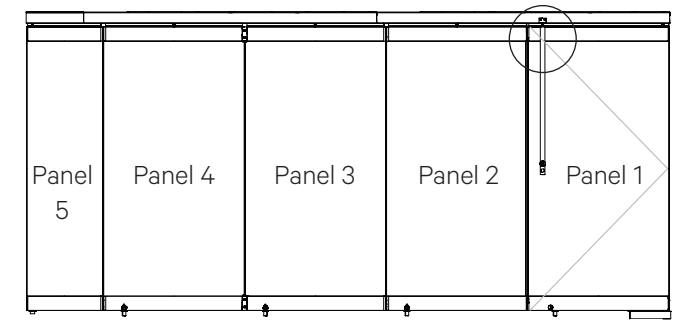
**INSTALL SINGLE ACTION END PANEL WITH OFFSET BOTTOM HINGE AND TOP DOOR CLOSER**



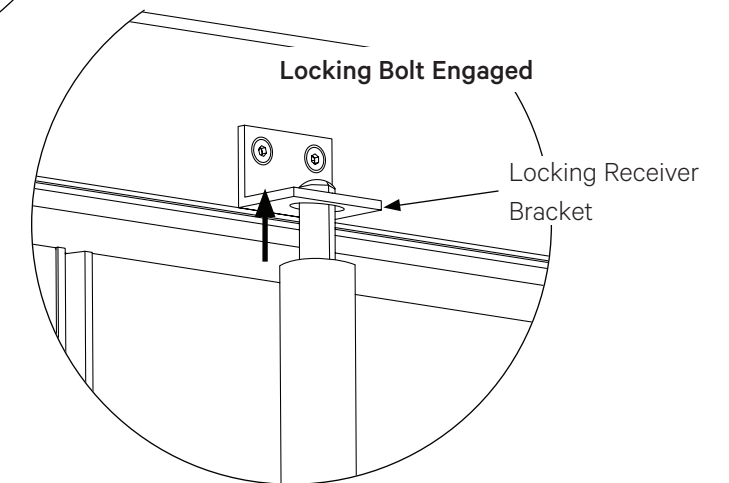
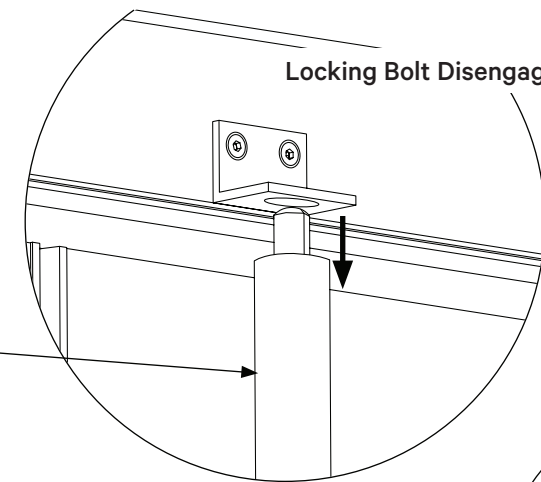
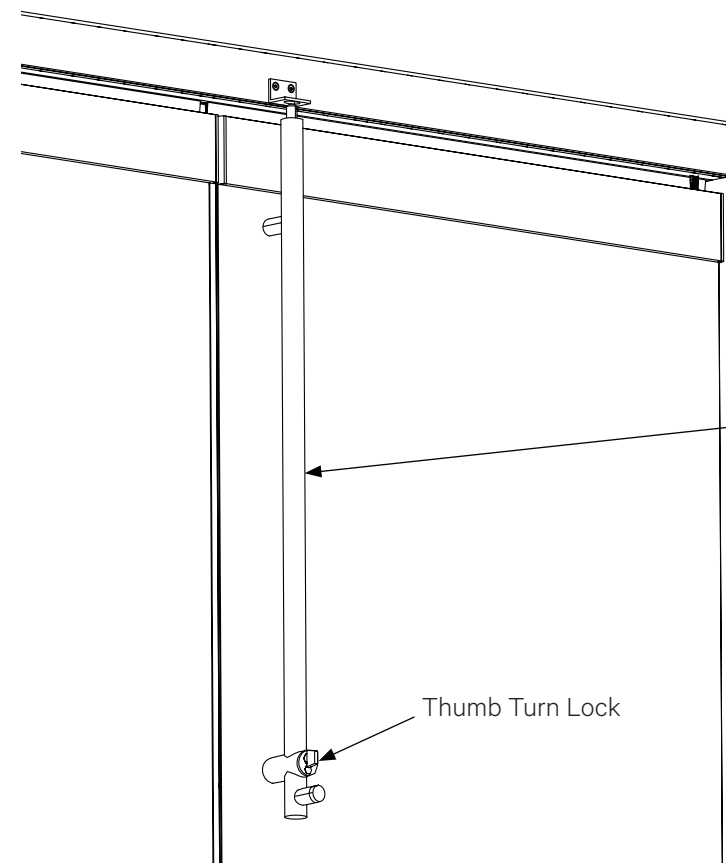
All images on this page are shown from the interior.

- 1 Set bottom and top offset pivot points in the below order.**
1. Offset pivot hinges are pre-installed on swing panel.
  2. Use a plumb bob, laser, or other similar precise measuring equipment to ensure the center of the bottom pivot axle and the center of the top receiver box are perfectly aligned.
  3. Set the panel into the opening at a 90° angle to the opening.
    - First: lift panel and center the bottom offset hinge with axle onto the center of the bottom pivot, and lower it down.
    - Second: tip the panel up toward the top hinge.
  4. Once alignment is confirmed, connect the top hinge to the receiver box by sliding the hinge pin in from underneath.
  5. Secure the top hinge and bottom pivot axle with the set screws from the side and secure with pin covers and included screws.
    - **Before fully tightening all screws, ensure all dimensions are set correctly and the panel can be opened and closed with the right clearance.**
  6. Check if the panel is plumb and level, and if the floor socket is properly aligned with the locking point of the swing panel.

# Reverse Ladder Pull Operation



All images on this page are shown from the interior.

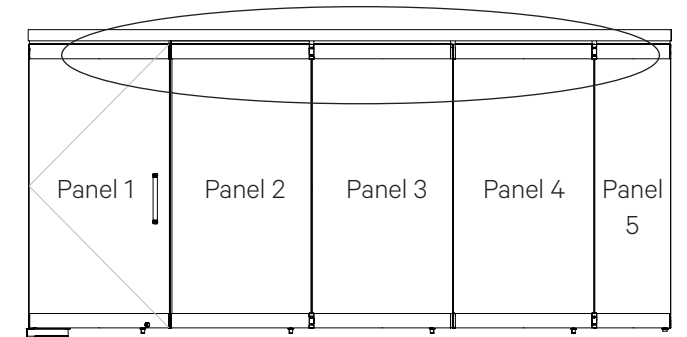
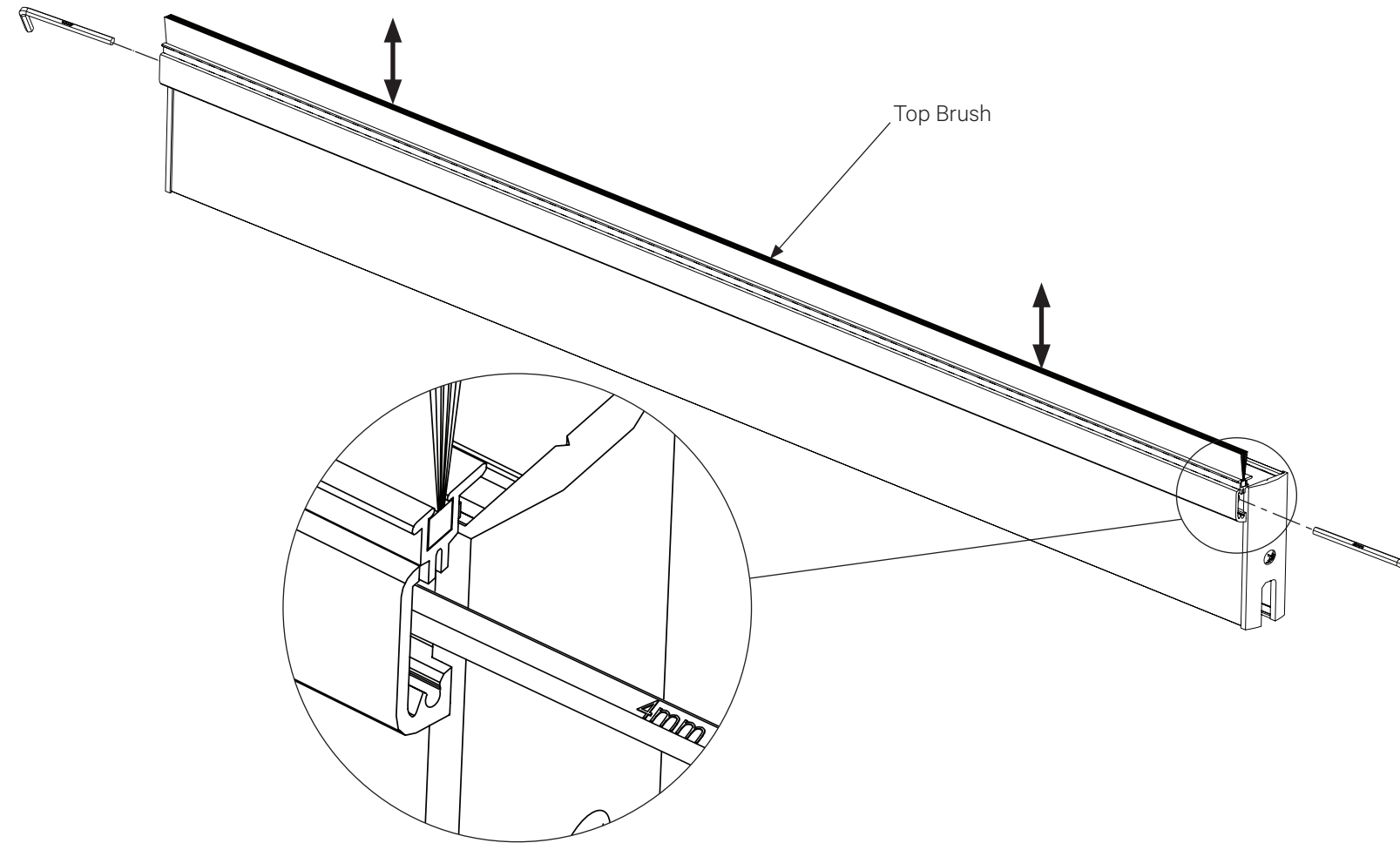


**1 Operate the Reverse Ladder Pull.**

1. To engage or disengage the concealed locking bolt mechanism, use either the thumb turn (on the interior side) or the key (on the exterior side) for operation.

**Attention:** Custom made Reverse Ladder Pulls need to be ordered separately by customer during the order process to ensure the hole pattern of the ladder pull matches the hole pattern of the glass panel. Installation instructions for the Reverse Ladder Pull will be supplied separately in the ladder pull shipment packaging.

## Top Brush Height Adjustment



All images on this page are shown from the exterior.

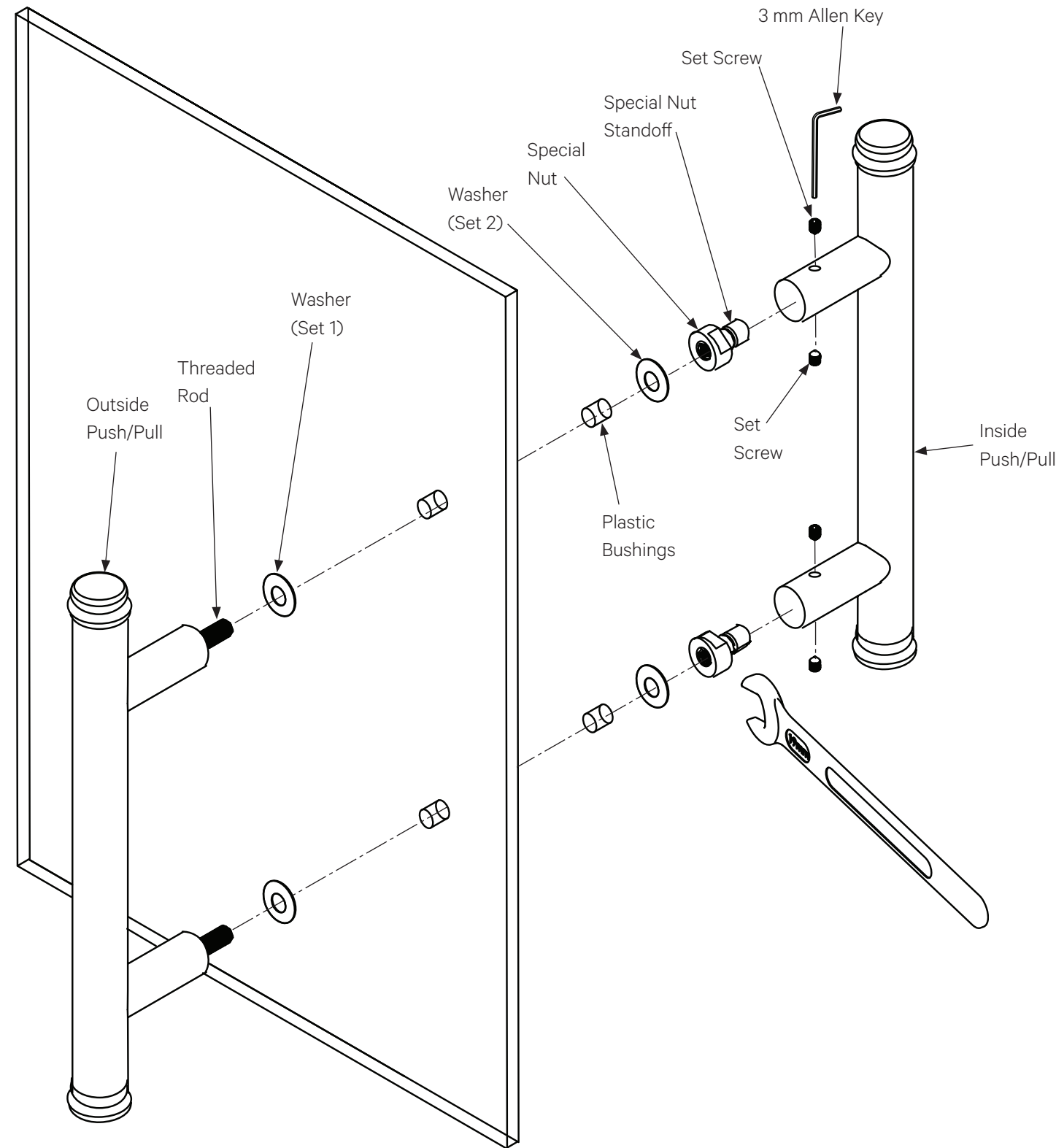
**1 Adjust the height of the Top Brush.**

1. Insert 4 mm Allen key into the end of the rail.
  - **To raise the top brush** - turn Allen key clockwise.
  - **To lower the top brush** - turn the Allen key counter clockwise.

# Push/Pull Handle Installation

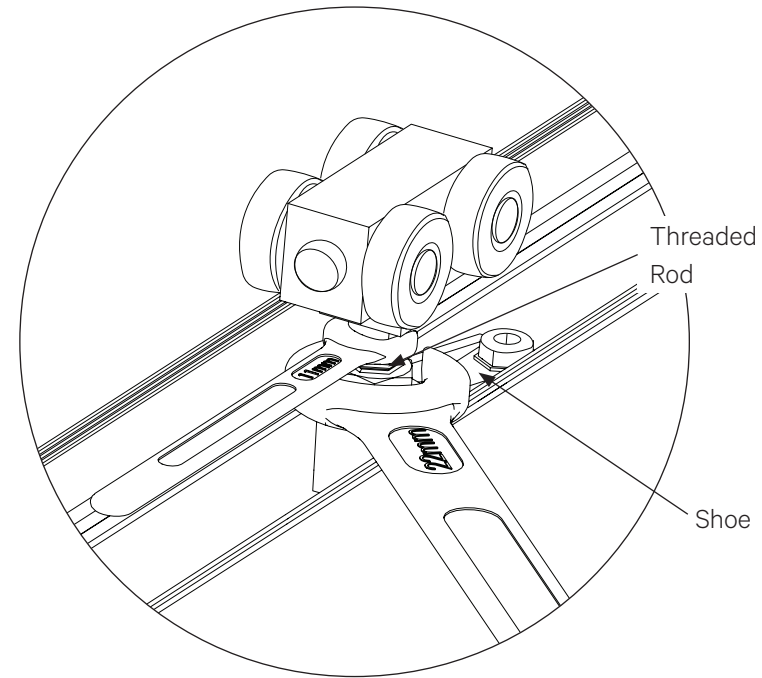
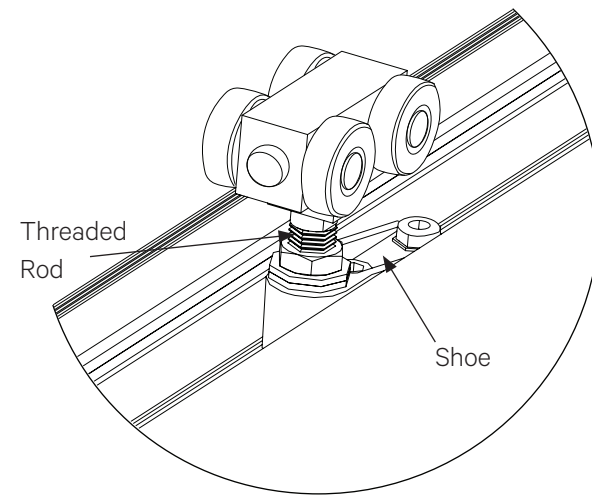
## 1 Install push/pull handle onto door.

1. Place one set of washers onto the threaded rods of the outside push/pull.
2. Place the outside push/pull through the glass. Hold in place.
3. Slide plastic bushings through the holes, of the glass, and over the threaded rods.
4. Slide second set of washers onto the threaded rods on the inside of the push/pull.
5. Thread the special nuts onto the threaded rods using a 19 mm open end wrench.
6. Place the inside push/pull onto the threaded rods.
7. Secure handle in place with the included set screws (using an Allen key) through the top and bottom of each standoff.

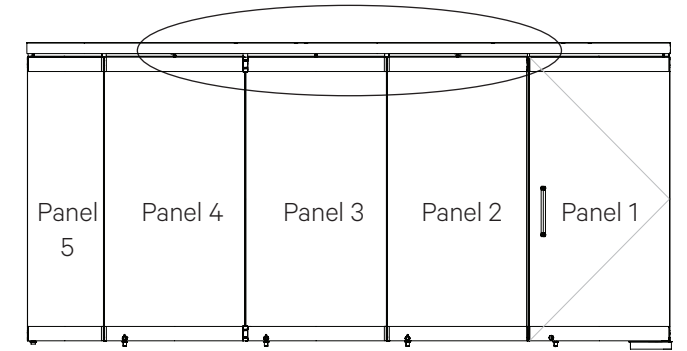


**Note: important to add plastic bushing in hole of glass to avoid metal to glass contact.**

## Folding Panel Height Adjustment

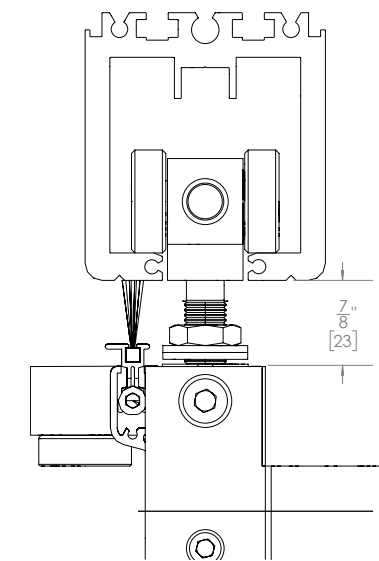


1. If all rollers are installed at the correct height, panel height adjustments are not recommended.
  - If adjustments are needed, try to make adjustments to the top track instead.
2. Place 11 mm open end wrench on the flat part of the bolt that is located near the bottom of the roller. Simultaneously loosen the nut with a 22 mm open end wrench. Adjust the height using the 11 mm open end wrench.
  - Counter-clockwise rotation = less floor clearance
  - Clockwise rotation = more floor clearance.
3. After final adjustments, securely tighten the nut to keep the threaded bolt/axle from turning.



**IMPORTANT:** Ensure the head track is perfectly level.

**All images on this page are shown from the interior.**

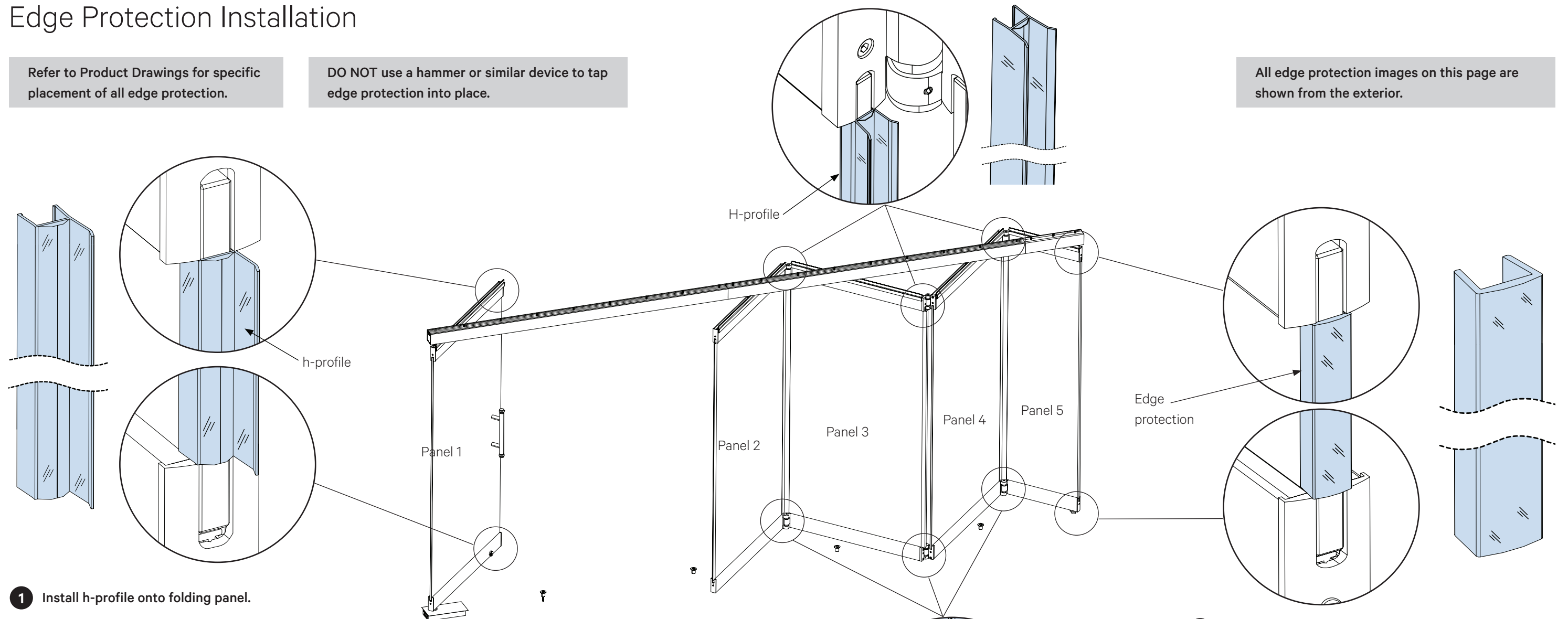


# Edge Protection Installation

Refer to Product Drawings for specific placement of all edge protection.

DO NOT use a hammer or similar device to tap edge protection into place.

All edge protection images on this page are shown from the exterior.



**1** Install h-profile onto folding panel.

*For use on:*

- **swing panels directly next to a folding panel.**

1. Open folding panels for easier access.
2. With cutters or a saw, evenly cut the H-profile so that the top and bottom ends are square.
3. Press H-profile along one side of each folding panel as shown in product drawing.

**1** Install H-profile onto folding panel.

*For use on:*

- **folding panels directly next to a folding panel.**

1. Open folding panels for easier access.
2. With cutters or a saw, evenly cut the h-profile so that the top and bottom ends are square.
3. Press h-profile along one side of each folding panel as shown in product drawing.

**1** Install edge protection onto panel.

*For use on:*

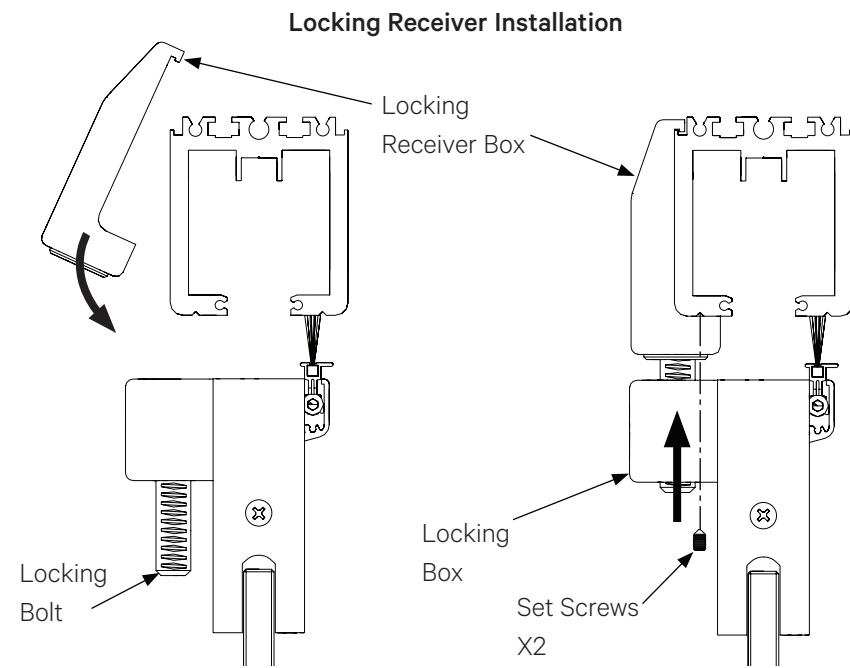
- **folding panel directly next to a wall.**

1. Open swing panel for easier access.
2. With cutters or a saw, evenly cut the edge protection so that the top and bottom ends are square.
3. Press edge protection along one side as shown in product drawing.



# Install and Operate Top Rail Locking Box

## FOR CONFIGURATIONS WITH 3 OR 5 PANELS IN ONE DIRECTION



Install the locking receiver box on the side of the head track by aligning it with the locking box and the locking bolt, pre-installed on the folding panel.

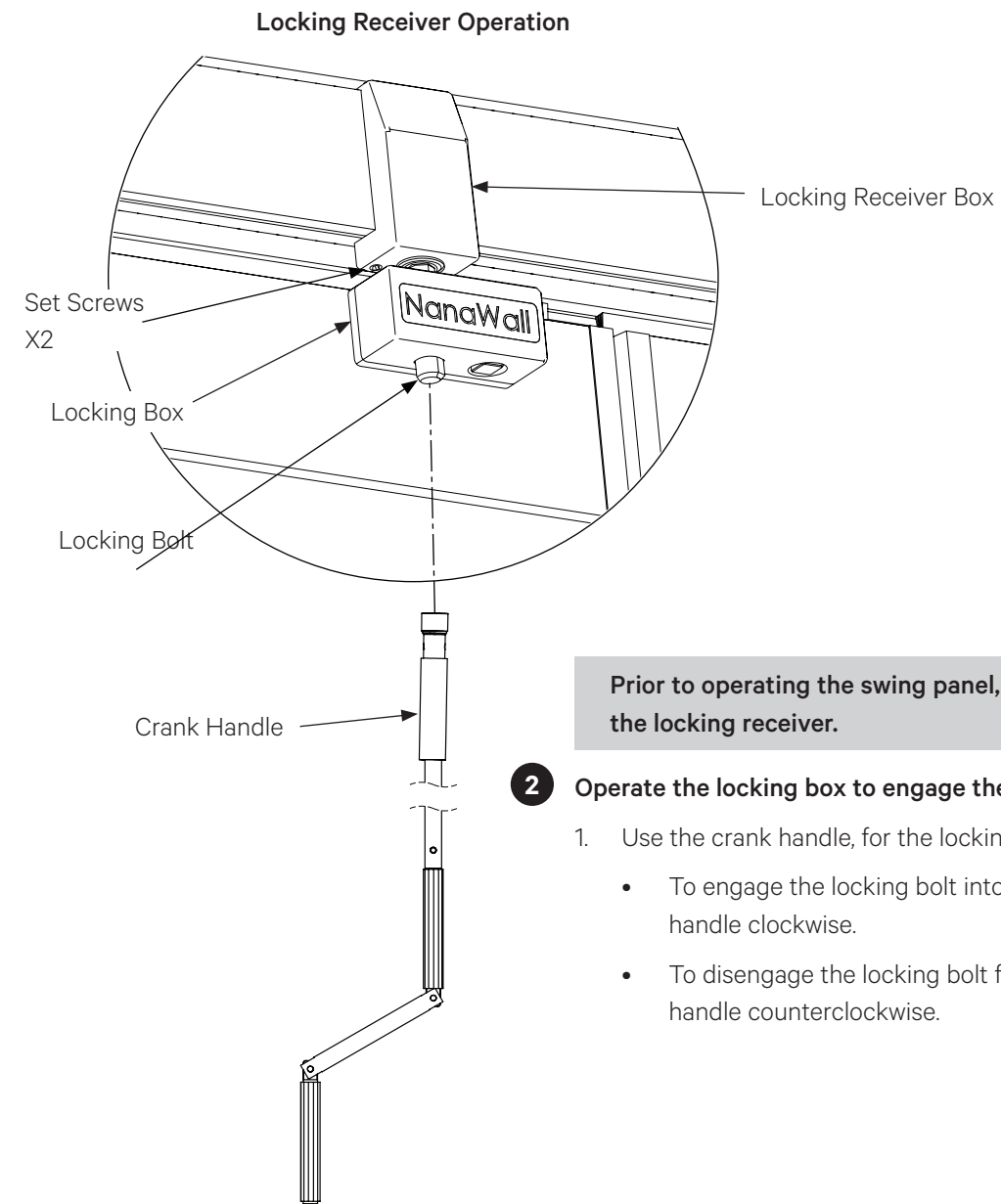
Locking receiver box must be installed AFTER all panels are installed, secure, and adjusted.

Locking box with locking bolt are pre-installed on top rail of panel.

### 1 Install the locking receiver box.

1. The locking receiver is shipped loose with two included set screws, in the accessory box.
2. Set the receiver on the head track at a slight angle, from the top down.

3. Ensure the locking receiver is aligned to the locking bolt of the locking box.
4. To align, slide it slightly back and forth across the head track.
5. Tighten and secure the locking receiver with the two set screws.



Prior to operating the swing panel, ensure the locking box is engaged in the locking receiver.

### 2 Operate the locking box to engage the locking bolt.

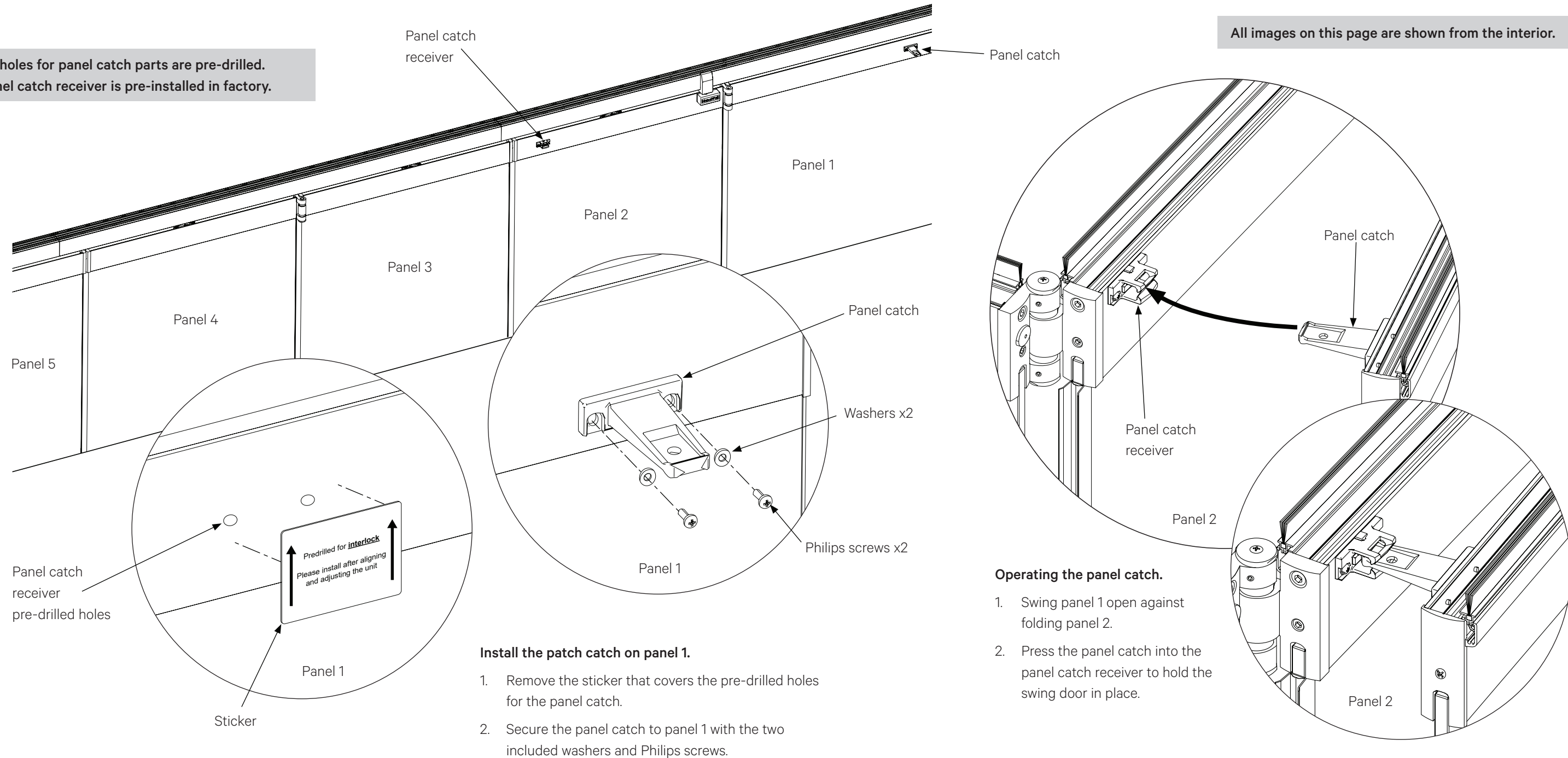
1. Use the crank handle, for the locking box, to activate the locking bolt.
  - To engage the locking bolt into the locking receiver box: turn crank handle clockwise.
  - To disengage the locking bolt from the locking receiver box: turn crank handle counterclockwise.

# Install Panel Catch

## FOR CONFIGURATIONS WITH 3 OR 5 PANELS IN ONE DIRECTION

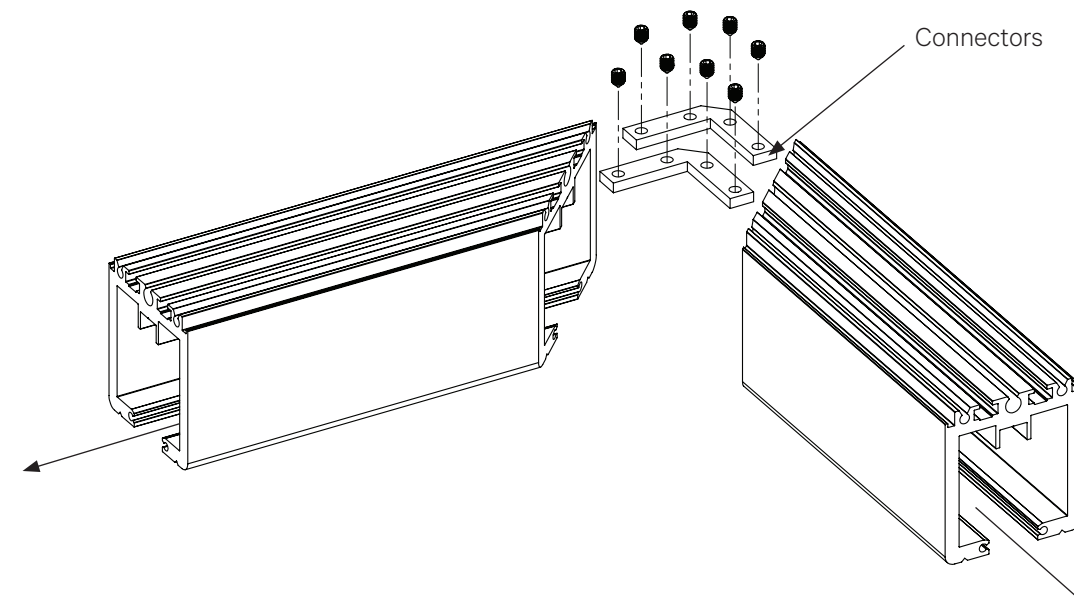
All holes for panel catch parts are pre-drilled.  
Panel catch receiver is pre-installed in factory.

All images on this page are shown from the interior.



## 90° Head Track Segment Installation

Folding panels stack away from 90° corner.



### Install 90° Open Corner.

1. Attach as many of the corner and regular head track pieces together that could be supported and installed as one piece.
  - Secure with the connectors and set screws provided.
2. Ensure that the correct angles between segments are maintained and that the transitions between the track segments are perfectly aligned and smooth.

## NanaWall Limited Warranty

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 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 state for 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 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.*

# NanaWall Limited Warranty

## NOTICE PROCESS

Written notice of any claim under this Warranty with supporting documents such as photos or videos must be given to NanaWall 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 in 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 or 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 1/4", 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 the 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, warm or distortion in glass and minor variations in glass color; Glass not installation 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

# NanaWall Warranty Registration

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 \_\_\_\_\_

FOLD OR CUT HERE TO MAIL