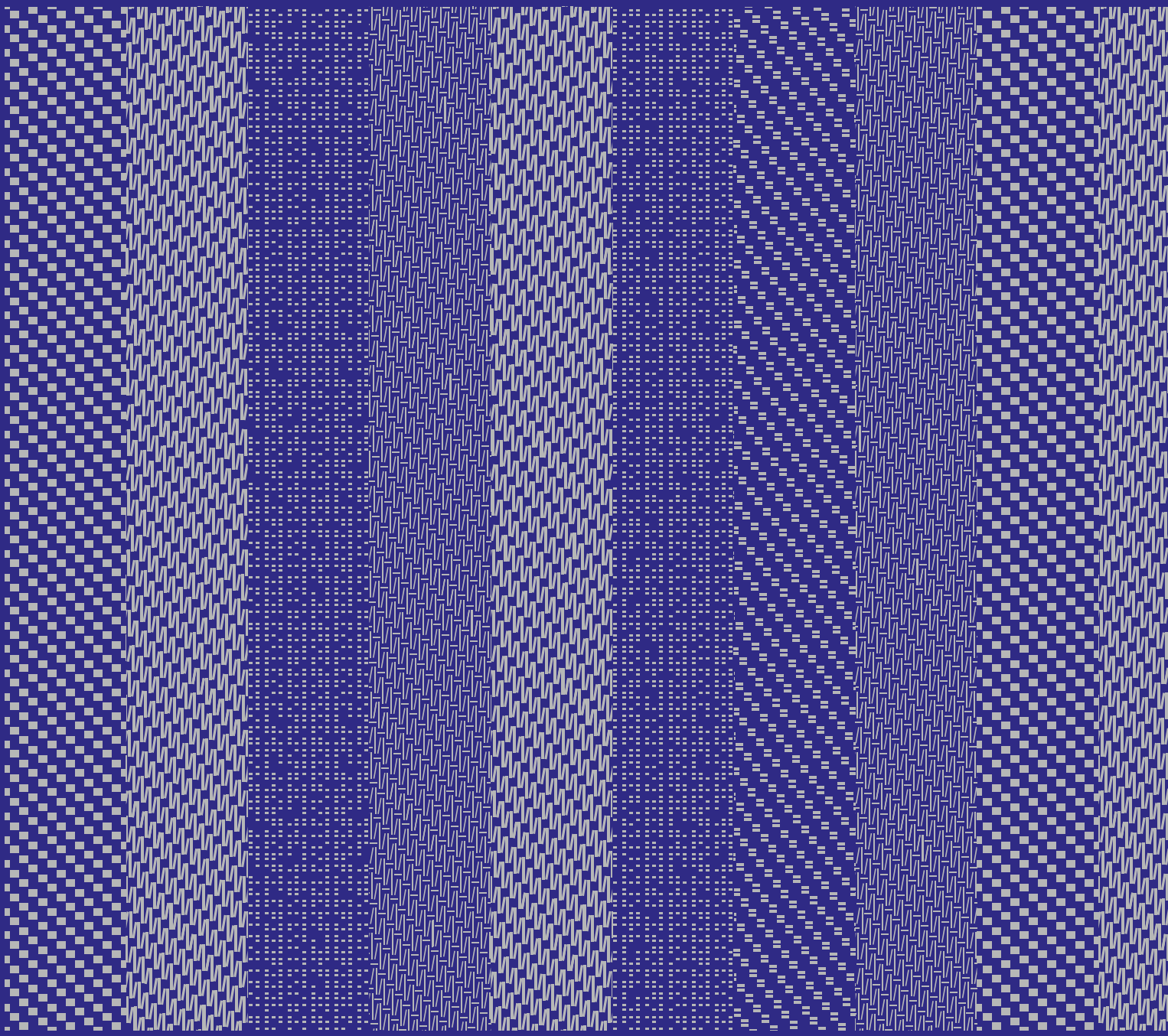
TECHNICAL MANUAL

NEVA®

TEXTILE SCREENS

V.01 — 2025



Version V.01–2025

CONTENTS

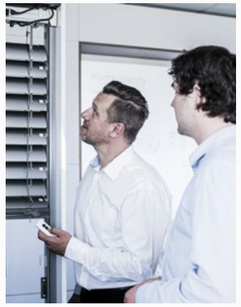
WE MAKE EXTERNAL SHADING FOR MORE THAN 40 COUNTRIES OF THE WORLD

We have been a leading Czech manufacturer of external blinds since 1990. Our manufacturing lines make more than 100,000 external blinds and textile screens every year which we supply to customers all around the world for single-family and apartment houses, office buildings, winter gardens, pergolas and public buildings. NEVA is not only about products, but also about family values and a personal approach

Family values are not mere routine words to us, but a reality that we live on a day-to-day basis. It is reflected in the company internal relationships or in our approach to cooperation with business partners. We take pride in a personal and fair approach - what we say and agree to is true without any exception. Our history and values create solid foundation for future innovations and company development.

WE ADD TOP-CLASS SERVICING TO THE TOP-QUALITY PRODUCT

WIDE RANGE OF ENGINEERING SOLUTIONS



Textile screens combining precision technical solutions and elegant design Our flush-mounted and pergola systems match every interior and exterior in both residential and commercial premises. With an emphasis on details, we ensure easy installation and maintenance.

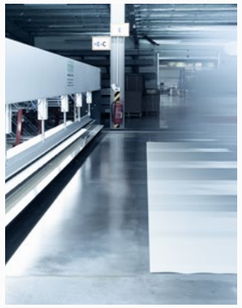
FAST COMMUNICATION

The quality of service is just as important to us as the quality of the actual product. We have a responsible sales team for each region that is able to respond quickly to your requirements and ensure that you always get the necessary information.

HIGH-QUALITY MATERIALS AND PRECISION ENGINEERING

We manufacture textile screens using high-quality materials from European suppliers, ensuring they provide shade for decades. Their strength and sleek design are achieved through modern, durable fabrics, precision-crafted details, and a concealed bolt system.

STATE-OF-THE-ART MACHINERY



From the fabric to the boxes, guiding rails and bottom bars – we take the utmost care with every component of our screens.
Thanks to our state-of-the-art machinery, we achieve exceptional precision in every detail. The result is a screen that features superior craftsmanship and is built to last.

IN-HOUSE POWDER COATING PLANT

We coat all aluminium components in our in-house powder coating plant using UV-stable façade paints, in accordance with GSB and Qualicoat standards. As standard, we apply RAL colours; custom shades are available upon request.

FLEXIBLE PACKAGING

We adapt the method of packing to the transport method so that it protects the product during transport, minimises labour intensity during unpacking and the amount of waste on the installation site. All textile screens are packed in bubble-wrap, in returnable boxes or crates for intercontinental transport.

UPCYCLING PROJECT

During the production of our screens, leftover materials are created – and we give them a second life. Rather than discarding them, we've developed a way to transform them into useful items like placemats, bags, and accessories. This makes our textile screens even more environmentally friendly.

EMPHASIS ON SUSTAINABILITY

We strive to produce sustainable products by continuously adapting our manufacturing processes. We partially power production using our own energy sources, work with recycled materials, and minimise waste. Every step we take reflects our commitment to environmental responsibility

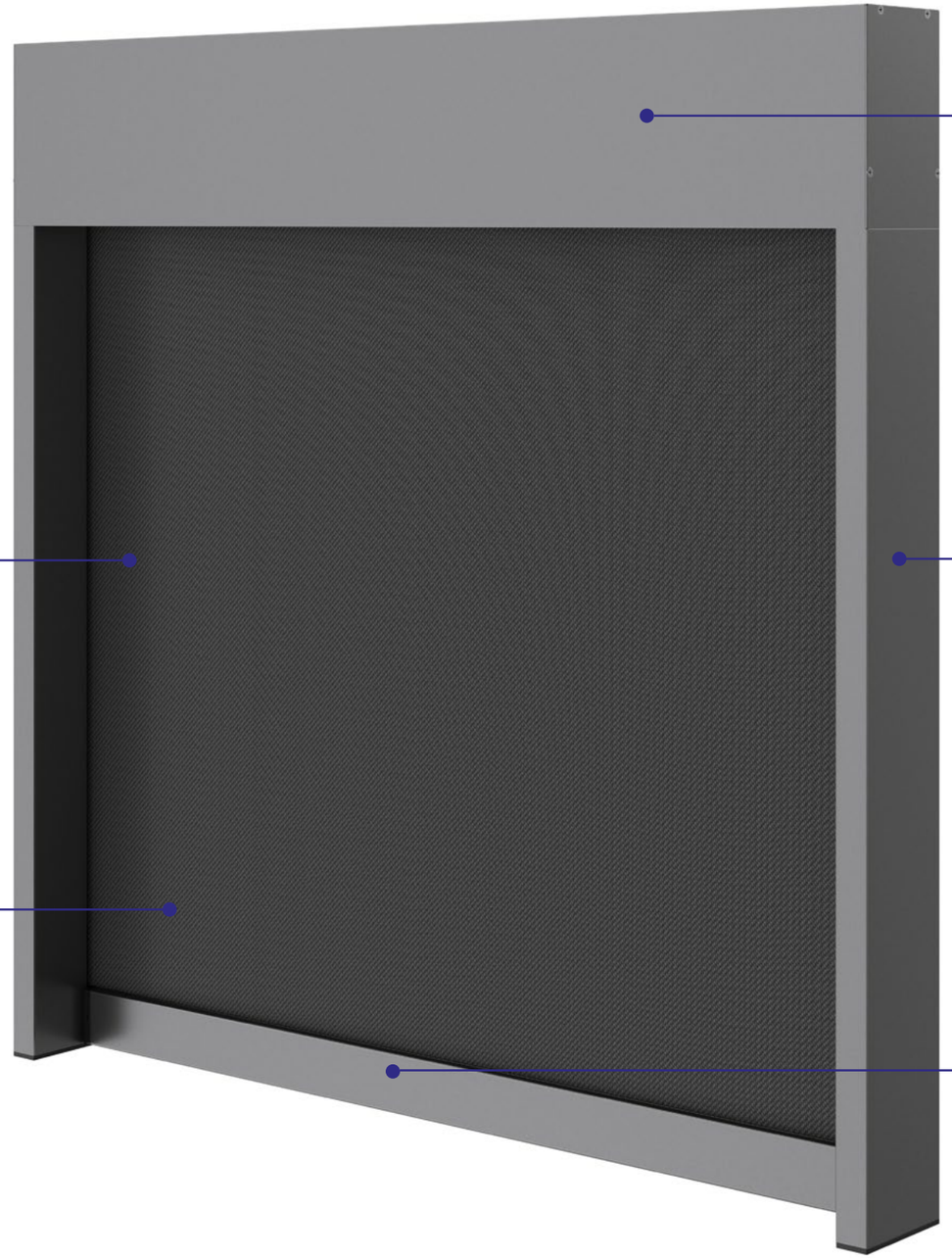
NOT ALL TEXTILE SCREENS ARE THE SAME

CLEAN DESIGN

Textile screens combine a minimalist look with smart construction. Guide rails and a box with no visible screws create a clean, seamless line that complements any exterior. The system is designed for quick installation and easy maintenance, requiring minimal tools – saving both time and costs.

FABRICS

The fabrics, sourced from European manufacturers, are made using advanced technologies and refined design. You can choose between fibreglass fabrics with a PVC coating or polyester fibres coated with PVC. All fabrics offer high resistance to weather conditions and UV radiation, ensuring long-term durability. A wide range of colour shades and light transmittance levels is available – from translucent to full blackout.



BOX

Textile screen boxes are available in four different sizes and can be powder-coated in any colour. Some variants allow for flush-mounted installation, enabling the screens to be neatly concealed beneath the façade for a clean, unobtrusive appearance.

GUIDING RAILS

For the ZIP110 and ZIP150 screens, we offer three different profile types tailored to suit both exposed and flush-mounted installations. All guide rails are designed to ensure optimal fabric tension, providing high weather resistance across the entire system.

BOTTOM BAR

The bottom bar is a key component of every screen, ensuring both proper function and a sleek appearance. On ZIP110 and ZIP150 models, it retracts smoothly into the box when raised, concealing the fabric seam. Specially designed end caps also help maintain optimal fabric tension.

FABRICS

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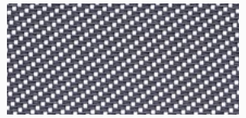
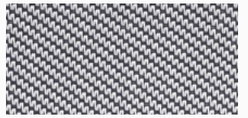
Fabrics
ZIP110/ZIP150
ZIP100/ZIP135
Technical information
Commercial documents

SERGÉ 3%

Technical specification	Average values	Standard
Openness factor	3%	
Weight	544 g/m²	ISO 3801 (1977)
Thickness	0.80 mm	ISO/DIS 5084.2 (1996)
Composition	fibreglass 41.5%, PVC 58.5%	
Physical properties		
Tensile strength (warp/weft)	warp 310 daN, weft 230 daN	ISO 13934-1 (1999)
Rupture strength (warp/weft)	warp 10 daN, weft 13 daN	ISO 4674 Part 1 Method A (2003)
Resistance to fire		
Resistance to fire	C-s3, d0	EN 13501-1 (2010)

The specifications provided above are for informational purposes only and are not legally binding. For complete and up-to-date details, please refer to the fabric manufacturers' websites.

108101 GREY-WHITE A/B

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	4.4	27.2	68.4	4.4	1.8	2.6	3.0	3.5
B	4.4	38.9	56.7	4.4	1.8	2.6	3.0	3.5

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	3	2	1
B	-	2	3	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.18	0.14	0.09	0.08
A class	2	3	4	4
B value	0.16	0.12	0.08	0.07
B class	2	3	4	4

108108 GREY

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	5.1	14.2	80.7	4.9	0.5	4.4	4.8	3.7

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.22	0.17	0.10	0.09
A class	2	2	3	4

108112 GREY-SAND A/B


Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	4.4	21.6	74	4.2	1.0	3.2	3.6	3.3
B	4.4	27.2	68.4	4.2	1.0	3.2	3.6	3.3

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	2	1
B	-	2	1	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.2	0.15	0.09	0.08
A class	2	2	4	4
B value	0.18	0.14	0.09	0.08
B class	2	3	4	4

108118 GREY-BLACK A/B


Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	3.7	12.7	83.6	3.7	0.4	3.2	3.6	2.7
B	3.7	9.6	86.7	3.7	0.4	3.2	3.6	2.7

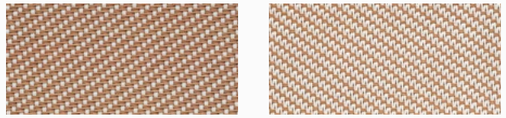
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	2	1
B	-	2	1	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.21	0.16	0.10	0.09
A class	2	2	3	4
B value	0.22	0.17	0.10	0.08
B class	2	2	3	4

112101 SAND-WHITE A/B



Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	12.2	44.8	43.0	10.6	6.0	4.6	5.1	8.7
B	12.2	50.6	37.2	10.6	6.0	4.6	5.1	8.7

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	1	1
B	-	2	1	1	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.2	0.17	0.12	0.09
A class	2	2	3	4
B value	0.19	0.16	0.11	0.08
B class	2	2	3	4

112113 SAND-BRONZE A/B

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	4.2	28.5	67.3	3.7	1.3	2.4	2.7	3.0
B	4.2	20.3	75.5	3.7	1.3	2.4	2.7	3.0

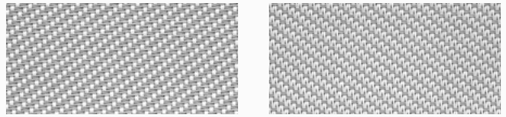
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	3	2	1
B	-	2	3	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.18	0.14	0.09	0.07
A class	2	3	4	4
B value	0.20	0.15	0.09	0.08
B class	2	2	4	4

117101 PEARL-WHITE A/B



Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	7.2	46.9	45.9	5.8	3.3	2.4	2.8	4.7
B	7.2	53.5	39.3	5.8	3.3	2.4	2.8	4.7

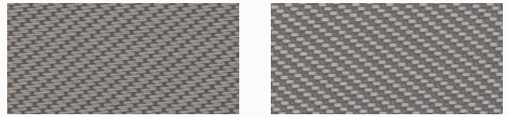
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	2	2	1
B	-	2	2	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.16	0.13	0.09	0.07
A class	2	3	4	4
B value	0.15	0.12	0.08	0.06
B class	3	3	4	4

117108 PEARL-GREY A/B



Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	11.0	29.8	59.2	9.1	4.3	4.8	5.4	7.4
B	11.0	25.5	63.6	9.1	4.3	4.8	5.4	7.4

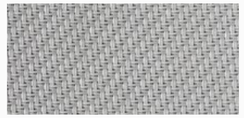
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	1	1
B	-	2	1	1	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.23	0.18	0.12	0.10
A class	2	2	3	4
B value	0.23	0.19	0.13	0.10
B class	2	2	3	3

117117 PEARL



Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	7.7	39.7	52.6	6.0	2.6	3.4	3.8	4.8

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.18	0.15	0.10	0.08
A class	2	3	4	4

118113 BLACK-BRONZE A/B

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	6.0	5.8	88.2	5.8	0.5	5.3	5.8	4.4
B	6.0	6.2	87.9	5.8	0.5	5.3	5.8	4.4

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	1	0	3	1
B	-	1	0	3	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.24	0.19	0.12	0.10
A class	2	2	3	3
B value	0.24	0.19	0.12	0.10
B class	2	2	3	3

118118 BLACK

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	2.6	5.2	92.2	2.6	0.3	2.3	2.6	2.0

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	3	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.22	0.16	0.10	0.09
A class	2	2	3	4

SERGÉ XINIX 0%

Technical specification	Average values	Standard
Openness factor	0%	
Weight	613 g/m²	ISO 3801 (1977)
Thickness	0.60 mm	ISO/DIS 5084.2 (1996)
Composition	fibreglass 41.5%, PVC 58.5%	
Physical properties		
Tensile strength (warp/weft)	warp 310 daN, weft 200 daN	ISO 1394-1 (2013)
Rupture strength (warp/weft)	warp 9.7 daN, weft 11 daN	EN ISO 4674 Part 1 Method A (2016)
Resistance to fire		
Resistance to fire	C-s3, d0	EN 13501-1 (2010)

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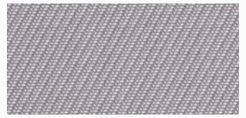
108101 GREY-WHITE A/B




Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	0.2	31.4	68.4	0	0	0	0	0
B	0.2	31.1	68.7	0	0	0	0	0

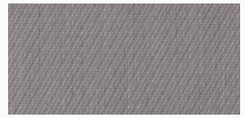
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	4	4	0	0
B	-	4	4	0	0

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.15	0.11	0.06	0.06
A class	2	3	4	4
B value	0.15	0.11	0.06	0.06
B class	2	3	4	4

108108 GREY A/B




Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	0.2	20	79.8	0	0	0	0	0
B	0.2	32.2	67.6	0	0	0	0	0

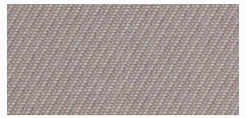
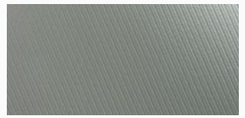
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	4	4	0	0
B	-	4	4	0	0

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.17	0.13	0.07	0.07
A class	2	3	4	4
B value	0.14	0.11	0.06	0.06
B class	3	3	4	4

108112 GREY-SAND A/B

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	0.2	25	74.8	0	0	0	0	0
B	0.2	31	68.8	0	0	0	0	0

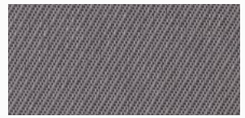
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	4	4	0	0
B	-	4	4	0	0

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.16	0.12	0.07	0.06
A class	2	3	4	4
B value	0.15	0.11	0.06	0.06
B class	2	3	4	4

108118 GREY-BLACK A/B




Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	0.2	15.2	84.6	0	0	0	0	0
B	0.2	31.1	68.7	0	0	0	0	0

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	4	4	0	0
B	-	4	4	0	0

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.18	0.13	0.08	0.07
A class	2	3	4	4
B value	0.15	0.11	0.06	0.06
B class	2	3	4	4

118118 BLACK A/B

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	0.0	6.2	93.8	0	0	0	0	0
B	0.1	29.5	70.4	0	0	0	0	0

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	4	4	0	0
B	-	4	4	0	0

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	0.20	0.15	0.08	0.08
A class	2	2	4	4
B value	0.15	0.11	0.06	0.06
B class	2	3	4	4

SOLTIS PERFORM 92

Technical specification	Average values	Standard
Openness factor	4%	
Weight	420 g/m^2	EN ISO 2286-2
Thickness	0.45 mm	
Composition	polyester 43%, PVC 57%	

Physical properties		
Tensile strength (warp/weft)	310/210 daN/5 cm	EN ISO 1421
Rupture strength (warp/weft)	45/20 daN	DIN 53.363

Resistance to fire		
Resistance to fire	B-s2,d0	EN 13501-1

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92-2044 WHITE

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	19	68	13	17	14	3	-	14.7

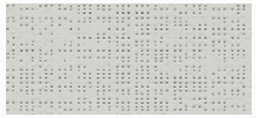
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	1	2

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	-	-	0.14	0.07
A class	-	-	3	4

92-2171 BOULDER



Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	8	41	51	6	2	4	-	4.7

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	-	-	0.10	0.04
A class	-	-	3	4

92-2047 ANTHRACITE

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	5	8	87	5	1	4	-	3.8

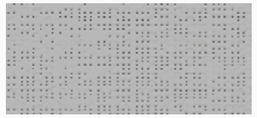
Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	2	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	-	-	0.11	0.04
A class	-	-	3	4

92-2048 ALU/ALU



Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	8	46	46	8	5	3	-	6.7

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	2	1	1

Thermal properties g_{tot}

Glazing	A	B	C	D
A value	-	-	0.09	0.04
A class	-	-	4	4

92-2043 BRONZE

Light characteristics

	Ts	Rs	As	Tv,n-h	Tv,n-dif	Tv,n-n	Tuv	Tv,dif-h
A	4	13	83	4	0	4	-	3

Classification of light characteristics

	Opacity	Night privacy	Protection for dazzling	Eye contact with surrounding environment	Daylight utilisation
A	-	2	1	2	1

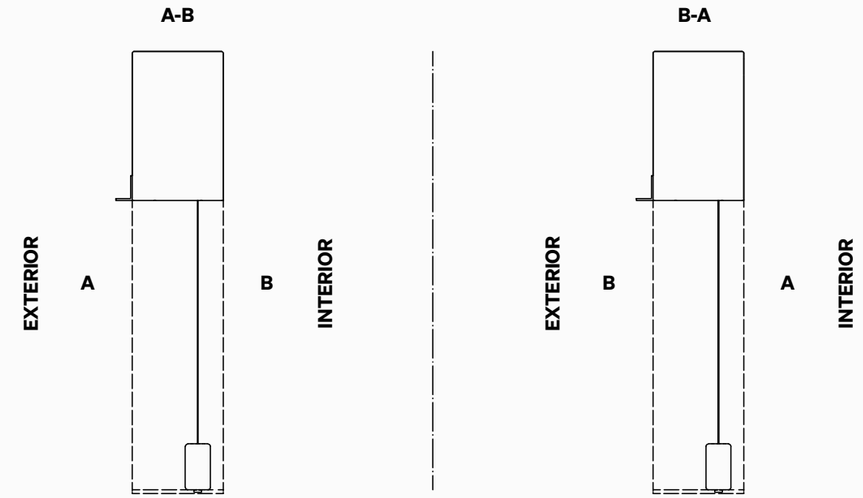
Thermal properties g_{tot}

Glazing	A	B	C	D
A value	-	-	0.10	0.04
A class	-	-	3	4

LEGEND

A	Fabric colour orientation
B	Fabric colour orientation
Ts	Sun transmittance %
Rs	Solar reflectance %
As	Solar absorptance %
Tv,n-h (Tv)	Light transmittance %
Tv,n-dif (TVdiff)	Diffused portion of transmitted light %
Tv,n-n (TVdir)	Direct portion of transmitted light %
Tuv	UV transmittance %
TV,dif-h (TVdif-h)	Diffuse hemispherical transmittance
Glazing A	Single clear glazing
Glazing B	Double clear glazing
Glazing C	Argon filled double glazing
Glazing D	Reflective Argon filled double glazing

FABRIC ORIENTATION

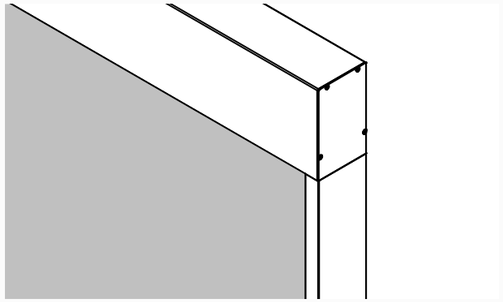


ZIP110
ZIP150

NEVA — TECHNICAL MANUAL ZIP110 ZIP150 23

Textile screens

ZIP110



STANDARD VERSION

Box
— extruded aluminium
— square
— self-locking
— RAL colour

Sides
— aluminium castings
— RAL colour

Shaft
— galvanised steel, Ø 70 (78) mm

Control
— control by standard wired motor

Fabric
— Sergé 3%, by sample Neva
— Soltis Perform 92, by sample Neva
— with a welded zip on the fabric sides, grey zip
— fabric top fitted with Fastfix mounting rail
— bottom with welded zip, grey zip

Guiding rails
— self-locking
— VP110 type – exposed or flush-mounted
— VP47 type – exposed
— extruded aluminium in RAL colour
— plastic profile ZIP110/ZIP150, anthracite grey (RAL 7016)
— pre-drilled holes for wall-/reveal-mounting
— plastic endcaps of guiding rails, black

Bottom bar
— extruded aluminium, 30 × 55 mm
— RAL colour
— including weight
— plastic endcaps of Bottom bar, black

Product fasteners
— stainless steel (A2)

OTHER DESIGN OPTIONS

Box
— blanking profile
— mounting profile
— L-profile on box front side

Control
— another motor type
— solar drive

Fabric
— Sergé Xinix 0%, by sample Neva
— other fabric type

Bottom bar
— with rubber seal
— with brush

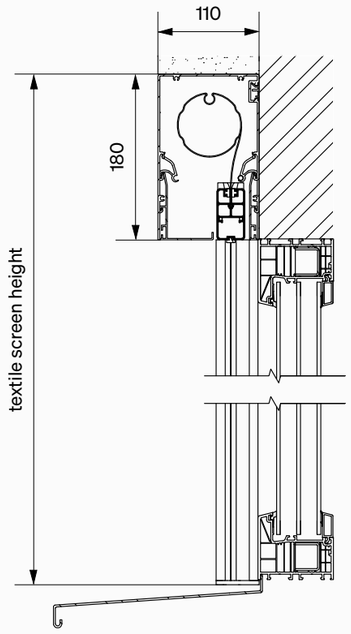
Painting
— non-standard paint colour

BASIC TECHNICAL PARAMETERS

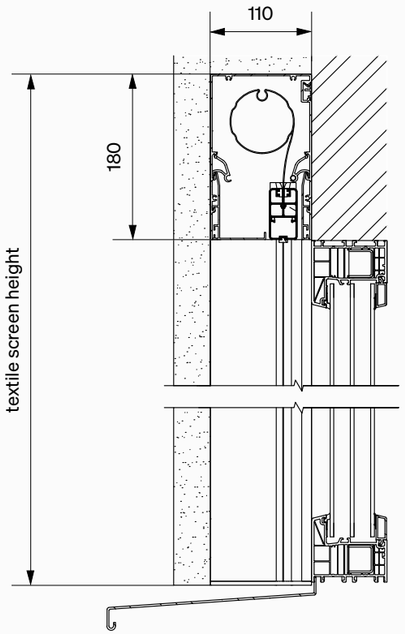
Control	motor
Width	720*–4 000 mm
Height	600–3 500 mm
Maximum size of 1 textile screen	14 m^2

* The minimum textile screen width changes based on the motor type.

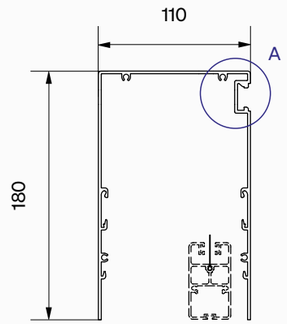
SECTION ZIP110 + VP47 EXPOSED VARIANT



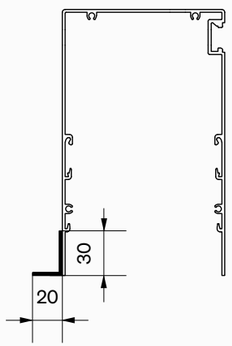
SECTION ZIP110 + VP110 FLUSH-MOUNTED VARIANT



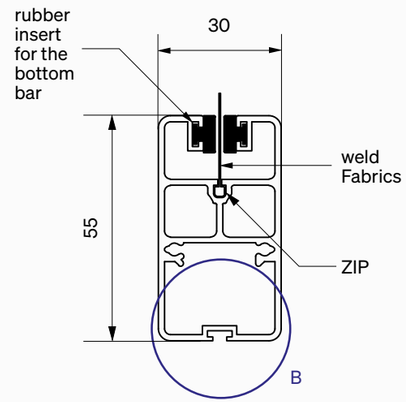
BOX SHAPE



L-PROFILE ON BOX FRONT SIDE

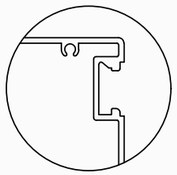


BOTTOM BAR

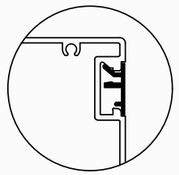


DETAIL A

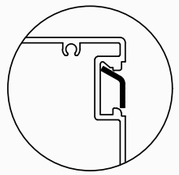
without profile



blanking profile

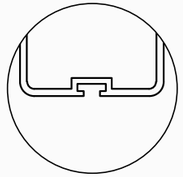


mounting profile

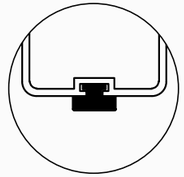


DETAIL B

basic bottom bar

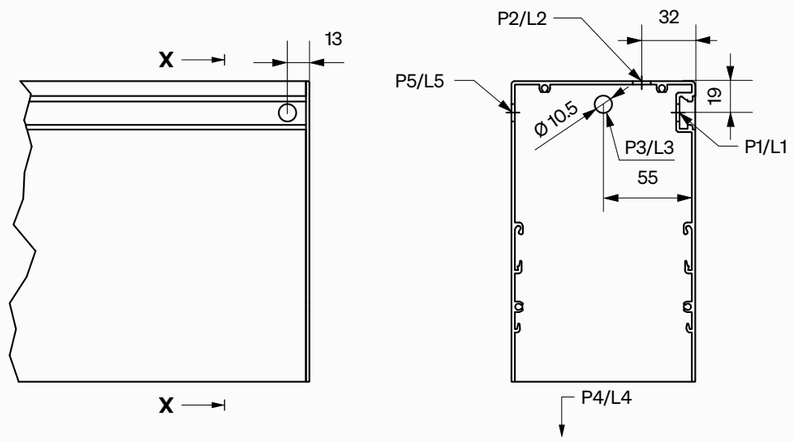


with rubber seal



with brush

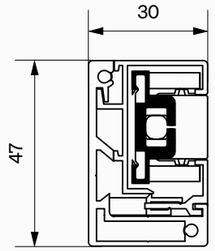
CABLE OUTLET OPTIONS



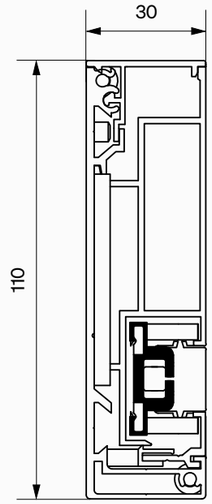
* When the VP47 guiding rail is used, P4/L4 cable outlet option cannot be used.

GUIDING RAIL TYPES

Exposed VP47 guiding rail *



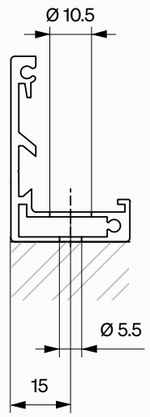
Exposed/flush-mounted VP110 guiding rail



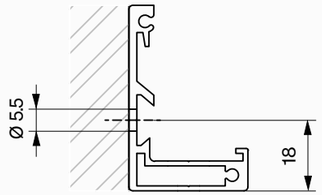
* Cannot be used as a flush-mounting profile.

HOLES FOR MOUNTING GUIDING RAILS

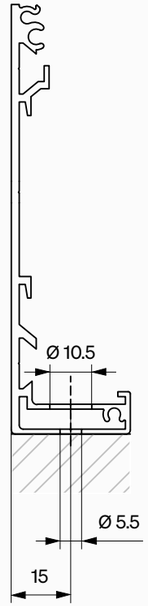
VP47 guiding rail – wall-mounted



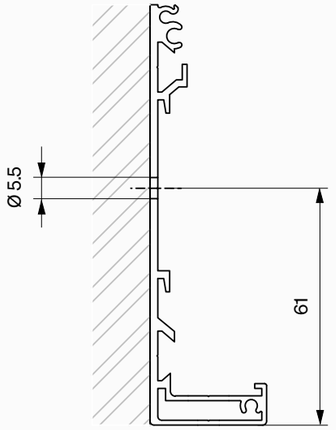
VP47 guiding rail – reveal-mounted



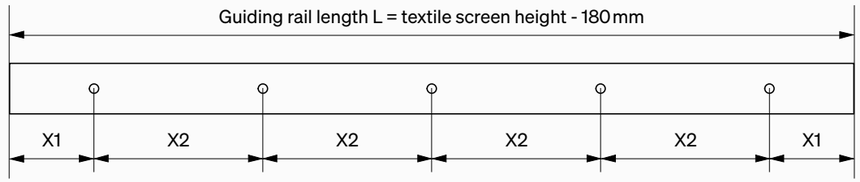
VP110 guiding rail – wall-mounted



VP110 guiding rail – reveal-mounted

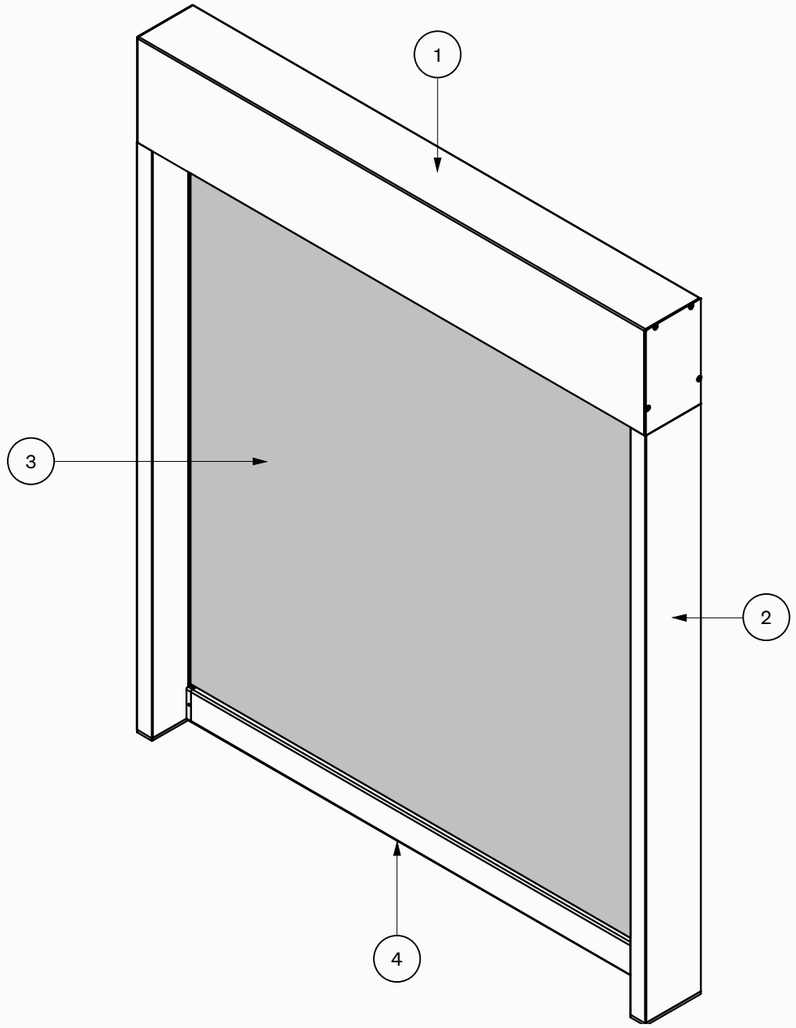


Number and location of guiding rail mounting holes



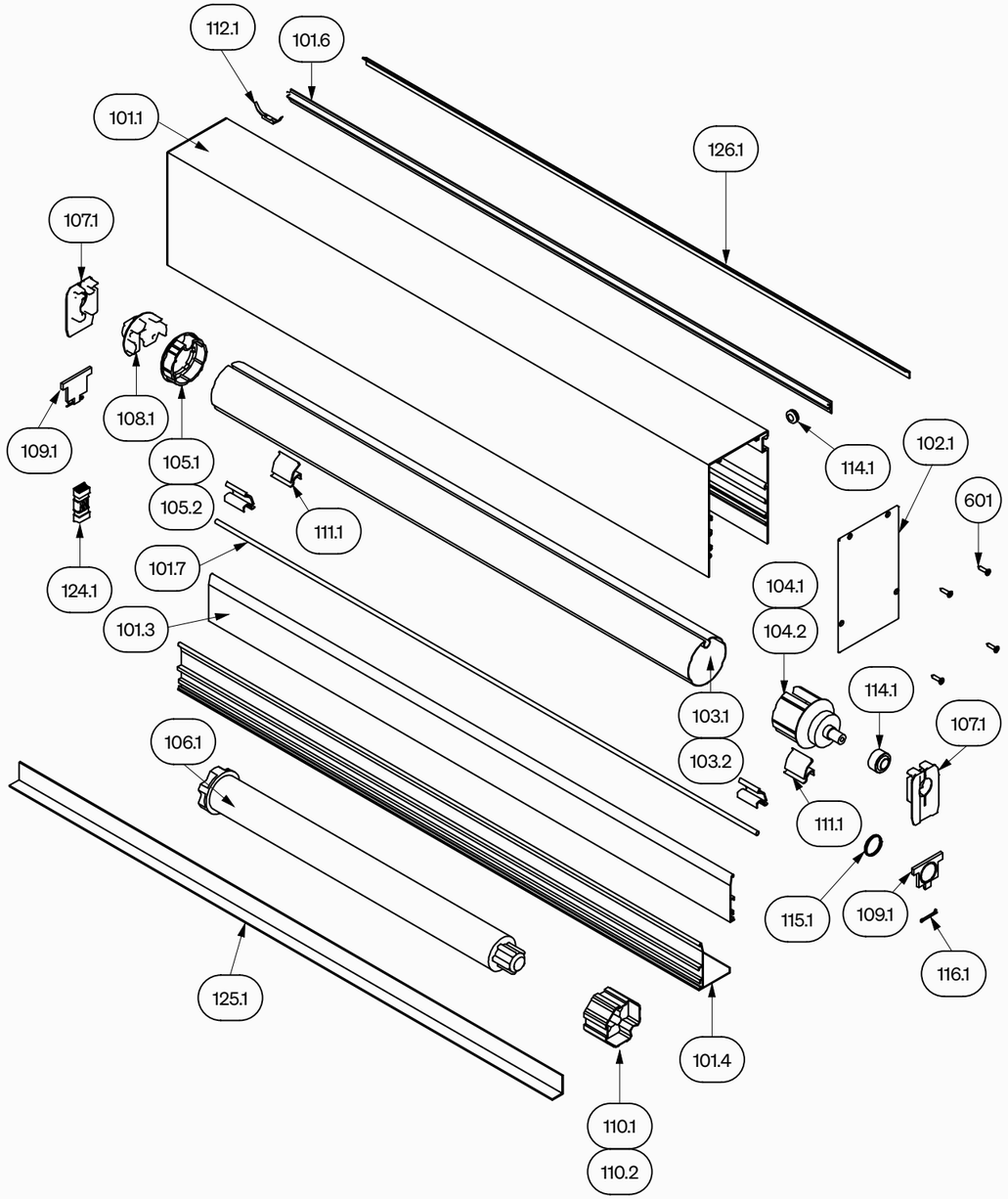
HOLE CALCULATION TABLE

Guiding rail length L (mm)	Number of holes for mounting	X1 (mm)	X2 (mm)
from 800	2	100	–
801–1400	3	100	(L–200)/2
1401–2000	4	100	(L–200)/3
2001–2600	5	100	(L–200)/4
2601–3200	6	100	(L–200)/5
3201–3320	7	100	(L–200)/6



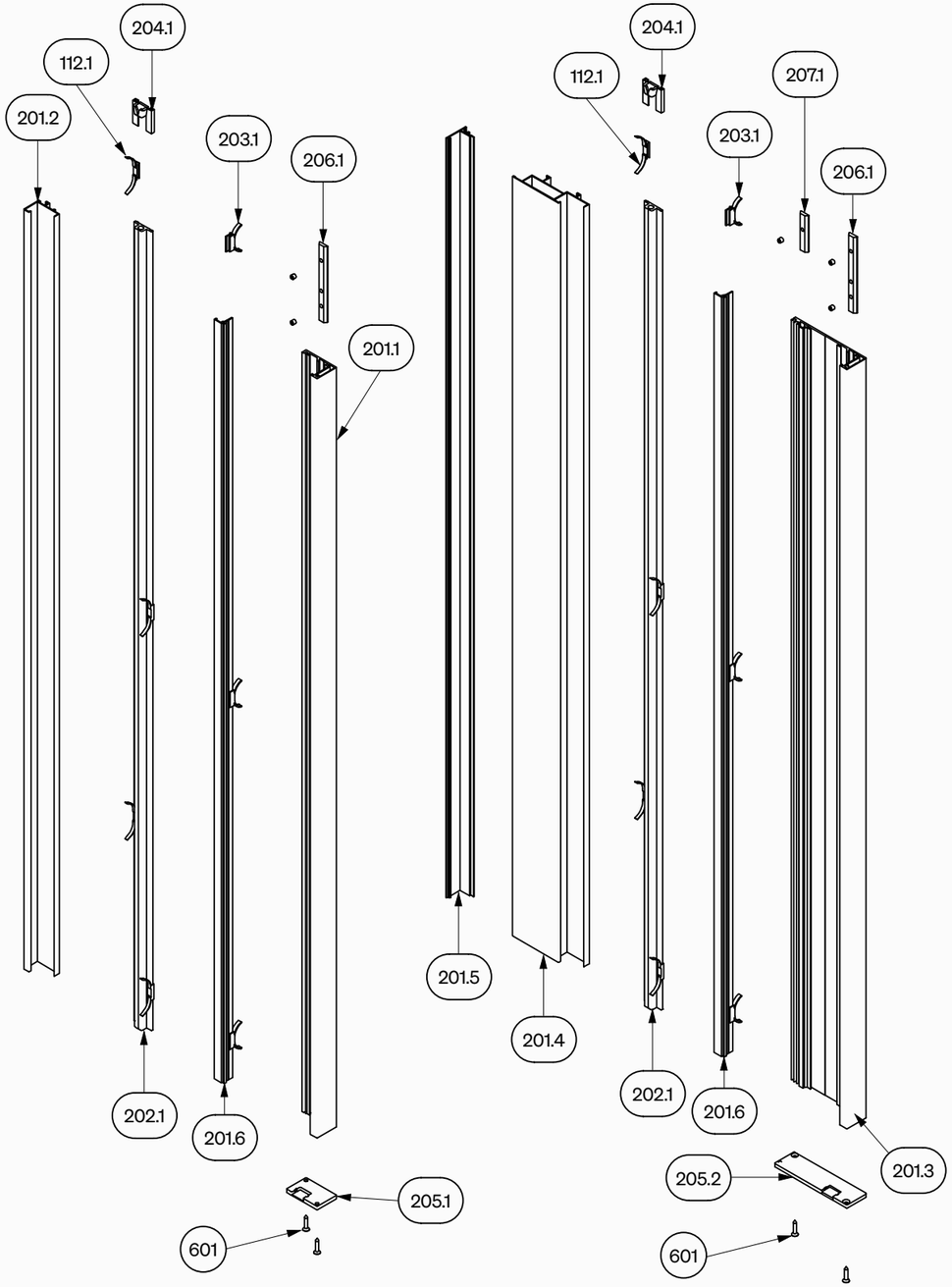
Identification	Name
1	Box
2	Guiding rail
3	Fabric
4	Bottom bar

ZIP110 – EXPLODED VIEW OF THE BOX



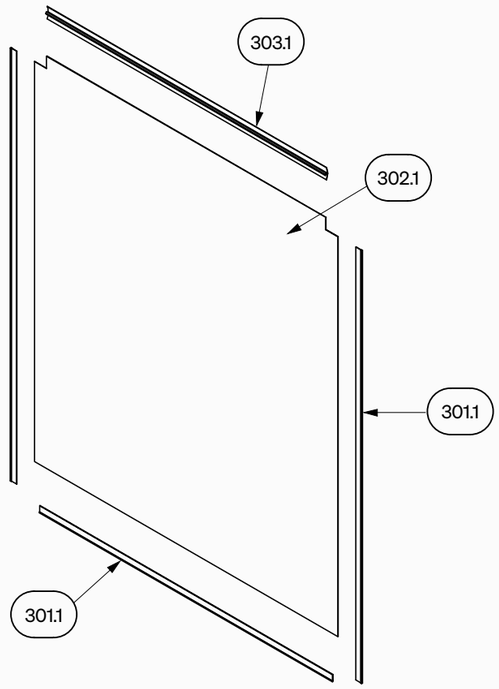
Identification	Name
101.1	Box 110
101.3	110/150 box back side
101.4	110 box front side
101.6	Blanking profile 110/150
101.7	Fabric tension bar
102.1	Side 110
103.1	Shaft Ø 70 mm
103.2	Shaft Ø 78 mm
104.1	Shaft end-part 110/150 Ø 70 mm
104.2	Shaft end-part 110/150 Ø 78/100 mm
105.1	Motor adaptor 110/150 Ø 70 mm
105.2	Motor adaptor 110/150 Ø 78/100 mm
106.1	Motor
107.1	Shaft holder 110/150
108.1	Motor holder 110/150
109.1	Shaft holder and motor stop 110/150
110.1	Drive adaptor Ø 70 mm
110.2	Drive adaptor Ø 78 mm
111.1	Bottom box side locking
112.1	ClipZIP profile spring
114.1	Shaft spherical bearing
114.1	Cable passage 110/150
115.1	Shaft stop spring 110/150
116.1	Steel cotter-pin 2.5 × 25 DIN 94
124.1	Connector 110/150
125.1	L-profile 20 × 30 mm
126.1	Mounting profile 110/150
601	Fasteners

ZIP110 – EXPLODED VIEW OF THE GUIDING RAIL



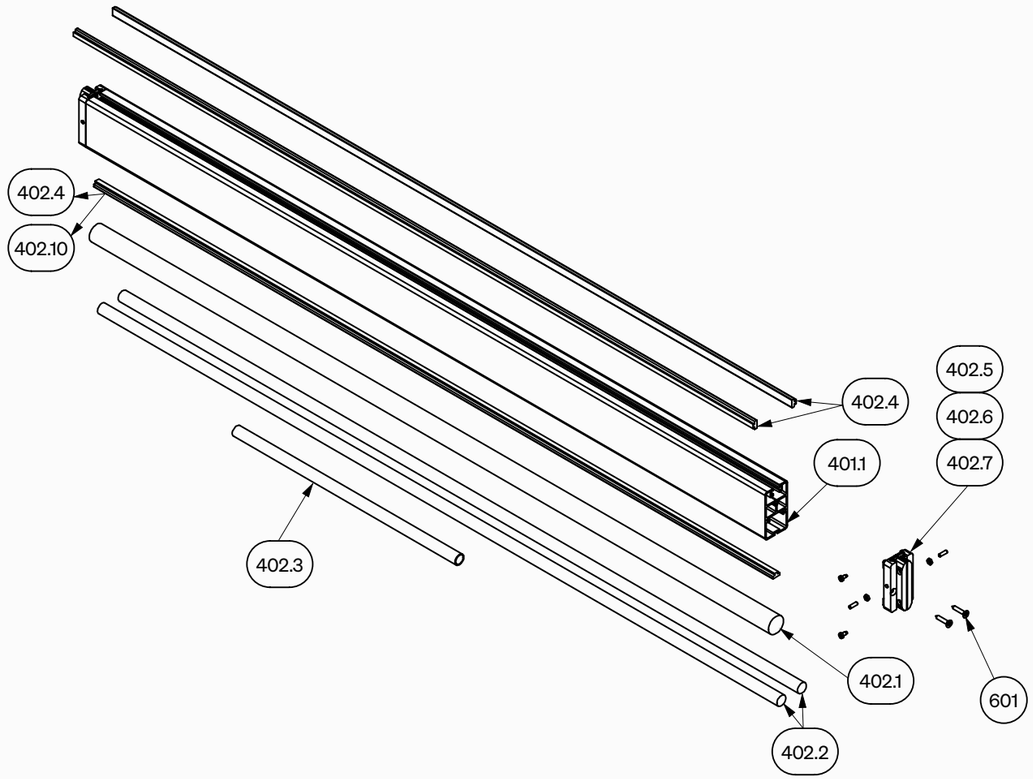
Identification	Name
112.1	ClipZIP profile spring
201.1	VP47 guiding rail – base
201.2	VP47 guiding rail – insert
201.3	VP110/VP150 guiding rail – base
201.4	VP110 guiding rail – central part
201.5	VP110 guiding rail – end part
201.6	Locking profile 110/150
202.1	ClipZIP plastic profile
203.1	Locking profile plastic spring
204.1	ClipZIP plastic profile endcap
205.1	47 guiding rail endcap
205.2	110 guiding rail endcap
206.1	Long locking pin
207.1	Short locking pin
601	Fasteners

ZIP110 – EXPLODED VIEW OF THE FABRIC



Identification	Name
301.1	Zip 17 mm, grey
302.1	Fabric
303.1	Fastfix rail

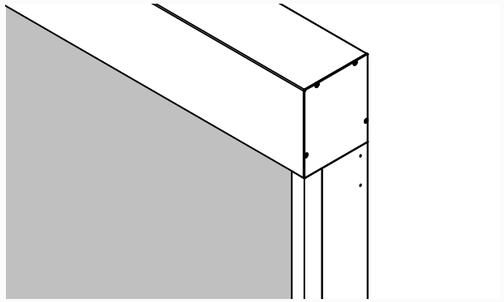
ZIP110 – EXPLODED VIEW OF THE BOTTOM BAR



Identification	Name
401.1	Bottom bar 110/150
402.1	Bottom bar weight Ø 20 mm
402.2	Bottom bar weight Ø 12 mm
402.3	Tube PVC–U Ø 12 × 1 mm
402.4	Rubber insert for the bottom bar 110/150
402.5	Bottom bar endcap – fixed part
402.6	Bottom bar endcap – sliding part 1
402.7	Bottom bar endcap – sliding part 2
402.10	Brush
601	Fasteners

Textile screens

ZIP150



STANDARD VERSION

Box
— extruded aluminium
— square
— self-locking
— RAL colour

Sides
— aluminium castings
— RAL colour

Shaft
— galvanised steel, Ø 78 mm
— extruded aluminium, Ø 100 mm

Control
— control by standard wired motor

Fabric
— Sergé 3%, by sample Neva
— Soltis Perform 92, by sample Neva
— with a welded zip on the fabric sides, grey zip
— fabric top fitted with Fastfix mounting rail
— bottom with welded zip, grey zip

Guiding rails
— self-locking
— VP150 type – exposed or flush-mounted
— VP47 type – exposed
— extruded aluminium in RAL colour
— plastic profile ZIP110/ZIP150, anthracite grey (RAL 7016)
— prior-drilled holes for wall-/reveal-mounting
— plastic endcaps of guiding rails, black

Bottom bar
— extruded aluminium, 30 × 55 mm
— RAL colour
— including weight
— plastic endcaps of bottom bar, black

Product fasteners
— stainless steel (A2)

OTHER DESIGN OPTIONS

Box
— blanking profile
— mounting profile
— L-profile on box front side

Control
— another motor type
— solar drive

Fabric
— Sergé Xinix 0%, by sample Neva
— other fabric type

Bottom bar
— with rubber seal
— with brush

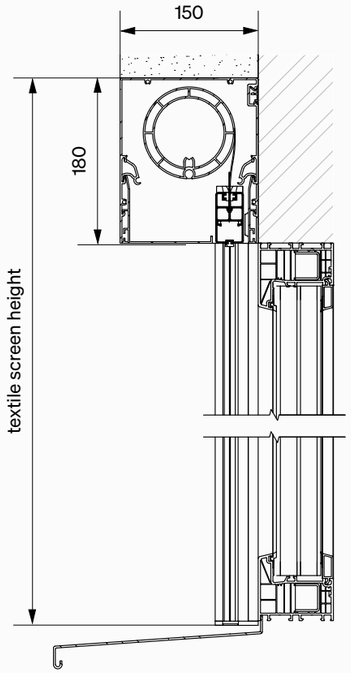
Painting
— non-standard paint colour

BASIC TECHNICAL PARAMETERS

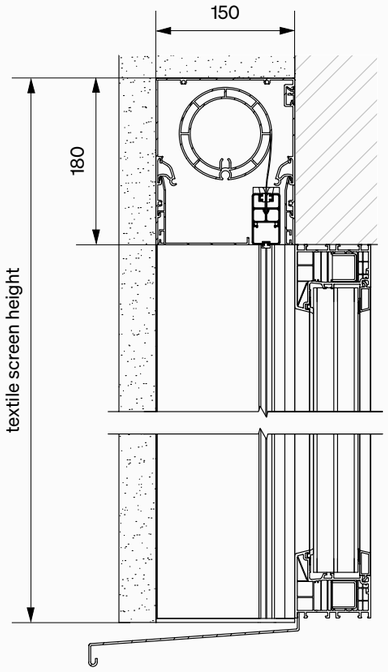
Control	motor
Width	720* – 6 000 mm
Height	600 – 6 000 mm
Maximum size of 1 textile screen	max. 24 m² **

* The minimum textile screen width changes based on the motor type.
** Maximum size of 1 textile screen is indicated in the table of maximum production sizes on page 90.

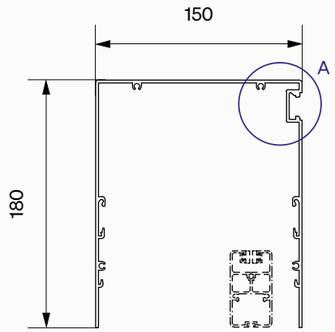
SECTION ZIP150 + VP47 EXPOSED VARIANT



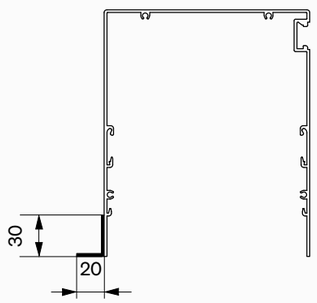
SECTION ZIP150 + VP150 FLUSH-MOUNTED VARIANT



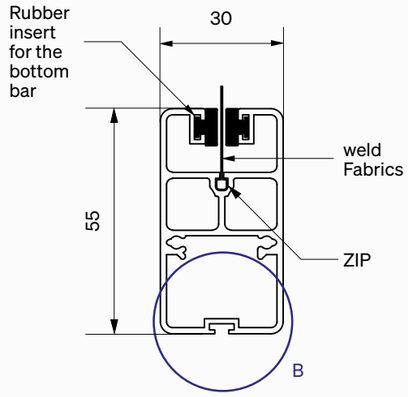
BOX SHAPE



I-PROFILE ON BOX FRONT SIDE

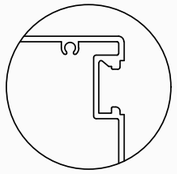


BOTTOM BAR

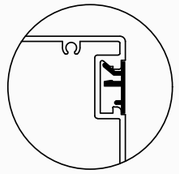


DETAIL A

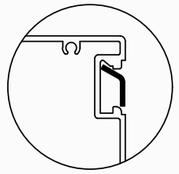
without profile



blanking profile

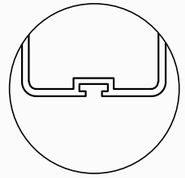


mounting profile

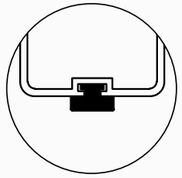


DETAIL B

basic bottom bar

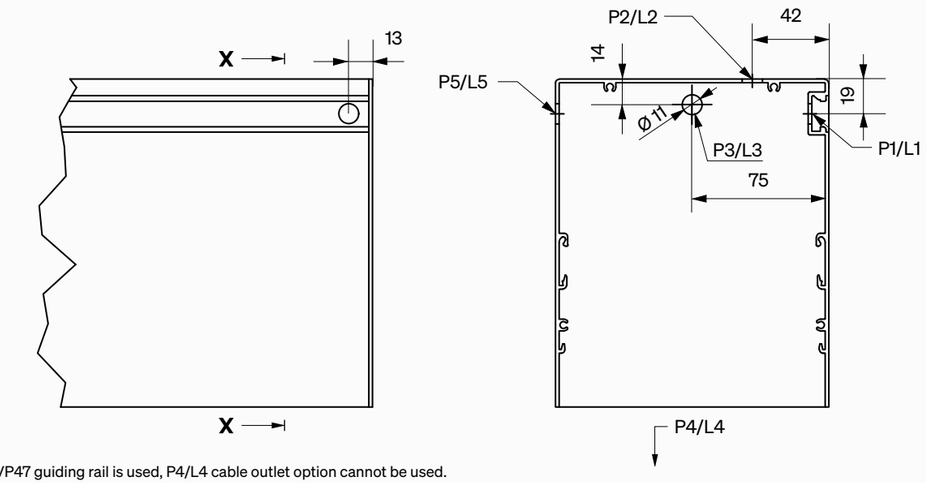


with rubber seal



with brush

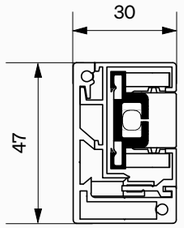
CABLE OUTLET OPTIONS



* When the VP47 guiding rail is used, P4/L4 cable outlet option cannot be used.

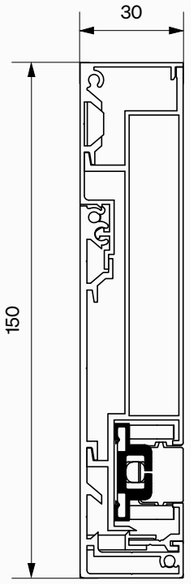
GUIDING RAIL TYPES

Exposed VP47 guiding rail *



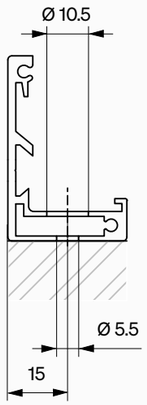
* Cannot be used as a flush-mounting profile.

Exposed/flush-mounted VP150 guiding rail

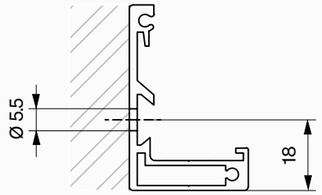


HOLES FOR MOUNTING GUIDING RAILS

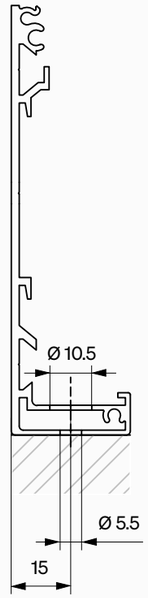
VP47 guiding rail – wall-mounted



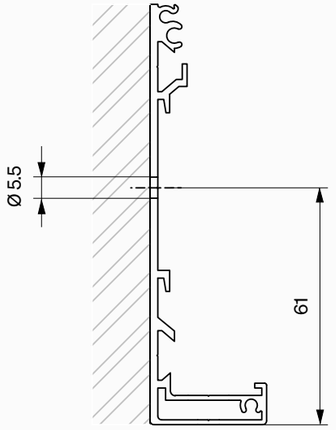
VP47 guiding rail – reveal-mounted



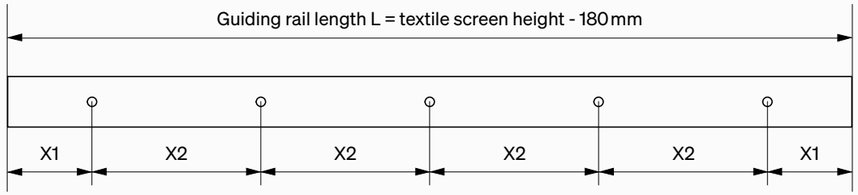
VP150 guiding rail – wall-mounted



VP150 guiding rail – reveal-mounted



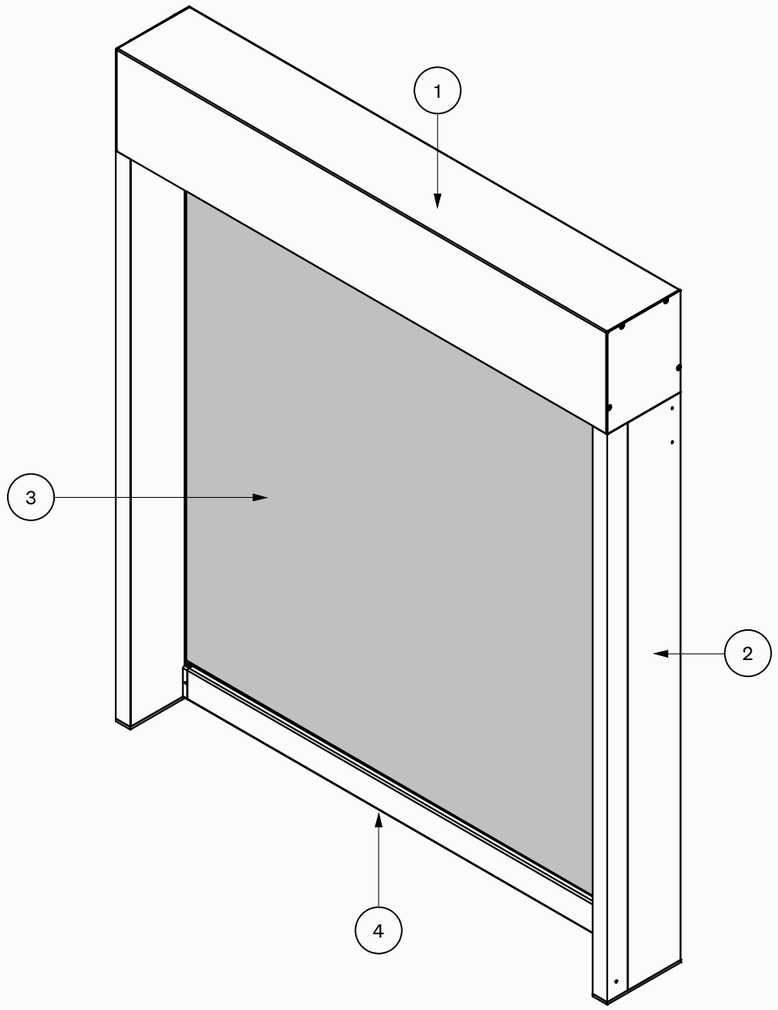
Number and location of guiding rail mounting holes



HOLE CALCULATION TABLE

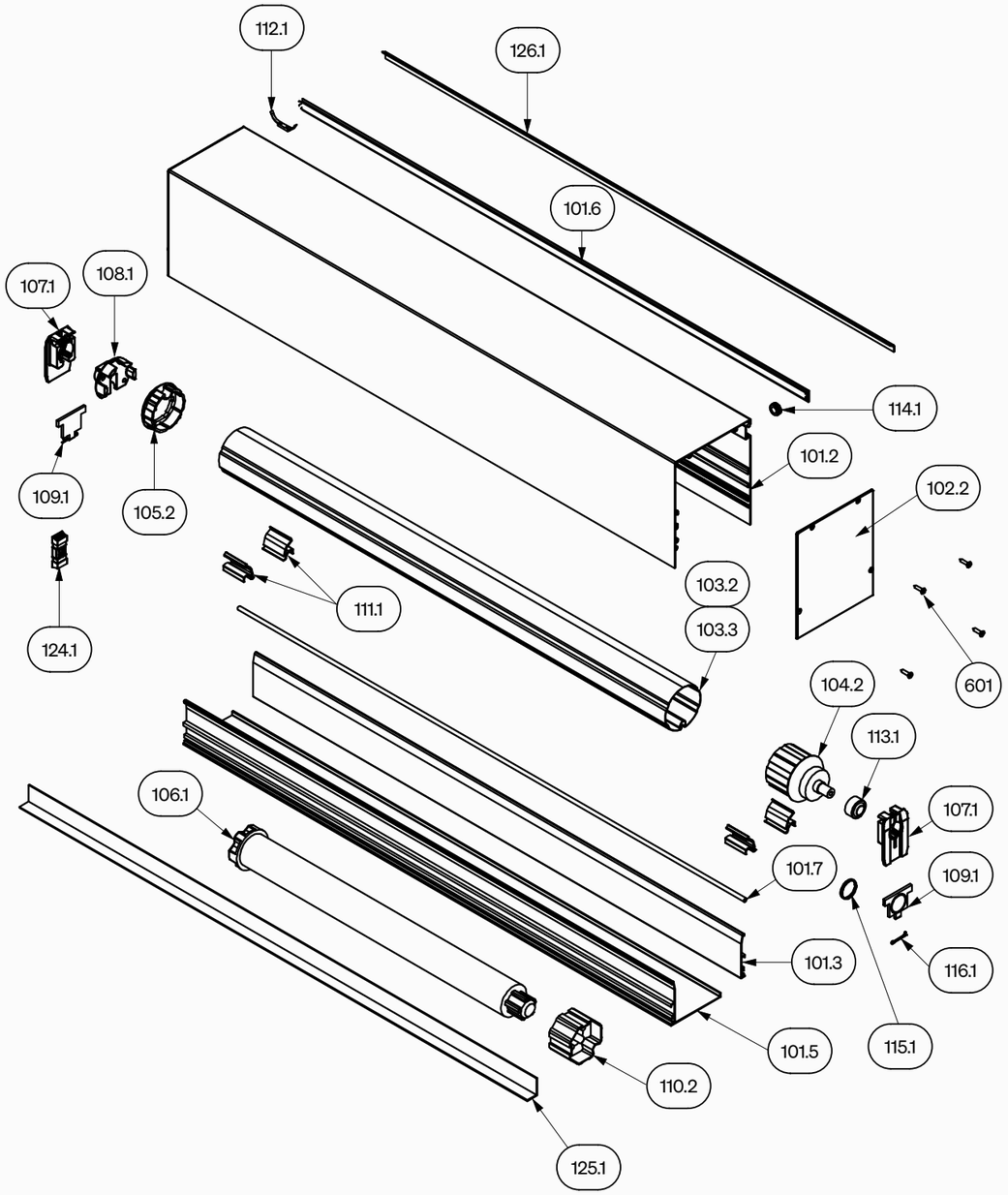
Guiding rail length L (mm)	Number of holes for mounting	X1 (mm)	X2 (mm)
from 800	2	100	–
801–1400	3	100	(L–200)/2
1401–2000	4	100	(L–200)/3
2001–2600	5	100	(L–200)/4
2601–3200	6	100	(L–200)/5
3201–3800	7	100	(L–200)/6
3801–4400	8	100	(L–200)/7
4401–5000	9	100	(L–200)/8
5001–5600	10	100	(L–200)/9
5601–5820	11	100	(L–200)/10

ZIP150



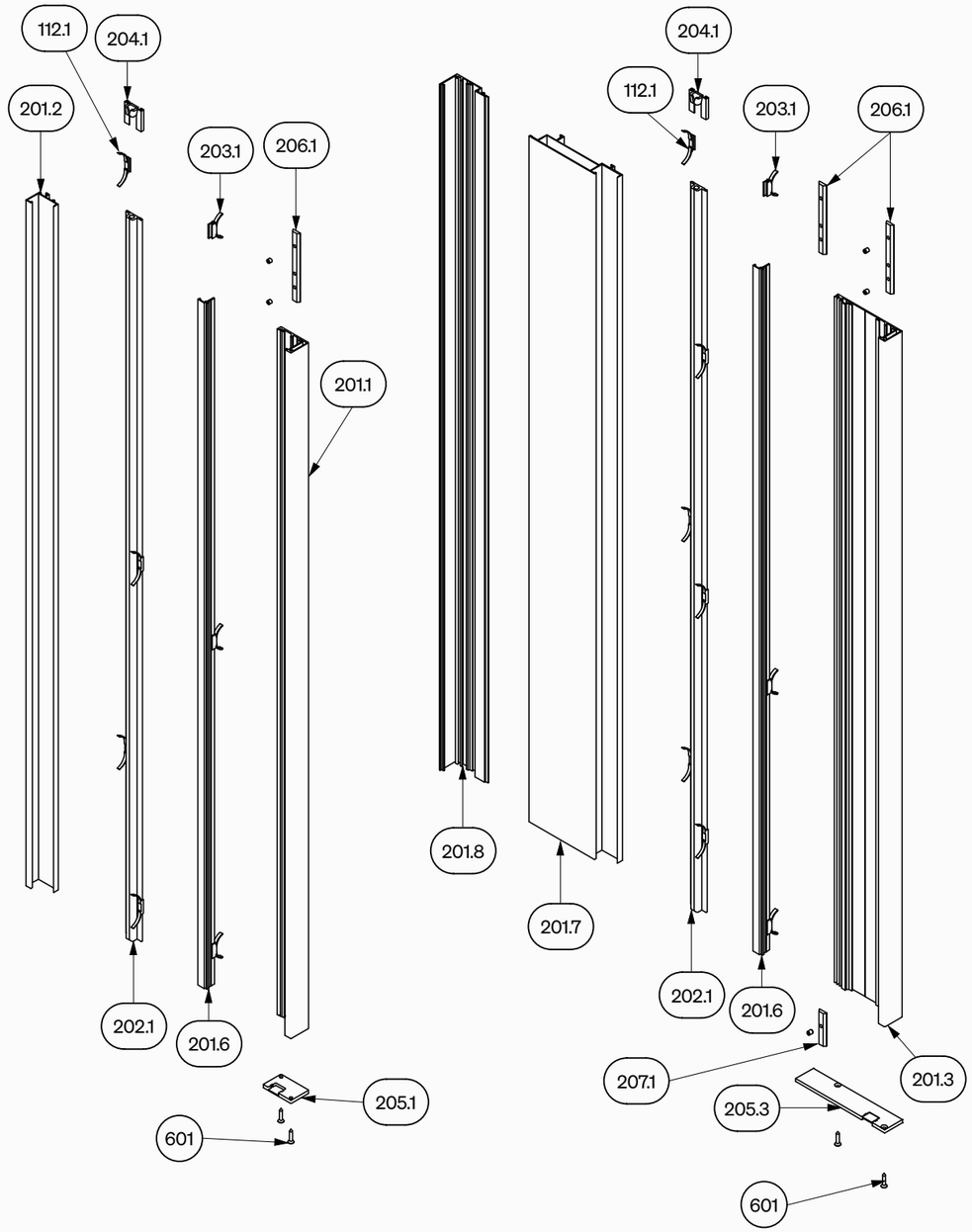
Identification	Name
1	Box
2	Guiding rail
3	Fabric
4	Bottom bar

ZIP150 – EXPLODED VIEW OF THE BOX



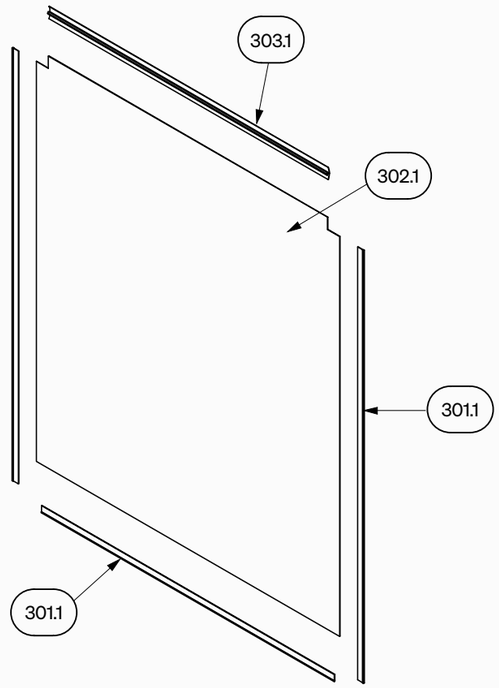
Identification	Name
101.2	Box 150
101.3	110/150 box back side
101.5	150 box front side
101.6	Blanking profile 110/150
101.7	Fabric tension bar
102.2	Side 150
103.2	Shaft Ø 78 mm
103.3	Shaft Ø 100 mm
104.2	Shaft end-part 110/150 Ø 78/100 mm
105.2	Motor adaptor 110/150 Ø 78/100 mm
106.1	Motor
107.1	Shaft holder 110/150
108.1	Motor holder 110/150
109.1	Shaft holder and motor stop 110/150
110.2	Drive adaptor Ø 78 mm
111.1	Bottom box side locking
112.1	ClipZIP profile spring
113.1	Shaft spherical bearing
114.1	Cable passage 110/150
115.1	Shaft stop spring 110/150
116.1	Steel cotter-pin 2.5 × 25 DIN 94
124.1	Connector 110/150
125.1	L-profile 20 × 30 mm
126.1	Mounting profile 110/150
601	Fasteners

ZIP150 – EXPLODED VIEW OF THE GUIDING RAIL



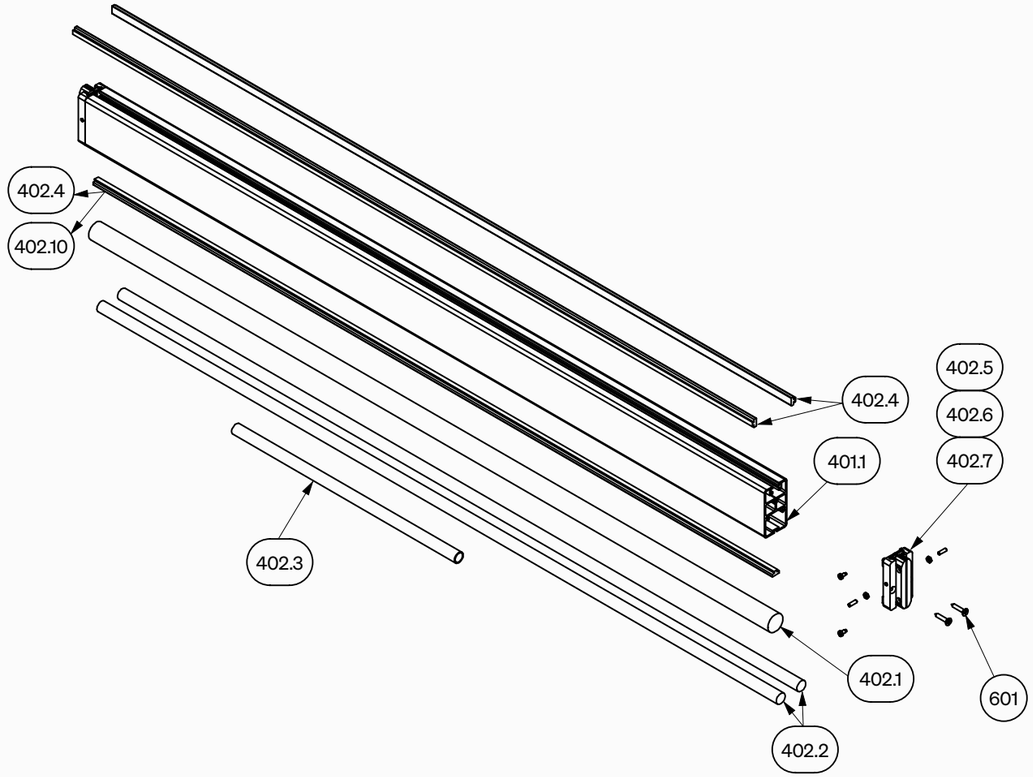
Identification	Name
112.1	ClipZIP profile spring
201.1	VP47 guiding rail – base
201.2	VP47 guiding rail – insert
201.3	VP110/VP150 guiding rail – base
201.6	Locking profile 110/150
201.7	VP150 guiding rail – central part
201.8	VP150 guiding rail – end part
202.1	ClipZIP plastic profile
203.1	Locking profile plastic spring
204.1	ClipZIP plastic profile endcap
205.1	47 guiding rail endcap
205.3	150 guiding rail endcap
206.1	Long locking pin
207.1	Short locking pin
601	Fasteners

ZIP150 – EXPLODED VIEW OF THE FABRIC



Identification	Name
301.1	Zip 17 mm, grey
302.1	Fabric
303.1	Fastfix rail

ZIP150 – EXPLODED VIEW OF THE BOTTOM BAR



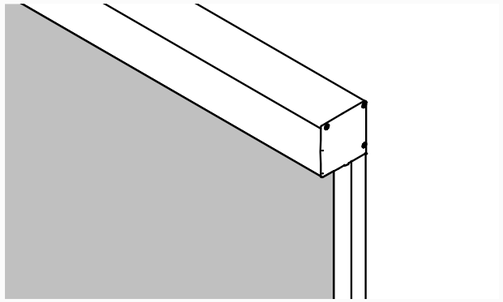
Identification	Name
401.1	Bottom bar 110/150
402.1	Bottom bar weight Ø 20 mm
402.2	Bottom bar weight Ø 12 mm
402.3	Tube PVC–U Ø 12 × 1 mm
402.4	Rubber insert for the bottom bar 110/150
402.5	Bottom bar endcap – fixed part
402.6	Bottom bar endcap – sliding part 1
402.7	Bottom bar endcap – sliding part 2
402.10	Brush
601	Fasteners

ZIP100
ZIP135

NEVA — TECHNICAL MANUAL ZIP100 ZIP135 53
Fabrics
ZIP110/ZIP150
ZIP100/ZIP135
Technical information
Commercial documents

Textile screens

ZIP100



STANDARD VERSION

Box
— extruded aluminium
— square, half-round
— RAL colour

Sides
— aluminium castings
— RAL colour

Shaft
— galvanised steel, Ø 70 (78) mm

Control
— control by standard wired motor

Fabric
— Sergé 3%, by sample Neva
— Soltis Perform 92, by sample Neva
— with a welded zip on the fabric sides, grey zip
— fabric top fitted with Fastfix mounting rail
— the bottom edge of the fabric is equipped with a pocket containing a plastic keder

Guiding rails
— SNP type – clip-on or SCR type – threaded
— Extruded aluminium
— coextruded plastic ZIP inlay, black
— RAL colour
— prior-drilled holes for wall-/reveal-mounting
— plastic endcaps of guiding rails, black

Bottom bar
— extruded aluminium, 30 × 26 mm (small) or 30 × 55 mm (big)
— RAL colour
— including weight
— plastic endcaps of bottom bar, black

Product fasteners
— stainless steel (A2)

OTHER DESIGN OPTIONS

Box
— Box holder

Control
— another motor type

Fabric
— Sergé Xinix 0%, by sample Neva
— other fabric type

Guiding rail
— SV guiding rail holder
— SV double guiding rail holder

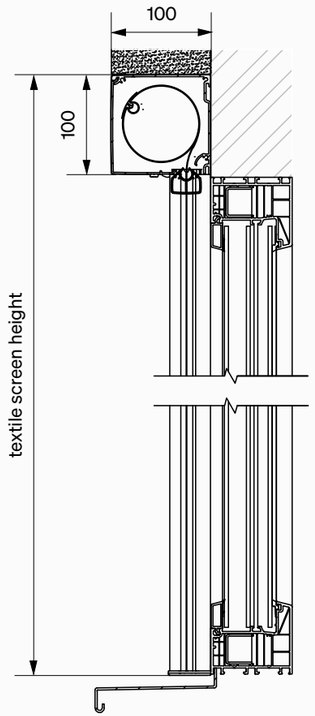
Painting
— non-standard paint colour

BASIC TECHNICAL PARAMETERS

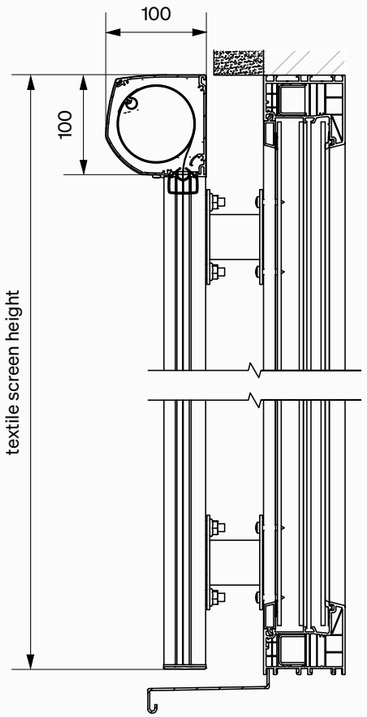
Control	motor
Width	675*–4000 mm
Height	400–3500 mm
Maximum size of 1 textile screen	14 m²

* The minimum textile screen width changes based on the motor type.

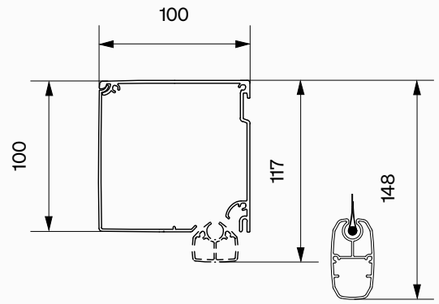
SECTION ZIP100 SQUARE VARIANT



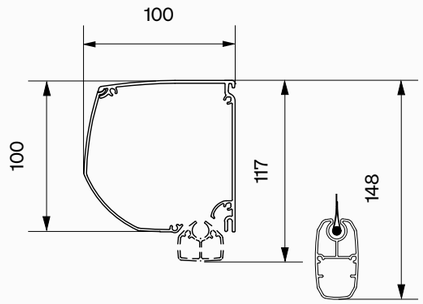
SECTION ZIP100 HALF-ROUND VARIANT



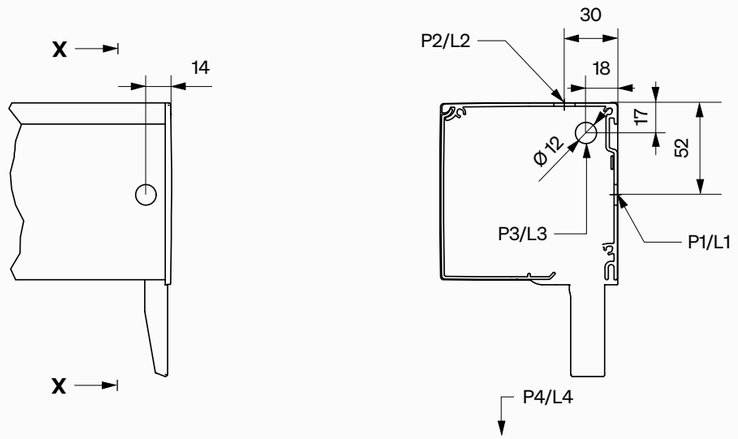
SQUARE BOX



HALF-ROUND BOX

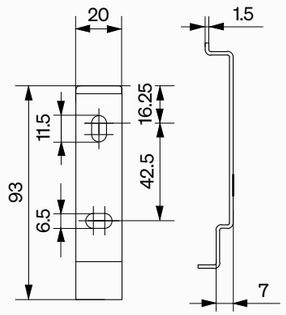


CABLE OUTLET OPTIONS

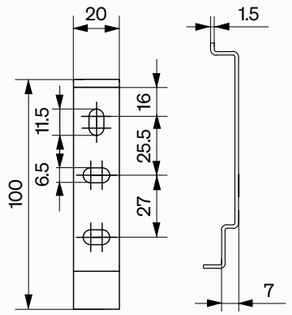


BOX HOLDERS

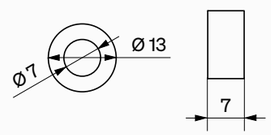
H box holder – for square box *



P box holder – for half-round box *



Guiding rail spacer **

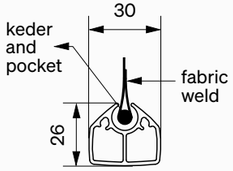


* 2 pcs per textile screen. Auxiliary mounting holder, not used as the box carrying element, the weight is transmitted to guiding rails.

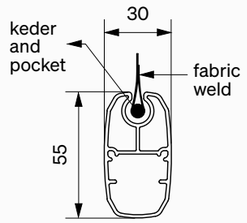
** Box holder parts, quantity according to the hole calculation table on page 73.

BOTTOM BAR

Small



Big



WIDTH ZIP100

HEIGHT ZIP100

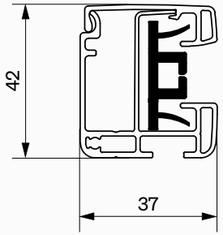
mm	≤ 1000	1001-2200	2201-3200	3201-4000
≤1500	small	small	small	small
1501-2500	big	small	small	big
2501-3500	big	big	big	big

— Small bottom bar can be replaced with big bottom bar, if required

GUIDING RAIL TYPES

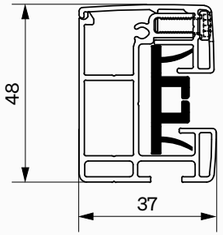
SNP guiding rail

— clip-on



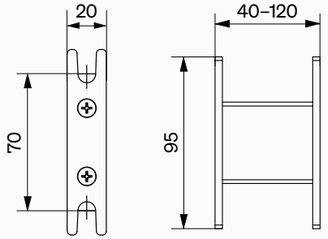
SCR guiding rail

— assembled with bolts

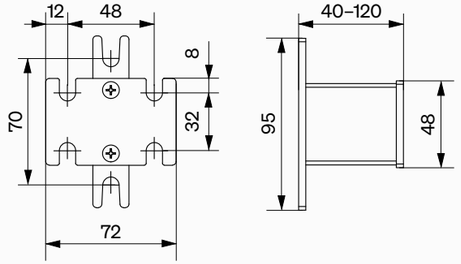


GUIDING RAIL HOLDERS

SV holder

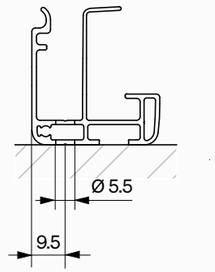


SV double holder

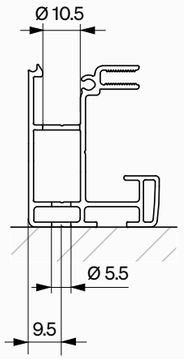


HOLES FOR MOUNTING GUIDING RAILS

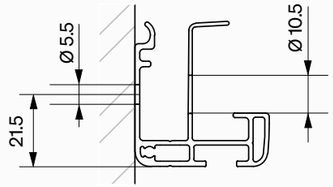
SNP guiding rail – wall-mounted



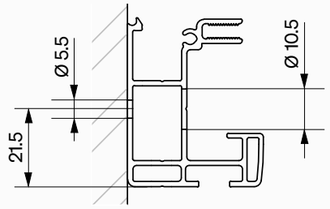
SCR guiding rail – wall-mounted



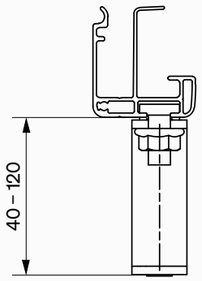
SNP guiding rail – reveal-mounted



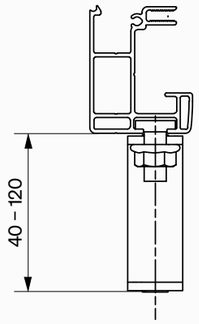
SCR guiding rail – reveal-mounted



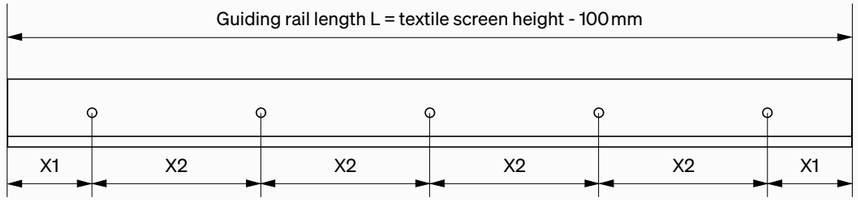
SNP guiding rail – holder-mounted



SCR guiding rail – holder-mounted

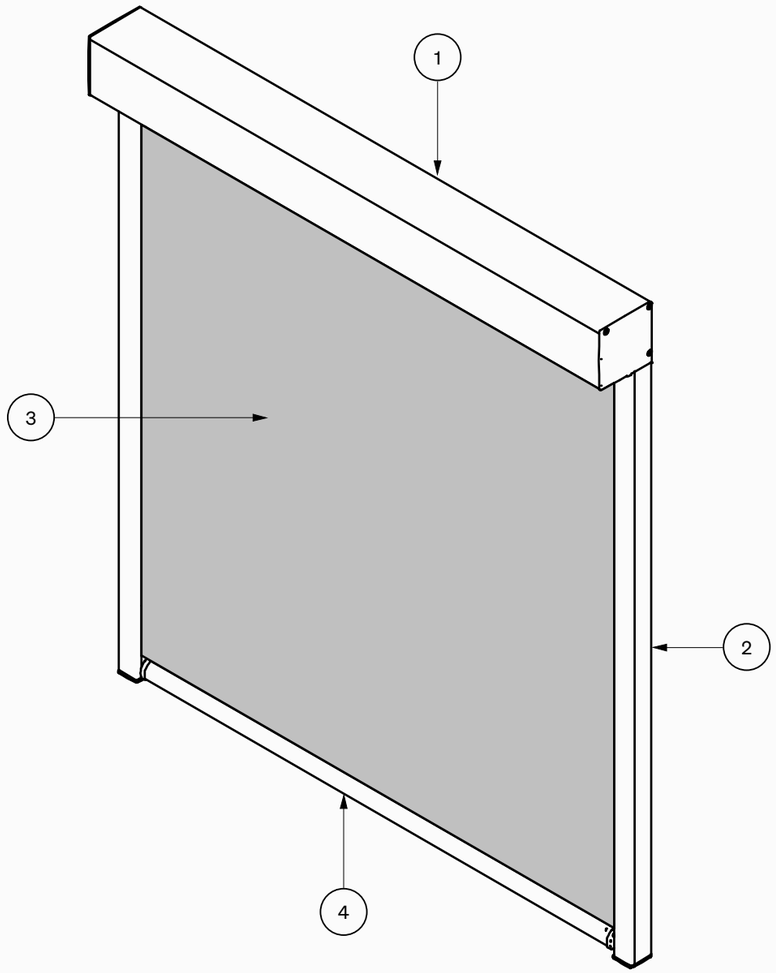


Number and location of guiding rail mounting holes



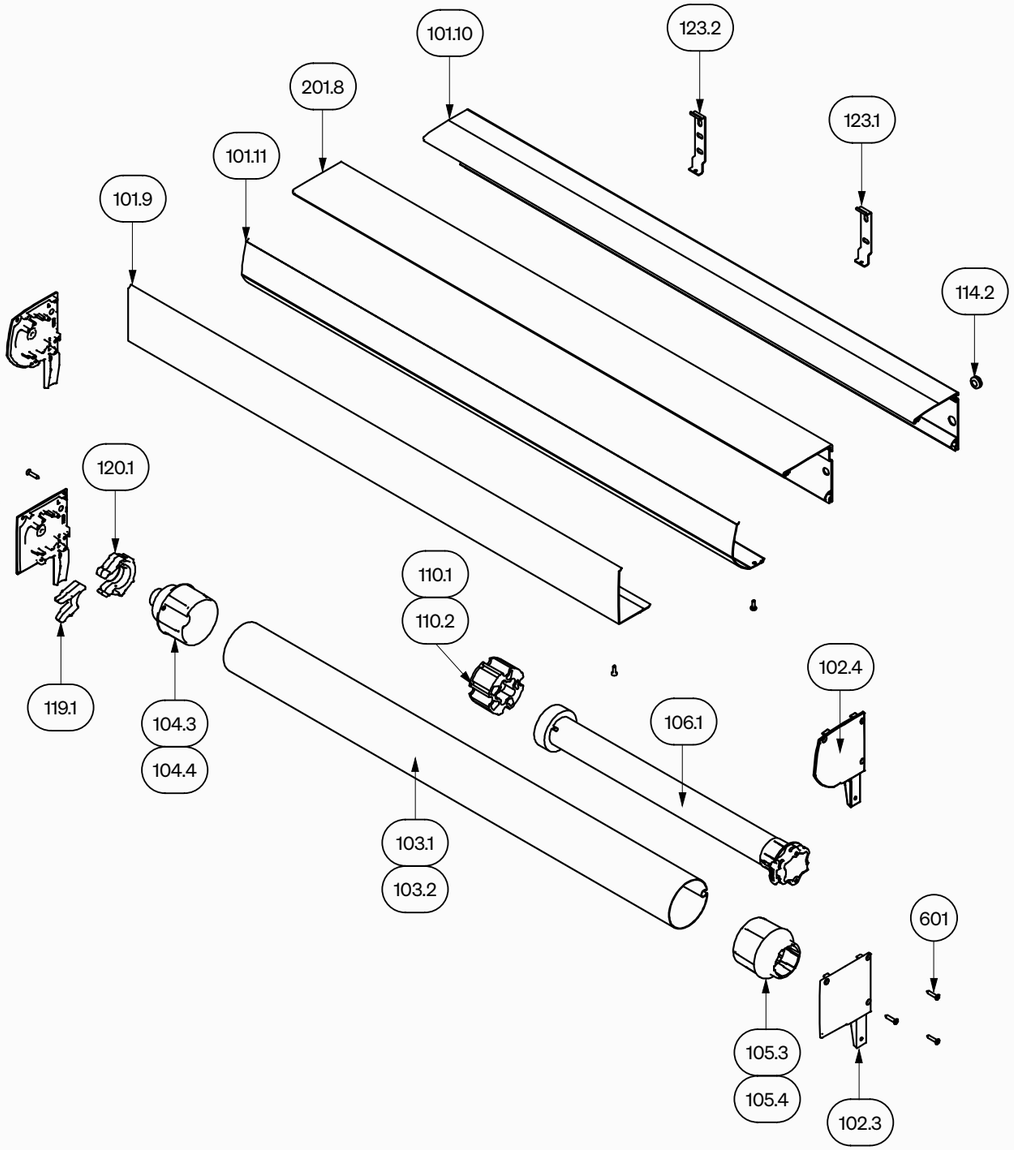
HOLE CALCULATION TABLE

Guiding rail length L (mm)	Number of holes for mounting	X1 (mm)	X2 (mm)
from – 800	2	100	–
801 – 1400	3	100	(L – 200)/2
1401 – 2000	4	100	(L – 200)/3
2001 – 2600	5	100	(L – 200)/4
2601 – 3200	6	100	(L – 200)/5
3201 – 3400	7	100	(L – 200)/6



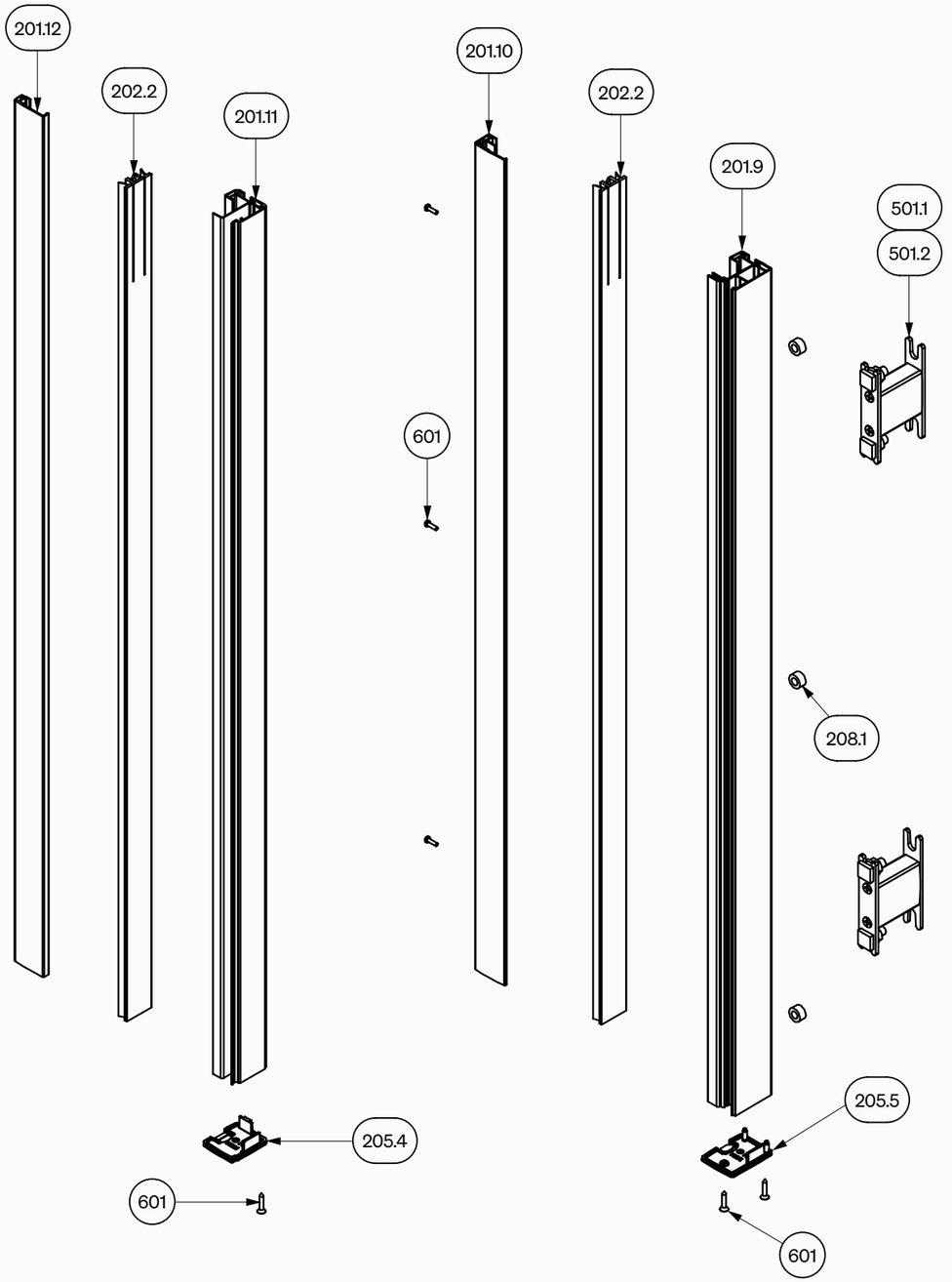
Identification	Name
1	Box
2	Guiding rail
3	Fabric
4	Bottom bar

ZIP100 – EXPLODED VIEW OF THE BOX



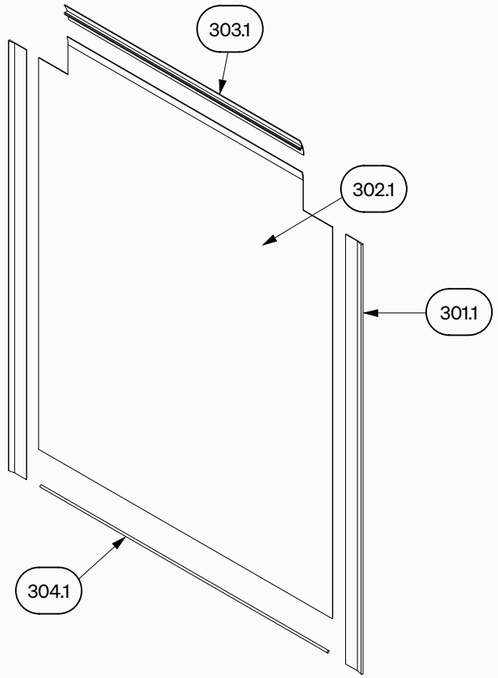
Identification	Name
201.8	Box 100, back side squared
101.9	Box 100, front side squared
101.10	Box 100, back side half-rounded
101.11	Box 100, front side half-rounded
102.3	Side 100, squared
102.4	Side 100, half-rounded
103.1	Shaft Ø 70 mm
103.2	Shaft Ø 78 mm
104.3	Shaft endcap Ø 70 mm
104.4	Shaft endcap Ø 78 mm
105.3	Motor adaptor Ø 70 mm
105.4	Motor adaptor Ø 78 mm
106.1	Motor
110.1	Drive adaptor Ø 70 mm
110.2	Drive adaptor Ø 78 mm
114.2	Cable passage
119.1	Locking clip 100/135
120.1	Shaft holder 100/135
123.1	H box holders
123.2	P box holders
601	Fasteners

ZIP100 – EXPLODED VIEW OF THE GUIDING RAIL



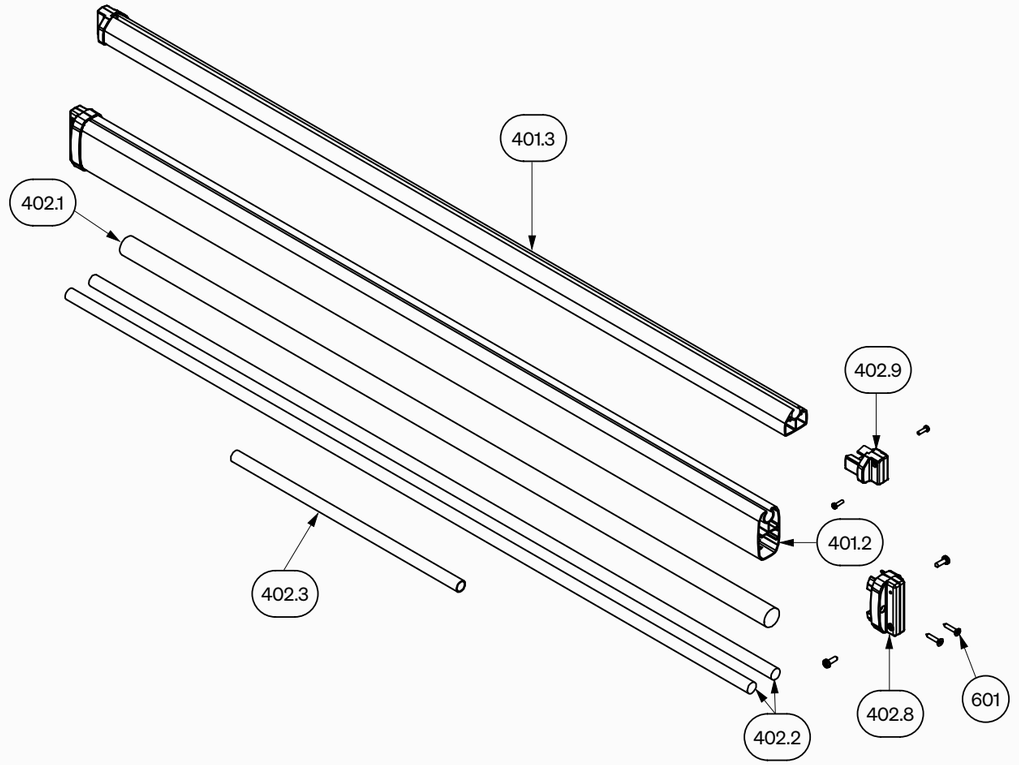
Identification	Name
201.9	SCR guiding rail type, rear side
201.10	SCR guiding rail type, front side
201.11	SNP guiding rail type, rear side
201.12	SNP guiding rail type, front side
202.2	ZIP plastic profile
205.4	SNP guiding rail endcap, black
205.5	SCR guiding rail endcap, black
208.1	Spacer 7 mm
501.1	SV guiding rail holder
501.2	SV double guiding rail holder
601	Fasteners

ZIP100 – EXPLODED VIEW OF THE FABRIC



Identification	Name
301.1	Zip 17 mm, grey
302.1	Fabric
303.1	Fastfix rail
304.1	Keder for fabric fixing Ø 6 mm

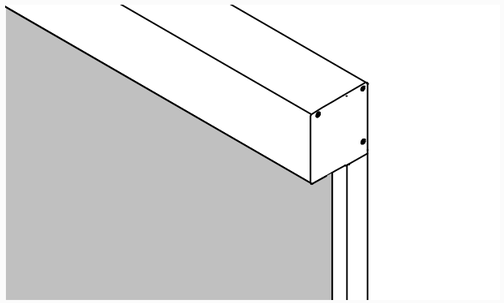
ZIP100 – EXPLODED VIEW OF THE BOTTOM BAR



Identification	Name
401.2	Big bottom bar 30 × 55 mm
401.3	Small bottom bar 30 × 26 mm
402.1	Bottom bar weight Ø 20 mm
402.2	Bottom bar weight Ø 12 mm
402.3	Tube PVC–U Ø 12 × 1 mm
402.8	Big bottom bar endcap, black
402.9	Small bottom bar endcap, black
601	Fasteners

Textile screens

ZIP135



STANDARD VERSION

Box
— extruded aluminium
— square, half-round
— RAL colour

Sides
— aluminium castings
— RAL colour

Shaft
— galvanised steel, Ø 78 mm
— extruded aluminium, Ø 100 mm

Control
— control by standard wired motor

Fabric
— Sergé 3%, by sample Neva
— Soltis Perform 92, by sample Neva
— with a welded zip on the fabric sides, grey zip
— fabric top fitted with Fastfix mounting rail
— the bottom edge of the fabric is equipped with a pocket containing a plastic keder

Guiding rails
— SCR type – threaded
— Extruded aluminium
— coextruded plastic ZIP inlay, black
— RAL colour
— prior-drilled holes for wall-/reveal-mounting
— plastic endcaps of guiding rails, black

Bottom bar
— extruded aluminium, 30 × 55 mm (big)
— RAL colour
— including weight
— plastic endcaps of bottom bar, black

Product fasteners
— stainless steel (A2)

OTHER DESIGN OPTIONS

Box
— box support

Control
— another motor type
— solar drive

Fabric
— Sergé Xinix 0%, by sample Neva
— other fabric type

Guiding rail
— SV guiding rail holder
— SV double guiding rail holder

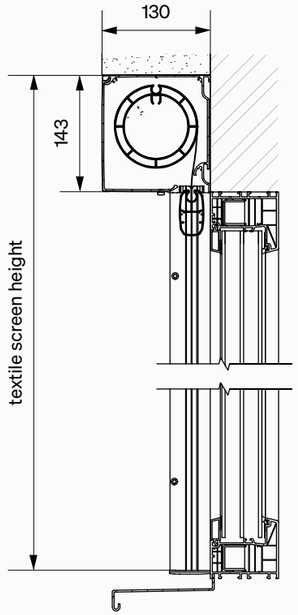
Painting
— non-standard paint colour

BASIC TECHNICAL PARAMETERS

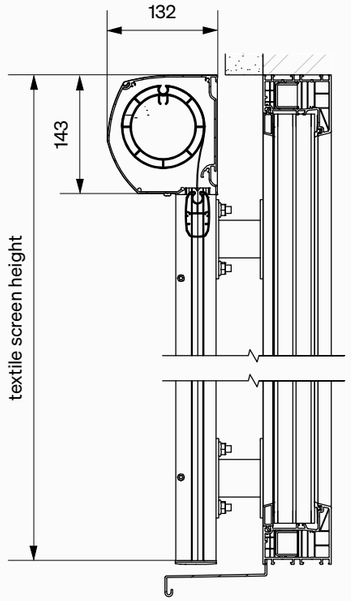
Control	motor
Width	675* – 6000 mm
Height	400 – 6000 mm
Maximum size of 1 textile screen	Max. 24 m² **

* The minimum textile screen width changes based on the motor type.
** Maximum size of 1 textile screen is indicated in the table of maximum production sizes on page 90.

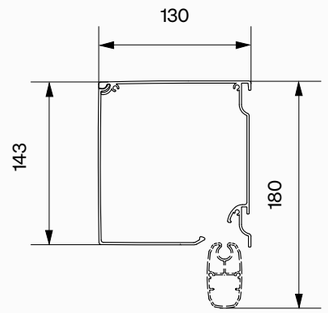
SECTION ZIP135 SQUARE VERSION



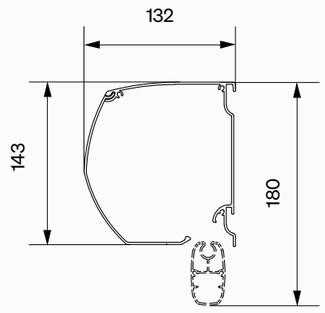
SECTION ZIP135 HALF-ROUNDED VERSION



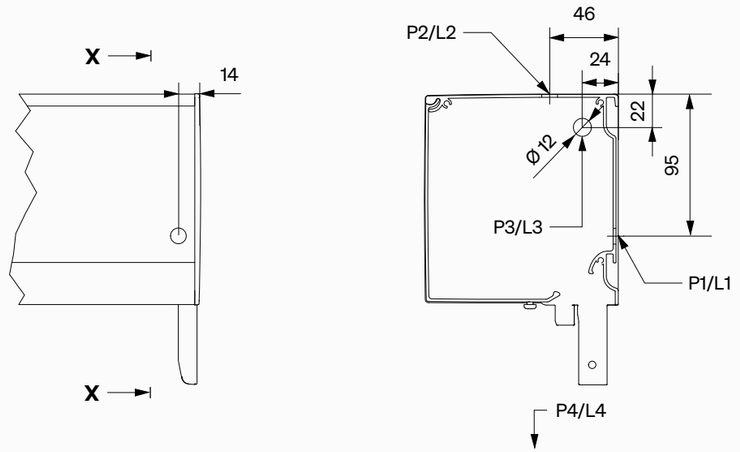
SQUARE BOX



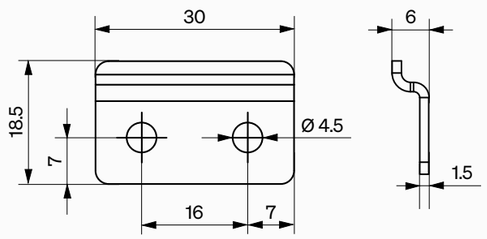
HALF-ROUND BOX



CABLE OUTLET OPTIONS



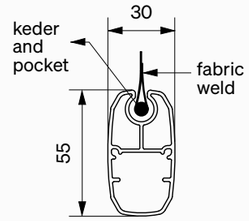
BOX SUPPORT *



* Box support not used as the box carrying element, the weight is transmitted to guiding rails.

BOTTOM BAR

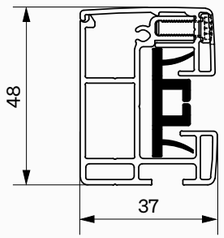
Big



GUIDING RAIL TYPES

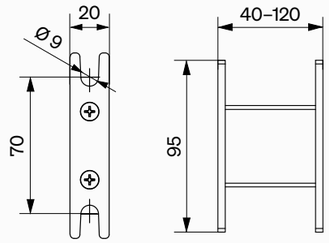
SCR guiding rail

— assembled with bolts

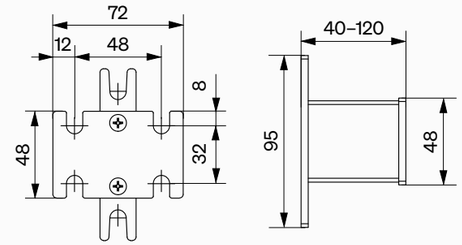


GUIDING RAIL HOLDERS

SV holder

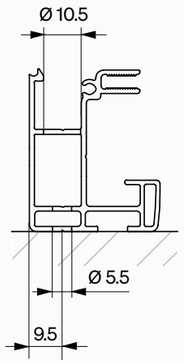


SV double holder

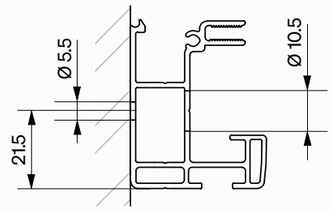


HOLES FOR MOUNTING GUIDING RAILS

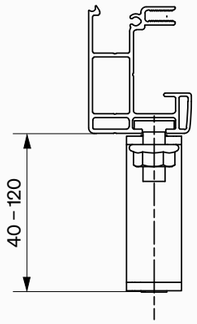
SCR guiding rail – wall-mounted



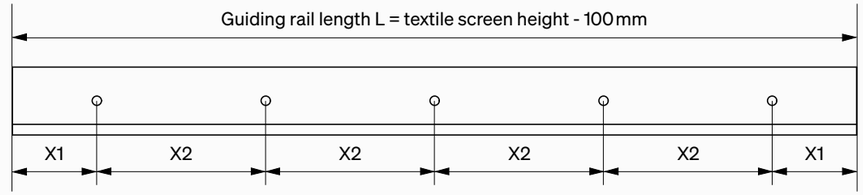
SCR guiding rail – reveal-mounted



SCR guiding rail – holder-mounted

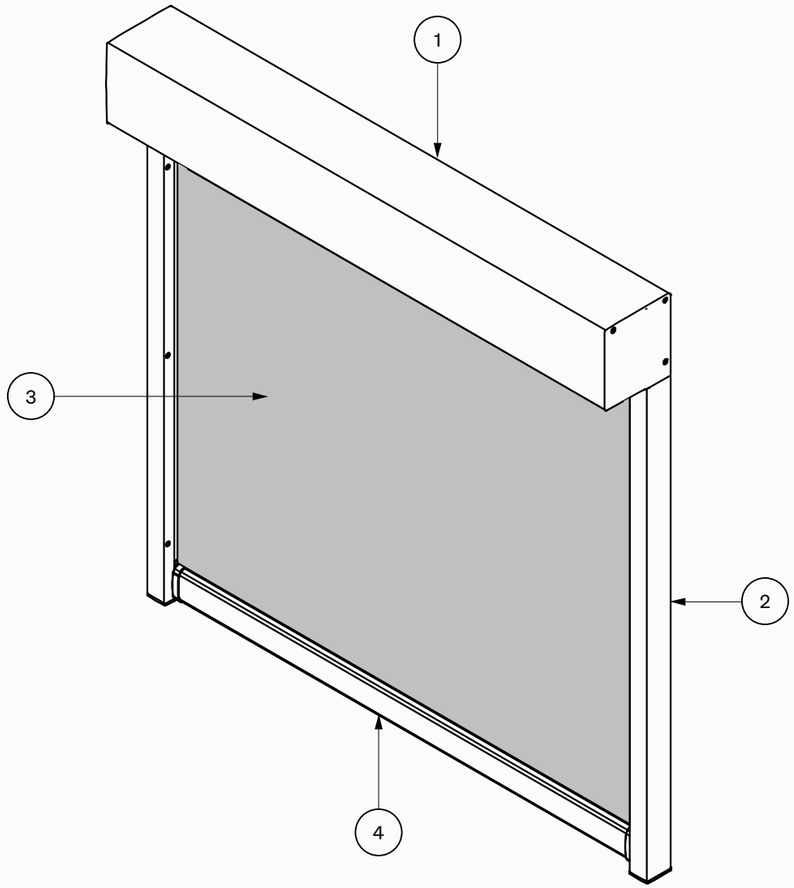


Number and location of guiding rail mounting holes



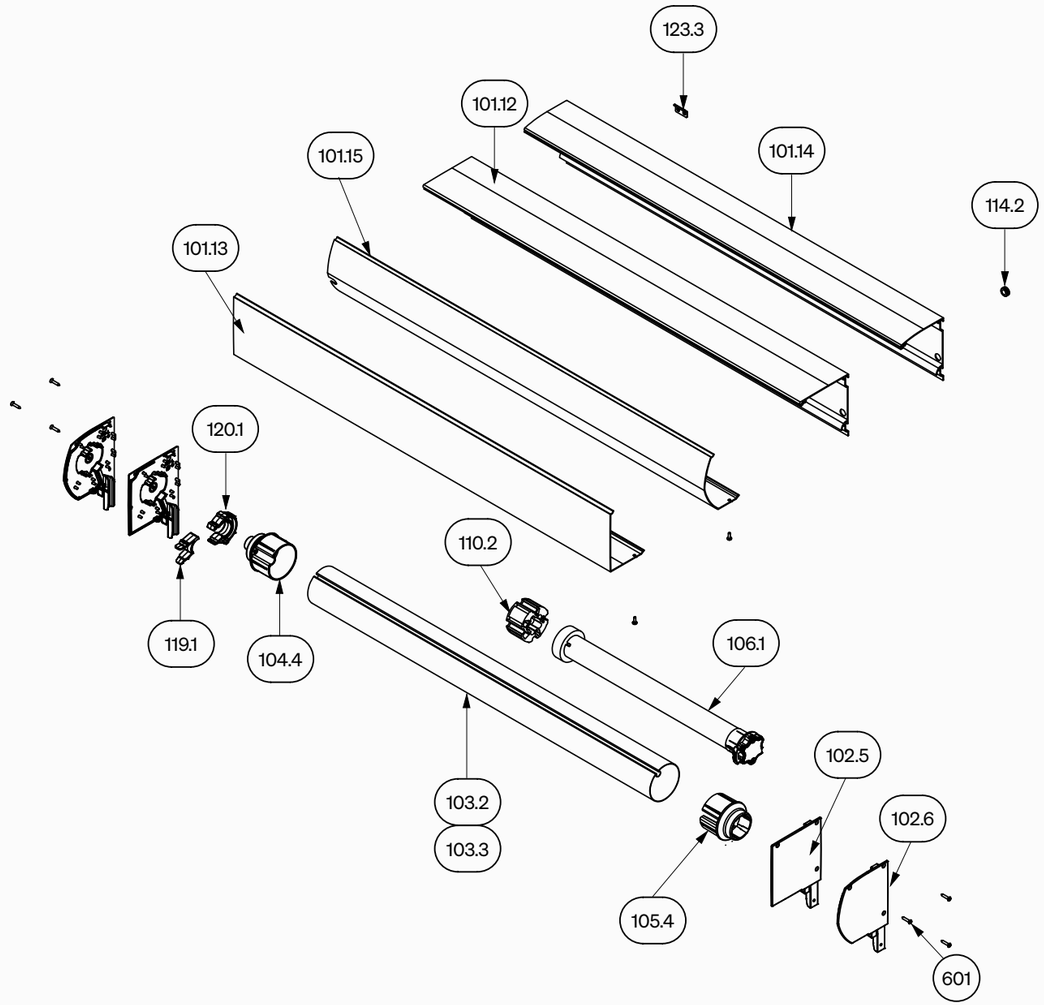
HOLE CALCULATION TABLE

Guiding rail length L (mm)	Number of holes for mounting	X1 (mm)	X2 (mm)
from – 800	2	100	–
801 – 1400	3	100	(L – 200)/2
1401 – 2000	4	100	(L – 200)/3
2001 – 2600	5	100	(L – 200)/4
2601 – 3200	6	100	(L – 200)/5
3201 – 3800	7	100	(L – 200)/6
3801 – 4400	8	100	(L – 200)/7
4401 – 5000	9	100	(L – 200)/8
5001 – 5600	10	100	(L – 200)/9
5601 – 5860	11	100	(L – 200)/10



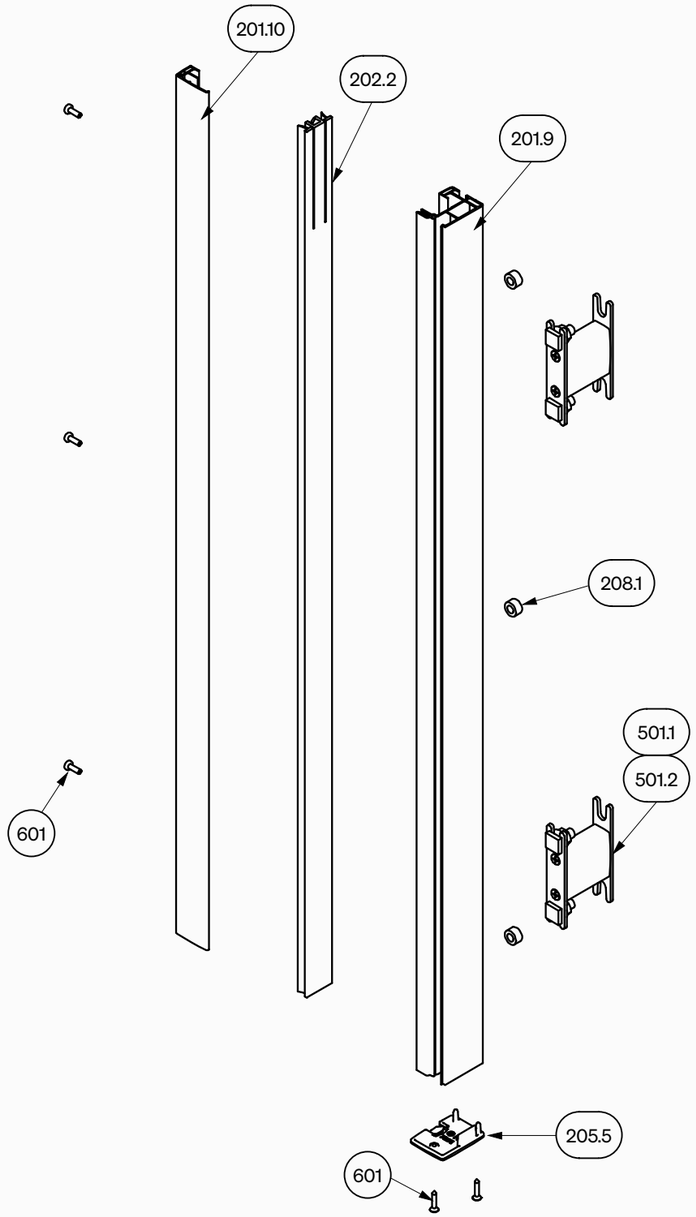
Identification	Name
1	Box
2	Guiding rail
3	Fabric
4	Bottom bar

ZIP135 – EXPLODED VIEW OF THE BOX



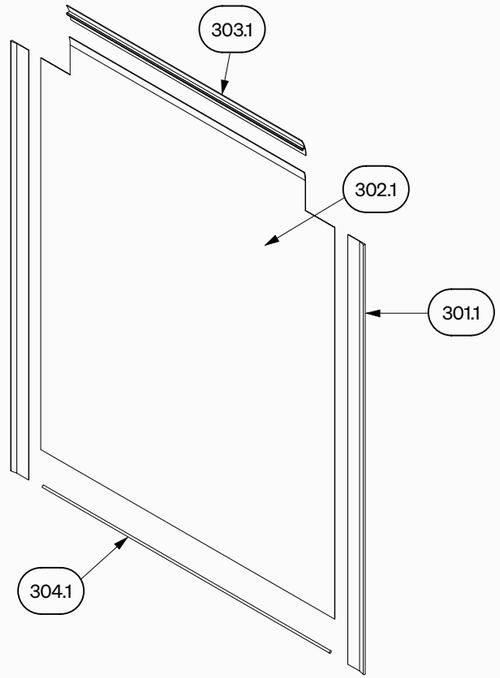
Identification	Name
101.12	Box 135, back side squared
101.13	Box 135, front side squared
101.14	Box 135, back side half-rounded
101.15	Box 135, front side half-rounded
102.5	Side 135, squared
102.6	Side 135, half-rounded
103.2	Shaft Ø 78 mm
103.3	Shaft Ø 100 mm
104.4	Shaft endcap Ø 78 mm
105.4	Motor adaptor Ø 78 mm
106.1	Motor
110.2	Drive adaptor Ø 78 mm
114.2	Cable passage
119.1	Locking clip 100/135
120.1	Shaft holder 100/135
123.3	Box support
601	Fasteners

ZIP135 – EXPLODED VIEW OF THE GUIDING RAIL



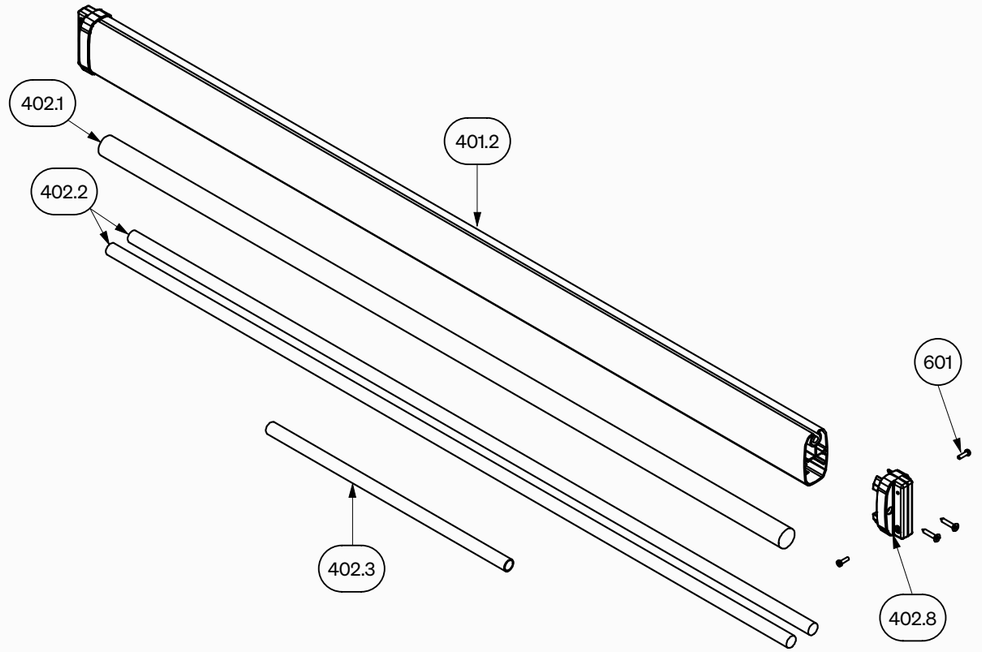
Identification	Name
201.9	SCR guiding rail type, back side
201.10	SCR guiding rail type, front side
202.2	ZIP plastic profile
205.5	SCR guiding rail endcap, black
208.1	Spacer 7 mm
501.1	SV guiding rail holder
501.2	SV double guiding rail holder
601	Fasteners

ZIP135 – EXPLODED VIEW OF THE FABRIC



Identification	Name
301.1	Zip 17 mm, grey
302.1	Fabric
303.1	Fastfix rail
304.1	Trimming for fabric fixing Ø 6 mm

ZIP135 – EXPLODED VIEW OF THE BOTTOM BAR

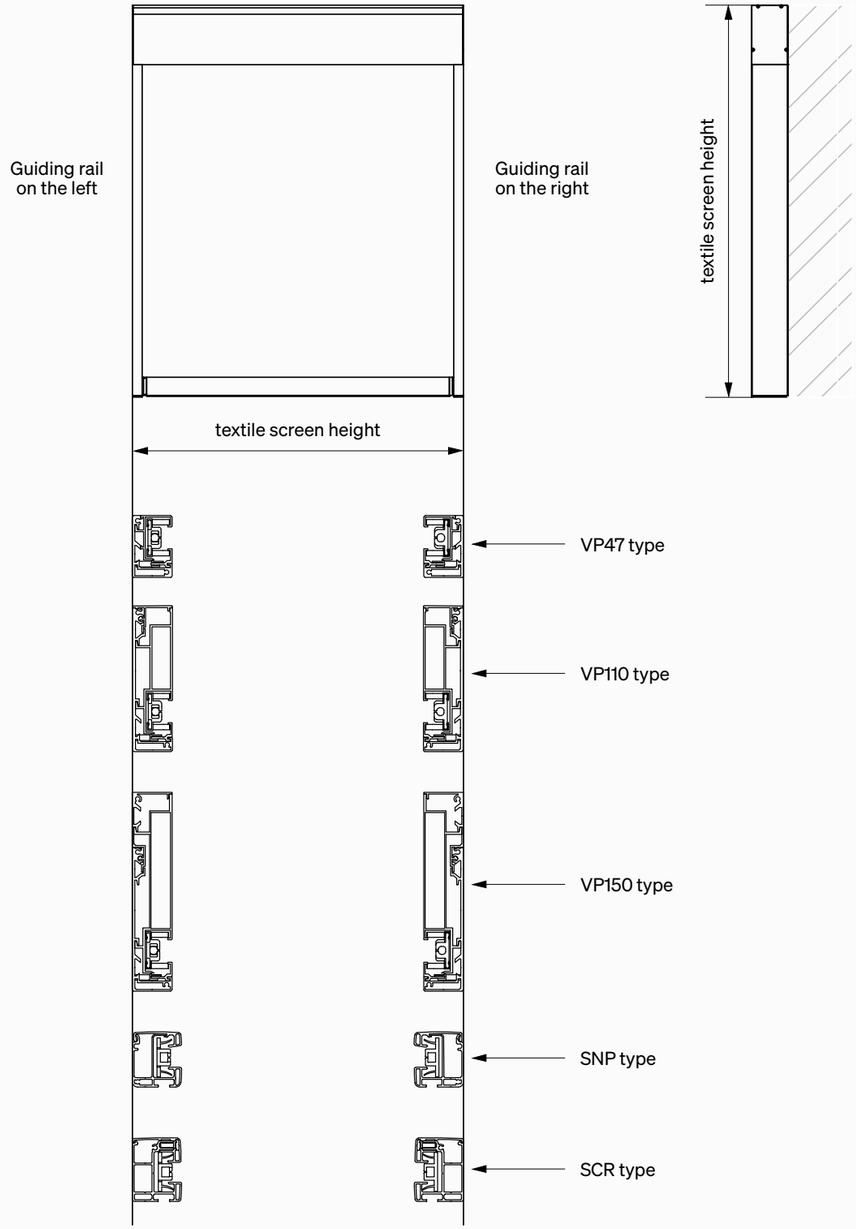


Identification	Name
401.2	Big bottom bar 30 × 55 mm
402.1	Bottom bar weight Ø 20 mm
402.2	Bottom bar weight Ø 12 mm
402.3	Tube PVC–U Ø 12 × 1 mm
402.8	Big bottom bar endcap, black
601	Fasteners

TECHNICAL DETAILS

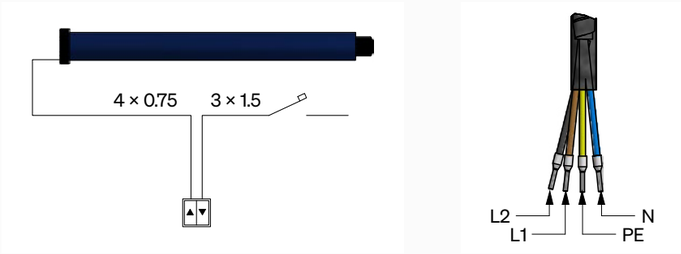
NEVA — TECHNICAL MANUAL TECHNICAL DETAILS 83
Fabrics
ZIP110/ZIP150
ZIP100/ZIP135
Technical information
Commercial documents

MEASUREMENT OF STANDARD TEXTILE SCREEN

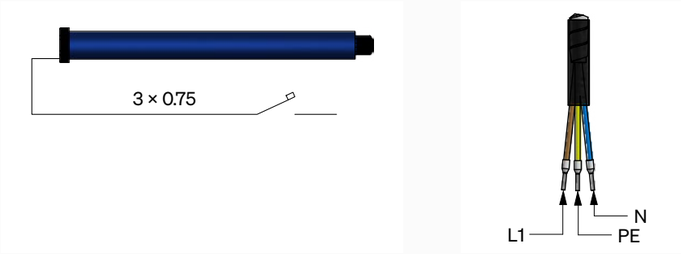


MOTOR CONNECTION

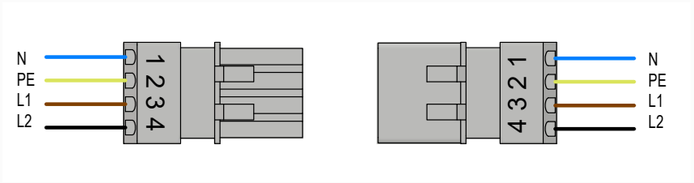
Wiring diagram for wired motor control
— standard cable length is 2,5 m



Wiring diagram of motor with wireless control
— standard cable length from the motor is 2,5 m

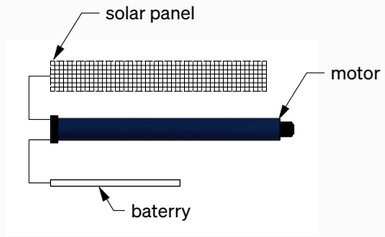


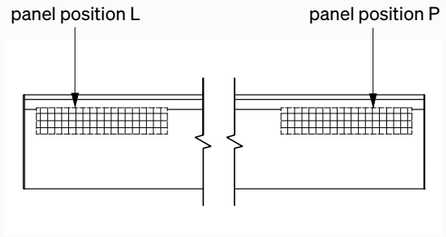
Cable connection in ZIP110 and ZIP150 textile screens
— the cable connection is located in the side on the motor side
— it is used for disconnecting the motor from power supply and enables demounting the shaft with motor without intervening in the building wiring
— phase L2 (black) is not connected in the case of the remote control motor



SOLAR DRIVE

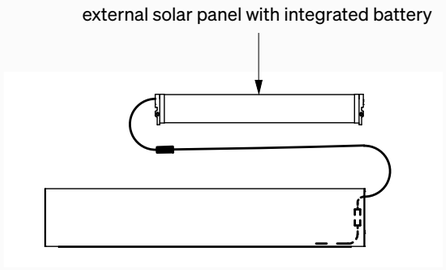
Wiring of solar drive with standard panel





ATTENTION:
— the position of the solar panel is defined when viewed from the interior

Wiring of solar drive with external panel



ATTENTION:
— the external solar panel can be used for one motor only
— an additional extension cable is available only in 3-meter length
— cable outlet options – P1/L1, P2/L2, P3/L3, For ZIP 110 and ZIP 150, cable outlet P5/L5 is also available

BASIC TECHNICAL PARAMETERS OF TEXTILE SCREENS WITH SOLAR DRIVE

	Standard solar panel			External solar panel			
	ZIP110	ZIP150	ZIP135	ZIP110	ZIP150	ZIP135	ZIP100
Width (mm)	720 – 4000	720 – 6000	675 – 4000	720 – 4000	720 – 6000	675 – 6000	675 – 4000
Height (mm)	600 – 3500	600 – 6000	400 – 3500	600 – 3500	600 – 6000	400 – 6000	400 – 3500
max. surface (m^2)	14	24	14	14	24	24	14

CONNECTING FABRICS

Non-standard fabric roll widths

Type of fabric	Width
Sergé 3%	2850 mm
Sergé Xinix 0%	2100 mm
Soltis Perform 92	2670 mm

maximum textile screen height without visible welded seam for standard fabric types

	ZIP100	ZIP135	ZIP110/ZIP150
Sergé 3%	2930 mm	2990 mm	3050 mm
Sergé Xinix 0%	2180 mm	2240 mm	2300 mm
Soltis Perform 92	2750 mm	2810 mm	2870 mm

Calculation of maximum textile screen height without visible welded seam

ZIP110/ZIP150	fabric roll width + 200 mm
ZIP100	fabric roll width + 80 mm
ZIP135	fabric roll width + 140 mm

CHARACTERISTICS AND PROPERTIES OF TEXTILE SCREENS

GENERAL PRODUCT CHARACTERISTICS

The textile screens belong to the external screen category. They are installed on the outside of buildings or other building structures. They provide protection from direct sunlight and thus directly affect the light and thermal conditions inside the building.

The shield extends by unwinding the textile screen from the shaft (enlarging the area shielded), the shield reduces by winding (reducing the area shielded).

The textile screen is not designed to prevent unauthorised entry, it is not bullet-proof or blast-proof.

There is no specific requirement for the equipment in terms of noise.

The textile screen is not a barrier preventing wind actions or other weather actions.

ZIP110/ZIP150 textile screen
It is intended for both exposed (at least front box surface and guiding rails are visible) and flush-mounted (box front side and guiding rails are integrated under the façade). Access for servicing purposes is possible from the box bottom.

ZIP100/ZIP135 textile screen
It is intended for the exposed installation (at least front box front surface and guiding rails are visible).
Access for servicing purposes is possible from the box front.

PRODUCT DESCRIPTION

The textile screens consist of the motion gear, fabric shield, box, side guiding and bottom bar.

The motion gear consists of an shaft with drive. The textile shield is wound on the shaft that is connected with the shaft using a special plastic bar. Everything is neatly stored in a box. The side guiding of the textile screen consists of a plastic zip welded on the textile screen sides and a special plastic profile for zip placed on guiding rails. Fabric stretching on the sides is ensured by flexible parts which form a part of the plastic zip profile. Smooth motion of the textile screen is ensured by the bottom bar with weight.

Shafts are made either by forming galvanised steel plates or extruding aluminium alloy.

exterior roller blind is driven by a motor. Motors are single-phase motors with 230V/50Hz and max. output of 250 W.
In the case of a solar drive, 12 VDC motors with max. output of 80 W are used.

Side assemblies are made of thermoplastics.

The box is made in various shapes, sizes and colours. It consists of sides and profiles which are connected either with stainless-steel fasteners or flexible elements made of thermoplastics. The sides and profiles are made of aluminium alloys. The sides are castings, profiles extruded.

Components for suspending the box on the building (mounting profile, holders and box support) are made by bending a hot-dip galvanised steel or stainless-steel plate.

The side guiding consists of a guiding rail, plastic profile for zip and guiding rail endcap.
The guiding rails are extruded from aluminium alloys in various shapes, sizes and colours.

Plastic profile for zip, flexible parts and guiding rail endcaps are made of thermoplastics.

Guiding rail holders are made by extruding and pressing aluminium alloys.

Bottom bar consists of extruded-aluminium profile, weight and endcaps. The weights are galvanised steel bars of a circular section. Bottom bar endcaps are made of thermoplastics.

Textile shields are made by spinning PVC coated fibreglass or polyester fibres. Zip profile is made of polyester.

Fasteners are made of stainless steel.

SELECTED PRODUCT CHARACTERISTICS

The textile screen is manufactured in accordance with EN 13561 and thus complies with any and all relevant provisions of the European Community regulations, government regulations and standards to which it conforms and is CE marked in accordance with these regulations.

RESISTANCE TO WIND LOAD

The resistance of textile screens depending on the textile screen type and size is shown in the table on page 90-91.
The resistance value of each textile screen is indicated on the CE label.

Definition of classes according to the Beaufort wind force scale

Beaufort degree of resistance	Wind resistance class	Wind speed (km/h)	Wind type	Wind characteristics
0	0	0 to 1	Calm	Smoke rises vertically.
1	0	2 to 5	Light air	Smoke drift indicates wind direction, still wind vanes.
2	0	6 to 11	Light breeze	Wind felt on face, leaves rustle, vanes begin to move.
3	0	12 to 19	Gentle breeze	Leaves and small twigs constantly moving, light flags extended.
4	1	20 to 28	Moderate breeze	Dust, leaves, and loose paper lifted, small tree branches move
5	2	29 to 38	Fresh breeze	Small trees in leaf begin to sway.
6	3	39 to 49	Strong breeze	Larger tree branches moving, umbrellas become difficult to use.
7	4	50 to 61	High wind	Whole trees moving, resistance felt walking against wind.
8	5	62 to 74	Moderate breeze	Twigs breaking off trees, generally impedes progress.
9	6	75 to 88	Gale	Slight structural damage occurs.
10	–	89 to 102	Strong breeze	Seldom experienced on land, trees broken or uprooted, "considerable structural damage".
11	–	103 to 117	Violent storm	Widespread damage.
12	–	over 118	Hurricane	Devastation, carries houses away, moves heavy masses.

ZIP135/ZIP150 WIND RESISTANCE – WALL-/REVEAL MOUNTED

WIDTH

HEIGHT mm	≤ 2000	2200	2400	2600	2800	3000	3200	3400	3600	3800	4000	4200	4400	4600	4800	5000	5200	5400	5600	5800	6000
≤ 1600	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
1800	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	3	3
2000	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	3	3
2200	6	6	6	6	6	6	6	6	6	6	6	6	6	3	3	3	3	3	3	3	3
2400	6	6	6	6	6	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3
2600	6	6	6	6	6	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3
2800	6	6	6	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3	3	3
3000	6	6	6	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3	3	3
3200	6	6	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3	3	—	—
3400	6	6	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3	—	—	—
3600	6	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3	3	—	—	—
3800	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3	3	—	—	—	—
4000	6	6	6	6	6	6	3	3	3	3	3	3	3	3	3	3	3	—	—	—	—
4200	6	6	6	6	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
4400	6	6	6	6	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
4600	6	6	6	3	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
4800	6	6	6	3	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
5000	6	6	6	3	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
5200	6	6	3	3	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
5400	6	6	3	3	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
5600	6	3	3	3	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
5800	6	3	3	3	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—
6000	6	3	3	3	3	3	3	3	3	3	3	—	—	—	—	—	—	—	—	—	—

Class 6 EN 13561

Class 3 EN 13561

ZIP100/ZIP110 WIND RESISTANCE – WALL-/REVEAL MOUNTED

WIDTH

HEIGHT mm	≤ 2000	2200	2400	2600	2800	3000	3200	3400	3600	3800	4000
≤ 1600	6	6	6	6	6	6	6	6	6	6	6
1800	6	6	6	6	6	6	6	6	6	6	6
2000	6	6	6	6	6	6	6	6	6	6	6
2200	6	6	6	6	6	6	6	6	6	6	6
2400	6	6	6	6	6	6	6	6	6	6	6
2600	6	6	6	6	6	6	6	6	6	6	6
2800	6	6	6	6	6	6	3	3	3	3	3
3000	6	6	6	6	6	6	3	3	3	3	3
3200	6	6	6	6	6	6	3	3	3	3	3
3400	6	6	6	6	6	6	3	3	3	3	3
3500	6	6	6	6	6	6	3	3	3	3	3

Class 6 EN 13561

Class 3 EN 13561

ZIP100/ZIP135 WIND RESISTANCE WHEN USING GUIDING RAIL HOLDERS

Holder distance	Wind resistance class 6	Wind resistance class 3
40 mm	max. 75 cm between holders max. 9 m² size of fabric	max. 75 cm between holders
80 mm	max. 75 cm between holders max. 9 m² size of fabric	max. 75 cm between holders
max. 120 mm	max. 75 cm between holders max. 3 m² size of fabric	max. 75 cm between holders max. 9 m² size of fabric

RESISTANCE OF NON-RETRACTABLE COMPONENTS TO WIND LOAD

All fixed parts of the textile screen, i.e. parts that are not retractable (e.g. box parts, guiding rails, etc.) when the textile screen is in the fully retracted position, are designed to withstand a pressure of 800 Pa.

MECHANICAL DURATION

Motor control
— Speed change under load is < 20%
— Precision of limit switch (limit position) location: Class 1 according to EN 13561
— durability class: Class 3 according to EN 13561

Durability class 3 corresponds to a minimum of 14 years of use at 2 cycles per day.

SAFETY OF USE

Protection against possibly dangerous parts
Moving parts of the textile screen which may be located less than 2.5 m above the floor level or other permanently accessible level do not contain any sharp or protruding edges which might cause an injury. The minimum radius of the moving part edges is 0.5 mm.

Motor-controlled textile screens - safety requirements to avoid injuries
Operating force (control force) is less than 150 N.
Bottom bar speed is less than 0.1 m/s.
Safety mechanisms activated by a contact with obstacle avoid excessive pressure or catching by reverse motion or bottom bar stop.

Electrical hazards
The electrical drives are compliant with EN 60335-1 and EN 60335-2-97.
Protection against electric shock: Class I (230 V AC).

ADDITIONAL THERMAL RESISTANCE ΔR

Additional thermal resistance for all textile screen types meets class 1.
$\Delta R = 0.08\ m^2.K/W$

TOTAL SOLAR ENERGY TRANSMITTANCE g_{tot}

The total solar energy transmittance g_{tot} is determined based on the fabric type and colour.
The total solar energy transmittance g_{tot} is specified for each fabric on the manufacturer's website.
The total solar energy transmittance g_{tot} for standard fabrics used is specified in the Fabrics chapter on pages 10 – 20.

LIGHT TRANSMITTANCE FACTOR CHARACTERISTICS

Protection for dazzling
The classification for standard fabrics used is provided in the Fabrics chapter on pages 10 – 20.

Night privacy
The classification for standard fabrics used is provided in the Fabrics chapter on pages 10 – 20.

Eye contact with surrounding environment
The classification for standard fabrics used is provided in the Fabrics chapter on pages 10 – 20.

Daylight utilisation
The classification for standard fabrics used is provided in the Fabrics chapter on pages 10 – 20.

MATERIAL – FABRICS

	Sergé 3%	Sergé Xinix 0%	Soltis Perform 92
Colour stability	Class 2 according to EN 13561	Class 2 according to EN 13561	Class 2 according to EN 13561
Dimensional stability	warp 310 / weft 210 daN – class 2 according to EN 13561	warp 310 / weft 200 daN – class 2 according to EN 13561	warp 310 / weft 210 daN – class 2 according to EN 13561
Tensile strength	Class 1 according to EN 13561	Class 1 according to EN 13561	Class 1 according to EN 13561
Other mechanical properties of fabrics	specified in the Fabrics chapter on page 8	specified in the Fabrics chapter on page 8	specified in the Fabrics chapter on page 8

MATERIAL – METAL

Corrosion resistance of metal parts min. resistance class C2.

Surface treatments used for metal materials
Painting (aluminium and steel alloy parts)
We use polyester façade powder paints designed for use on structural aluminium and galvanised steel parts.
The qualitative assessment of the coated parts is governed by the GSB standard or Qualicoat Class 1.
The standard coating thickness ranges from 50 to 120 µm.

ATTENTION:
— with various production paint batches, it is not possible to entirely prevent shade or effect deviations on painted surfaces

Galvanising (steel parts)
Coating with supplementary treatment according to ČSN EN 2081 – Fe/Zn 10-12//B/Tx (zinc coating with supplementary treatment with the thickness of 10–12 µm on iron or steel with colourless chromate conversion coating, sealing element can but does not have to be used)

or

Coating with supplementary treatment according to ČSN EN 2081 – Fe/Zn 10-12//C/T2nL (zinc coating with supplementary treatment with the thickness of 10–12 µm on iron or steel with opalescent chromate conversion coating and sealing element without lubricant integrated)

Hot-dip galvanising according to ČSN EN 10346 - Z200 MAC.
Hot-dip zinc galvanising with a coating weight of 200 g/m² (coating thickness 10–20 µm) with a coating design with a small zinc bloom (M), normal surface quality (A) and chemical surface passivation (C).

Note: When visually inspecting surface-treated parts, observe the prescribed viewing distance and angle.
The viewing distance for outdoor parts is 3 m. The viewing angle is perpendicular to the surface.

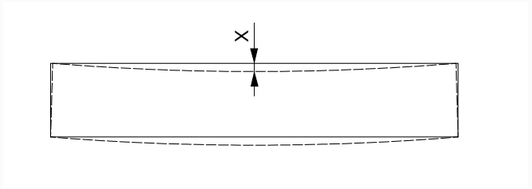
DIMENSIONAL TOLERANCES

Screen width L (mm)	Tolerance (mm)	Screen height H (mm)	Tolerance (mm)
L ≤ 2000	0 -3	H ≤ 1500	+2 -2
2000 < L ≤ 4000	0 -4	1500 < H ≤ 2500	+3 -4
L > 4000	0 -5	H > 2500	+4 -4

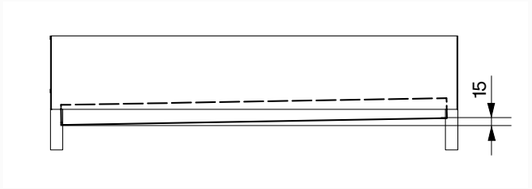
OTHER FUNCTION-RELATED PROPERTIES AND TOLERANCES

Operating mode
Operating mode: S2 – 4 min.

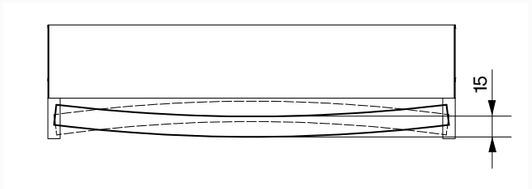
Box deflection	
Deviation X	ZIP110: max. 3 mm / max. box width
	ZIP150: max. 3 mm / max. box width
	ZIP100: max. 7 mm / max. box width
	ZIP135: max. 7 mm / max. box width



Bottom bar flatness
Max. deviation 15 mm



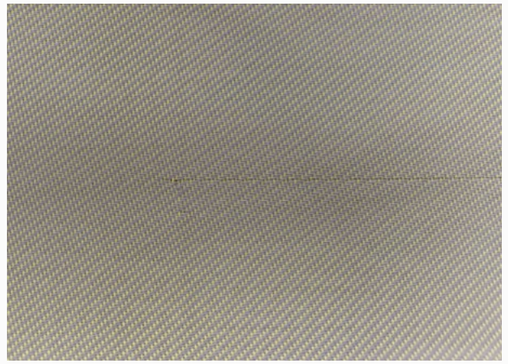
Bottom bar deflection (straightness)
Max. deviation 15 mm

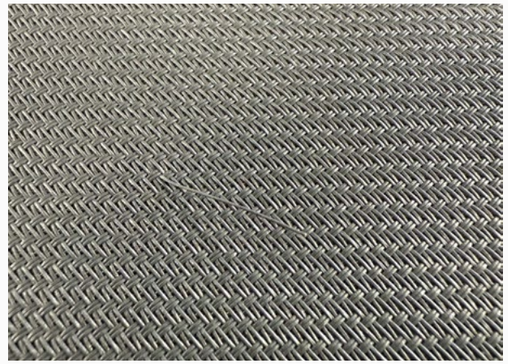


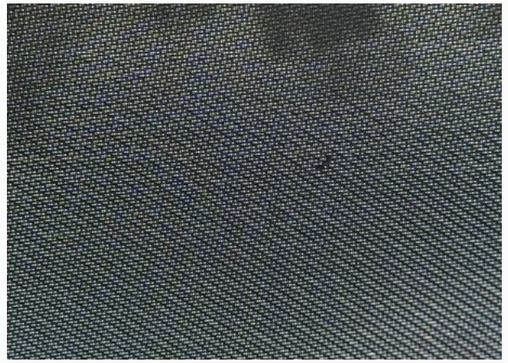
ACCEPTABLE APPEARANCE FAULTS OF FABRICS IN STANDARD USE

These are faults which cannot be avoided in the fabric production, fabric processing by the screen manufacturer or in operation. These faults do not affect the quality, function of durability of fabrics and comply with the recognised rules of the shielding equipment manufacturers, see the Textile Screen Assessment Guideline from IVRSA. Please also not the possible colour deviation from the collection of photographs in pattern books, collection of colour patterns or between the individual production batches of fabrics.

Faults originating from fabric production and processing

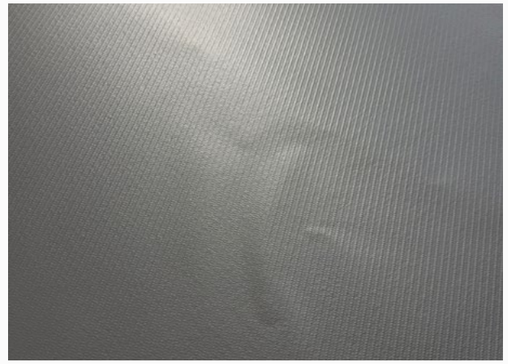

Missing fibre in the warp or weft.

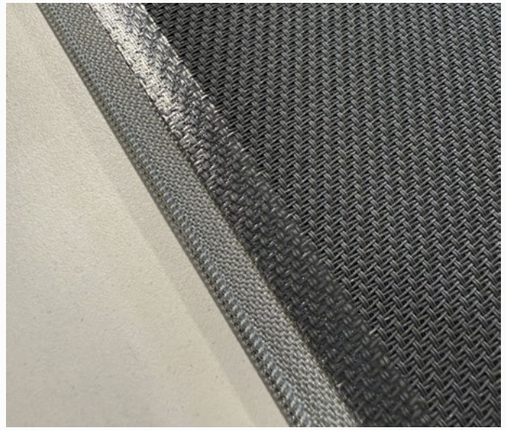

Ruptured fibre in the warp or weft.


Fibre abrasion cluster in the warp of weft.


Colour deviations in the warp or weft.

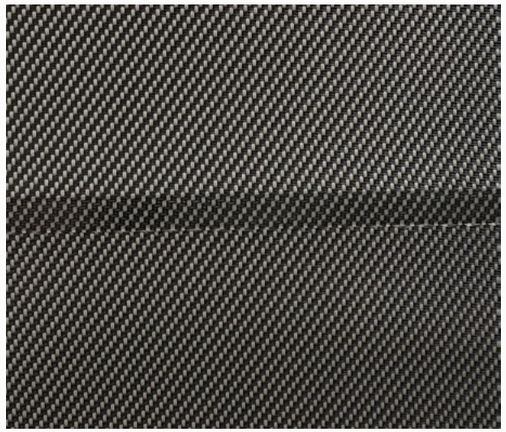

Creases formed by folding.


Creases formed by crumpling.

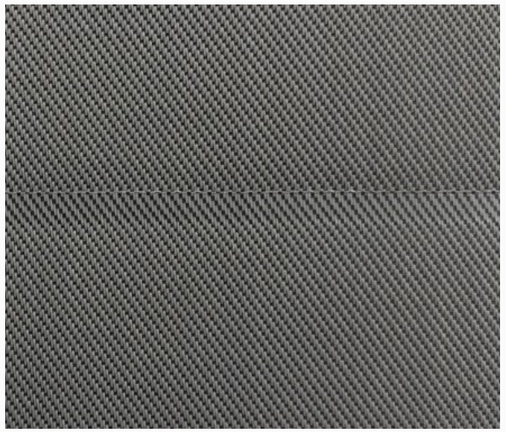


Welded seam between fabric and zip/exterior.

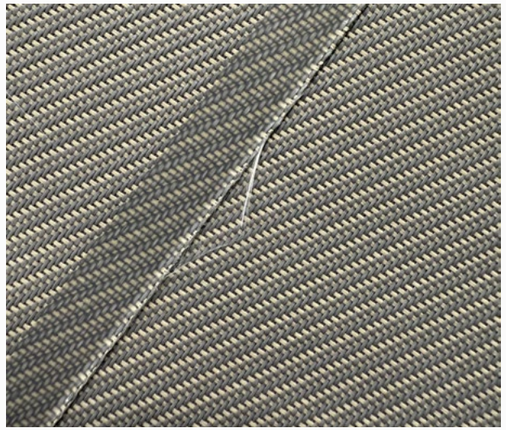
Welded seam between fabric and zip/interior.



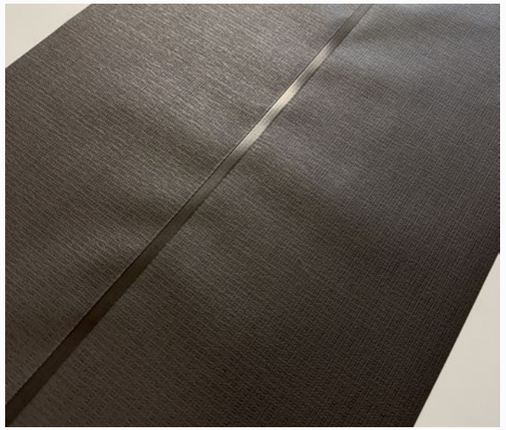
Welded seam of fabric panel/exterior.



Welded seam of fabric panel/interior.

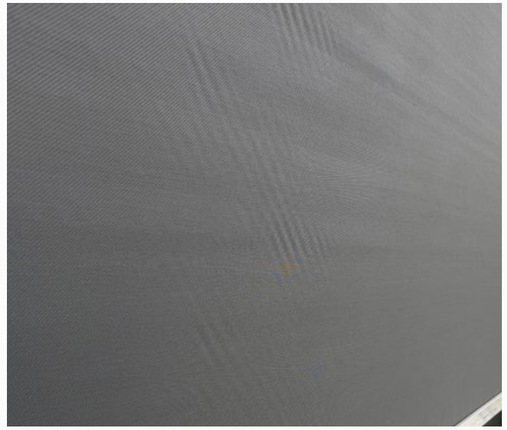


Fraying.



Creases in the area of the welded fabric seam.

Faults caused in operation when winding the fabric.



Creasing (honeycomb) pattern in the fabric surface.

Formation of creases in the zip area.

Deformation in the fabric surface.

Visible horizontal imprints.

INSTALLATION, OPERATION AND MAINTENANCE MANUAL

IMPORTANT SAFETY INSTRUCTIONS
WARNING – COMPLIANCE WITH THESE INSTRUCTIONS IS IMPORTANT FOR THE SAFETY OF PERSONS
KEEP THESE INSTRUCTIONS

GENERAL SAFETY INSTRUCTIONS

— operating instructions must be read before using the product
— follow the installation, operation and maintenance instructions, incorrect installation can lead to serious injury and material damage
— If the product is installed in windy areas and where there are frequent power outages, we recommend using a spare power source
— If the product is installed in every opening of the building, consider the need for evacuation if it is already provided for in national regulations

INSTALLATION INSTRUCTIONS

Safety instructions for installing the device
— installation, connection to the power distribution network, testing and commissioning may only be carried out by a person with a professional electrical qualification corresponding to the applicable regulations
— you must comply with the legal regulations in force in the country concerned
— the installation technician carrying out the installation must provide the end user with appropriate instructions for the use and maintenance of the product
— use only original parts for installation and servicing
— changes to the design or configuration of the product must not be made without consulting the manufacturer
— before installing the product, remove all unnecessary wiring and decommission all equipment at the installation site that is not required for motor drive
— the moving rotating parts of the drive must be installed higher than 2.5 m above the floor or any other level from which they could be accessed
— permanently installed control devices (such as push-button controls) must be positioned on a visible manner
— if a tip device switch is used to operate the product, it must be located so that it has a direct view of the moving screen but away from the moving parts at a height preferably less than 1.3 m

General Instructions
— check the condition, completeness and integrity of the product before installation
— check correct type, integrity of the supply cable
— do not install a damaged or incomplete product
— the manufacturer has assembled the product as required

ATTENTION:
— the limit positions are not set
— before installation, it must be verified that the anchoring sub-base (concrete, brick, wood, steel, plastic, etc.) provides sufficiently firm support for the product

Fastening and anchoring technology for mechanical anchoring
— use only fasteners suitable for application to the anchoring substrate (concrete, brick, wood, steel, plastic, etc.), including their appropriate anchor length
— follow the instructions of the manufacturer of the fastening and anchoring technology for the application

— observe the tightening torques for the fasteners:
  — bolt, steel/nut, aluminium alloy: 2 N.m
  — bolt, steel/nut, steel: 3 N.m

ATTENTION:
— the manufacturer shall not be responsible for improperly chosen means of anchoring the product to the mounting substrate, as this is strongly dependent on the mounting conditions and not on the product design

Weight data

Complete box ZIP110	approx. 13 kg/m of width	Complete box ZIP100	9 kg/m
Complete box ZIP150	15.5 kg/m of width	Complete box ZIP135	11.5 kg/m
Guiding rail VP110	2.5 kg/m of height	SNP guiding rail	1.1 kg/m
Guiding rail VP150	3.3 kg/m of height	SCR guiding rail	1.4 kg/m
Guiding rail VP47	1.2 kg/m of height		

Installation instructions
— installation instructions can be found on our YouTube channel

Installation videos

ZIP110/ZIP150 TEXTILE SCREEN INSTALLATION

Guiding rail unfolding
VP110 and VP150 guiding rail
— remove the guiding rail locking profile
— remove the central part of the guiding rail with the plastic ClipZIP profile
— in the case of wall-mounting of VP110 and VP150 guiding rail, remove the termination part of the guiding rail

VP47 guiding rail
— remove the guiding rail locking profile
— remove the guiding rail insert with the plastic ClipZIP profile

Box preparation
— for easy handling of the box, remove the front side of the box

ATTENTION:
— When using a solar drive, a battery is located on the front side of the box.
— The battery is disconnected from the motor.

Screen assembly
— connect the box with the guiding rails using extending pins
  — to connect the **VP150** guiding rail with the box, use 2 pins, the pin on the interior and exterior side of the screen is located in the guiding rail
  — to connect the **VP110** guiding rail with the box, use 2 pins, the pin on the interior side of the screen is located in the guiding rail, the pin on the exterior side of the screen is located in the box
  — to connect the **VP47** guiding rail with the box, use 1 pin, the pin is located in the guiding rail
— secure the pins in the guiding rail and in the box using the set screws

ATTENTION:
— Applying excessive force when tightening the set screws may result in deformation of the guiding rail or the box side.

Screen integration in the building
Anchoring diagram:
— the screen is to be integrated in the building only using the guiding rails
— for assembly, use fasteners with a minimum shank diameter of 4.8 mm
— all holes prepared for this purpose on the guiding rail must be used for anchoring
— the number of mounting holes on the guiding rail according to the screen height is specified in the table below

Screen width (mm)	Number of mounting holes
0 – 800	2
801 – 1400	3
1401 – 2000	4
2001 – 2600	5
2601 – 3200	6
3201 – 3800	7
3801 – 4400	8
4401 – 5000	9
5001 – 5600	10
5601 – 6000	11

When suspending the box onto the mounting profile:
— the gap between the lower ceiling and box top required for sliding the box onto the mounting profile is approx. 5 mm
— holes in the mounting profile for installation in the building are located 20 mm below the box top
— for assembly, use fasteners with a minimum shank diameter of 4.2 mm and a maximum screw head height of 8 mm
— all holes prepared for this purpose on the guiding rail must be used for anchoring
— the number of mounting profiles according to the screen width is specified in the table below

Screen width (mm)	Number of mounting profiles
0 – 1500	1
1501 – 2200	2
2201 – 2900	3
2901 – 3600	4
3601 – 4300	5
4301 – 5000	6
5001 – 6000	7

— screen flatness in the horizontal plane: tolerance ± 2 mm
— check the width of the screen along the entire length of the guiding rails: tolerance of the screen width ± 3 mm
— check if all mounting elements are tightened

Screen connection to the power supply
— connect the screen drive to the mains
  — connections must comply with EN 60335-2-97
  — wiring diagrams for individual motor types can be found on the motor manufacturer's website
— use a cable with a minimum conductor cross section of 0.75 mm^2, the maximum conductor cross section possible is 1.5 mm^2

ATTENTION:
— make sure the supply cable is properly fixed
— make sure that the supply cable is not in contact with sharp edges
— make sure that the supply cable with the connection connector remains accessible, and that it can be easily replaced or disconnected from the power supply

Screen finishing
— before finishing, put the screen in a position that corresponds approximately to the top limit position required

Box finishing:
— place the box front side in a way that the gap between the box side and the box front side is identical on both sides

ATTENTION:
— When using a solar drive, connect the motor connector to the battery connector that is attached using a Velcro fastener on the box front side.

Guiding rail finishing:

VP110 and VP150 guiding rail
— place and check proper position and securing of the guiding rail termination part
  — proper position of the ZIP110 guiding rail termination part is locked using a snap on the guiding rail endcap
  — proper position of the ZIP150 guiding rail termination part is locked using a pin to the side and guiding rail endcap
— slide the central part of the guiding rail with the ClipZIP plastic profile onto zips on the fabric sides
— insert the central part in the guiding rail base slots
— lock such guiding rail assembled using the locking profile

VP47 guiding rail
— slide the insert of the guiding rail with the ClipZIP plastic profile onto zips on the fabric sides
— place the insert in the guiding rail base slots
— lock such guiding rail assembled using the locking profile

Setting the limit positions
ATTENTION:
— the product does not have the limit positions set
— instructions for setting the individual end positions can be found on the motor manufacturer's website

Note: Should it become necessary to set the lower limit position so that the textile screen bottom bar is below the guiding rail level, break out the bottom bar stop in the guiding rail endcap. Make sure that at least one half of the bottom bar height is in the guiding rail.

Recommended application of adhesive sealant with reinforcing fabric and exterior plaster
— application of bonding cement with a reinforcing textile and rendering is appropriate only for products with VP110 or VP150 guiding rails
— we recommend insulating the external side of the box and guiding rails
— we recommend applying flexible adhesive (type C2) and reinforcing fabric
— emphasis should be placed on proper cross netting of the front sides with connection to the surrounding areas
— during application, it is necessary to follow the façade material producer's technological instructions
— apply the exterior plaster in accordance with the manufacturer's technological instructions

ATTENTION:
— install a plastic stop bead onto the guiding rail (APU bar)
— there must be a gap of approx. 1 to 2 mm between the guiding rail termination part and the insulation
— do not use expansion construction foam near the screen parts

ZIP100/ZIP135 TEXTILE SCREEN INSTALLATION

SNP guiding rail unfolding
— fold up and demount the guiding rail front side
— remove the ZIP plastic profile

unfold the SNP guiding rail
— remove the locking bolt of the guiding rail front side
— remove the guiding rail front side
— remove the ZIP plastic profile

Screen assembly
— slide the box onto the guiding rails so that the fixed pins on the sides are fully retracted in the guiding rails and the box is in a horizontal position

Screen integration in the building
Anchoring diagram:
— the screen is to be integrated in the building only using the guiding rails or using SV and SV double guiding rail holders
— for assembly, use fasteners with a minimum shank diameter of 4.8 mm
— all holes prepared for this purpose on the guiding rail and on the guiding rail holder must be used for anchoring
— the number of mounting holes or SV and SV double guiding rail holders according to the screen width is specified in the table below

Screen width in mm	Number of mounting holes
0 – 800	2
801 – 1400	3
1401 – 2000	4
2001 – 2600	5
2601 – 3200	6
3201 – 3800	7
3801 – 4400	8
4401 – 5000	9
5001 – 5600	10
5601 – 6000	11

ATTENTION:
— Should the guiding rails not contain a double of the mounting holes, one additional hole is allocated to the basic hole in a distance of approx. 20 mm, enabling to make a correcting connection between the building and the guiding rail

First anchor the box to the building using the box holders:
— use of the box holders creates a gap of 7 mm between the screen and the building
  — the gap between the lower ceiling and box top required for sliding the box onto the box holder is approx. 5 mm
— the box holder holes for attaching to the building are located as follows
  — ZIP100 with a squared box 27 mm below the box top
  — ZIP100 with a half-rounded box 21 mm below the box top
  — for assembly, use fasteners with a minimum shank diameter of 4.8 mm
  — all holes prepared for this purpose on the box holder must be used for anchoring
— when assembling the guiding rails, place a spacer between the guiding rail and the building (supplied with the box holders)

ATTENTION:
— Applies only to the ZIP100 screens

In the case of box deflection compensation:
— use the box support
— the gap between the lower ceiling and box top required for sliding the box onto the box holder is approx. 5 mm
— holes in the box support for installation in the building are located 16 mm below the box top surface
— for assembly, use fasteners with a minimum shank diameter of 4.2 mm
— all holes prepared for this purpose on the box support must be used for anchoring

ATTENTION:
— applies only to ZIP135 with box width over 4 000 mm

Screen installation in the building
— screen flatness in the horizontal plane: tolerance ± 2 mm
— check the width of the screen along the entire length of the guiding rails: tolerance of the screen width ± 2 mm
— check if all mounting elements are tightened

Screen connection to **the power supply**
— connect the screen drive to the mains
  — connections must comply with EN 60335-2-97
  — wiring diagrams for individual motor types can be found on the motor manufacturer's website
— use a cable with a minimum conductor cross section of 0.75 mm^2, the maximum conductor cross section possible is 1.5 mm^2

ATTENTION:
— make sure that the supply cable is properly fixed
— make sure that the supply cable is not in contact with sharp edges
— make sure that the supply cable with the connector remains accessible. It must remain accessible for easy replacement.

Screen finishing
— before finishing, put the screen in a position that corresponds approximately to the top limit position required

ATTENTION:
— when using a solar drive, demount the front side of the box
— the box front side is attached to the sides with 2 bolts
— there is a solar panel and battery on the box front side
— connect the motor to the battery connector that is attached using a Velcro fastener on the box front side
— install and secure the box front side

Guiding rail finishing
— slide the plastic ZIP profile on zips on the fabric sides and place it in the guiding rail back side
— mind correct positioning and orientation of the ZIP plastic profiles
  — the V-shaped cut-out in the ZIP plastic profile must be directed towards the box
— make sure that the plastic ZIP profile is not stuck between the aluminium profiles and it moves freely
— when using the SCR guiding rail, secure the guiding rail front side with the required number of bolts

Setting the limit positions
ATTENTION:
— the product does not have the limit positions set
— instructions for setting the individual end positions can be found on the motor manufacturer's website

Note: Should it become necessary to set the lower limit position so that the textile screen bottom bar is below the guiding rail level, break out the bottom bar stop in the guiding rail endcap. Make sure that at least one half of the bottom bar height is in the guiding rail.

TEXTILE SCREEN OPERATION MANUAL

Textile screen control
— screen is extended and retracted
  — using a wired switch or remote control
  — textile screen can be stopped at any height

WARNING:
In winter, during freezing periods, check to see whether the bottom bar or guiding zips on the fabric sides have not frozen onto the guiding rails or window-sill before operating the textile screen. If so, remove the frost carefully, otherwise the screens may be mechanically damaged.

The screen has the wind load resistance indicated on the nameplate. If the wind speed is higher than indicated in the label, the screen must be pulled up to the upper position. The manufacturer bears no responsibility for damage caused by climatic influences or improper use.

TEXTILE SCREEN MAINTENANCE MANUAL

— the textile screen does not require special maintenance
— **DO NOT USE** any grease, all moving parts are self-lubricating

Cleaning
— remove dust from the fabric using a dust-cloth, or wipe it off with a soft sponge
— use only water for cleaning

Prohibited cleaning methods
— any type of abrasives
— powder, pastes, liquids, see the prohibited organic and inorganic chemical products, grinding sponges etc.
— compressed steam generators
— high-pressure water generators

Prohibited organic chemical products
— acetone, petrol, benzene, fuel oil, petroleum, perchlorethylene, turpentine, toluene, trichlorethylene, crude oil, tetrahydrofuran (THF), ethylacetate, hydrogen peroxide, etc.

Prohibited inorganic chemical products
— ammonium, nitric acid, sulphuric acid, acetic acid, hydrochloric acid, soda, lye, bleaching agents, etc.

CAUTION
Fabrics folded when wet must be dried (expanded) on the next occasion to avoid formation of mould.

SAFETY INSTRUCTIONS FOR OPERATION AND MAINTENANCE OF THE EQUIPMENT

— children are not allowed to play with the screen control device, the remote control must be kept out of the reach of children
— the screen must not be operated when there are maintenance tasks ongoing around (e.g. washing of windows) of the automatic screen, disconnect it from the power supply in such situations
— do not move the screen if there are persons or objects in dangerous proximity to the screen
— carry out a regular check (inspection) of the screen drive installation, especially with regard to stability and signs of wear or damage to the cables
— do not use the product if repair is necessary
— in case of any visible wear, malfunction (e.g. incorrect limit positions) or damage to the product, pull the screen up to the upper limit position (if possible), disconnect it from the power supply and contact the installation technician
— the user is forbidden to make any repairs of or adjustments to the screen
— during inspection or maintenance, the screen drive must be disconnected from the power supply in a safe manner
— avoid unauthorised or unintentional activation

COMMERCIAL DOCUMENTS

Fabrics
ZIP110/ZIP150
ZIP100/ZIP135
Technical information
Commercial documents

DECLARATION OF PROPERTIES

No. 2024-ZIP110-001

1. UNIQUE PRODUCT TYPE IDENTIFICATION CODE

External blind – ZIP110 textile screen

2. INTENDED USE

A shading element for external cladding of buildings and other constructions or structures

3. MANUFACTURER

ŽALUZIE NEVA s.r.o., Háj 370, 798 12 Kralice na Hané

4. SYSTEM OF ASSESSMENT AND VERIFICATION OF CONSTANCY OF PROPERTY

System 4

5. HARMONISED STANDARD

EN 13561:2004+A1:2008

6. DECLARED PROPERTY

Wind resistance class 6	
Kit width (mm)	**Kit height (mm)**
≤ 3 000	≤ 3 500
3 001 – 4 000	≤ 2 600

Wind resistance class 3	
Kit width (mm)	**Kit height (mm)**
3 001 – 4 000	2 601 – 3 500

The properties of the above-stated product are in conformity with the set of declared properties.

This declaration of properties is issued in compliance with Regulation (EU) No. 305/2011 under the sole responsibility of the above-stated manufacturer.

Signed for and on behalf of the manufacturer:

In Kralice na Hané on: 31. 1. 2024

Ladislav Vrána, CEO of the company

DECLARATION OF PROPERTIES

No. 2024-ZIP150-001

1. UNIQUE PRODUCT TYPE IDENTIFICATION CODE

External blind – ZIP150 textile screen

2. INTENDED USE

A shading element for external cladding of buildings and other constructions or structures

3. MANUFACTURER

ŽALUZIE NEVA s.r.o., Háj 370, 798 12 Kralice na Hané

4. SYSTEM OF ASSESSMENT AND VERIFICATION OF CONSTANCY OF PROPERTY

System 4

5. HARMONISED STANDARD

EN 13561:2004+A1:2008

6. DECLARED PROPERTY

Wind resistance class 6	
Kit width (mm)	**Kit height (mm)**
≤ 2 000	≤ 6 000
2 001 – 2 200	≤ 5 400
2 201 – 2 400	≤ 5 000
2 401 – 2 600	≤ 4 400
2 601 – 3 000	≤ 4 000
3 001 – 3 200	≤ 3 600
3 201 – 3 400	≤ 3 400
3 401 – 3 600	≤ 3 000
3 601 – 4 000	≤ 2 600
4 001 – 4 400	≤ 2 200
4 401 – 5 600	≤ 2 000
5 601 – 6 000	≤ 1 600

Wind resistance class 3	
Kit width (mm)	**Kit height (mm)**
2 001 – 2 200	5 401 – 6 000
2 201 – 2 400	5 001 – 6 000
2 401 – 2 600	4 401 – 6 000
2 601 – 3 000	4 001 – 6 000
3 001 – 3 200	3 601 – 6 000
3 201 – 3 400	3 401 – 6 000
3 401 – 3 600	3 001 – 6 000
3 601 – 4 000	2 601 – 6 000
4 001 – 4 400	2 201 – 4 000
4 401 – 5 200	2 001 – 4 000
5 201 – 5 400	2 001 – 3 600
5 401 – 5 600	2 001 – 3 200
5 601 – 6 000	1 601 – 3 000

The properties of the above-stated product are in conformity with the set of declared properties.

This declaration of properties is issued in compliance with Regulation (EU) No. 305/2011 under the sole responsibility of the above-stated manufacturer.

Signed for and on behalf of the manufacturer:

In Kralice na Hané on: 31. 1. 2024

Ladislav Vrána, CEO of the company

DECLARATION OF PROPERTIES

No. 2020-ZIP100-001

1. UNIQUE PRODUCT TYPE IDENTIFICATION CODE

External blind – ZIP100 textile screen

2. INTENDED USE

A shading element for external cladding of buildings and other constructions or structures

3. MANUFACTURER

ŽALUZIE NEVA s.r.o., Háj 370, 798 12 Kralice na Hané

4. SYSTEM OF ASSESSMENT AND VERIFICATION OF CONSTANCY OF PROPERTY

System 4

5. HARMONISED STANDARD

EN 13561:2004+A1:2008

6. DECLARED PROPERTY

Wind resistance class 6	
Kit width (mm)	**Kit height (mm)**
≤ 3 000	≤ 3 500
3 001 – 4 000	≤ 2 600

Wind resistance class 3	
Kit width (mm)	**Kit height (mm)**
3 001 – 4 000	2 601 – 3 500

The properties of the above-stated product are in conformity with the set of declared properties.

This declaration of properties is issued in compliance with Regulation (EU) No. 305/2011 under the sole responsibility of the above-stated manufacturer.

Signed for and on behalf of the manufacturer:

In Kralice na Hané on: 30. 9. 2020

Ladislav Vrána, CEO of the company

DECLARATION OF PROPERTIES

No. 2020-ZIP135-001

1. UNIQUE PRODUCT TYPE IDENTIFICATION CODE

External blind – ZIP135 textile screen

2. INTENDED USE

A shading element for external cladding of buildings and other constructions or structures

3. MANUFACTURER

ŽALUZIE NEVA s.r.o., Háj 370, 798 12 Kralice na Hané

4. SYSTEM OF ASSESSMENT AND VERIFICATION OF CONSTANCY OF PROPERTY

System 4

5. HARMONISED STANDARD

EN 13561:2004+A1:2008

6. DECLARED PROPERTY

Wind resistance class 6	
Kit width (mm)	**Kit height (mm)**
≤ 2 000	≤ 6 000
2 001 – 2 200	≤ 5 400
2 201 – 2 400	≤ 5 000
2 401 – 2 600	≤ 4 400
2 601 – 3 000	≤ 4 000
3 001 – 3 200	≤ 3 600
3 201 – 3 400	≤ 3 400
3 401 – 3 600	≤ 3 000
3 601 – 4 000	≤ 2 600
4 001 – 4 400	≤ 2 200
4 401 – 5 600	≤ 2 000
5 601 – 6 000	≤ 1 600

Wind resistance class 3	
Kit width (mm)	**Kit height (mm)**
2 001 – 2 200	5 401 – 6 000
2 201 – 2 400	5 001 – 6 000
2 401 – 2 600	4 401 – 6 000
2 601 – 3 000	4 001 – 6 000
3 001 – 3 200	3 601 – 6 000
3 201 – 3 400	3 401 – 6 000
3 401 – 3 600	3 001 – 6 000
3 601 – 4 000	2 601 – 6 000
4 001 – 4 400	2 201 – 4 000
4 401 – 5 200	2 001 – 4 000
5 201 – 5 400	2 001 – 3 600
5 401 – 5 600	2 001 – 3 200
5 601 – 6 000	1 601 – 3 000

The properties of the above-stated product are in conformity with the set of declared properties.

This declaration of properties is issued in compliance with Regulation (EU) No. 305/2011 under the sole responsibility of the above-stated manufacturer.

Signed for and on behalf of the manufacturer:

In Kralice na Hané on: 30. 9. 2020

Ladislav Vrána, CEO of the company

EC/EU DECLARATION OF CONFORMITY

Manufacturer	ŽALUZIE NEVA s.r.o., Háj 370, 798 12 Kralice na Hané, Czech Republic
Product	**External blind – ZIP100 textile screen**
	External blind – ZIP135 textile screen
	External blind – ZIP110 textile screen
	External blind – ZIP150 textile screen
Description	A shading element for external cladding of buildings and other constructions or structures

We declare that the above-mentioned machinery meets all the applicable provisions of the EC regulations, government decrees and standards set forth below.

Government Decree No. 176/2008 Coll., on technical requirements for machinery, as amended by Government Decree No. 170/2011 Coll., Government Decree No. 229/2012 Coll., and Government Decree No. 320/2017 Coll. (Directive 2006/42/EC of the European Parliament and of the Council as amended by Directive 2009/127/EC of the European Parliament and of the Council, and by Commission Decision 2012/32/EU)

Government Decree No. 118/2016 Coll., on conformity assessment of electrical equipment designed for use within certain voltage limits when making it available on the market. (Directive 2014/35/EU of the European Parliament and of the Council)

Government Decree No. 117/2016 Coll., on conformity assessment of products in terms of electromagnetic compatibility when making them available on the market. (Directive 2014/30/EU of the European Parliament and of the Council).

APPLICABLE HARMONISED STANDARDS

ČSN EN ISO 12100:2011 (EN ISO 12100:2010)
ČSN EN 60335-1 ed. 3:2012 (EN 60335-1:2012)
ČSN EN 60335-2-97 ed. 2:2007 (EN 60335-2-97:2006)
ČSN EN 61000-6-3 ed. 2:2007 (EN 61000-6-3:2007)
ČSN EN 55014-1 ed. 4:2017 (EN 55014-1:2017)
ČSN EN ISO 13849-1:2017 (EN ISO 13849-1:2015)
ČSN EN 13561:2015 (EN 13561:2015)

This declaration is issued under the sole responsibility of the manufacturer and relates exclusively to the machinery in the state in which it was placed on the market. It excludes any operations on the equipment that have been carried out subsequently and without the manufacturer's knowledge.

In Kralicích na Hané, 31. 1. 2024

Ladislav Vrána, CEO and the person authorised to compile the technical file, address identical to the manufacturer

NEVA — TECHNICAL MANUAL

GENERAL TERMS AND CONDITIONS

This document is issued by ŽALUZIE NEVA s.r.o. as the seller (contractor).
The following conditions are governed by the law of the Czech Republic, unless its application is excluded by binding provisions of international law.

An integral part of the General Terms and Conditions are the Transport Conditions and the Complaints Policy of ŽALUZIE NEVA s.r.o. as amended.

These General Terms and Conditions govern the relations between ŽALUZIE NEVA s.r.o. and its business partners and do not apply to consumers.

GENERAL PROVISIONS

These Terms and Conditions govern the mutual rights and obligations of the Seller and the Buyer (hereinafter referred to as the "**Buyer**") in the sale of goods.

These Terms and Conditions form an integral part of the Purchase Agreement and the Buyer, by signing the Purchase Agreement, also confirms that they read these Terms and Conditions and that they expressly acknowledge that these Terms and Conditions form part of the contractual arrangement between them and the Seller. The Terms and Conditions are also available for viewing on the Seller's website. Different terms and conditions of the Buyer are excluded, unless otherwise agreed in writing. Any contractual arrangements amending these terms and conditions must be made in writing and confirmed in writing by both the Seller and the Buyer. Provisions that deviate from these Terms and Conditions may be agreed upon in the text of the actual Purchase Agreement. Any different provisions in the Purchase Agreement shall prevail over the provisions of the Terms and Conditions.

Object of purchase
The object of purchase under the Purchase Agreement is the goods specified in the Purchase Agreement (hereinafter referred to as "Goods"). The data on the goods, including the purchase price at the time of conclusion of the Purchase Agreement, are decisive. Goods means the shading equipment and its components (e.g. boxes under the plaster, cover sheets, insect screens) supplied by the Seller, which are specified in the manufacturer's technical data sheets as to type, method of execution, characteristics and price. Technical data sheets of the manufacturer are published on the website of ŽALUZIE NEVA s.r.o. (www.neva.eu).

Deliveries of goods according to individual orders placed by the Buyer are considered as separate purchase agreements.

OBLIGATIONS OF THE PARTIES

Seller's obligations:
— the obligation to hand over to the Buyer the item which is the object of the purchase under the Purchase Agreement
— the obligation to allow the Buyer to acquire title to the item subject to the purchase upon fulfilment of all obligations

Buyer's obligations:
— the obligation to take over the thing that is the object of the purchase from the Seller
— the obligation to pay the Seller the purchase price of the item being purchased

ORDERING OF GOODS

It is possible to order Goods:
— on the manufacturer's order form
— via the manufacturer's website application

a) In both cases, the order for Goods must contain the customer's specification.

b) All fields specifying the product in terms of quantity, type, design and accessories must be completed.

c) Incomplete orders will be returned to the customer for completion.

d) If the order is not placed on the Seller's forms or through the manufacturer's website application, the order must include at least the following matters:

— the date when the order is issued
— the date of the requested delivery of the Goods
— ordering entity (person)
— specifications of the ordered Goods according to the designation in the Product Technical Data Sheets

e) An order is deemed to have been placed when it is delivered to the Seller in person, by post, by e-mail or via the website application.

f) If the persons authorised to place an order on behalf of the Buyer are not specified in the General Purchase Agreement, the person authorised to place an order on behalf of the Buyer is the person authorised by the Buyer or it is usual due to their job title; in case of a change, the Buyer is obliged to notify the Seller of this fact in writing, otherwise the Seller is not responsible for any orders placed by an unauthorised person; in case of orders via the website application, the Buyer is entitled to request a change of the access password in case of a change of the authorised person.

g) If the order meets the requirements set out in these GTC, an order confirmation may be drawn up and sent to the Buyer. If the Buyer does not object in writing within 24 hours of the moment when an order confirmed is delivered to them, the order is considered approved by the Buyer and is sent to production. This concludes the Purchase Agreement between the two parties.

h) An order placed via the website application is confirmed interactively by the Seller in the list of orders placed by the Buyer. In such a case, the individual Purchase Agreement shall be regarded as concluded when the Seller confirms the order in the list of sent orders.

i) The Buyer acknowledges that they are obliged to check the order confirmation.

j) If the Buyer requires a change after the order has been placed, they are obliged to notify the Seller in writing without undue delay. Changes to the order are subject to the Seller's consent. Any costs for changing the order are the responsibility of the Buyer.

k) If the Seller, when processing the order, finds that the delivery of the Goods cannot be effected under the conditions specified in the order, it shall inform the Buyer of this fact. In the event that the Buyer approves the proposal of new terms, the Seller shall indicate the different terms of delivery of the Goods in the order confirmation unless the parties agree to cancel the order.

l) The Seller is not liable to the Buyer for any incomplete or incorrect deliveries of Goods which were caused due to incorrect or inaccurate orders placed by the Buyer. Clarification of the order due to its incompleteness or inaccuracy is the right of the Seller, not its obligation. The technical specifications of the Seller's individual products, their components and parts, limit dimensions and standard designs are given in the Manufacturer's Technical Data Sheets.

DELIVERY OF THE GOODS

a) The date of completion of production of the Goods is indicated on the order confirmation. In the event of cancellation of the Purchase Agreement, the Buyer is obliged to pay the invoiced costs incurred to the Seller.

b) If the Seller is unable to make the delivery within the required time, it has the right (even after the conclusion of the contract) to set a new, later delivery date and notify the Buyer of this new delivery date.

c) The place of delivery of the Goods is the address indicated as the Buyer's registered office or place of business unless otherwise specified in the Purchase Agreement.

d) If the Buyer (Customer) requires delivery to an address other than the Buyer's (Customer's) registered office or contractually agreed location, this fact must be stated at the time of ordering. This change may affect the overall cost of transport. The Seller is allowed to deliver the Goods in partial deliveries.

e) The method of delivery and packaging of the Goods is specified in more detail in the Transport Conditions of ŽALUZIE NEVA s.r.o. These are an integral part of the GTC.

f) The price for transport of the Goods to the place of delivery is not included in the purchase price of the Goods and is determined by the current price list of the Seller or public carrier and is charged separately in addition to the purchase price of the Goods.

g) The documents necessary for the receipt and use of the Goods shall be deemed to be the delivery note or other document issued by the public carrier, which shall be issued to the Buyer after receipt of the Goods. The Seller is not obliged to provide any other documents or papers for the acceptance of the Goods.

h) If the Buyer defaults on taking delivery of the Goods at the agreed time, the Seller is entitled to demand a storage charge from the seventh day following the agreed date of completion of the order. The storage charge is calculated at a minimum amount of 2 EUR/day per one stock unit. Each stock unit may contain products with a maximum gross weight of 400 kg.

i) The Buyer shall confirm receipt of the Goods on a copy of the delivery note or another shipping document of the carrier.

PURCHASE PRICE

a) The purchase price of the Goods is specified in the Seller's price list. The purchase price specified in the price list does not include VAT, installation and usually transport of the Goods.

b) The amount of the purchase price may be adjusted in the General Purchase Contract or agreement in the form of a rebate document, in the form of a discount on the purchase price (rebate) of the Buyer.

c) Should the input prices be changed, including utilities or other circumstances affecting the price of the Goods, the Seller is entitled to change the basic purchase price of the relevant Goods. The Seller shall notify the Buyer of this intention to increase the basic purchase price. The Seller will also make price changes in the website application on the relevant date. The decisive price change date is crucial for the actual change and not the time at which the price lists are modified.

d) In the event of a change in the purchase price of individual types of Goods, the date on which the order was placed by the Buyer with the Seller is decisive.

METHOD OF PAYMENT OF THE PURCHASE PRICE

a) Unless otherwise agreed, the price shall be paid by the Buyer in the form of an advance or settlement invoice due ten days from the date of issue.

b) The Seller shall always be entitled to demand an advance payment in the form of an advance invoice issued by the Seller upon confirmation of the order for the Goods, and by entering into the Purchase Agreement, the Buyer explicitly agrees to that. In the event of the Buyer's delay with the payment of the advance invoice, the Seller shall be entitled to terminate this Purchase Agreement.

c) If it is agreed that the purchase price for deliveries of the Goods will be billed in invoices, the minimum invoice requirements as far as the contents are concerned must comply with the minimum requirements specified by the applicable legislation dealing with tax and accounting documents.

d) The Seller has the right to issue an invoice for the purchase price of Goods delivered:

— on the day when the delivery is effected, i.e. on the date of handover of the Goods to the Buyer, or on the date of dispatch of the delivery from the Seller's manufacturing plant even though it comes earlier than the date when the delivery is effected
— the date of handover of the Goods to the public carrier at the Seller's manufacturing plant

e) The invoice can be sent to the Buyer by post or e-mail to the address specified by the Buyer in the individual purchase orders.

f) Should the Buyer default on payment of the purchase price for previous deliveries of the Goods, the Seller is entitled to condition further deliveries of the Goods by settlement of the due amount of the purchase price in default and settlement of the purchase price for the following deliveries of the Goods in advance prior to handover of the Goods or, as the case may be, by requiring an advance payment to be made on the purchase price for delivery of the Goods. Such fact shall be notified to the Buyer.

g) Should the Seller provide the Buyer with a discount on the purchase price as a payment term for timely settlement of the purchase price for the individual deliveries of the Goods, the details of provision of the discount on the purchase price shall be given on an individual basis in writing.

h) The key date for giving a discount is the date when the amount in question is credited to the Seller's bank account.

i) The date on which the full financial amount is credited to the Seller's account shall be deemed the date of payment of the price. The provisions of Section 1805(2) of Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter the "Civil Code"), shall not apply. If the Buyer defaults on payment of the purchase price, the Seller shall have the right to withdraw from any agreements already concluded.

j) Lodging a complaint or damage to the Goods that occurred after the risk thereof passed to the Buyer shall have no suspensive effect on the payment of the price of the Goods in full at the stipulated time.

RETENTION OF TITLE

a) The Buyer acquires title to the Goods only when the relevant purchase price has been paid in full. The risk of damage to the Goods, however, passes to the Buyer upon acceptance of the Goods or when the Goods are handed over to a public carrier for transport.

b) Should the Buyer install the Goods for a third party prior to the purchase price due date, the Buyer shall use the payments received from the third party preferentially for settlement of the purchase price to the Seller.

TRANSFER OF THE RISK OF DAMAGE TO THE GOODS

The risk of damage to the Goods shall pass to the Buyer:
a) On the date of delivery, i.e. when the Goods are handed over to the Buyer.

b) In the event that transport is ordered by the Buyer, the liability for damage to the Goods passes to the Buyer at the moment of handing over the Goods to the carrier.

DEFECTS IN GOODS

Details regarding the claiming of defects in the Goods and their claiming are regulated by the Seller's Complaints Policy, which is binding on both parties.

DEFAULT

a) If the Seller defaults on delivering the Goods, the Buyer is entitled to issue the Seller a contractual penalty in the amount of 0.05% of the price of the undelivered products for each day of default unless the General Purchase Agreement specifies otherwise.

b) If the Buyer defaults on payment of the purchase price, the Seller is entitled to issue the Buyer a contractual penalty in the amount of 0.05% of the total due amount for each day of default; this is without prejudice to the Seller's right to receive the full compensation for damage.

PERSONAL DATA PROTECTION

a) In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter referred to as "the Regulation"), the Buyer is informed of the processing of personal data, namely name, surname, date of birth and residence (hereinafter referred to as the "personal data"), with the understanding that these are processed and stored by the Seller for the purposes of the performance of the Purchase Agreement and for the purposes of fulfilling the legal obligations to identify the parties. The personal data of the Buyer will be processed according to the Seller's internal guidelines on the processing of personal data. The protection of personal data is supervised by the Office for Personal Data Protection.

b) The Buyer is informed that the Seller may entrust a third party as a processor to process the Buyer's personal data. Without the Buyer's prior consent, the personal data shall not be provided to any third parties except those parties in charge of transporting the Goods.

c) The personal data will be processed for the period necessary for the purposes of the performance of the Purchase Agreement and for the period of keeping the Seller's customer records. The Buyer acknowledges that it is possible to send to the Buyer's e-mail address (if the Buyer has consented to the processing of this data) commercial communications within the meaning of Section 7 of Act No. 480/2004 Coll., on certain information society services, unless the Buyer expressly states that they do not consent to the sending of such commercial communications.

d) If the Buyer requests information on the processing of their personal data, the Seller is obliged to provide such information to the Buyer. Furthermore, the Buyer shall be expressly informed of the following rights:

— to have access to their personal data (pursuant to Article 15 of the Regulation)
— to request their rectification (Article 16 of the Regulation)
— to the deletion of their personal data without undue delay provided that reasons pursuant to Article 17 of the Regulation are given
— to restrict the processing of their personal data in cases pursuant to Article 18 of the Regulation
— to data portability in cases stipulated in Article 20 of the Regulation
— to withdraw the consent granted pursuant to Article 7(3) of the Regulation
— lodge a complaint against the Seller (controller) pursuant to Article 77 of the Regulation

OTHER PROVISIONS

a) The parties expressly agree that the entire regime of legal relations between them shall be governed by the provisions of the Czech Civil Code.

b) In the event that the Seller unintentionally breaches an obligation or obligations arising from the individual purchase agreement, the Seller shall only be obliged to compensate the Buyer for direct damage up to a maximum of the individual purchase price of the defective Goods or part thereof, and up to a maximum of 50% of the purchase price of the defective Goods in respect of the claim for further damages. The Seller shall not be liable for any indirect, supplementary or consequential damage or lost profit that may be incurred by the Buyer in connection with the deliverables, e.g in the event they are used incorrectly. By concluding the Purchase Agreement, the Buyer expressly agrees to this fact.

c) The maximum hourly rate for repairs and travel is determined by the normal cost price of these costs at the place and time of installation, up to a maximum of €45/hour and €0.35/km, respectively.

d) The parties have agreed that all disputes arising from their mutual relations and from the orders and individual purchase agreements executed in compliance with these GTC shall be decided by an ordinary court with jurisdiction in the area of the Seller's (contractor's) registered office provided that a different method of resolution of their disputes has not been agreed upon between the parties.

e) Changes to the Purchase Agreement must be made in writing and approved by both parties; this also applies to an amendment to this provision.

f) The Seller is not liable for losses or damage inflicted on the Buyer due to a breach of the Purchase Agreement, such as due to non-delivery or late delivery of the Goods owing to force majeure events, e.g. war, floods, fire, legal strike, lack of material, utilities, fuel, or for another objective cause that was not due to the Seller's fault. In such a case, the Buyer is obliged to take delivery of the Goods whenever they are delivered to them by the Seller at a later time.

PACKAGING

Upon receipt of the Goods, the Buyer assumes title to the packaging of the Goods; however, this shall not apply to packaging that s marked as returnable by the Seller.

COMPLAINTS POLICY

An integral part of these Terms and Conditions is the Complaints Policy, which governs the rights and obligations of the parties in respect of defective performance.

TRANSPORT CONDITIONS AND HANDLING OF THE GOODS

The transport conditions and handling of the Goods are an integral part of these Terms and Conditions.

CONDITIONS FOR SURFACE COATED PARTS

The conditions for surface coated parts are an integral part of these Terms and Conditions.

TEMPORARY AND FINAL PROVISIONS

The current text of the Terms and Conditions shall come into effect on 1 July 2024 and replace the Terms and Conditions in force from 1 September 2019. Individual purchase agreements and orders for the supply of Goods made after these Terms and Conditions come into force are subject to these Terms and Conditions. The text of this document is drawn up in the Czech language. In the event of a dispute or any doubts in the interpretation of other language versions, the Czech language version shall be decisive at all times.

COMPLAINTS POLICY

In accordance with the relevant provisions of Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the "Civil Code"), Act No. 634/1992 Coll., on Consumer Protection, as amended, and its own General Terms and Conditions and Transport Conditions, ŽALUZIE NEVA s.r.o., as the seller (contractor), issues this Complaints Policy. Matters not regulated by this Complaints Policy, or by the General Terms and Conditions or the Transport Conditions of ŽALUZIE NEVA s.r.o. shall be governed by the law of the Czech Republic.

The Transport Conditions and the General Terms and Conditions of ŽALUZIE NEVA s.r.o. as amended form an integral part of the Complaints Policy.

The operator of the online shop (also seller and contractor) on the website www.neva.eu (hereinafter referred to as the "online shop") is:

ŽALUZIE NEVA s.r.o.
Registered office: Háj 370, 798 12 Kralice na Hané
Company ID No.: 26301270
Registered in the Commercial Register maintained by the Regional Court in Brno, Section C, Insert 42544
Email: info@neva.eu
Phone: +420 588 003 550

RIGHTS AND OBLIGATIONS OF THE BUYER (CUSTOMER)

If a defect occurs in the goods, i.e. a condition where the goods are not delivered in accordance with the order, the purchase agreement, the contract for work or the General Terms and Conditions of Delivery, the buyer (customer) has the right to claim this defect.

The goods to be claimed, or the agreed part thereof, must be delivered back to the seller (contractor) in complete condition unless the buyer (customer) and the seller (contractor) agree otherwise in advance. The buyer shall enclose a written document (e.g. order confirmation or complaint report) with the order number, a detailed description of the defect complained of and the buyer's contact details. In order to prove the claim, it is necessary to attach a photo or video documentation of the defect and send it to the responsible person of the seller (contractor) without delay.

In the event that the buyer (customer) hands over the goods to the seller for repair/warranty repair and the goods are not sufficiently packaged, the buyer (customer) acknowledges that the seller (contractor) shall not be liable for any defects or other damage resulting from the transport and subsequent handling of the goods (damage, deformation, scratches, breakage, loss of parts or accessories, etc.). Removal of such defects will be carried out upon approval by the buyer (customer) and then billed to the buyer (customer). This provision also applies by analogy to cases of repair of goods as separate contractual relationships, i.e. also to situations where the goods to be repaired are not the product of the seller's (contractor's) company and the customer (client) has ordered the repair of the goods (work) from the seller (contractor) separately.

Obvious damage to the goods, their packaging or incomplete delivery upon delivery must be immediately addressed with the carrier and the irregularities must be recorded in the waybill. The buyer (customer) is not obliged to accept such goods from the carrier and shall inform the Seller without undue delay of the damage found. The buyer (customer) shall duly check the completeness of the goods and their accessories on the day of acceptance or at the earliest possible date, but no later than within 5 working days.

In case of personal collection by the buyer (customer), the moment of acceptance of the goods is the moment of transfer of the risk of damage to the goods from the seller (contractor) to the buyer (customer). If the buyer (customer) does not inspect the goods upon acceptance, they can only complain about defects detectable during this inspection if they prove that these defects

(e.g. missing accessories) already existed at the time of the transfer of the risk of damage to the goods. In order for the reimbursement of the actual costs reasonably incurred in connection with the claimed product (goods) to be accepted, it is necessary to specify these costs accurately, to inform the seller (contractor) of them without delay and, if necessary, to support them with proper invoices from subcontractors of necessary services, if the seller (contractor) so requests. The buyer (customer) is not automatically entitled to payment of these costs. The seller (contractor) reserves the right to first assess the complaint and determine whether the buyer is entitled to claim the goods and to determine the amount of allowable costs associated with the complaint. The right to reimbursement of the costs of the complaint is recognised for the duration of the basic warranty. In the case of an extended warranty, the buyer (customer) has the right to have the goods (product) repaired at the manufacturer's (contractor's) registered office, where the goods (product) will be delivered at their own expense, or to have the claimed parts delivered free of charge.

In the case of a complaint of a larger scale (multiple defects), the seller (contractor) has the right to assess the complaint at the place of assembly before the goods are dismantled.

The amount of eligible costs related to the complaint is determined by the General Terms and Conditions or the Transport Conditions of ŽALUZIE NEVA s.r.o.

SELLER'S RIGHTS AND OBLIGATIONS

The seller (contractor) is responsible for the fact that the goods are free from defects when taken over by the buyer (customer), in particular that at the time of handover the goods are in accordance with the provisions of Section 2161 of the Civil Code, i.e.:

— they conform to the agreed description, type and quantity as well as quality, functionality, compatibility, interoperability and other agreed properties,
— they are fit for the purpose for which the buyer requires them and to which the seller has agreed,
— they are delivered with the agreed accessories and instructions for use, including the assembly or installation manual.

The seller is liable to the buyer - consumer that, in addition to the agreed properties:

— the item is fit for the purpose for which an item of this type is normally used, also taking into account third-party rights, legal regulations, technical standards or code of conduct of the industry if there are no technical standards,
— In terms of its quantity, quality and other properties, including service life, functionality, compatibility and safety, the item corresponds to the usual properties of items of the same kind that the buyer may reasonably expected, also taking into consideration public statements made by the seller or another person in the same contractual chain, especially advertising or marking,
— the item is delivered with the accessories including packaging, including the assembly manual or other instructions for use that the buyer may reasonably expect,
— in terms of its quality or design, the item corresponds to the sample or template that the seller provided to the buyer before entering into the agreement.

If the buyer is a consumer, then the item shall be deemed as defective already upon acceptance if a defect occurs within one year of acceptance unless the nature of the item or defect rules it out. This period shall not run for the time for which the buyer is unable to use the item if the buyer pointed out the defect legitimately.

Liability rights for defects in the goods (product) by the seller (contractor) do not apply in particular to cases where the defect or damage has occurred owing to:

— mechanical damage to the goods or their parts,
— demonstrably impermissible interventions in the mechanism of the goods or parts thereof, and on the deliverables that, following acceptance by the buyer, have been processed, modified or inseparably connected with another item,
— natural disaster or as a result of another external event outside the seller's (contractor's) control or due to a repair made by a person other than a service provider,
— electrical overvoltage,
— demonstrably incorrect storage, improper use of the goods or parts thereof, improper maintenance, excessive load or overload, incorrect installation by the customer or a third party, unprofessional repair, unprofessional intervention, natural wear and tear, improper or negligent handling, the action of electrical, chemical or other mechanical influences, use of another non-original spare part or due to another influence that is not within the seller's control,
— use of the goods or parts thereof contrary to the instructions for use (Technical Data Sheet) that are included in the Technical Data Sheet of the product at www.neva.eu, to defects that have arisen in connection with using the goods contrary to Czech National Standards (CSN) and customary use as well as in the event that defects were due to the deliverables being placed in unsatisfactory conditions,
— due to the fact that the deliverables were installed in equipment that is not at the current level of corresponding technical modifications, or to defects due to the fact that modifications have been made to the deliverables other than those stipulated for it by the manufacturer, seller or service provider,

— demonstrably unprofessional installation of the goods or parts thereof, or installation in unsuitable premises,
— deviations in the dimensions of the goods or parts thereof which do not exceed the manufacturer's manufacturing tolerances as stated in the Product Technical Data Sheets on the website of the online shop,
— deviations in the inclined operation of the blinds that do not exceed the manufacturer's manufacturing tolerance as specified in the Technical Data Sheets of the product on the website www.neva.eu,
— variations in slat tilt that do not exceed the manufacturer's manufacturing tolerance as specified in the Product Data Sheets on the website, online shop.

The seller's (contractor's) liability for defects does not apply to:

— wear and tear caused by normal use of the goods,
— goods sold at a reduced price due to a defect for which the reduced price was agreed,
— in the case of used goods, for a defect corresponding to the degree of use or wear and tear that the goods had when taken over by the buyer,
— or if it results from the nature of the goods.

The buyer that is a consumer is entitled to exercise the right arising from a defect that manifests itself in the goods within 2 years of their acceptance. The partiesare aware of the fact that a court will grant the right arising from a defect even in the event that the defect was not pointed out without undue delay after the buyer could have discovered it if exercising sufficient care, and that if the buyer pointed out the defect to the seller justifiably, the period in the first sentence of this article shall not run for the time for which the buyer is unable to use the item.

The seller shall issue to the buyer that is a consumer a written confirmation of when the buyer lodged the complaint, what is the content of the complaint and the manner of handling of the complaint required by the buyer that is a consumer, consumer's contact details for the purpose of provision of information; the seller shall further issue a confirmation of the date and manner of complaint settlement, including confirmation of the repair completed and its duration, or a written justification for rejecting the complaint, as the case may be. An employee charged with complaint processing must be present in the seller's business premises throughout the operating hours.

The seller or a person authorised by the seller shall decide on a complaint by the buyer that is a consumer immediately or, in complicated situations, within three working days. This time limit shall not include a reasonable period of time based on the type of product or service needed for professional evaluation of the defect. In the case of the buyer that is a consumer, the complaint including the removal of the defect must be settled and the consumer must be notified of it no later than 30 days of the complaint being lodged unless otherwise agreed between the seller and the buyer. The fruitless elapse of this period shall result in the buyer's - consumer's right to withdraw from the contract or demand a reasonable discount.

The seller shall issue the buyer - consumer with a confirmation of the date and method of complaint settlement, including a confirmation of the repair and its duration or, as the case may be, a written justification for rejecting the complaint.

The buyer can obtain more detailed information on the status of the complaint by writing to the email address info@neva.eu or by calling +420 588 003 550.

The seller (contractor) has the right to assess the defect of the goods at the place of use or installation before the goods are dismantled. The seller (contractor) may send its technician or a technician of the supplier of the claimed components to assess the installation. If the seller or its supplier is not allowed to assess the installation on site, the seller has the right to reject the complaint.

The seller shall be liable for defects resulting from unprofessional installation or other unprofessional commissioning of the goods only if the installation of the goods was agreed in the purchase contract between the buyer and the seller and the installation was performed by the seller or a person authorised by the seller.

The transport of the goods for which a complaint has been lodged shall be borne by the buyer; if the complaint is found to be legitimate, the buyer who is a consumer may demand the payment of cost incurred due to the transport of the goods that were the subject of the complaint. The seller shall send repaired goods or replacement goods that were the subject of the complaint to the buyer at the seller's expense.

LODGING OF COMPLAINTS

The buyer (customer) files a complaint with the responsible employee of the seller. A complaint may be lodged non-stop using e-mail or in person or by phone throughout the company's operating hours, and the seller's contact details for complaint lodging purposes are as follows:

ŽALUZIE NEVA s.r.o.
Registered office: Háj 370, 798 12 Kralice na Hané
Company ID No.: 26301270
Registered in the Commercial Register maintained by the Regional Court in Brno, Section C, Insert 42544
Email: info@neva.eu
Phone: +420 588 003 550

The buyer (the customer) is obliged to prove that their claim for the settlement of the complaint is justified, i.e. that in addition to the complaint of defects, they also document the data on the acquisition of the goods (which they prove with the relevant document and the warranty certificate, if issued). The buyer (customer) must lodge a complaint without undue delay within the time limits according to Section 2112 and Section 2618 of the Civil Code.

Within the complaint, the buyer shall also specify:

— proper identification of the buyer, place where the defective deliverables are located,
— name of the customer's employee who reports the defect and who is simultaneously authorised to report a defect, and his/her phone number(s),
— date of lodging the complaint regarding the defect,
— identification of the goods in which the defect occurs, including the delivery note (acceptance certificate, invoice or another similar document),
— description of the defect and circumstances under which it manifests itself,
— what right arising from defective performance it has chosen,
— The buyer that is a consumer shall be entitled to exercise the right from defects that occur in consumer goods within 24 months from acceptance of the goods.

If the buyer that is a consumer requests so, the seller shall confirm to the buyer in writing the scope and duration of the seller's obligations in the event of defective performance. The seller has obligations arising from defective performance to the buyer that is a consumer at least to such an extent to which the manufacturer's obligations arising from defective performance last. The confirmation shall specify the seller's name, registered office and identification data, as well as any other data needed to establish its identity.

If necessary, the seller shall give a comprehensible explanation in the confirmation to the buyer that is a consumer of the content, scope, conditions and duration of the seller's liability as well as the manner in which rights arising from the defect can be exercised. In the confirmation the seller shall also state that other rights of the buyer - that is a consumer - relating to the purchase of the item are not affected. Failure to meet these obligations is without prejudice to the validity of the confirmation.

The seller hereby informs the buyer that is a consumer that if there is a consumer dispute under a contract arising between them that cannot be resolved amicably, the consumer may file a motion for out-of-court resolution of such a dispute with a designated entity for out-of-court resolution of consumer disputes, which is

Czech Trade Inspection Authority
Central Inspectorate – ADR Department
Štěpánská 44
110 00 Prague 1
E-mail: adr@coi.cz
Website: adr.coi.cz

The consumer can also use the on-line dispute resolution platform set up by the European Commission at http://ec.europa.eu/consumers/odr/.

The rules laid down by the Czech Trade Inspection Authority, which govern the procedure for the extra-judicial resolution of consumer disputes, as well as the application form for submitting a proposal, are available to the buyer on the website of the Czech Trade Inspection Authority at: adr.coi.cz or www.coi.cz.

If the seller of the service provider finds out that it does not involve a defect covered by liability for defects, the customer shall bear all expenses and costs associated with the complaint about the defect, in the amount of seller's or service provider's rates in force.

WARRANTY PERIOD AND TIME LIMIT FOR LODGING A COMPLAINT

The rights and obligations of the buyer and the seller concerning rights arising from defective performance shall be governed by the generally binding legislation (in particular the provisions of Sections 1914 to 1925, Sections 2099 to 2117, and Sections 2161 to 2174 of the Civil Code).

1. A complaint will be admitted on condition that:
— the complaint is lodged on time,
— the conditions set out in the Technical Data Sheet of the product, which can be found on the website www.neva.eu, or the generally known rules for the use of the item are complied with,
— the goods are not defective due to improper handling by the buyer (customer)/user or due to normal wear and tear,
— the warranty card (if issued) is presented,
— the purchase price for the work or the goods has been paid in full.
2. The warranty period is:

— A 2-year standard warranty plus a 3-year extended warranty applies to blinds and textile screens, including their components. Under the extended warranty, warranty-related repairs will be carried out free of charge at the registered office of ŽALUZIE NEVA s.r.o., or replacement components will be supplied to the customer free of charge. Any additional related costs are not covered.
— Motors supplied by the company are covered by a 5-year warranty, unless otherwise agreed between the contracting parties. If the motor is selected based on the customer's specific request, the warranty period may be determined individually depending on the motor type and the supplier's terms.
— A 2-year warranty applies to electronic components.

The warranty period shall start on the date on which the goods are handed over to the buyer (customer). Should the goods not be handed over and accepted due to lack of assistance on the part of the buyer (customer), the warranty period shall begin to run on the day when the goods or work were supposed to be accepted.

3. The warranty period is not to be confused with the normal service life of the goods, i.e. the period of time for which the goods, with proper use and care, can last given their characteristics, the purpose for which they are intended and the differences in intensity of use.

4. The seller is not responsible for an increase in the extent of damage if the buyer (customer) uses the goods despite being aware of the defect. A complaint about obvious defects (e.g. damage to the packaging of the goods) caused by the carrier must be made directly with the carrier upon delivery. In order to make a claim caused by the transport company, it is necessary to leave the goods at the place of delivery, including the original packaging, at the moment of discovery of the defect. Take appropriate documentation of the damage (photos, video, etc.) and ensure that a damage report is drawn up with the transport company.

5. If the buyer's (customer's) complaint is settled by replacing the defective goods with faultless ones, the new goods shall not be subject to a new warranty period, nor shall the time elapsing from the acknowledgement of the complaint to the moment when the buyer (customer) is obliged to take delivery of the goods be included in the warranty period. If the complaint is settled by repair, the time that elapses between the acknowledgement of the complaint and the moment when the buyer (customer) is obliged to take delivery of the repaired product is not included in the warranty period.

REPAIRABLE DEFECTS

1. Removable defects are those defects where their removal does not impair the appearance, function and quality of the products and the repair can be carried out properly. The seller (the contractor) is responsible for assessing the nature of the defect. The deadline for the removal of the defect will be set by the seller (contractor) in relation to its current operational possibilities.

2. If the defect is a removable defect, the buyer (customer) may demand that the defect should be removed free of charge and properly, and the seller (contractor) shall decide whether this shall be done by repair or replacement of the item (unless this is disproportionate to the nature of the defect). If the removal of the defect is not possible, the buyer (customer) may demand a reasonable discount on the price of the item or withdraw from the contract.

3. If the defect is a removable defect within the warranty period of already used goods, the buyer (customer) has the right to demand only free, timely and proper removal of the defect, while the seller (contractor) is obliged to remove the defect within the time limit set by it.

4. The seller (contractor) can always replace the defective item with a faultless one instead of removing the defect.

5. In the event that the complaint is settled by replacing the goods with faultless goods, the buyer (customer) is obliged to return the faulty goods to the seller (contractor). If the goods are not returned within 1 month of the replacement, the buyer (customer) will be charged for the goods at the price applicable at the time of purchase.

IRREMOVABLE DEFECTS

1. Irremovable defects are defects which cannot be successfully and completely removed within the specified time limit. If the defect is irremovable and prevents the proper use of the product, the buyer (customer) may, at his option, demand:

— replacement of the goods for faultless goods
— termination of the purchase contract and reimbursement of the paid purchase price

2. The same rights belong to the buyer (customer) if the defects are removable, but if the buyer cannot use the product properly due to the recurrence of the same defect after repair or due to a greater number of defects. As a rule, such a product is considered to be one which has the same defect in the same place after at least two previous repairs.

3. If there are other irremovable defects that do not prevent the proper use of the product for its intended purpose, the buyer (customer) is entitled to a reasonable discount on the price. If there is a change in the customer's price in the period since the purchase of the goods, the buyer (customer) will be granted a discount on the price valid at the time of purchase.

REMOVAL OF DEFECTS IN THE CASE OF BUYER - CONSUMER

If the buyer is a consumer, the provisions set forth in the article Removal of defects in the case of the buyer - consumer of the Complaints Policy shall apply in relation to the rights arising from defects instead of the provisions of the article Removable defects and the article Irremovable defects of the Complaints Policy.

If an item has a defect, the buyer may demand that it should be removed. At their discretion, the buyer may demand the delivery of a new item free from defects or the repair of the item unless the chosen method of defect removal is impossible or disproportionately costly as compared to the other method; this shall be assessed mainly considering the significance of the defect, the value that the item would have without the defect and the fact whether or not the defect can be remedied using the other method without considerable difficulty for the buyer.

The seller may refuse to remove a defect if it is impossible or disproportionately costly mainly considering the significance of the defect and the value that the item would have without the defect.

The provisions of Sections 1923, 2106 and 2107 of the Civil Code on the rights from defective performance shall not apply.

The seller shall remove the defect within a reasonable time after the defect was pointed out in order not to cause considerable difficulties to the buyer, and the the nature of the item and the purpose for which the buyer purchased the item shall be taken into account.

The seller shall take over the item to remove the defect at its own expense. If this requires the dismantlement of an item which was installed in accordance with the nature and purpose of the item before the defect manifested itself, the seller shall dismantle the defective item and install a repaired or new item, or pay the cost associated therewith.

If the buyer fails to take over the item within a reasonable time after being notified by the seller of the possibility to take over the item following repair, the provisions of Section 2159(3) of the Civil Code shall apply mutatis mutandis.

The buyer may demand a reasonable discount or withdraw from the contract if

— the seller refused to remove the defect or failed to remove it in accordance with Section 2170(1) and (2) of the Civil Code,
— the defect manifests itself repeatedly,
— the defect constitutes a fundamental breach of the contract,
— the seller's statements or the circumstances make it clear that the defect will not be removed within a reasonable time or without considerable difficulty for the buyer.

A reasonable discount shall be determined as the difference between the value of the item without the defect and the value of the defective item that the buyer received.

The buyer may not withdraw from the contract if the defect in the item is insignificant; the defect shall be deemed not to be insignificant. The provisions of Sections 2110 and 2111 of the Civil Code shall not apply.

If the buyer withdraws from the contract, the seller shall refund the purchase price to the buyer without undue delay after receiving the item or after the buyer proves that they have sent the item.

The buyer may not withdraw from the contract or demand delivery of new goods if the buyer cannot restore the goods to the condition in which it the buyer received them. However, this shall not apply.

— if the condition of the goods has changed as a result of an inspection done to identify a defect in the goods,
— if the buyer has used the goods prior to discovering the defect,
— if the buyer did not cause the impossibility to return the goods in an unchanged condition by their own acts or omissions,
— if the buyer has sold the goods before the discovery of the defect, if the buyer has consumed them or if the goods have been altered during regular use; if this has happened only partially, the buyer shall return to the seller what can still be returned and shall provide the seller with compensation up to the amount in which the buyer benefited from the use of the goods,
— the buyer is not entitled to exercise the right from defective performance if the buyer had prior knowledge that the goods are defective before taking possession of them, or if the buyer caused the defect themselves.

The buyer shall not have any right arising from defective performance if the defect was caused by the buyer themselves.

Wear and tear of an item due to its customary use or, with respect to a used item, wear and tear corresponding to the extent of its previous use shall not constitute a defect in goods.

HANDLING A COMPLAINT BY PROVIDING A DISCOUNT

Upon agreement with the buyer (customer), a complaint may be resolved by providing an adequate discount. If the goods come with a warranty card, the discount and the reason for providing the discount shall be specified on this warranty card. The discount is authorised to be granted by the designated employees of ŽALUZIE NEVA s.r.o. If there is a change in the customer's price in the period since the purchase of the goods, the buyer (customer) will be granted a discount on the price valid at the time of purchase.

GOODS SOLD AT LOWER PRICES

1. Used products, or products that have defects that do not prevent the product from being used for its intended purpose, are sold only at lower prices.

2. The buyer (customer) must be notified about the fact that the goods show a defect and what type of defect it is. The seller shall not be liable for such defects in new or used products for which a lower price has been agreed.

3. If the price has been reduced for commercial reasons (e.g. due to a post-seasonal sale) and if the goods are sold as new, faultless goods, the seller is fully liable for the defects of the goods sold.

DISPUTE RESOLUTION

Disputes arising in the context of the complaint procedure shall be decided by the general court at the registered office of the seller (contractor) unless the parties have agreed on another way of resolving their disputes.

FINAL PROVISIONS

The buyer is obliged to get acquainted with the Complaints Policy, the General Terms and Conditions, the Transport Regulations before the actual purchase of the goods. The buyer accepts the Complaints Policy upon acceptance of the goods from the seller or carrier. The Seller reserves the right to amend the rules.

If the customer is a consumer, the provisions of the Complaints Policy that are worded by derogation from the law to the consumer's detriment shall not apply to the customer.

The current text of the Complaints Policy shall come into effect on 1 July 2024, and the Complaints Policy in effect from 1 September 2019 shall expire on this day.

The wording of this Complaints Policy is in the Czech language. In the event of a dispute or any doubts in the interpretation of other language versions, the Czech language version shall be decisive at all times.

TRANSPORT CONDITIONS AND HANDLING OF THE GOODS

This document issued by ŽALUZIE NEVA s.r.o. as the Seller (Contractor) is an integral part of the General Terms and Conditions and governs the conditions for the delivery of products to the Buyer (Customer). The following conditions are governed by the law of the Czech Republic, unless its application is excluded by binding provisions of international law.

PACKAGING

The Seller's (Contractor's) products may be packed in several ways, particularly in foil, in a carton, on a pallet or in a shipping crate, or in some other suitable manner. The packaging must reflect the method of transport to the Buyer (Customer).

Unless agreed to otherwise in advance, the packaging type is to be determined by the Seller (Contractor).

The outer packaging is marked with the seller's label, which contains in particular: the delivery address of the buyer, the order designation and additional information about the product. In addition, the outer packaging of the products may be labelled with handling and storage instructions and shall be followed.

The accessories are packed in carton boxes marked with the Seller's (Contractor's) label.

Should the Buyer (Customer) require a form of packaging other than usual, such requirement shall be specified at the time of submission of the purchase order. This change may be subject to a charge. The suitability of the packaging is assessed by the manufacturer and in the event of disagreement, the manufacturer shall convey the decision to the Buyer.

The Buyer is obliged to store packaging and its accessories designated by the Seller as returnable in an appropriate place and return them to the Seller in an appropriate condition. If returnable packaging is not returned or if they are damaged due to insufficient care by the Buyer, the Buyer may be afterwards required to pay the damages.

TRANSPORT

The Seller's (Contractor's) products can be sent in several ways:

— **By the Buyer's own transport.** The Buyer or a carrier ordered by them takes over the order at the Seller's plant.
— **By the Seller's transport.** The Seller delivers the goods to the Buyer's place of business or to another address agreed beforehand, using internal transport or an external carried secured by the Seller as part of a regular delivery route.
— **By external transport.** The Seller sends the goods to the Buyer's place of business or to another, pre-agreed address, using a selected external carrier.

The cost of transport shall be borne by the Seller or the Buyer pursuant to the Terms and Conditions, the particular order and the related delivery terms of Incoterms 2020. The transfer of risk is governed by INCOTERMS 2020.

The Buyer (Customer) is responsible for ensuring that the place of unloading is accessible and suitable for unloading from a standard lorry.

UNLOADING ASSISTANCE

For orders with a total weight over 150 kg or individual packages over 35 kg, the cooperation of the Buyer is required. The driver must not unload goods himself/herself in a volume greater than the above (occupational safety, possibility of damage).

When unloading the goods, the carrier is only obliged to prepare the goods for unloading from the loading area of the vehicle, not to further handle the goods at the place of unloading.

In the pre-announced unloading date, the Buyer shall provide the carrier with the possibility of depositing the goods and communication (telephone contact) for the possibility of announcing the unloading time if the Buyer requests a telephone announcement, this must be stated in writing at the time of placing the order, together with a contact person and mobile phone number for the announcement.

The cost due to the absence of the Buyer or person authorised by them at the place and time of unloading may be subject to additional billing for cost so incurred. Delays caused by the Buyer result in a delay in planned unloading at other customers. Extra costs invoiced to the Buyer may be added together in this way.

For the delivery of large-volume orders, i.e. goods placed on a pallet, in a crate or container, the Buyer shall secure appropriate equipment and its operation for unloading the goods.

If the Buyer or their representative is not present at the agreed time and place of unloading, and if it is not possible to contact the Buyer by telephone, the Seller or the carrier shall unload the goods at an alternative place designated by the Seller or, in the case of deliveries within the EU, take the goods back to the Seller. At this point, the goods are deemed to have been delivered. The costs related to finding storage capacities, storing or returning the shipment to the Seller's place of business as well as further transport to the Buyer are already recharged in full to the Buyer.

DELIVERY DATE

The time of delivery to the Customer and unloading times are determined by the number of unloadings, the route plan, the traffic situation and, for orders with delivery outside the EU, the customs procedure. The anticipated date of unloading specified in the Seller's ordering system is considered to be the probable date of delivery of the goods. The Buyer is also informed about this date by e-mail. The Customer can check this date with the Seller.

If the Buyer requires the exact delivery of the goods to the place at the time they wish (so-called FIXTERMIN) or outside a standard delivery day (EXPRES), they must make this request at least 5 working days before the date of the announced completion of production, which is stated in the written order confirmation. A fee is charged for the service.

ACCEPTANCE OF GOODS (ORDERS)

When taking delivery of the goods, the Buyer shall ensure that a person authorised to take delivery of the goods is present. In the consignment note and accompanying documents under legislation, the Buyer or a person authorised by them shall indicate their name in block letters, affix their signature and, if applicable, the stamp of the accepting organisation. The paper form of the consignment note may be replaced by digital form and electronic signature. In the event that the goods are taken over by another person or the document does not contain all the required particulars, the Seller may change the conditions of transport and invoicing. The Buyer is responsible for taking delivery of the goods even if the order was unloaded at their request in their absence or if they were represented by a person designated by them, even if the order was unloaded at an alternative place. During unloading, the Buyer (Customer) or a person appointed by them on the basis of the delivery note checks in particular the number of packages, the condition of the packaging and the goods.

RESERVATIONS

In the event of incompleteness of a delivered order or suspected damage, the defects must be immediately photographed and recorded in the consignment note or other relevant shipping document. This must be reported in writing to the Seller immediately, but no later than 48 hours after the unloading of the order (goods). In the event of a later claim, it is not possible to ensure an objective assessment of the claim and to recover damages from the carrier. For this reason, the claim may not be admitted by the Seller.

Unloading without assistance
If the Customer's responsible person is not present during unloading and thus it is unloading without assistance, the Seller shall bear no liability for any quantity which may be the subject of a complaint or alleged damage to goods, and the consignment shall be deemed to have been duly delivered. Unloading without assistance is also subject to a charge unless agreed otherwise.

HANDLING OF GOODS

The products can be transported only using covered means of transport, in original packaging, in a horizontal position, secured against displacement.

The products packaged separately (bubble foil and carton) are intended for manual handling. Wooden pallets and crates are adapted for manual handling using mechanised palletization resources.

STORAGE OF GOODS

Products need to be stored as follows:
— on a flat pad, minimum pad length = package length
— in horizontal position
— with an ambient temperature of -5 °C to +40 °C
— in a dry and roofed place
— protected from direct sunlight, condensed humidity and dirt

CHANGES IN TRANSPORT REQUIREMENTS BY THE BUYER

If the Buyer (Customer) requires delivery to an address other than the Buyer's (Customer's) registered office or contractually agreed usual place of delivery, this fact must be stated at the time of ordering, but no later than 5 days before the date of completion of production of the orders concerned. In the event that the Buyer informs the Seller late, this requirement may be rejected or made subject to a charge by the Seller. The Buyer is responsible for ensuring that the place of unloading is accessible and suitable for unloading from a standard lorry.

This change may affect the overall cost of transport.

EXTRAORDINARY COST OF TRANSPORT

According to the specification in the delivery conditions, they may be subject to additional charges:

— Extra packaging compared to the arranged standard
— Change in the place or date of delivery 5 days and less before the date of completion of the order
— EXPRES or FIXTERMIN delivery
— Absence during unloading
— Unreturned or damaged returnable packaging

The text of this document is drawn up in the Czech language. In the event of a dispute or any doubts in the interpretation of other language versions, the Czech language version shall be decisive at all times.

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