Haven Sky

Roof zip shade · for installers and contractors



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Read this manual and the project shop drawings before you start. Where the shop drawings differ from this manual, follow the shop drawings. Keep this manual with the system and give it to the owner at handover.

Installation support: service@pergolainstaller.com · (646) 495-9911

Safety, tools & package contents

SAFETY FIRST

Installation is for trained installers only. Work with at least two people: the cassette is long and heavy. Use fall protection and secure ladders or scaffold when working at roof height. Never stand on glass or on the fabric.

ELECTRICAL

All wiring by a licensed electrician to local code. Keep power off and locked out until Section 4. Do not cut or extend the motor cable inside the cassette.

TOOLS

Cordless drill-driver and bits · tape measure · 4′ level and laser line · chalk line · square · socket and hex keys · rivet tool · silicone gun with neutral-cure sealant · ladders or scaffold · clamps · multimeter (electrician)

BEFORE YOU START

Check every part against the list and the shop drawings. Check the finish for transit damage and report it before installing. Confirm the roof frame can take the fixings shown in the shop drawings.

PACKAGE CONTENTS (PER UNIT)

#	PART	QTY
1	Cassette with motor and rolled fabric	1 per unit
2	Guide rails with zip track, left and right	2
3	Front bar (fitted to fabric)	1
4	Tension units / tension cords	per drawing
5	Cassette mounting brackets	per drawing
6	Rail mounting brackets or clips	per drawing
7	End caps and covers	set
8	Stainless steel fasteners	set
9	Remote control (pre-paired)	1
10	This manual and shop drawings	1

Quantities of brackets, clips and fasteners depend on the unit size and are listed on the shop drawing for each unit.

Site check & cassette

1. **Measure the bay**

   Measure width at both ends (W1, W2), projection at both sides (P1, P2) and both diagonals (D1, D2). Widths must match within ⅛″ and diagonals within ¼″. If not, stop and call us before drilling.

2. **Check the slope and surface**

   The cassette always goes at the high end of the roof. Confirm the slope and the mounting type on the shop drawing: on top of, under, or between the rafters. Fixings go into structure only, never into glass or glazing bars not rated for it.

3. **Mark out**

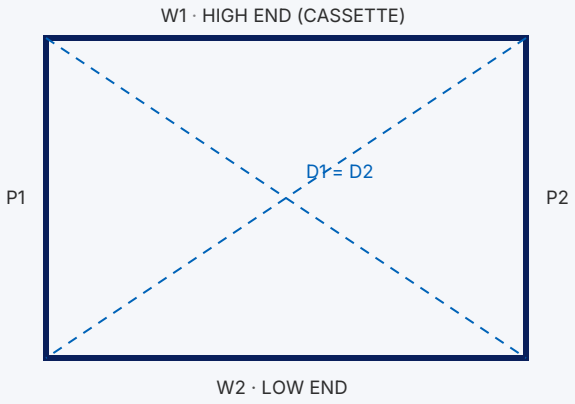
   Snap a line for the cassette, level along its length. Mark the two rail lines parallel to each other and square to the cassette line. Mark the motor end shown on the drawing; the power feed must reach it.

4. **Fit the cassette brackets**

   Fix the brackets at the spacings on the shop drawing, with the end brackets close to each end. Use the stainless fasteners supplied, or those specified for the structure. Check they are in one level line.

5. **Hang the cassette**

   With two people, lift the cassette onto the brackets, motor end to the marked side, fabric outlet facing the open end. Lock it to each bracket and check it is level end to end. Leave the fabric strapped.



Bay check before drilling

DO NOT

run the motor before the rails and tension are fitted. Unsupported fabric can unroll and crease.

Under a glass roof, keep at least the clearance below the glass shown on the drawing, so the fabric never touches the glass or its fixings.

Guide rails, fabric & tension

6 **Fit the guide rails**

Offer each rail up to its line, with the zip track entry tight to the cassette outlet. Fix through the brackets or clips at the drawing spacing. The rails must be straight, parallel and the same distance apart along their full length (within ⅛″), or the zip will bind or pull out.

7 **Feed the zip into the tracks**

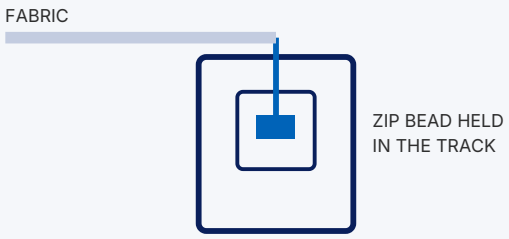
Remove the fabric straps. Pull the front bar out by hand a short way and guide each zip bead into its rail entry. Walk the front bar down the rails slowly, keeping it square, until it reaches the low end. The fabric must sit flat, with no twist at the edges.

8 **Connect the tension system**

Connect the front bar to the tension units or cords as shown on the shop drawing, both sides. Set the tension equally on both sides until the fabric is taut and flat across the full width, with no sag in the middle.

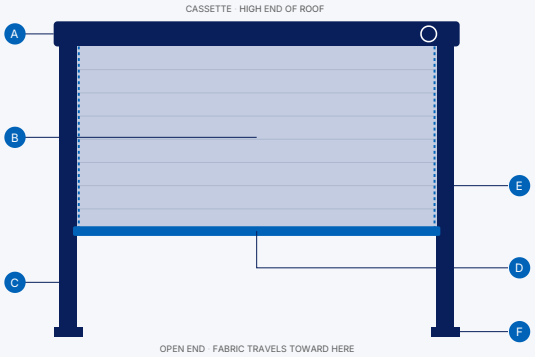
9 **Fit the end stops, caps and covers**

Fit the end stops at the low end, the end caps on the cassette and rails, and any covers. Seal where the drawing shows, using neutral-cure silicone that will not mark the finish.



GUIDE RAIL (SECTION)

The zip bead must run inside the track for the full length



A cassette · B fabric · C rails · D front bar · E tension · F brackets

Check: Run the front bar the full length by hand once. It should move evenly on both sides without catching. If one side lags, check the rails are parallel.

SECTION 4

Wiring, programming & testing

10 **Wire the motor**

Licensed electrician only. Bring the dedicated feed to a weatherproof junction box at the motor end. Connect the motor cable to the voltage on the motor label, with ground, to local code. Leave a drip loop. Optional sensors and switches are wired per their own instructions.

11 **Set the limits**

Power on. Following the motor maker's instructions supplied with the unit, set the upper limit (front bar fully back at the cassette, not jammed) and the lower limit (front bar at the end stops, fabric taut). Units ship with the remote paired; re-pair if needed.

12 **Test**

Run three full open-close cycles and stop it part way at least once. Watch both rails each time: the zip must stay in the track and the bar square. Test the sensors if fitted, and the group or all-units channel on multi-unit roofs.

BEFORE HANDOVER

Clean the rails and fabric, remove all packaging and swarf, and check every fastener is tight and every cap is on.

TROUBLESHOOTING

PROBLEM	LIKELY CAUSE	FIX
Shade does not move	No power, tripped breaker, or remote not paired	Check the breaker and feed; re-pair the remote (motor instructions)
Stops short or overruns	Limits not set or lost	Reset the upper and lower limits (Step 11)
Fabric creases or sags	Uneven tension or rails not parallel	Even out the tension both sides; check rail spacing
Zip comes out of the rail	Rails out of line, or run with debris in the track	Stop; clear the track, re-feed the zip, re-check rails
Front bar runs crooked	Tension unequal side to side	Adjust tension until the bar stays square
Noise when running	Debris in the track or loose cover	Clean the rails; tighten caps and covers

Still not right? Email service@pergolainstaller.com with the job name, unit number from the shop drawing, and a short video of the problem.

Handover, care & warranty

SHOW THE OWNER

How to open, close and stop part way · which remote channel runs which unit · how the sensors work, if fitted · where the breaker is · the use limits below. Give them this manual and the warranty.

USE LIMITS FOR THE OWNER

Wind. Retract the shade in high wind, or fit a wind sensor to do it automatically.

Snow and ice. Retract before snow or freezing rain. Never run it when frozen.

Rain on open frames. Let the fabric dry open after heavy rain. Do not leave water standing on it.

Loads. Nothing may hang from or rest on the fabric, front bar or rails.

CARE

PART	HOW OFTEN	WHAT TO DO
Fabric	Twice a year	Brush off dust; wash with water and mild soap; let it dry fully extended
Guide rails	Twice a year	Wipe out leaves and grit; no grease or oil
Frame finish	Twice a year, near the sea more often	Wash with water and mild soap; no solvents or abrasives
Motor & tension	Yearly	Check it runs square and taut; call service if not

WARRANTY

Haven Sky is covered by the Pergolast Haven Collection Limited Warranty: 2 years parts, 1 year labor, 7 years finish. Installation by a contractor other than the Pergolast installation team, and any failure to follow this manual, are covered by the terms in that warranty.

SERVICE & SUPPORT

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