

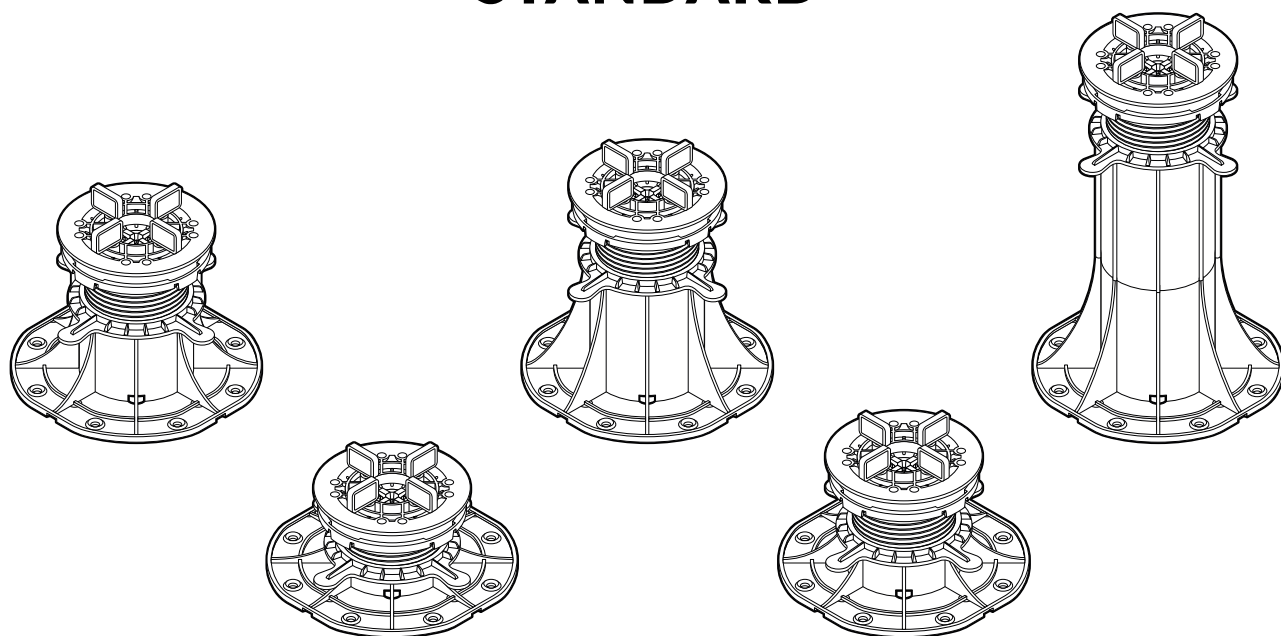
SOLVER.

ADJUSTABLE PEDESTALS

for tiles and decking terraces

USER INSTRUCTION AND MAINTENANCE GUIDE

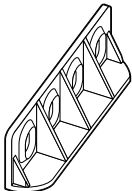
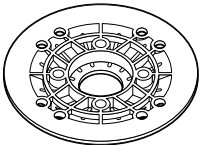
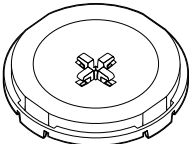
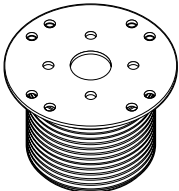
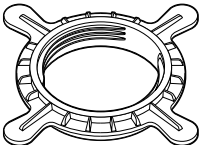
STANDARD



LIST OF CONTENT

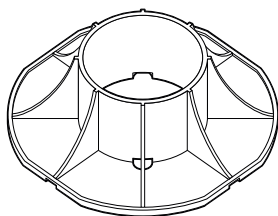
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PRODUCTS DESCRIPTION

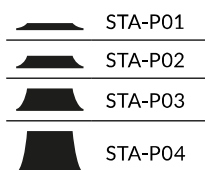
No.	ELEMENT	NAME	DESCRIPTION
1		Gap spacer 3 mm	SPACER TABS to appoint installation gap (dilatation) dimension 3 i 5 mm. Thanks to the many holes in the pedestal top head, SOLVER Pedestals range is large. Besides cross track (under the terraces panels) are the possibility to track a spacer tab (under terraces joist) in such wides - 2,5 cm; 3,8 cm; 4 cm; 5 cm; 6 cm; 7 cm.
2		Gap spacer 5 mm	
3		Joist adapter AD	Joist adapter is mounted to the pedestals head and allows to join decking joists to the pedestal.
4		Self leveling head upper part STA-LE100-UPPER	Self leveling head consists of two separate elements - Upper and Lower. Self levelling head for SOLVER Pedestals. Mount on the top of the pedestal and allow to reduce slope on the basis 0-7%. Height of the self leveling head is 16 mm.
5		Self leveling head lower part STA-LE100-LOWER	
6		Screw C-STA-S1 C-STA-S2 C-STA-S3 C-STA-S4	SCREW of SOLVER Pedestals present in 4 thread height ranges for four pedestals height. On the screw RING is screwed and they are applied to pedestal BASE. The diameter of the upper surface head is 100 mm.
7		Screw Nut NN	SCREW RING is to fluently high adjustable pedestals. SCREW RING is screwed onto the SCREW of SOLVER Pedestals and they are placed in pedestals BASE. SCREW RING has 4 ergonomic handle so you can easily adjust the height of the pedestal.

PRODUCTS DESCRIPTION

8

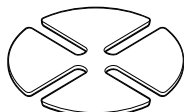


Pedestal Base



BASE adjustable SOLVER Pedestals present in 4 size for four pedestals height. In BASE applicate the SCREW with twisted NUT. The diameter of the lower surface is 168 mm. Diameter of inside the hole is 80mm.

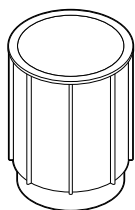
9



Rubber shim
AKCW-SH100

Thickness 1,0 mm and 2,00. Used for tiles thickness inequality regulation and insulate noises.

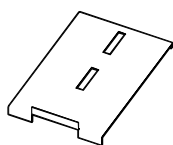
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Height coupler
STA-DS100

Height coupler for pedestal STA height extension. Each coupler raise pedestal size 100 mm. Height coupler is placed in pedestal base.

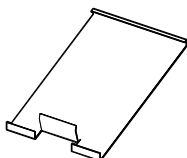
11



Facia board clip
upper
STA-EDU

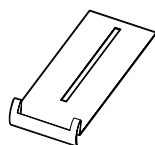
Vertical edge clip for mounting facia board. Stainless steel clips for STA Pedestals mount on the base of the pedestal.

12



Facia board clip
lower
STA-EL

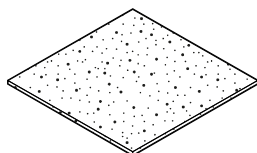
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Up to wall clip
STA-WA

Up to wall clip for making edge/gap space between terrace and wall.

14

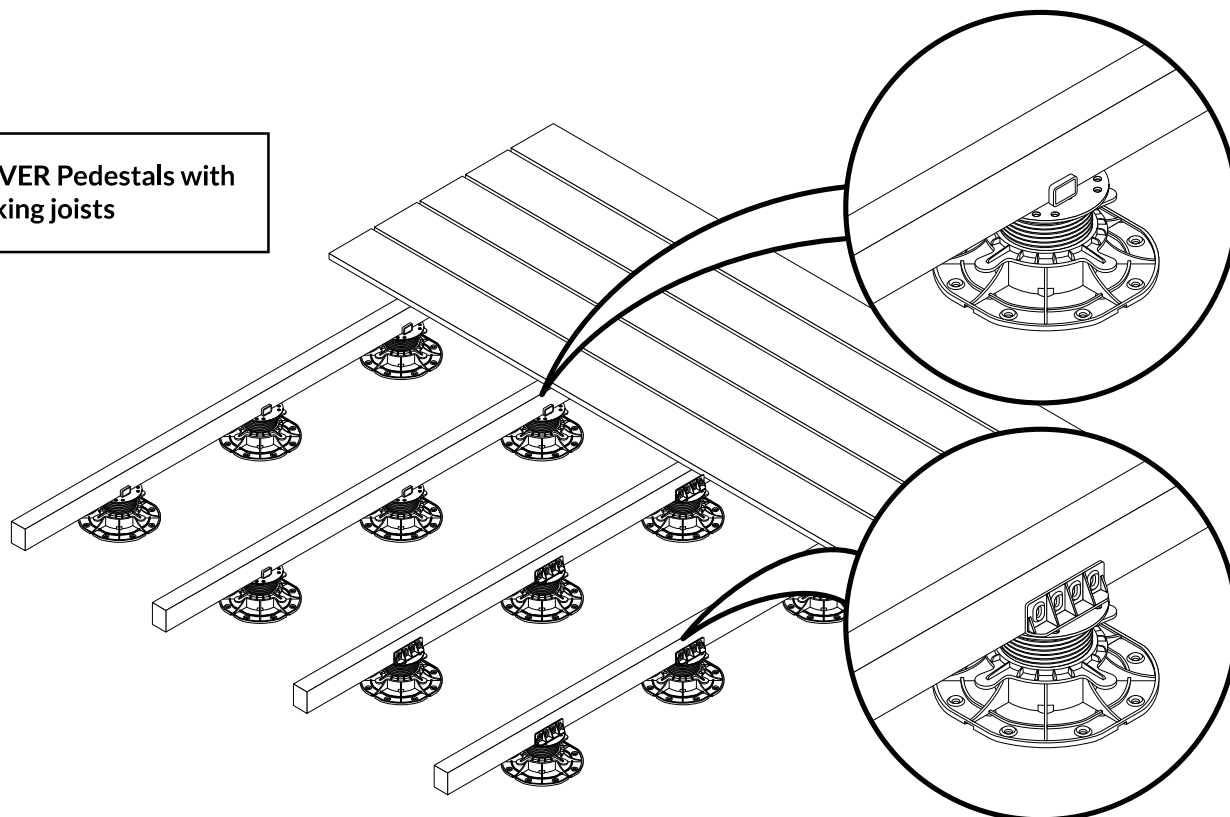


SBR Granulate Pads
200x200 mm
SBR200

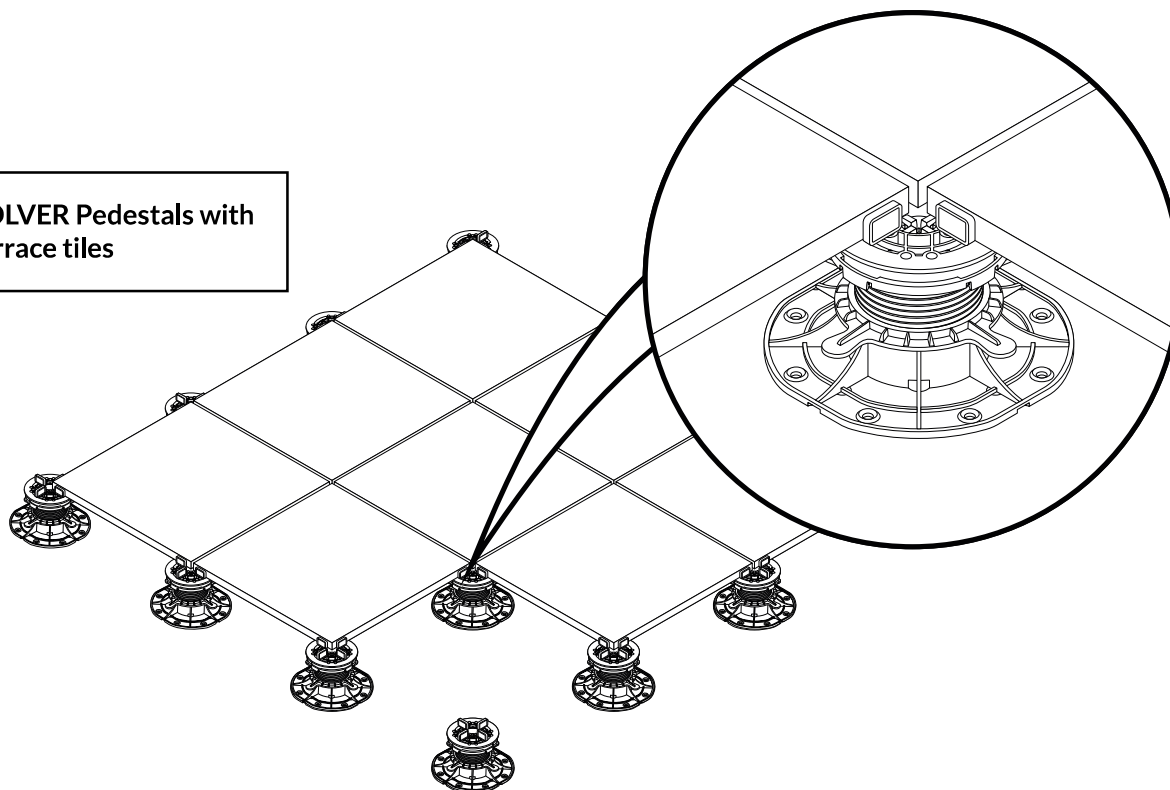
SBR granulate rubber pad as pedestal base underlay. Prevent possible damage on the water isolation membrane. Sound insulation properties.

EXAMPLES OF PEDESTALS USAGE

SOLVER Pedestals with
decking joists



SOLVER Pedestals with
terrace tiles

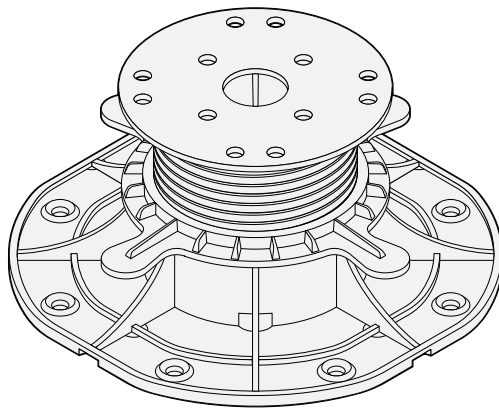


ADJUSTABLE HEIGHT PEDESTALS 30-420 MM

DESCRIPTION

▼ Adjustable height pedestal

Standard adjustable height pedestals with height regulation range from 30 mm to 220 mm. Consists of base, screw ring, head screw, gap spacer tabs. Adjustable height pedestals allows for smooth height regulation of terrace. The size of the base makes pedestals and terrace stable. Adjustable height pedestals are durable for weights and loads. All terrace construction is long lasting.



Technical data

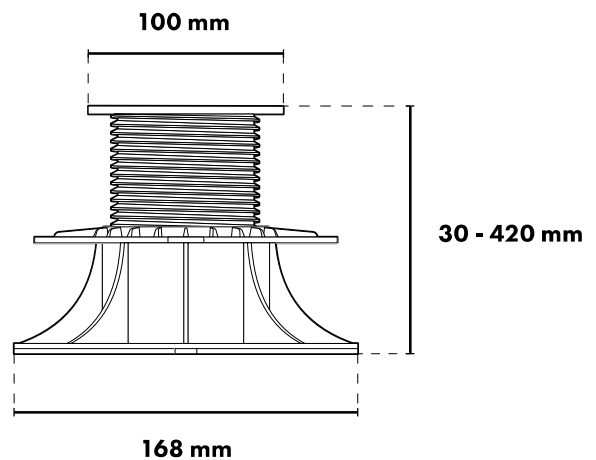
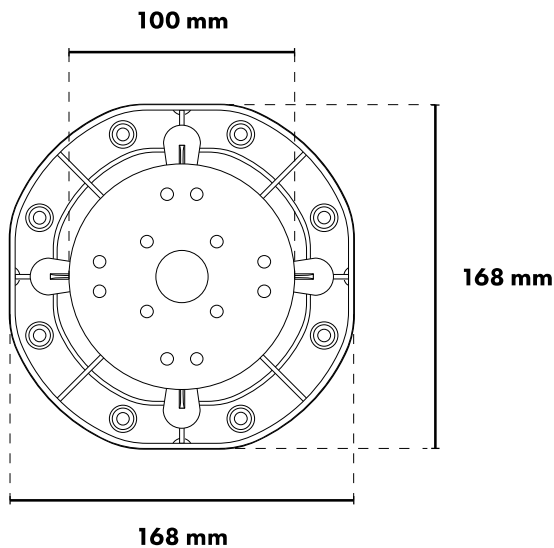
Sizes:
Base diameter: 168 mm
Wysokość: 30-220 mm
Screw diameter: 75 mm
Head diameter : 100 mm

Material: PP

Weight resistance:
1000 kg

Elements:
Base, screw ring, screw head, gap spacer tabs.

Height regulation:
- height is regulate by turning screw ring
- height extensions available DS 100 mm



ADJUSTABLE HEIGHT PEDESTALS 30-420 MM

ASSEMBLE

Assemble with self leveling head

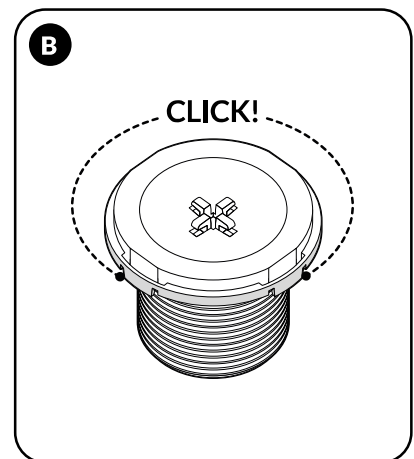
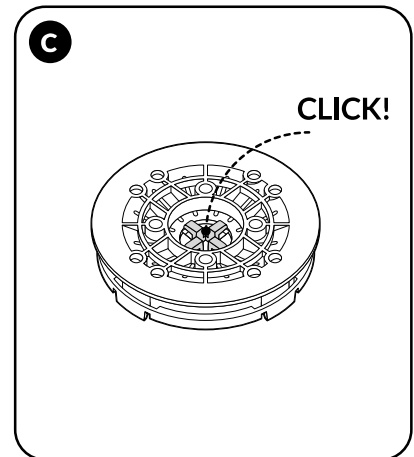
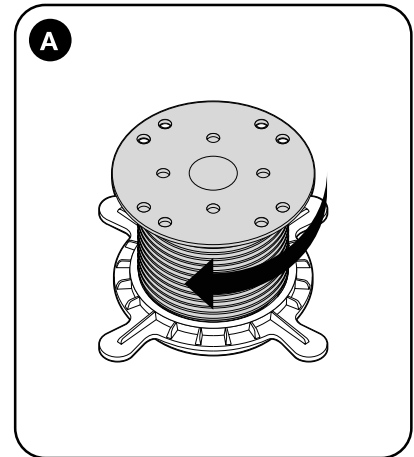
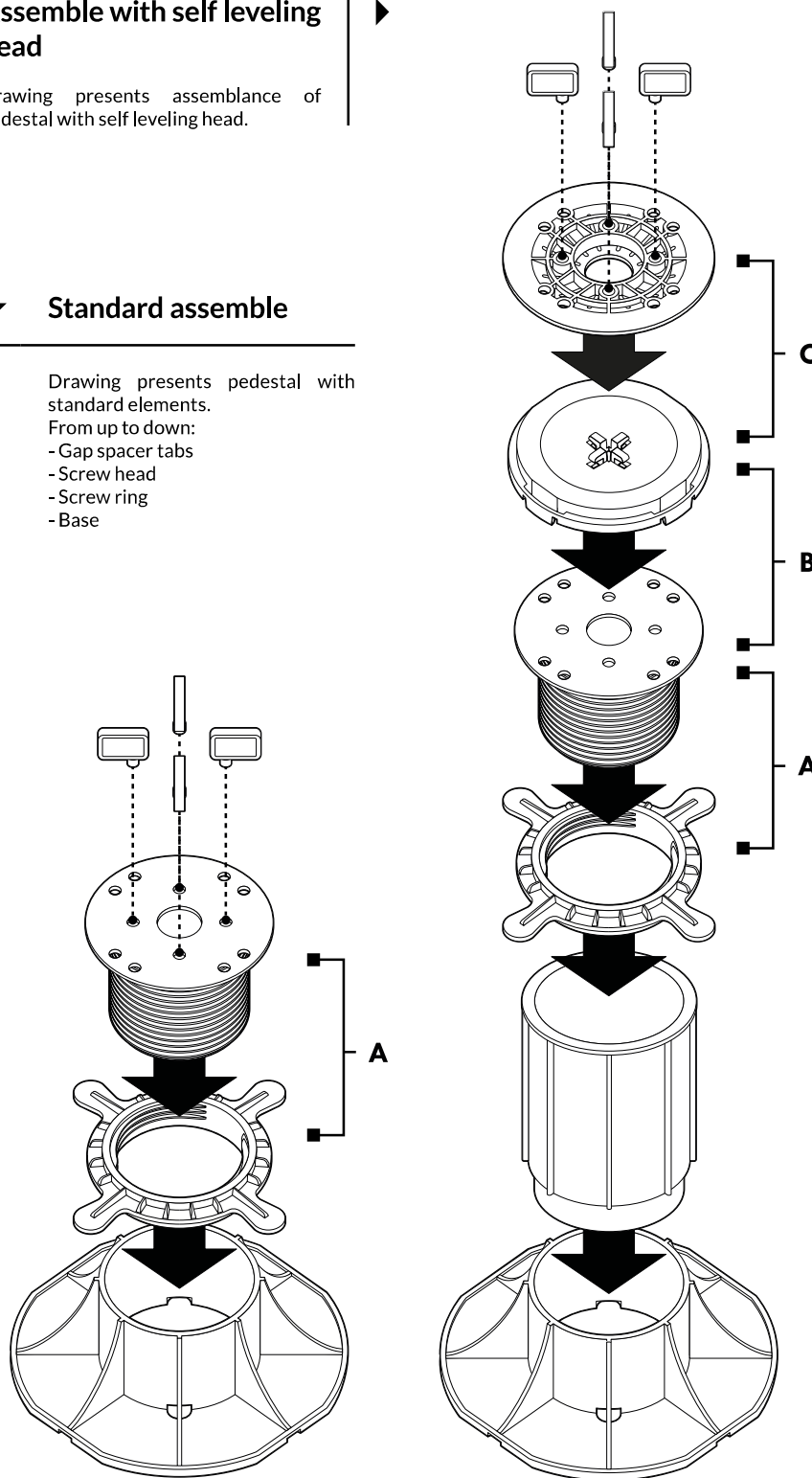
Drawing presents assemblance of pedestal with self leveling head.

Standard assemble

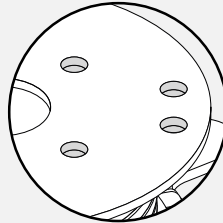
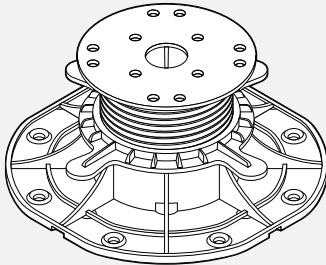
Drawing presents pedestal with standard elements.

From up to down:

- Gap spacer tabs
- Screw head
- Screw ring
- Base

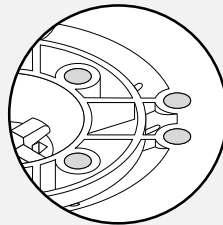
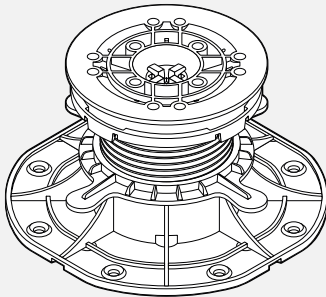


ADJUSTABLE HEIGHT PEDESTALS 30-420 MM GAP SPACERS



Gap spacer tabs mount holes

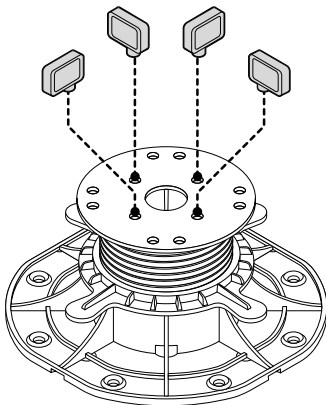
In head of the pedestal are holes where gap spacer tabs can be placed. Location of these allow to set wide variety setup.



▼ Gap spacer tab - standard placement

Place gap spacer tabs in head holes.

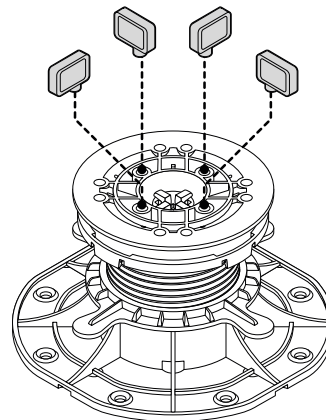
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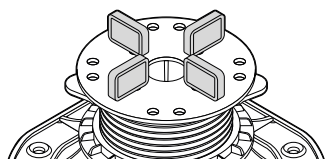
▼ Gap spacer tabs - placement with self levelling head.

Place gap spacer tabs in self leveling head holes.

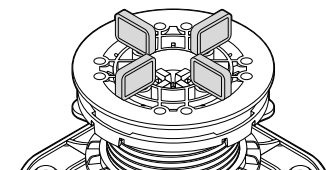
A



2



B

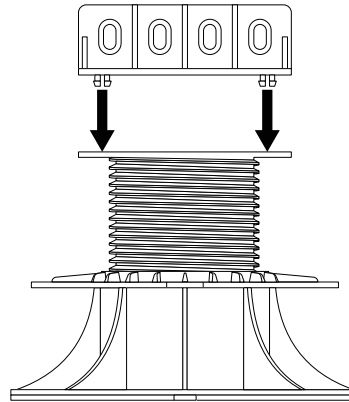


ADJUSTABLE HEIGHT PEDESTALS 30-420 MM

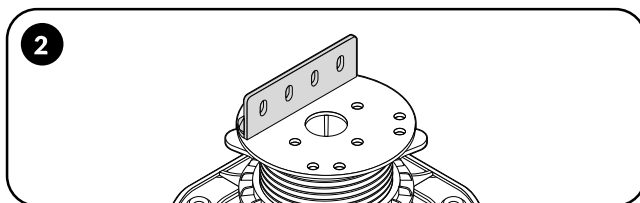
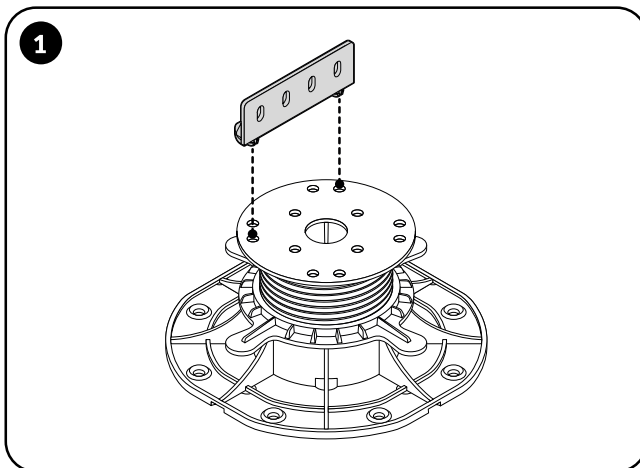
JOIST ADAPTER

Joist adapter

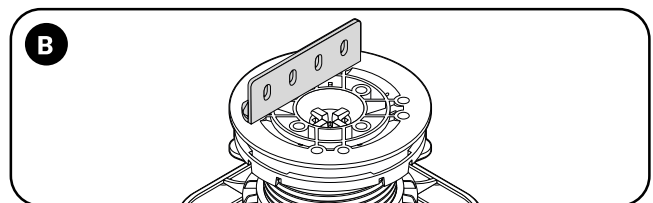
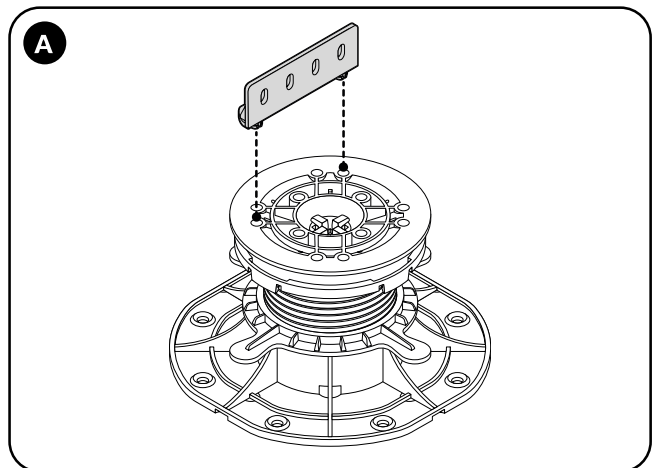
Insert joist adapter into holes in pedestal head.



▼ | Screw - joist adapter



▼ | Self leveling head - joist adapter



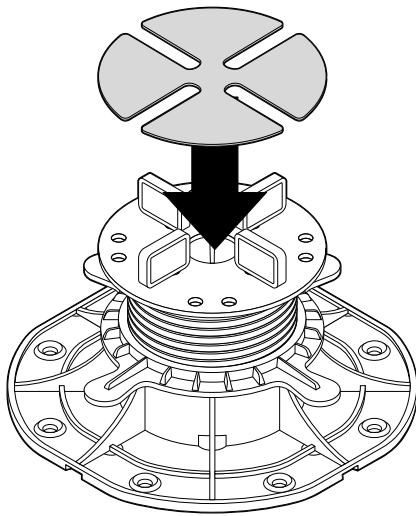
ADJUSTABLE HEIGHT PEDESTALS 30-420 MM

RUBBER SHIMS

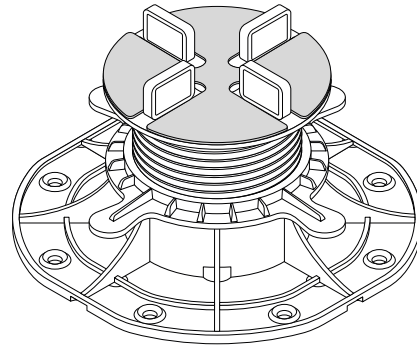
▼ Rubber shims to use with adjustable height pedestals.

Rubber shims can be used with adjustable height pedestals and also with self leveling heads.

1



2

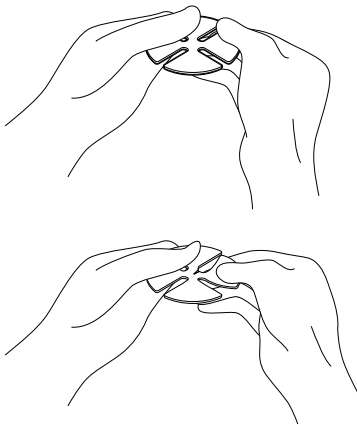


Noise reduction

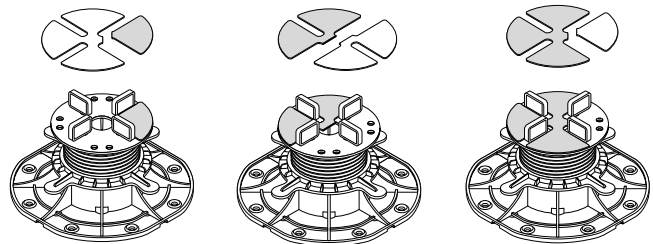
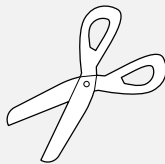
Rubber shims reduce noises and sand grains sound which stay between pad and tile.

▼ Dividing rubber shims into pieces.

Rubber shims can be divided in pieces. Each quarter can be used to reduce differences between tiles thickness. You can cut it by hand or scissors. Additional usage for noise reduction etc. is also possible.

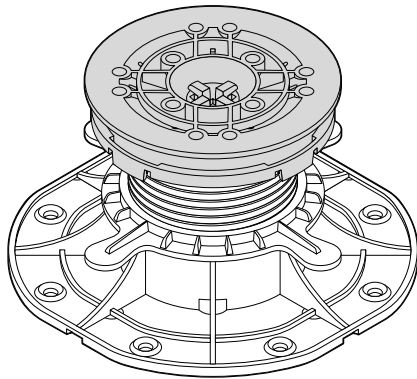


You can also use scissors to cut shim.



ADJUSTABLE HEIGHT PEDESTALS 30-420 MM

SELF LEVELING HEAD

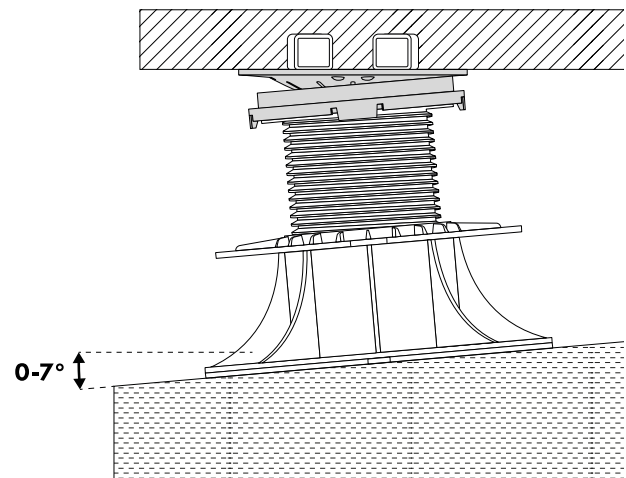
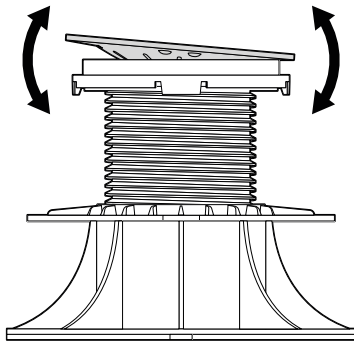


Self leveling head

Self leveling head for slope reduction consists of two elements - lower and upper. Lower part is set on the pedestals head and upper is put on the lower part. Self leveling heads allow to level terraces with slopes up to 7%. Self leveling head automatically adjust top terrace level.

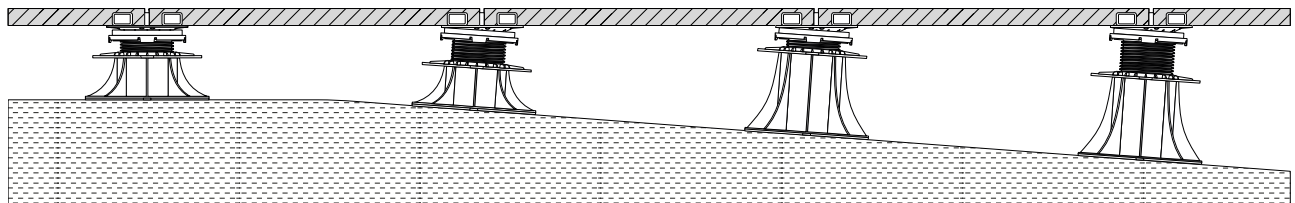
Self leveling head angle

Adjustable pedestals with self leveling head can be used on the terraces with up to 7% slope on basis.



Sloped foundation

Adjustable height pedestals with self leveling heads allow to level terraces on sloped foundation up to 7% angle.

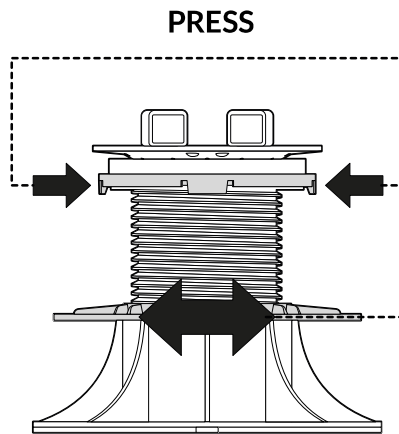


ADJUSTABLE HEIGHT PEDESTALS 30-420 MM

HEIGHT REGULATION - SCREW RING

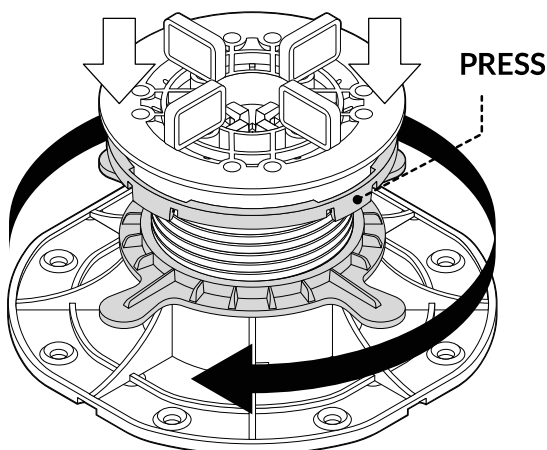
▼ Height regulation

Height of the pedestals is regulated by turning around screw ring.



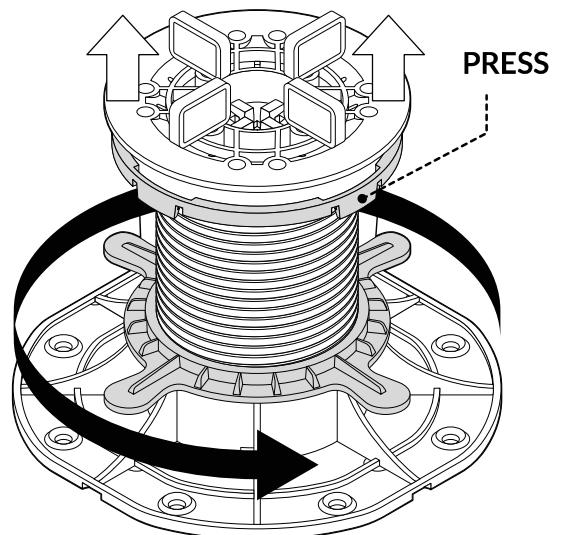
▼ Height lowering

To lower pedestal height turn screw ring right and adjust demanded height. Note that when using self leveling head You need to push fingers on the lower part of it to oppose rotation.



▼ Height raise

To raise pedestal height turn screw ring left and adjust demanded height. Note that when using self leveling head You need to push fingers on the lower part of it to oppose rotation.

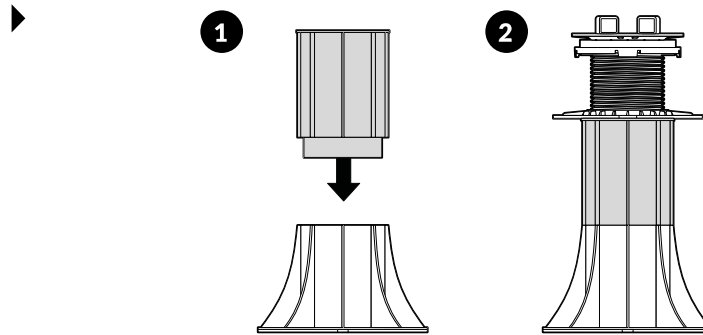


ADJUSTABLE HEIGHT PEDESTALS 30-420 MM

HEIGHT EXTENSION - COUPLERS

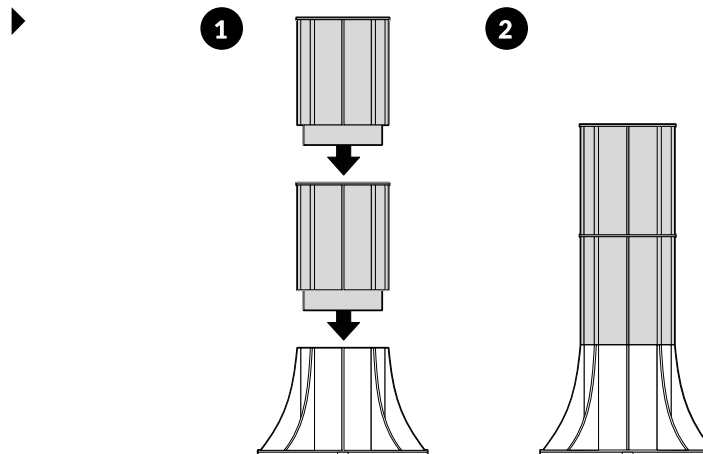
Height extension

If height needs to be higher than 220 mm use height coupler DS by placing it in pedestal base. It will raise pedestal height range for additional 100 mm.



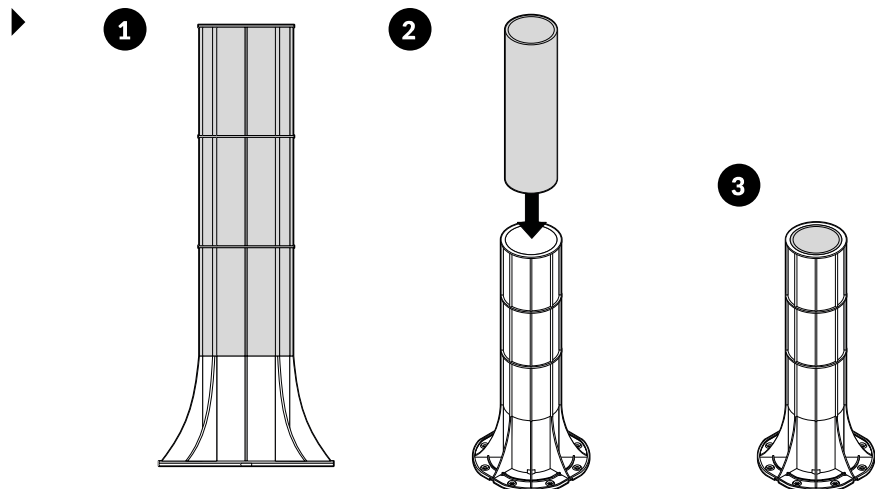
Maximum height

Recommended maximum height of the pedestal is 420 mm. To achieve this height use two height couplers.



Additional height

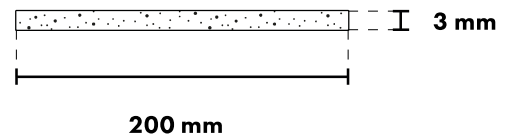
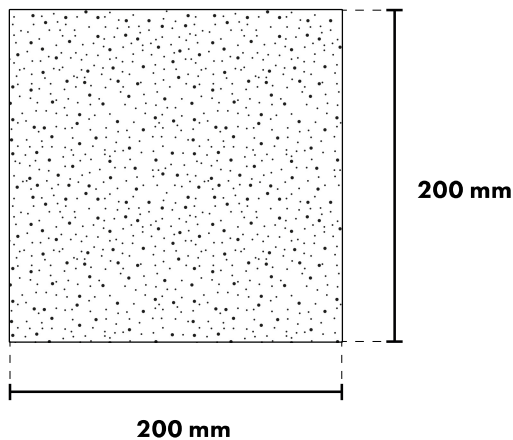
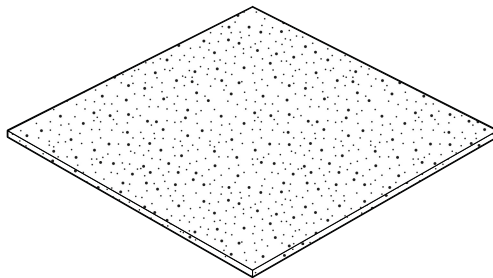
If needed to achieve higher than recommended height 420 mm You can put additionally PVC pipe inside to pedestal base and height couplers - as on the drawing.



SBR RUBBER PAD 200X200X3 MM

▼ SBR Rubber Isolation Pad

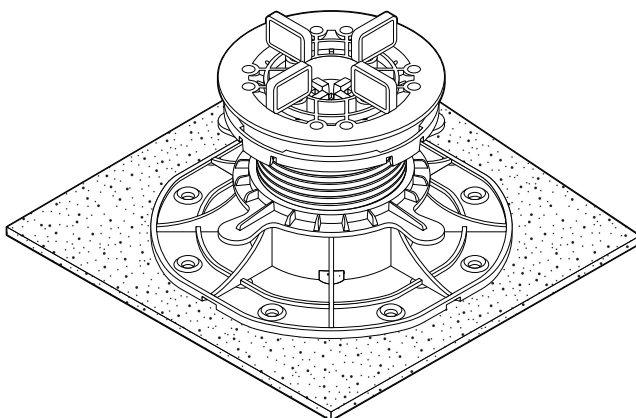
SBR Rubber Isolation Pads to use between pedestal base and terrace foundation. We always recommend to use SBR Rubber Isolation Pads to avoid layers vulcanize or water isolation damage. SBR Rubber Isolation Pads additionally mute noises when using the terrace what raise the overall comfort of usage. The material which are pads made is fully water and external wheather conditions resistant. Small visible diffracton of the terrace is possible when walking.



Technical data

Size:
Width/Length: 200 mm
Thickness: 3, 5, 8, 10 mm

Material: SBR, polyurethane glue

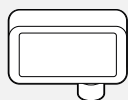


Noise reduction

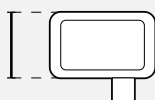
SBR Rubber Isolation Pads additionally mute terrace when using what raise the overall comfort of usage.

POSITIONING OF GAP SPACERS

H-15 mm



15 mm



5 mm



H-10 mm



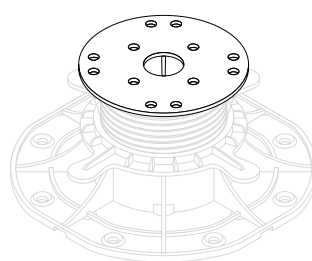
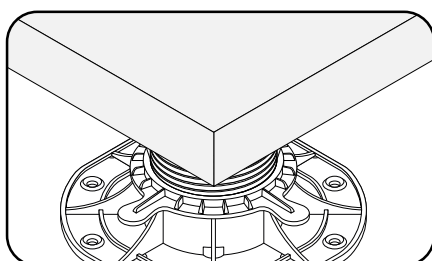
10 mm



3 mm



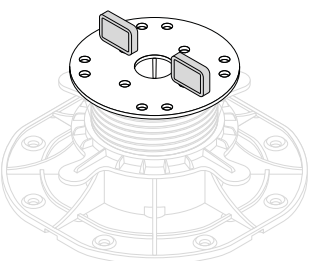
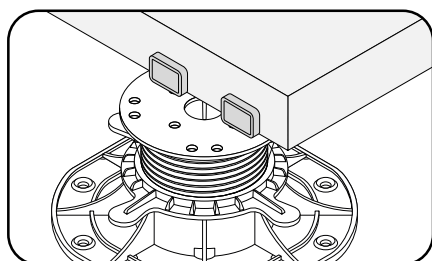
Gap spacer tabs are used to set gap between tiles or mount and position decking joist on the pedestal head. Available gaps width is 3 and 5 mm. Multiple holes on the pedestal head allows to combine gaps spacer tabs position. Despite standard cross position gap spacer tabs can be mount parrarely for decking joist mount. Available joist sizes - 2,5 cm, 3,8 cm, 4 cm, 5 cm, 6 cm, 7 cm.



Underneath



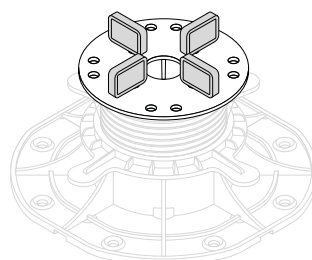
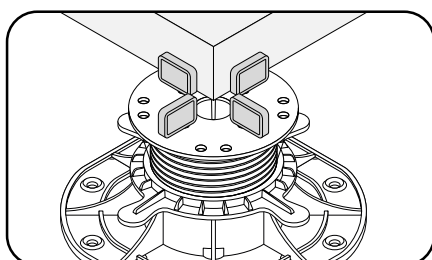
Gap spacers tabs position to place pedestal underneath tile.



Along the wall



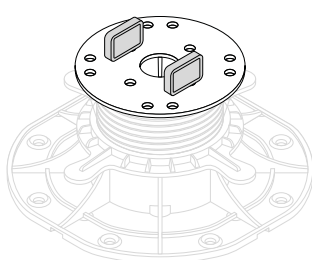
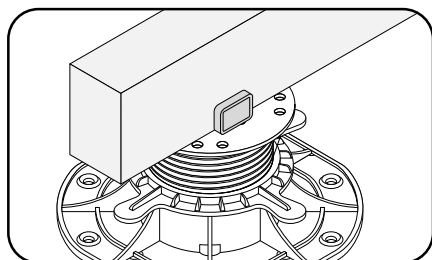
Gap spacers tabs position to place pedestals next to wall.



Tile corners



Gap spacers tabs position to support tiles corners.



Decking joists

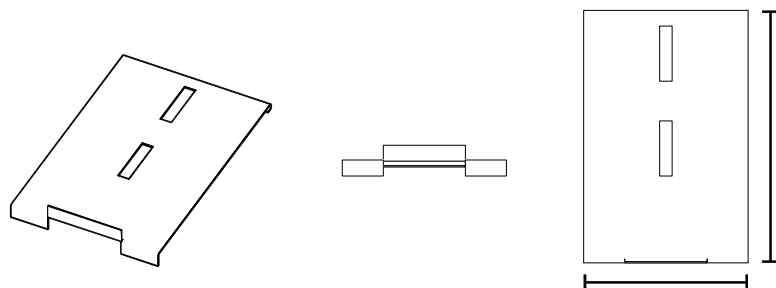


Gap spacers tabs position to mount decking joist.

STEEL CLIPS

▼ Facia boards clip - upper

Facia board clip - upper used to mount on the head of the pedestal and hold vertical closure tile.



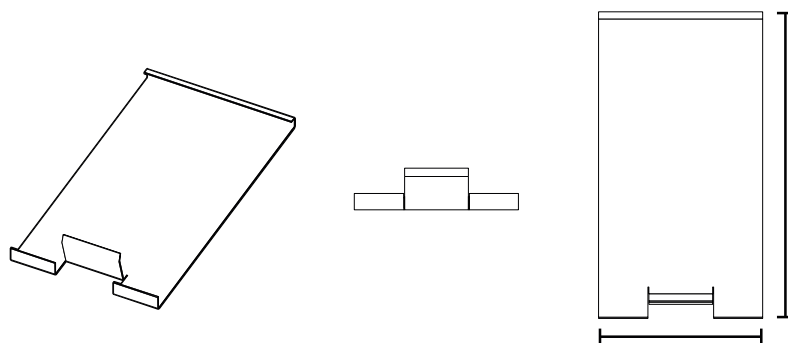
Technical data

Size:
Width: 100 mm
Length: 150 mm
Thickness: 0,7 mm

Material:
stainless steel

▼ Facia boards clip - lower

Facia board clip - lower used to mount under pedestal base and hold vertical closure tile.



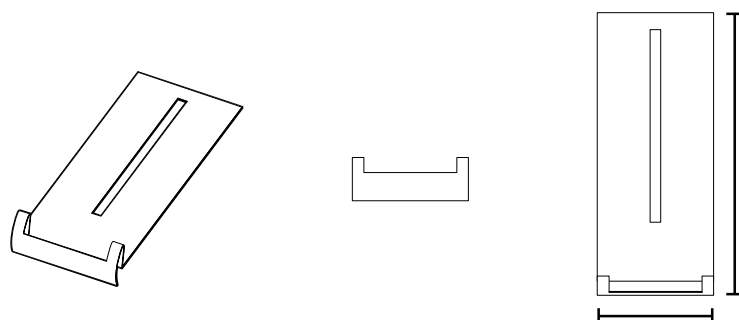
Technical data

Size:
Width: 100 mm
Length: 183 mm
Thickness: 0,7 mm

Material:
stainless steel

▼ Wall edge clip

Up to wall clip is used to set gap between tiles and terrace limitation e.g. wall.



Technical data

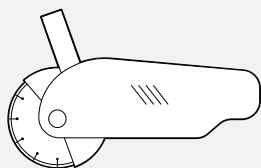
Size:
Width: 70mm
Length: 162 mm
Thickness: 0,7 mm

Material:
stainless steel

FACIA BOARD COVERING

FACIA BOARDS PREPARATION

Tools:

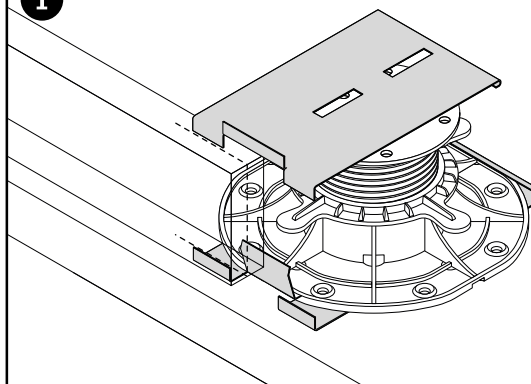


Grinder



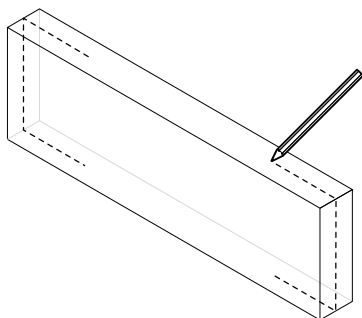
Pencil

1



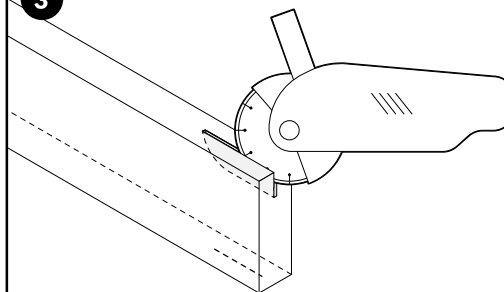
1. Measure and mark with pencil lines where clips upper and lower will be inserted.

2



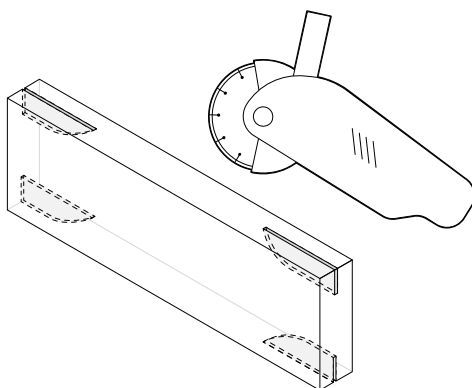
2. Marked all points where clips will be mounted.

3



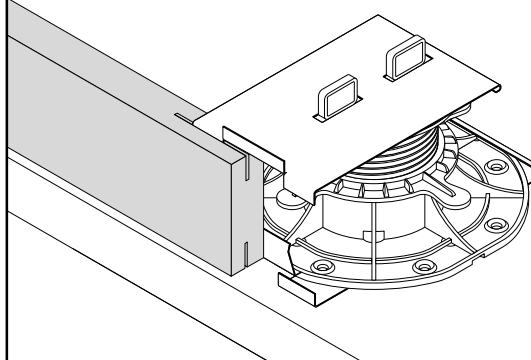
3. Cut chinks with grinder. The depth of cut must be identical as clips.

4



4. Cut all places on the vertical closure tile.

5

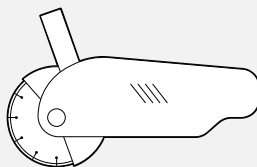


5. Place vertical tile on the clips with the pedestal.

FACIA BOARD COVERING

OUTER TILES PREPARATION

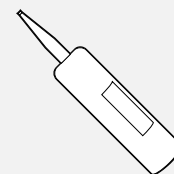
Tools:



Grinder

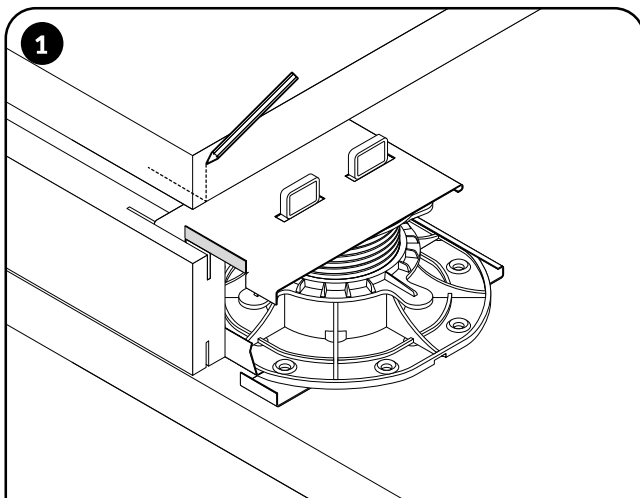


Pencil



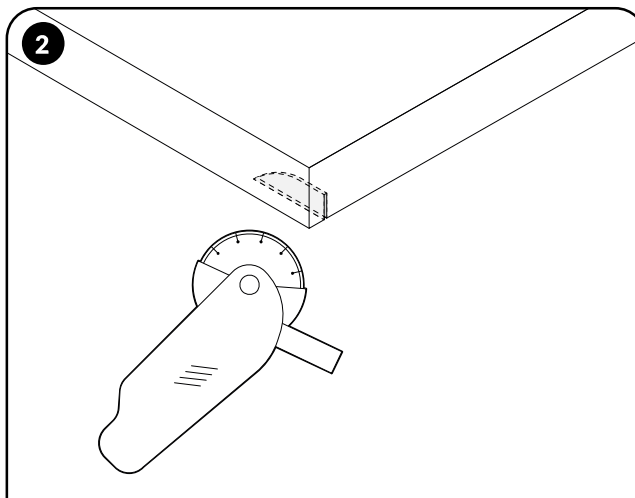
Glue

1



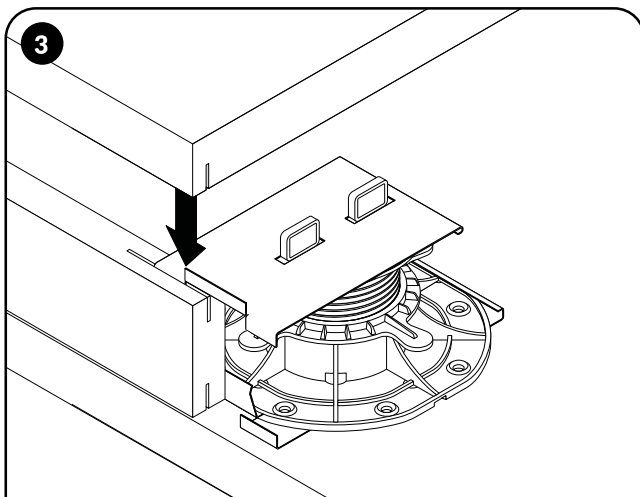
1. Measure and mark with pencil lines where clips upper and lower will be inserted.

2



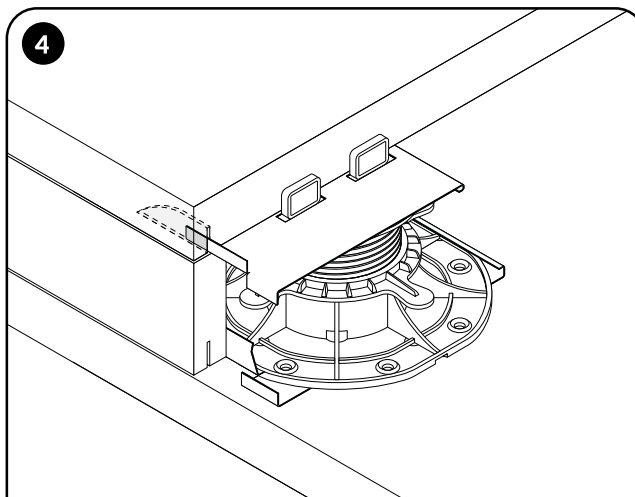
2. Cut chink with grinder. The depth of cut must be identical as clips.

3



3. Place top tile on the clip in the hole.

4

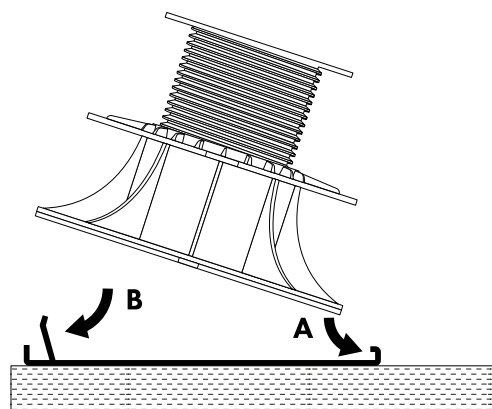
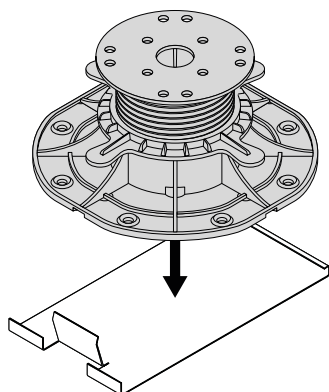


4. Top tile should not outstand or draw back vertical tile.

FACIA BOARD COVERING

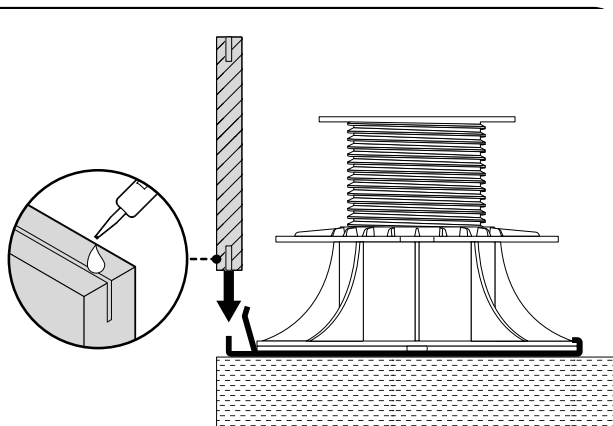
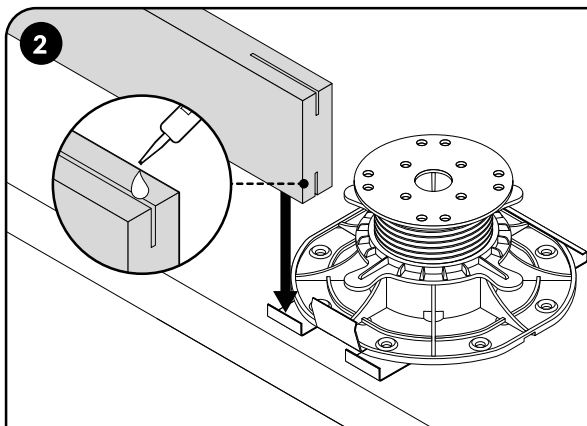
FACIA BOARD CLIPS ASSEMBLANCE

1



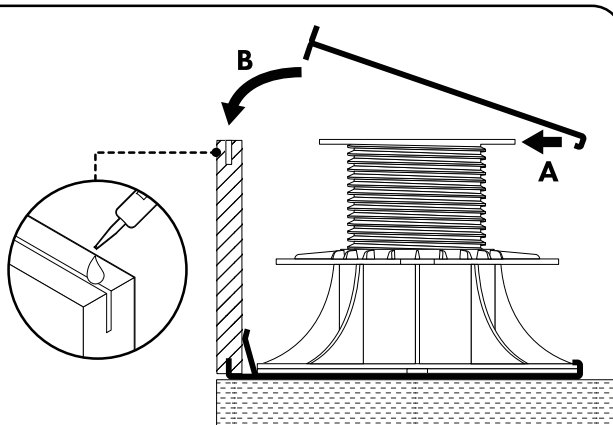
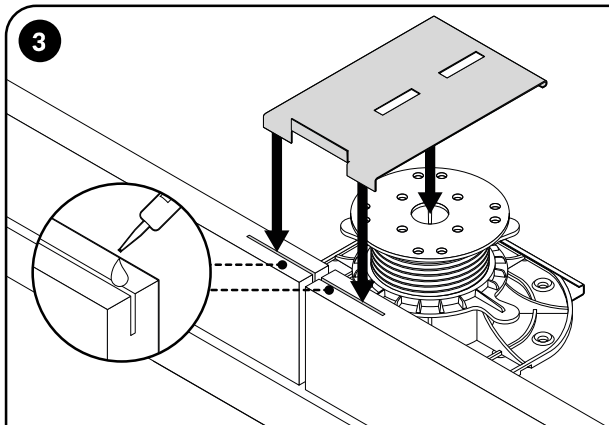
1. Place pedestal on the lower clip. First hook base into clip angulation. Pedestal must stay flat.

2



2. Apply the glue. Place vertical tile onto lower clip detent.

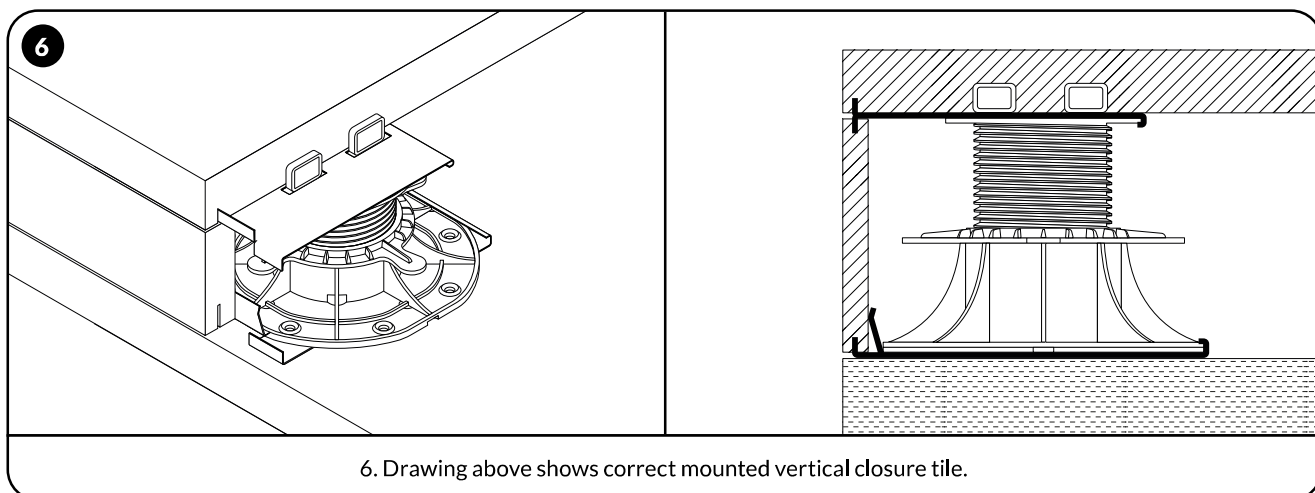
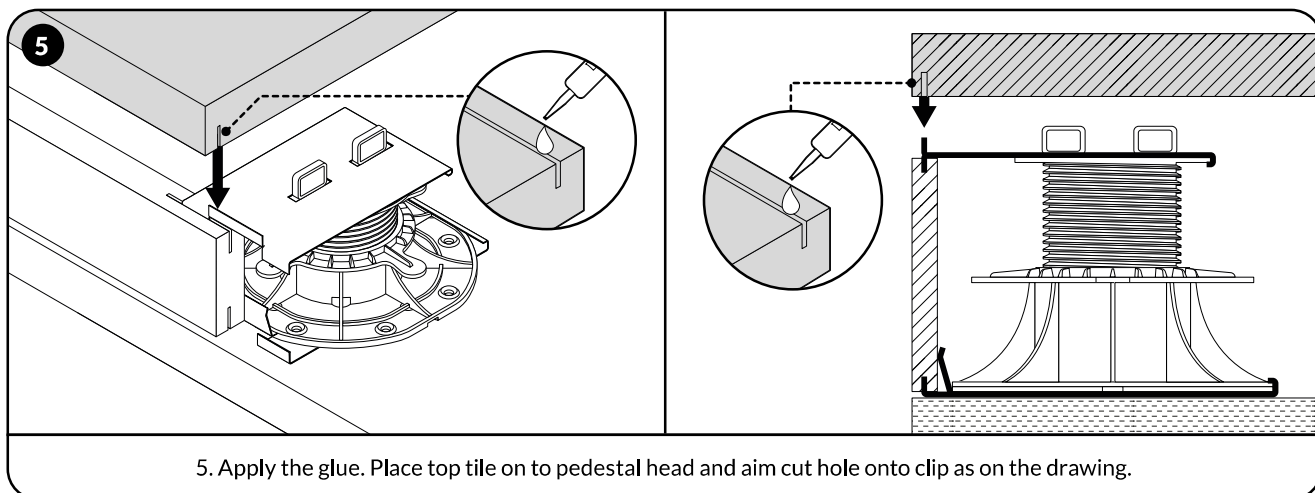
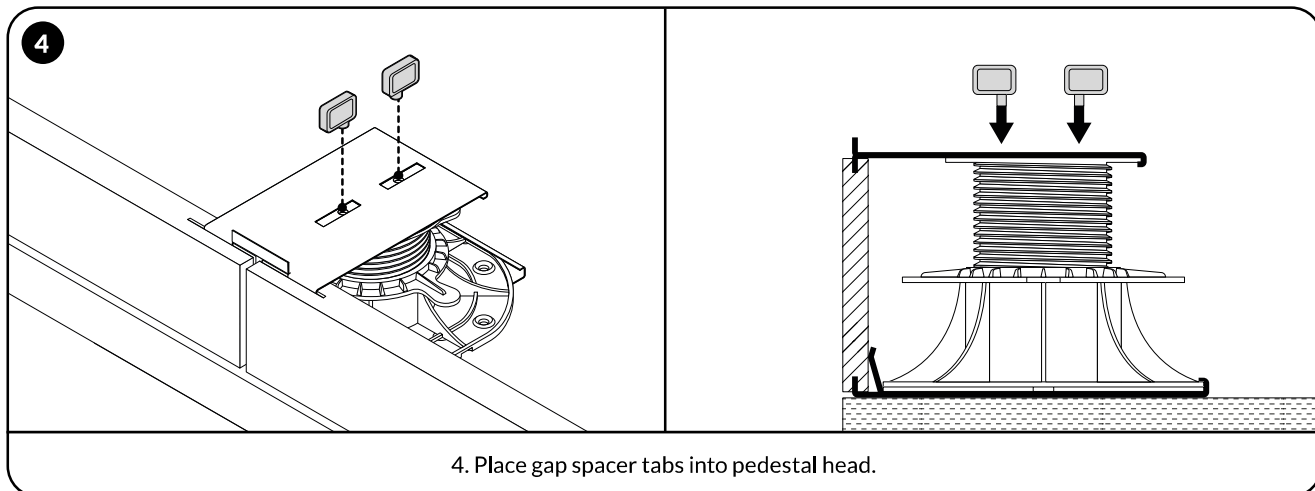
3



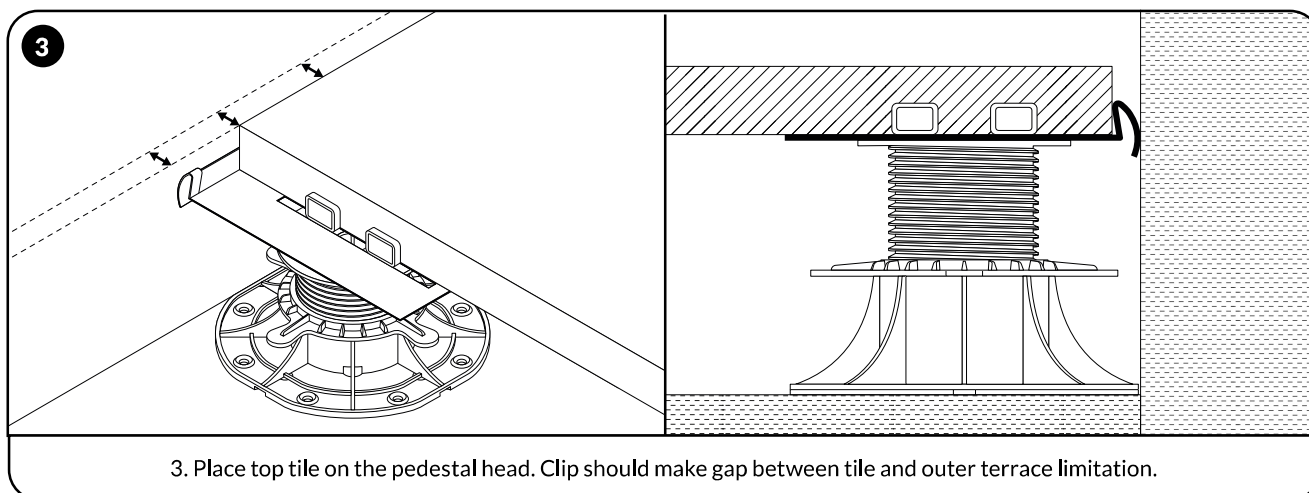
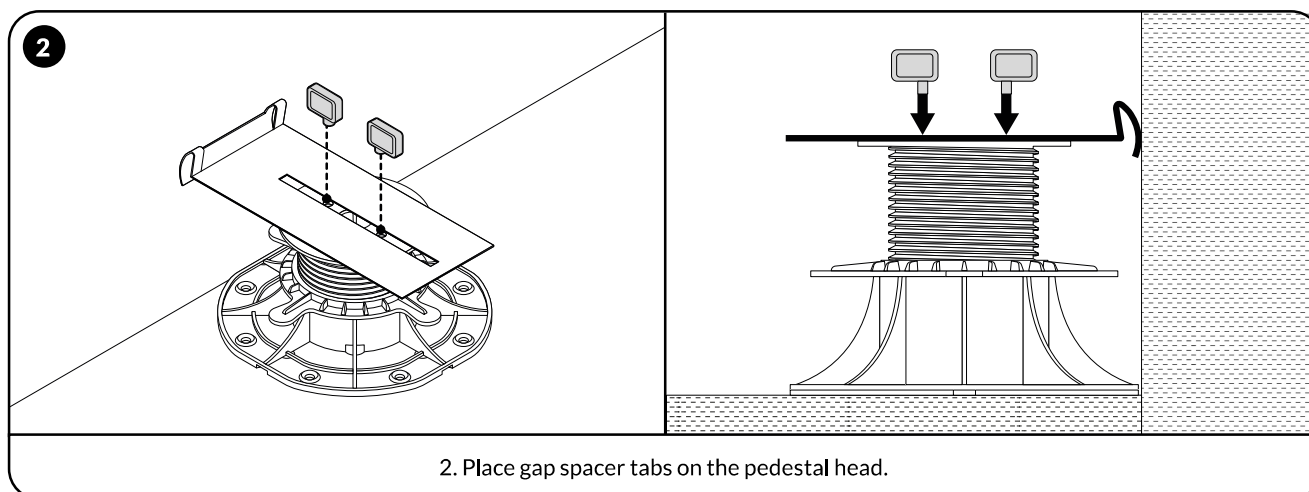
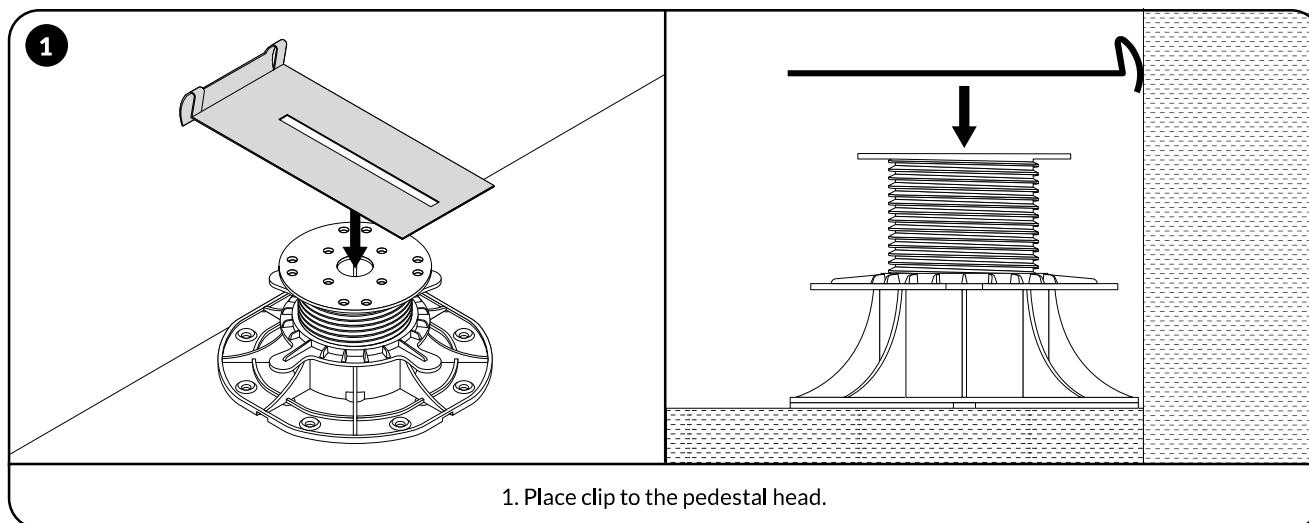
3. Apply the glue. Place upper clip onto pedestal head and cut in the tile. Hook clip on the head as on the drawing.

FACIA BOARD COVERING

FACIA BOARD CLIPS ASSEMBLANCE



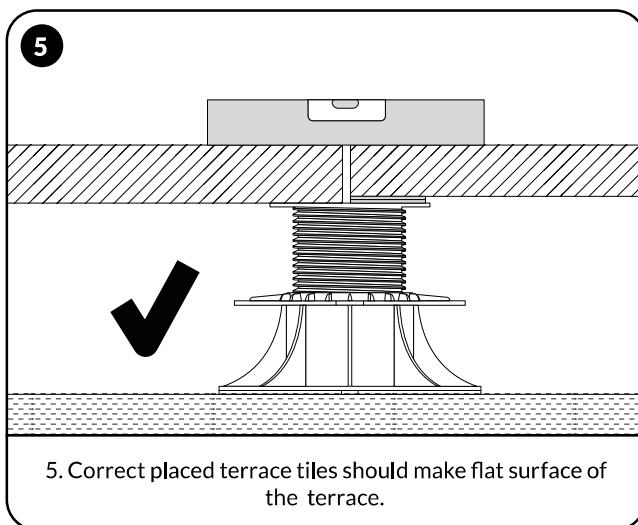
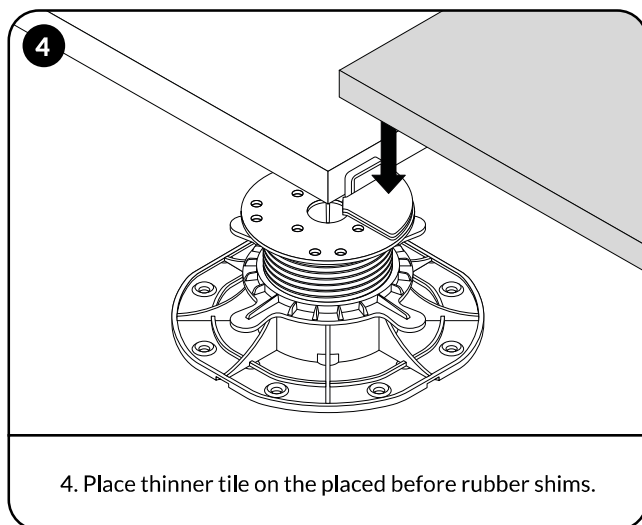
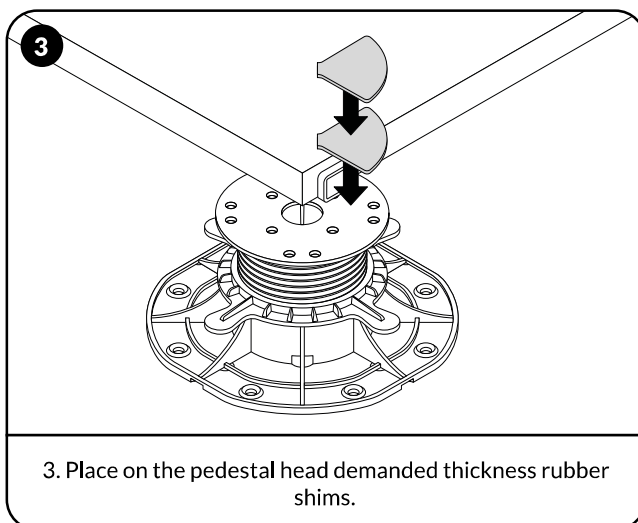
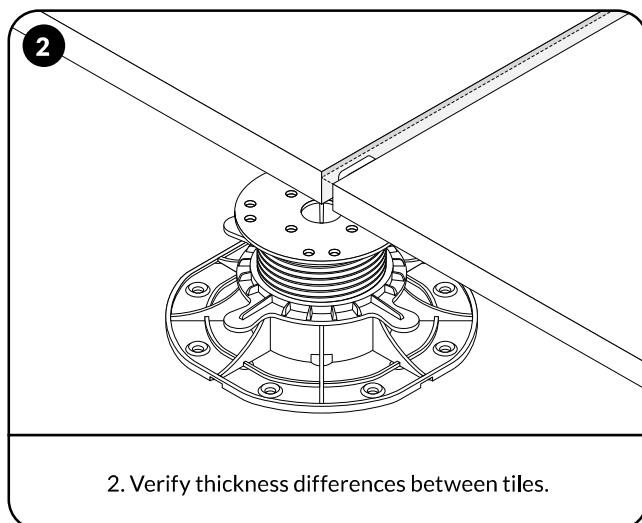
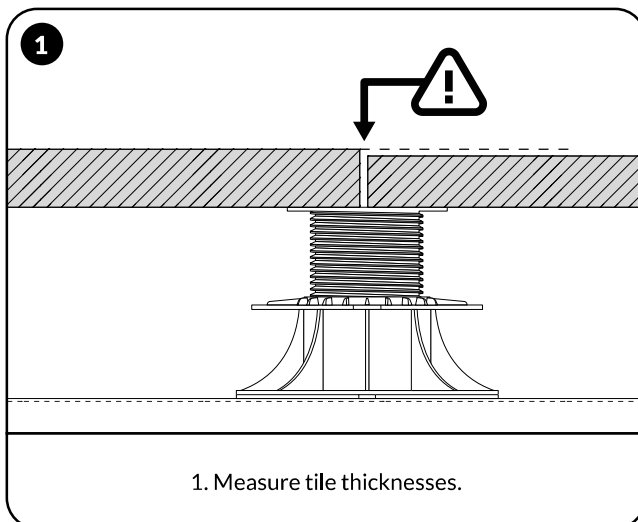
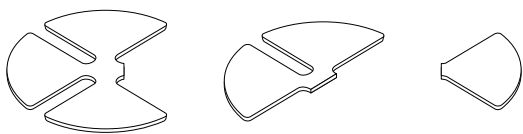
SPACER EDGE CLIP



TILES THICKNESS DIFFERENCE

▼ Rubber shims

Rubber shims are used to reduce thickness differences. In case of tiles thickness differences You need to verify the thicker tile and place rubber shims under the thinner tiles to get the same thickness.



PEDESTALS WEIGHT PERFORMANCE



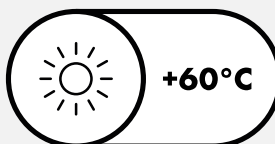
Acceptable weight load

Information on the permissible load on pedestals can be found in the detailed technical specifications - ask your supplier.

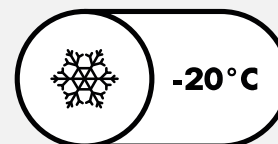


Temperature resistance

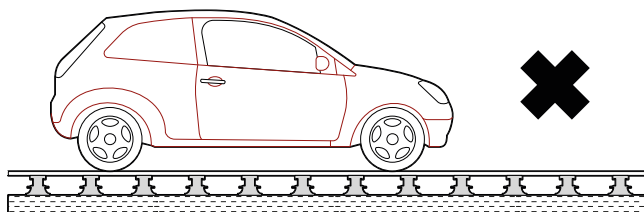
Pedestals keep its usage parametres with temperature range as below:



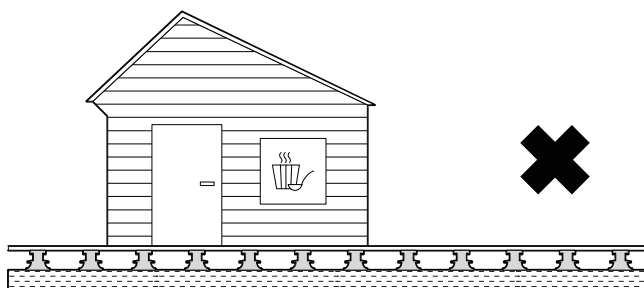
+60°C



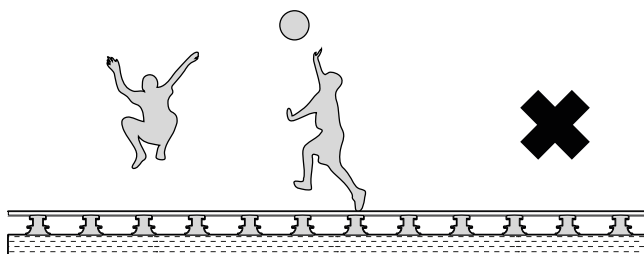
-20°C



◀ | It is forbidden to drive any vehicle on the terrace.



◀ | It is forbidden to place any heavy load object on the terrace.



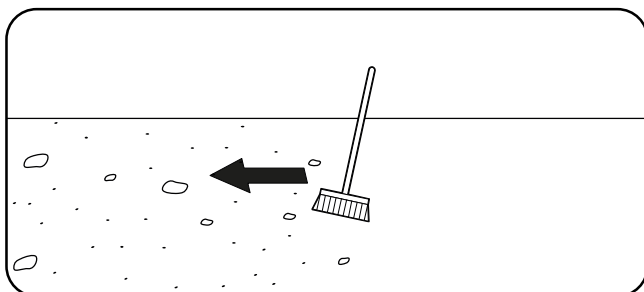
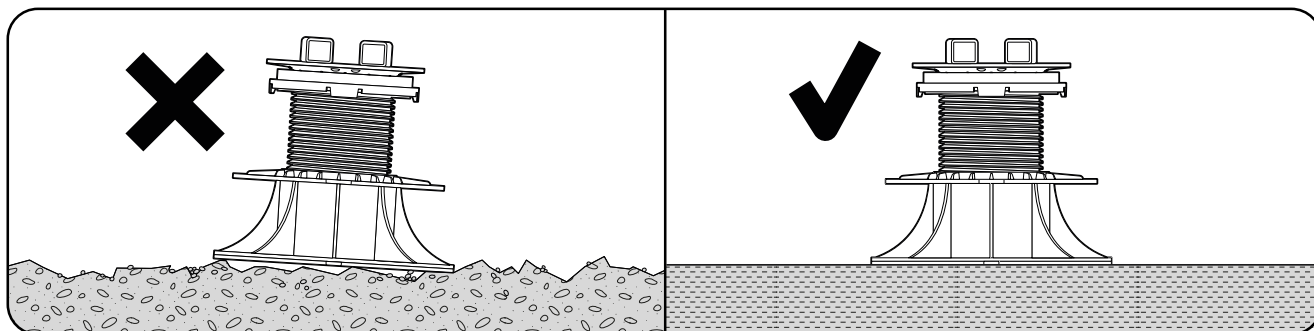
◀ | It is forbidden to jump or dance on the terrace.

IMPORTANT INFORMATION

PEDESTALS BASIS

▼ Flat surface

The foundation on which pedestals are placed must be flat and gives pedestals stability.

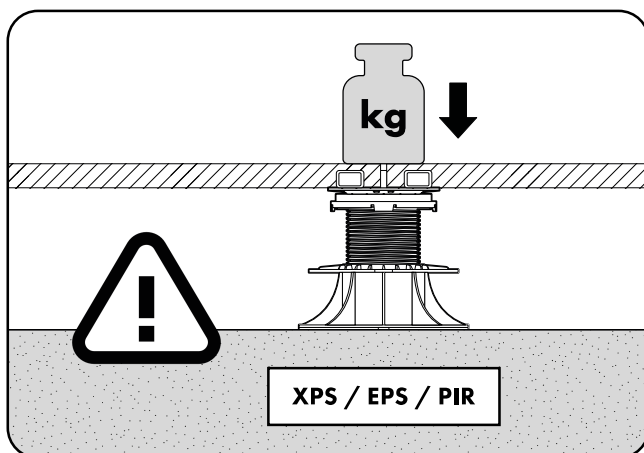


◀ Clean surface

Before placing pedestals. Clean terrace surface from any unwanted elements.

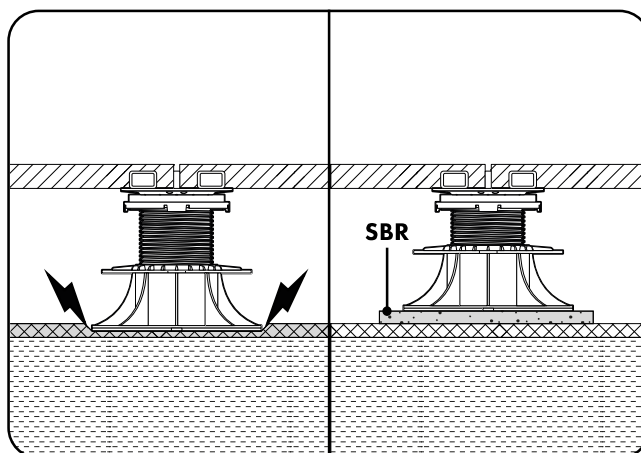
▼ Foundation weight loading

Pedestals can be placed on the expanded polystyrene panels etc. Remember to check foundation weight loading performance. Total area of the pedestal base is 189,5 cm².



▼ Sensitive surface protection

In case of damage of sensitive surface (water membrane etc.) please remember to use SBR Granulate Rubber pad under pedestal base.

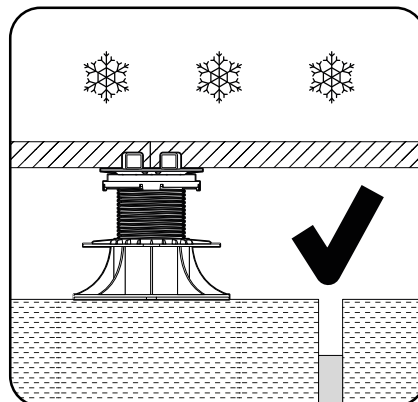
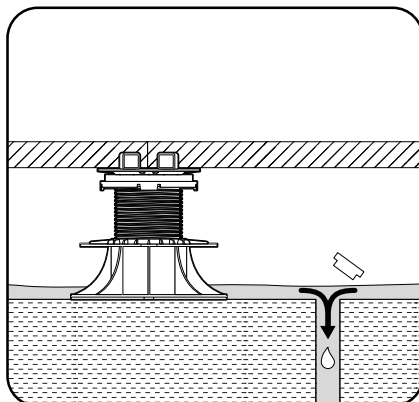
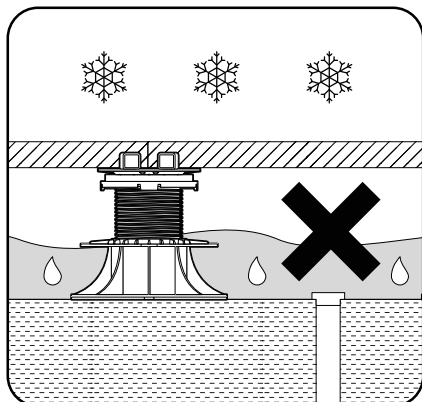


IMPORTANT INFORMATION

WATER

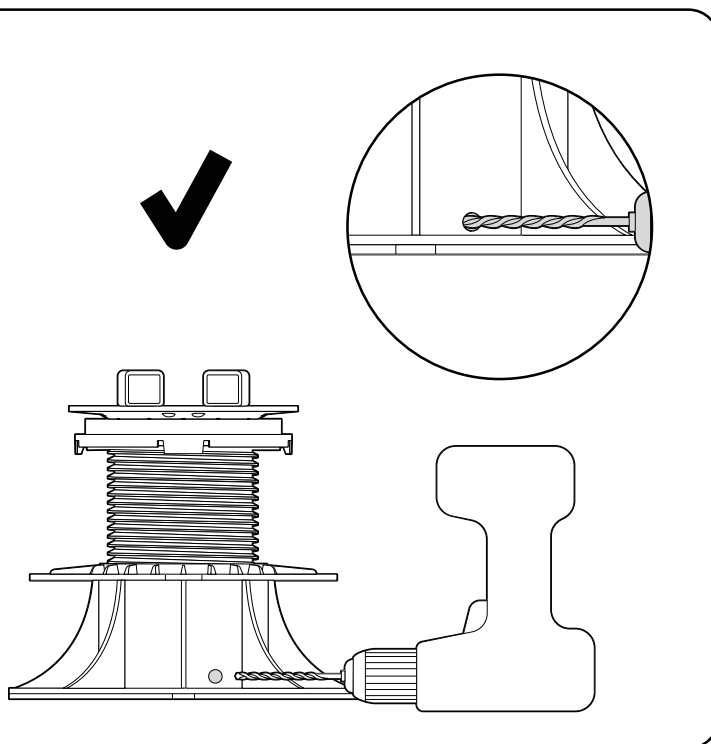
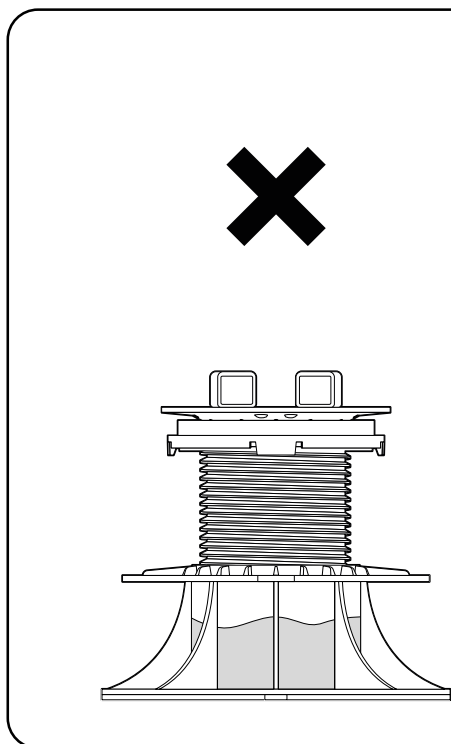
▼ Pedestals under water usage

If pedestals used to stay under water please remember to empty reservoir before freezing weather conditions.



▼ Water inside pedestals

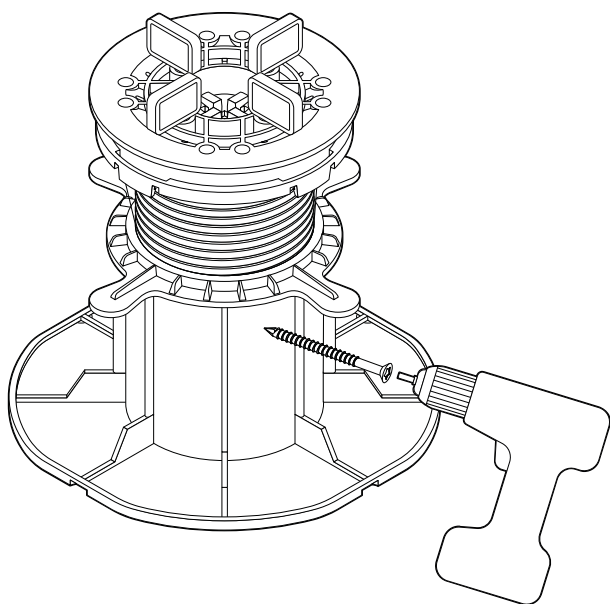
If pedestals placed under water. Please remember to drill a hole in the low part of the pedestal base to allow water go out when emptying reservoir for winter freezing season.



PEDESTALS LOCKING

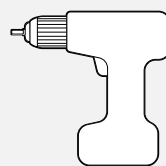
▼ Pedestals blocking

When pedestals height needed to be blocked screw inside the pedestal base and screw ring as on the drawing below



Tools:

First drill the hole and then use screw with screwdriver.



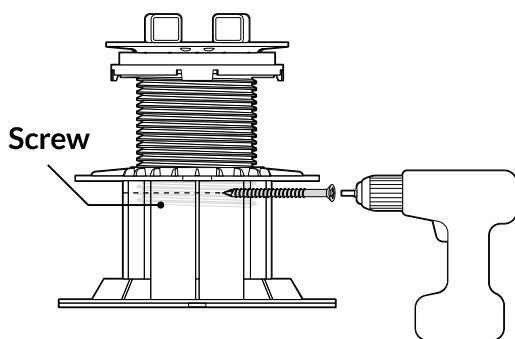
Screwdriver



Screws

▼ Pedestal height lock

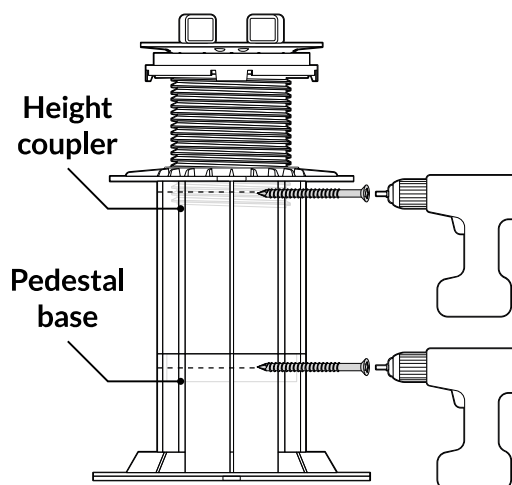
Drill inside the pedestal base, screw ring and screw than drive screw inside to lock pedestal height.



Remember to check if pedestal height is adjusted correctly before locking them.

▼ Pedestal lock with height coupler

For additional caution when lock height of the pedestal with height coupler please remember to screw the pedestal base with height coupler also.

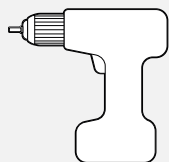


RAWL PLUGGING

▼ Pedestal fixing to the foundation with raw plug

If there is possibility to pedestals change position while mounted it should be fixed to the foundation. Drill hole in terrace foundation and than use raw plug to fix pedestal to basis.
Remember to verify if top layer of the terrace allows to be drilled.

Tools:



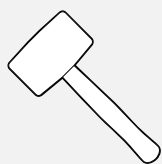
Screwdriver



Screw



Raw plug

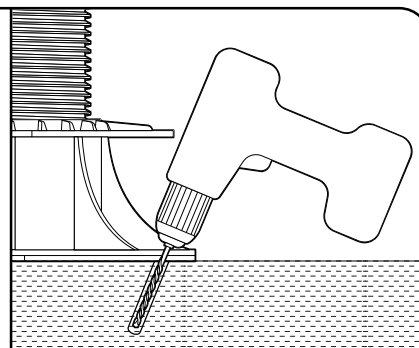
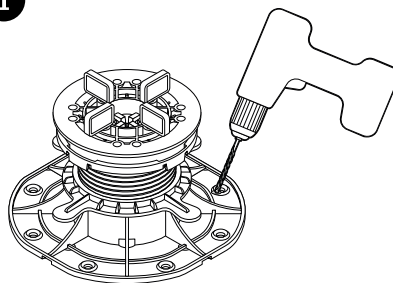


Hammer



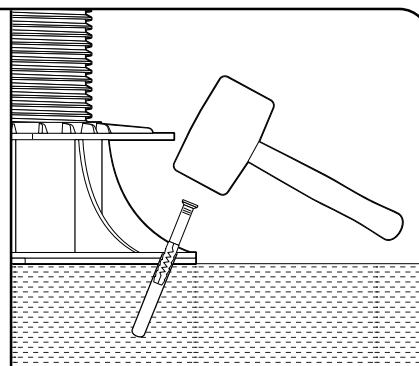
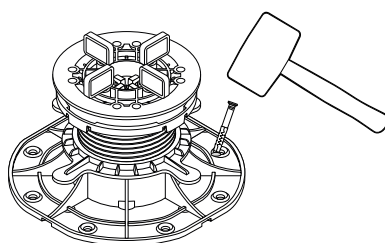
drill bit

1



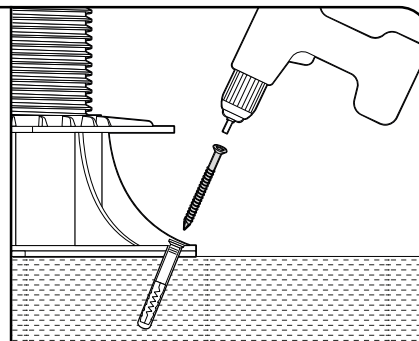
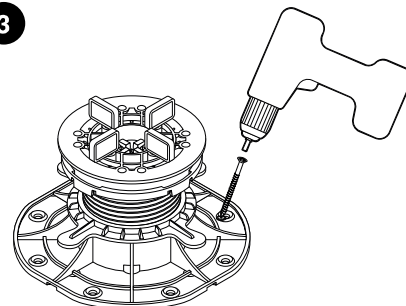
1. Drill hole in foundation with hammer drill. Drill hole with screw driver in pedestal base.

2



2. Hammer raw plug inside the hole.

3



3. Screw inside the rawplug.
Please remember to not screw press too much to avoid pedestal base cracking.

RAWL PLUGGING

▼ Fixing pedestals with glue

In case there is no option to drill hole in terrace foundation You should use glue to fix pedestal to the basis.

Tools:

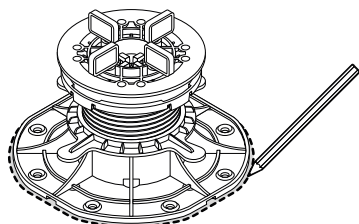


Pencil



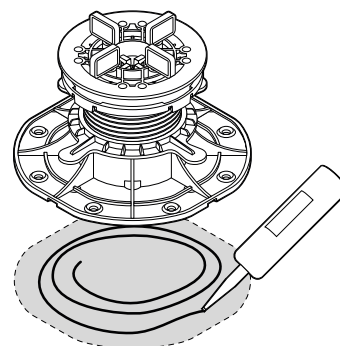
Adhesive glue 2 in 1
(polymer technology)

1



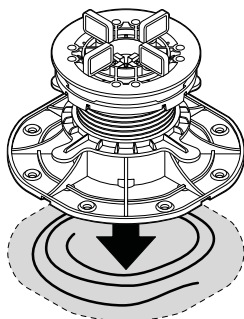
1. Draw around the pedestal position

2



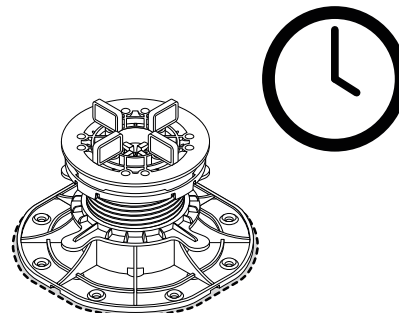
2. Use glue under pedestal.

3



3. Stick pedestal to the glue.

4



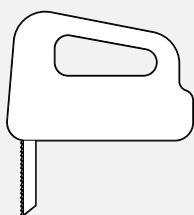
4. Note the time of glue bond.

CUTTING PEDESTALS BASE

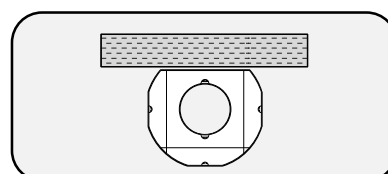
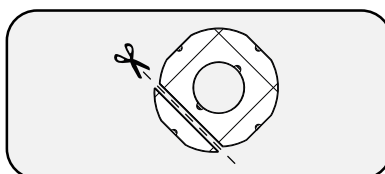
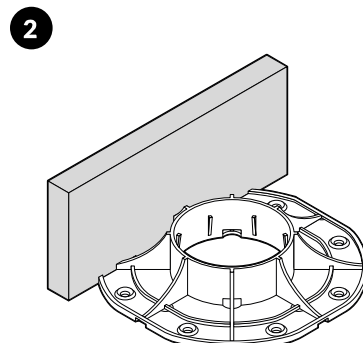
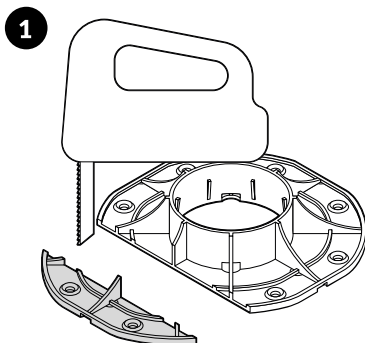
▼ Adjusting pedestal base geometry - along the wall

In case of pedestal must be placed next to wall its base must be cut. Cut demanded geometry with jigsaw or saw. Please note that sharp edge after cutting must be protected with SBR granulate rubber pad.

Tools:

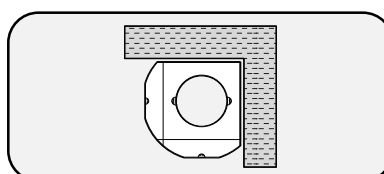
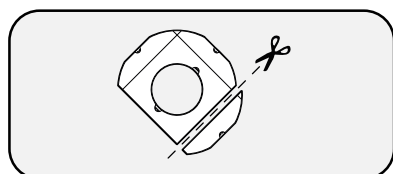
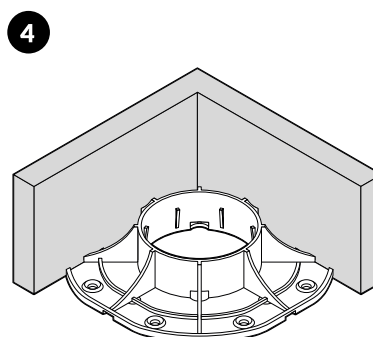
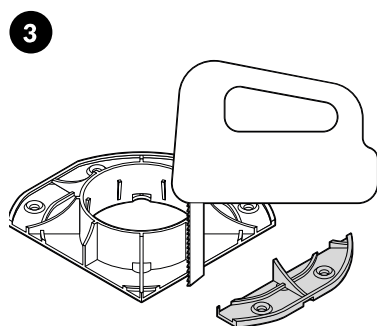


Jigsaw/Saw



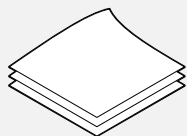
▼ Adjusting pedestal base geometry - corner

Pedestal base geometry must be cut if pedestal must be placed in terrace corner. Please note that sharp edge after cutting must be protected with SBR granulate rubber pad.

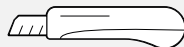


TILES CUTTING

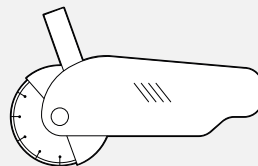
Tools:



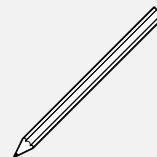
chipboard/carton



knife

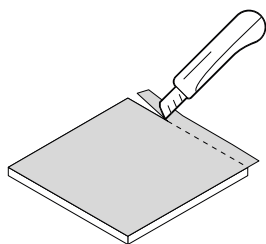


Grinder



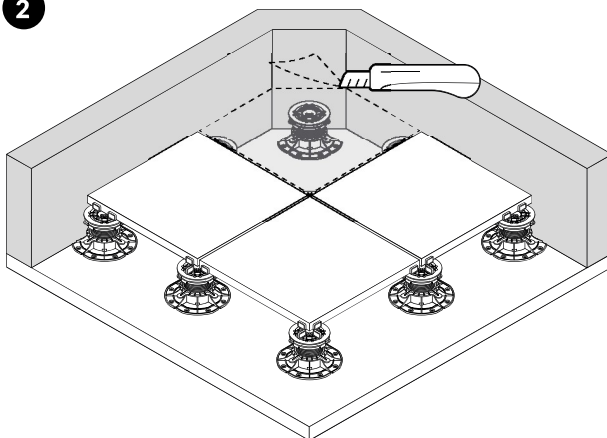
Pencil

1



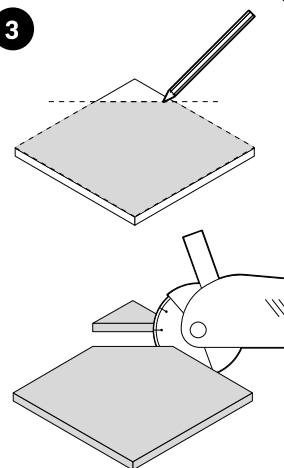
1. Cut the chipboard/
carton size adequate to tile
size

2



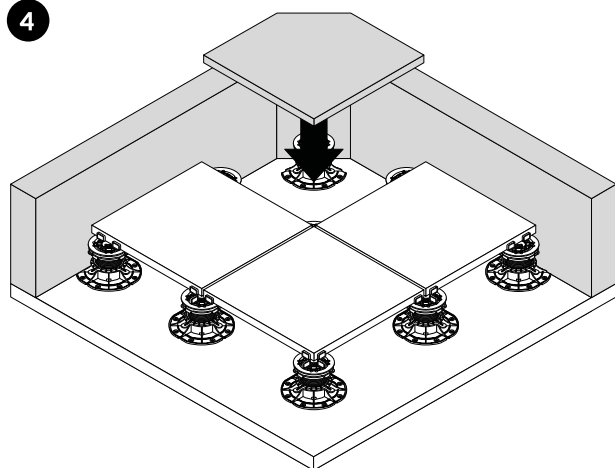
2. Apply chipboard/carton and cut the demandec size of tile

3



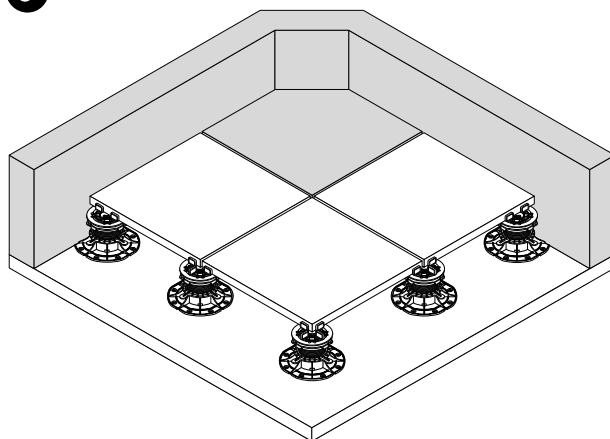
3. Overdraw the model on
the tile and cut.

4



4. Place tile on the pedestal.

5



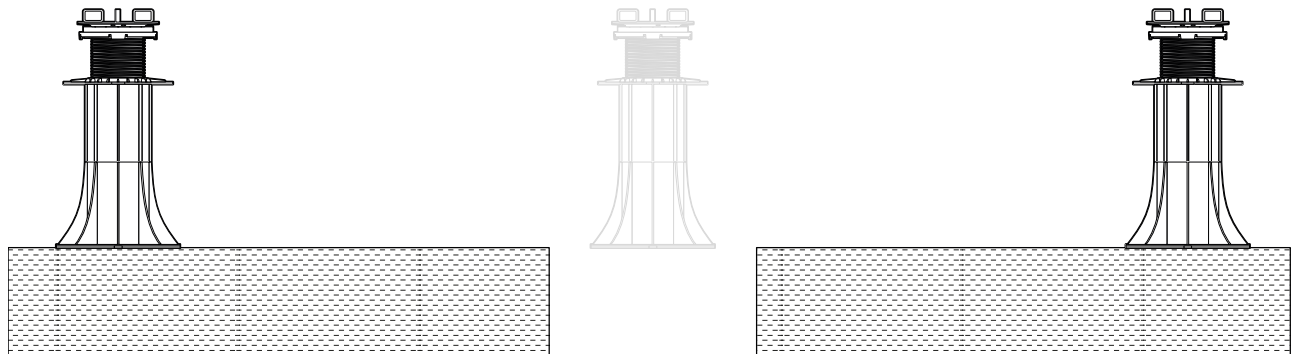
5. Check tile correct stability.

ROOF DRAINING / GAPS

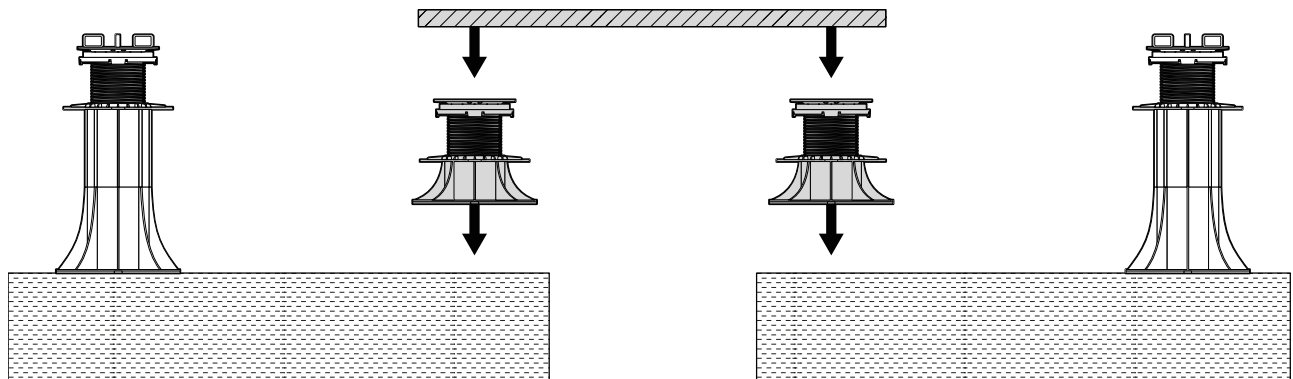
▼ Roof drains and holes

If pedestal placement is in the place of roof drain or hole in the roof please make additional support as on the drawing below.

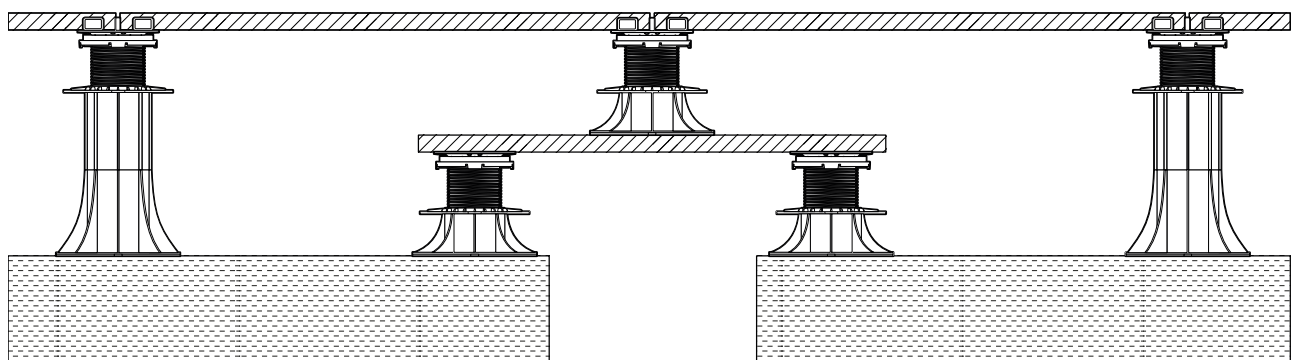
1



2



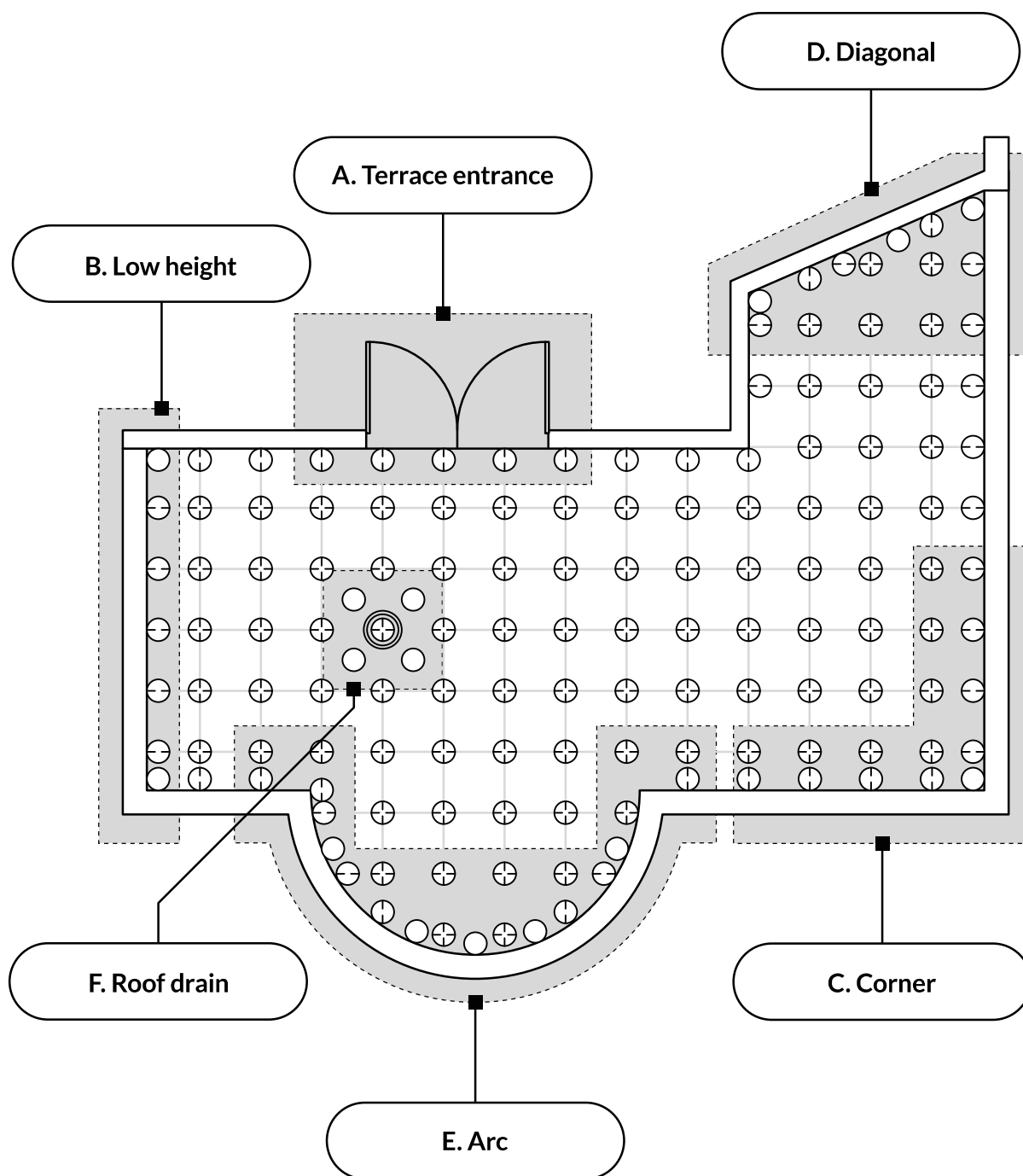
3



APPROPRIATE PEDESTALS PLACEMENT PROJECT

▼ Pedestals placement preparation

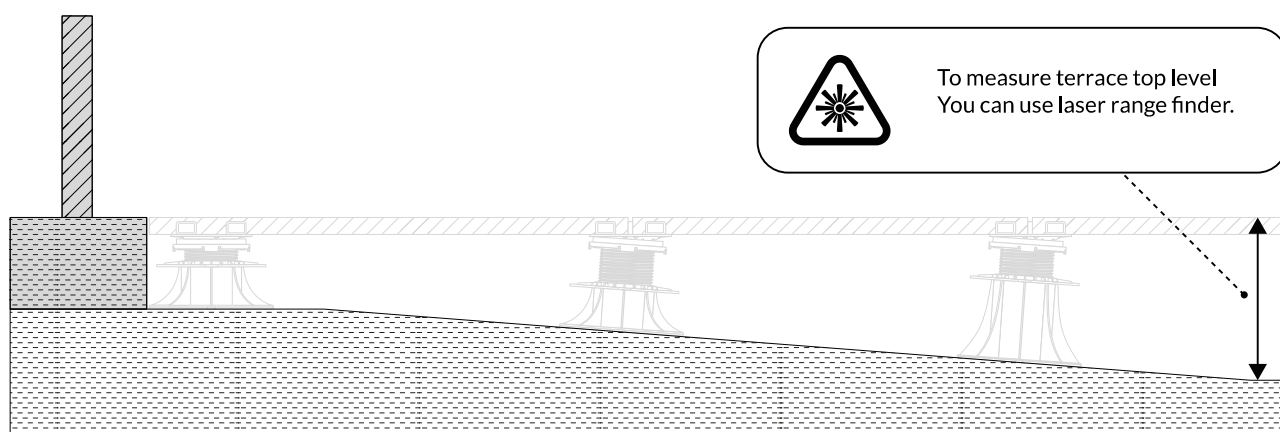
First of all measure best place to start terrace installation. You should avoid unneded tiles cut etc. Draw a plan where pedestals should be placed. Use twin to measure straight lines.



APPROPRIATE PEDESTALS PLACEMENT HEIGHTS

▼ Evaluating height of the terrace level

Correct top level of the terrace is important and decide about all other factors. Before start terrace installation check and set your terrace top level. Please remember to subtract tile thickness to achieve demanded pedestal height. To check terrace level you can use laser range finder.



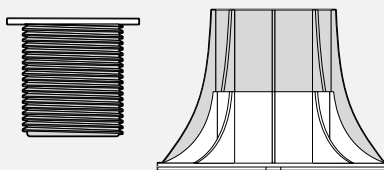
▼ Pedestals height range

When calculating pedestals height remember to see it height working ranges.

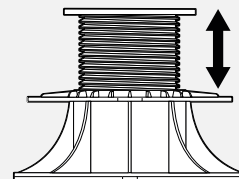
Different fixed heights

4 standard pedestals heights

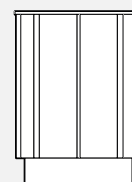
Pedestal height regulation



Fixed support pads stacking



Height couplers



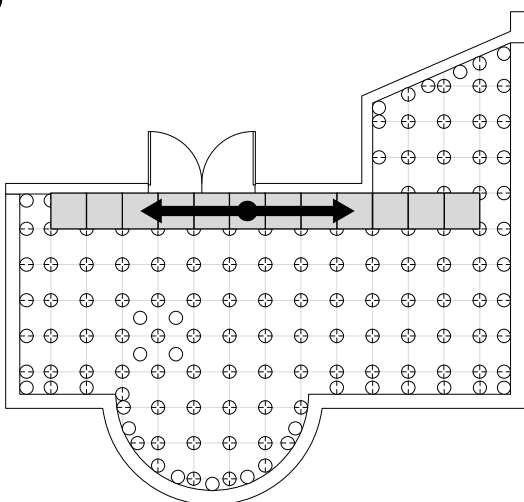
APPROPRIATE PEDESTALS PLACEMENT

START INSTALLATION

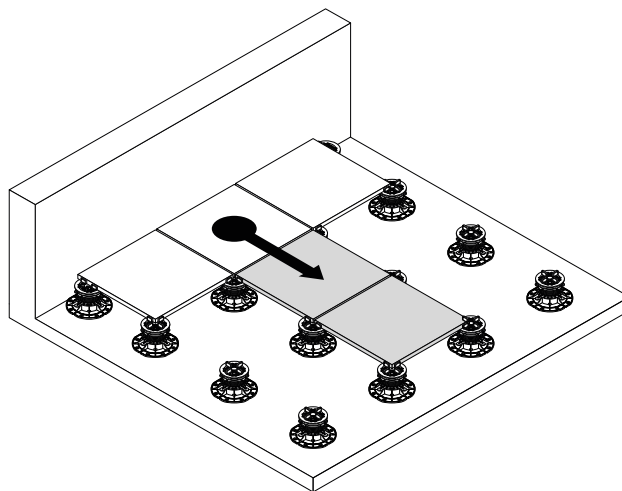
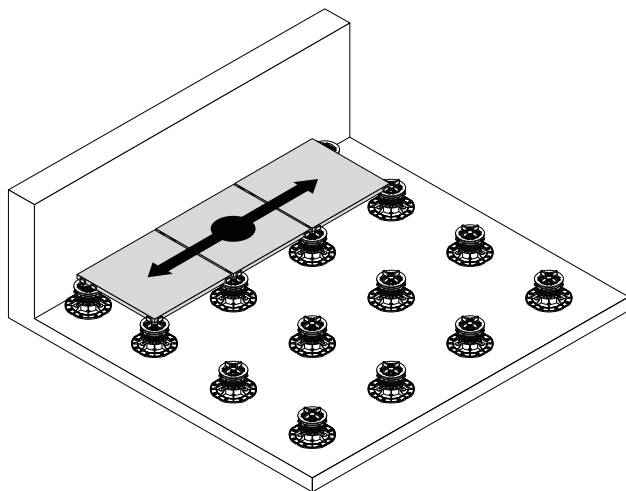
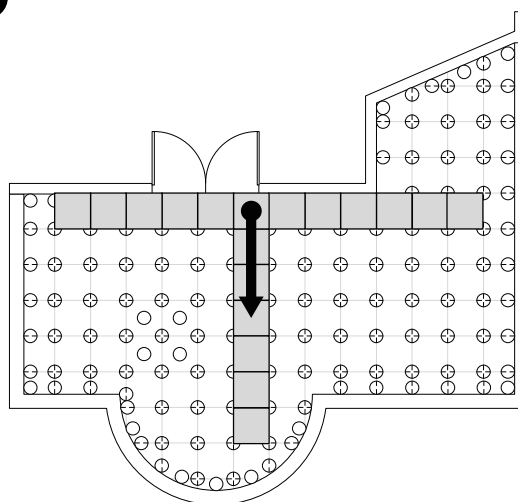
▼ Set start point

First line of the tiles lay along the longest wall if possible. The best is row without cutting tiles need. Next mount perpendicular row in the longest possible line. Next step fill all the terrace with full tiles. In the end fill places where tiles needed to be cut.

1



2

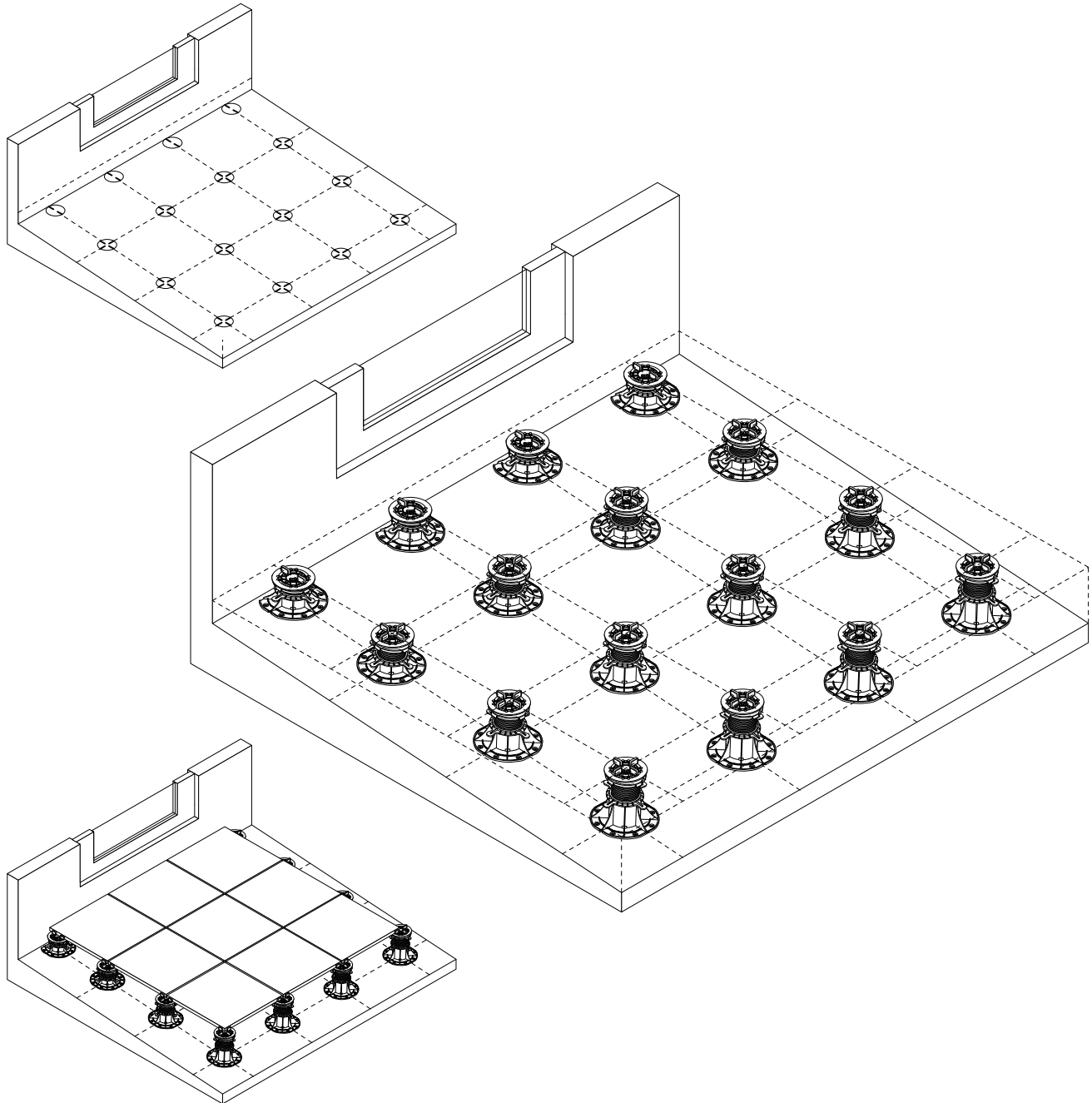


APPROPRIATE PEDESTALS PLACEMENT

A. ENTRANCE ON THE TERRACE

▼ Evaluating height of the terrace level

Terrace entrance is mostly the place where you set final top terrace level. Correct height makes terrace easy and comfortable to enter. We recommend that difference between entrance level and top terrace level should not be higher than normal stair height.

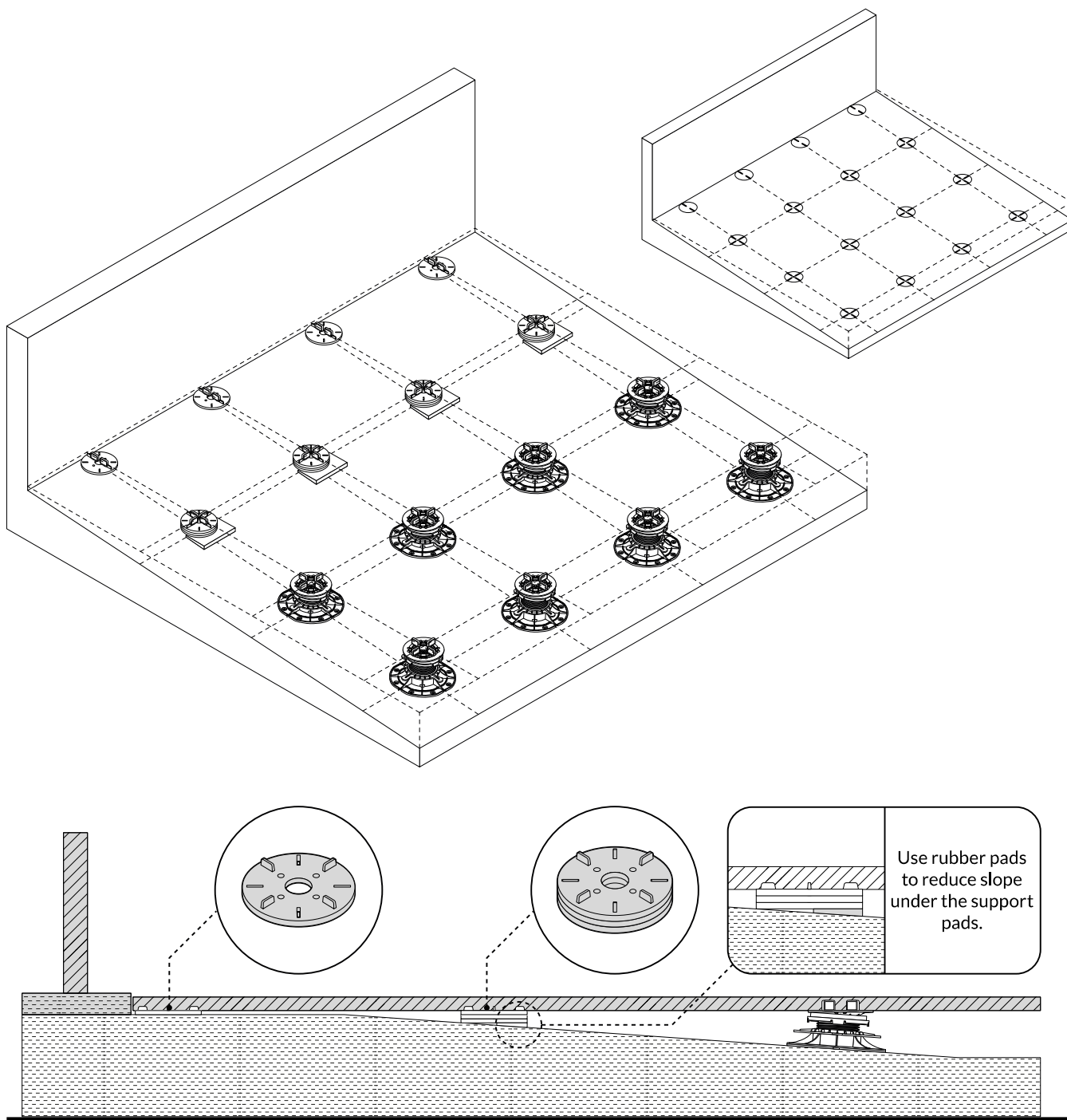


APPROPRIATE PEDESTALS PLACEMENT

B. LOW CAVITY

▼ Low height

Sometimes ventilated terrace needed to start its levelling from zero level. Start terrace levelling from lowest fixed height support 8 mm or universal SBR rubber pads 100x100 mm. We provide it in multiple thickness 3, 5, 8, 10 mm. Remember to use adhesive glue to fix rubber pads and plastic pedestals.

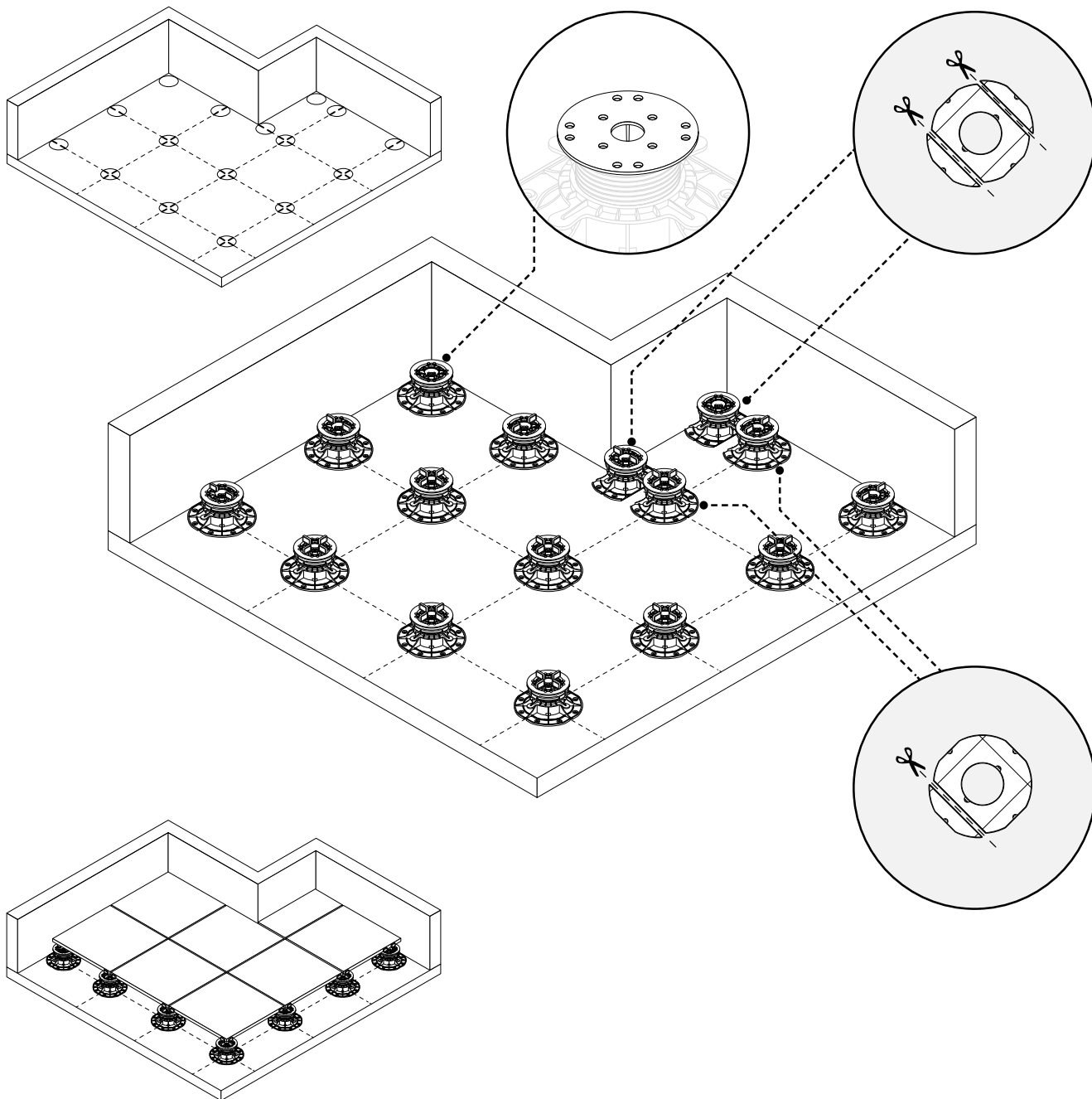


APPROPRIATE PEDESTALS PLACEMENT

C. CORNERS

▼ Pedestals placement in corner

Terrace corners need to use pedestal with base geometry cut. Place pedestal with pedestal cut as shown on the 42 page. If pedestals are too close each other cut base as needed to place pedestal in place.

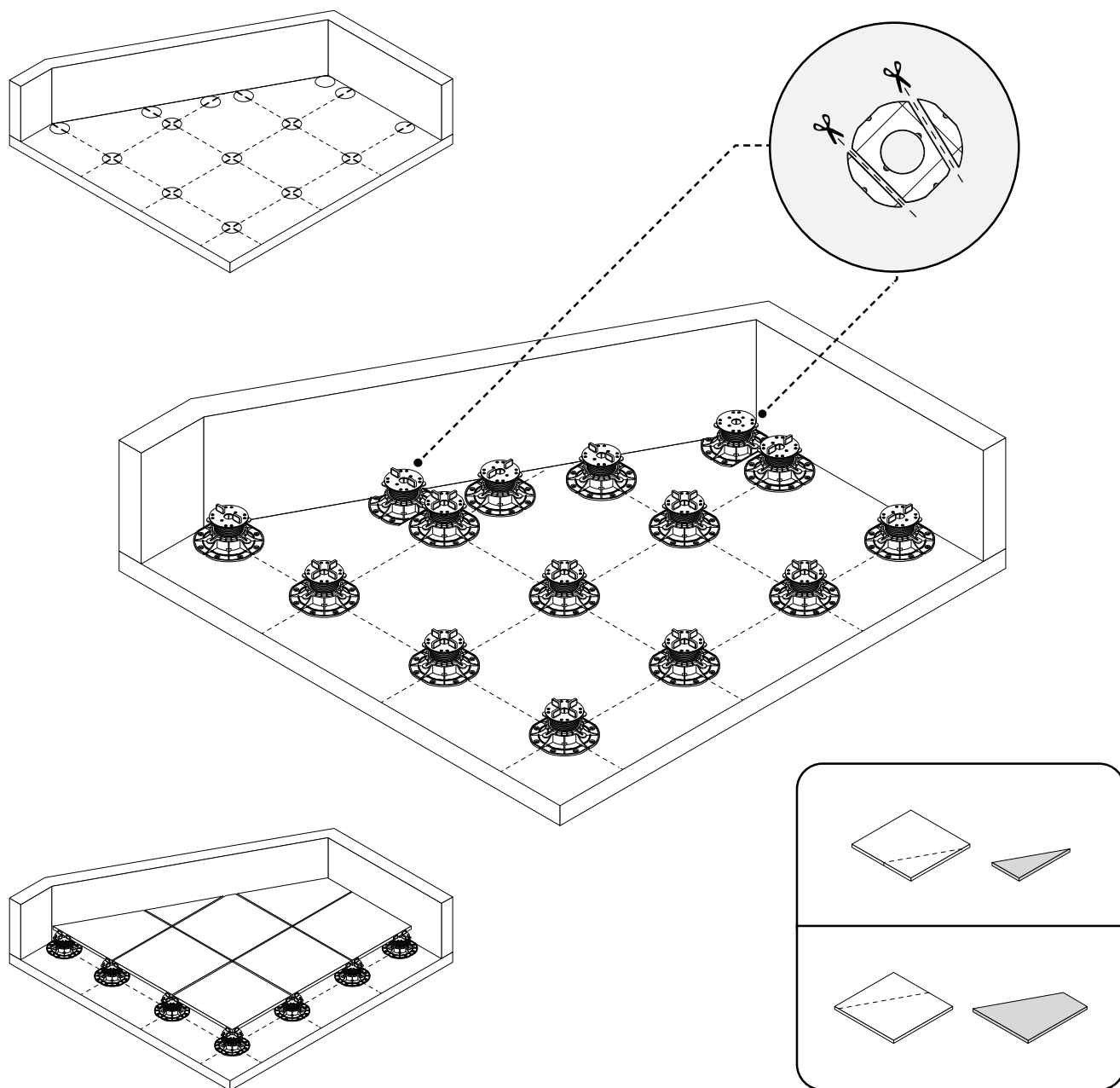


APPROPRIATE PEDESTALS PLACEMENT

D. DIAGONAL

▼ Pedestals condensation and cutting

Diagonal lines on the terrace needed to cut terrace tiles in trapeze / triangle. Pedestals in this place are placed customizably. The small cuts should be avoided. You can do it by measuring the tiles cut size before terrace installation.

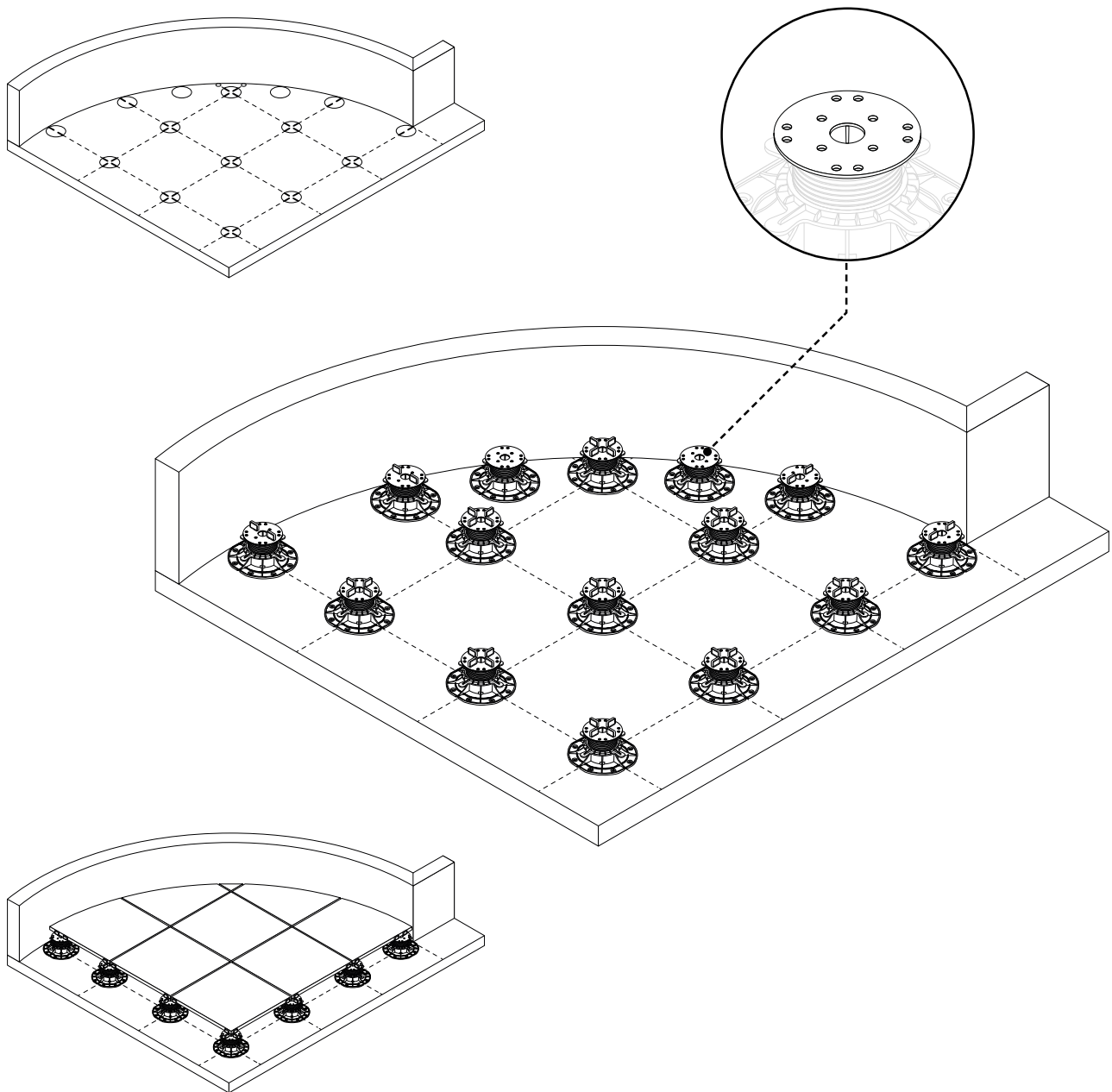


APPROPRIATE PEDESTALS PLACEMENT

E. ARC

▼ Cutting pedestals and tiles

Each terrace has its unique geometry. Often terraces has arc outer wall. In this case pedestals placement will be customized and cutting tiles will need high accuracy. The small cuts should be avoided. You can do it by measuring the tiles cut size before terrace installation.

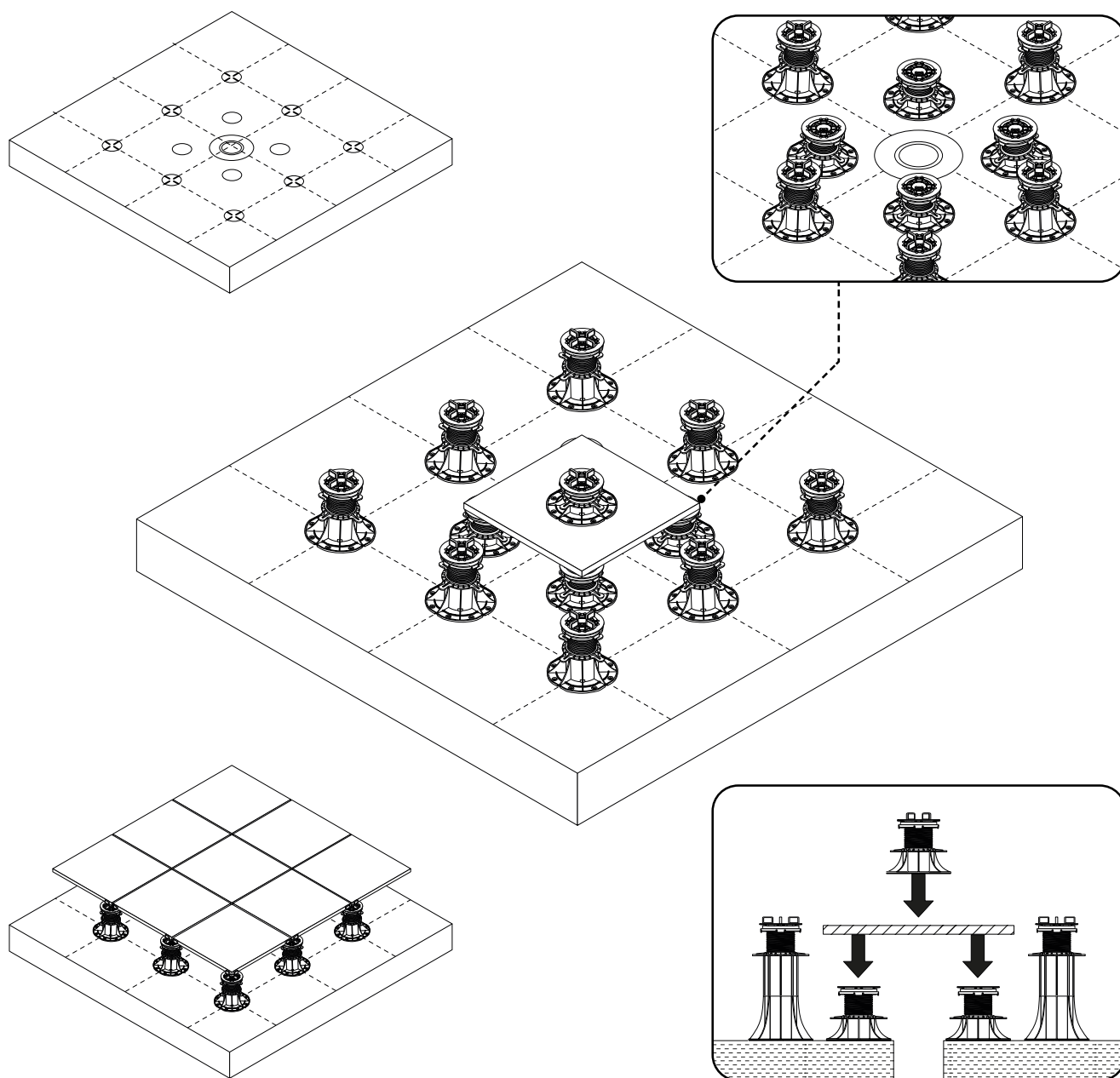


APPROPRIATE PEDESTALS PLACEMENT

F. ROOF DRAIN

▼ Assembling additional support

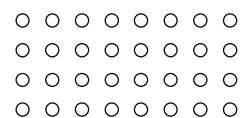
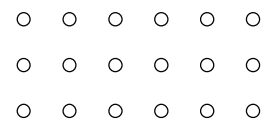
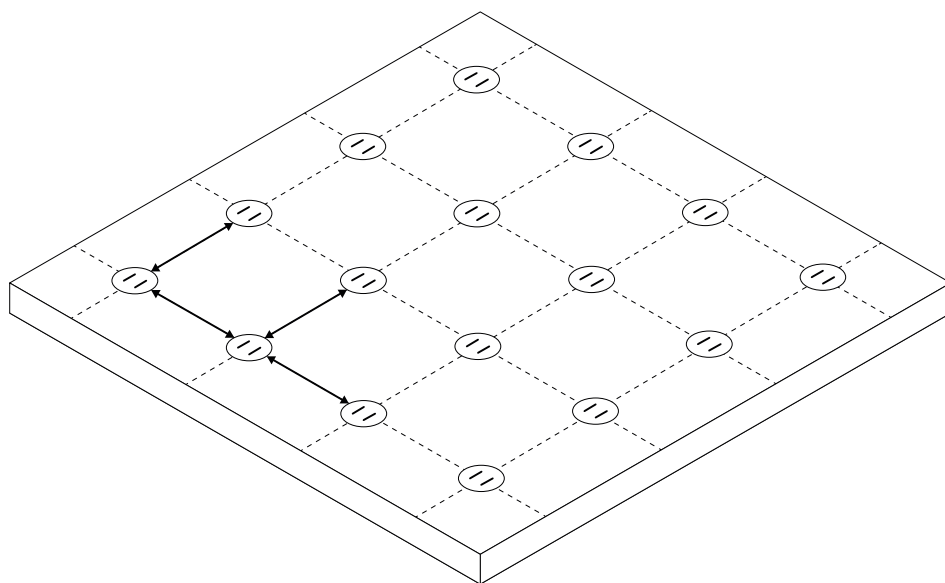
Sometimes pedestal placement is on the roof drain or hole. In this case You cannot place pedestal in this place. Below drawing shows how to make additional support in this case to avoid this limitation.



JOISTS INSTALLATION

▼ 1. Joist arrangement

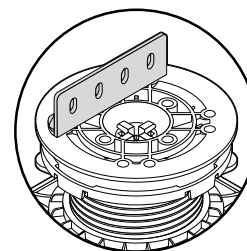
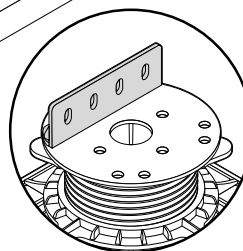
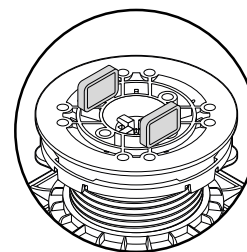
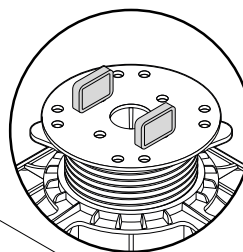
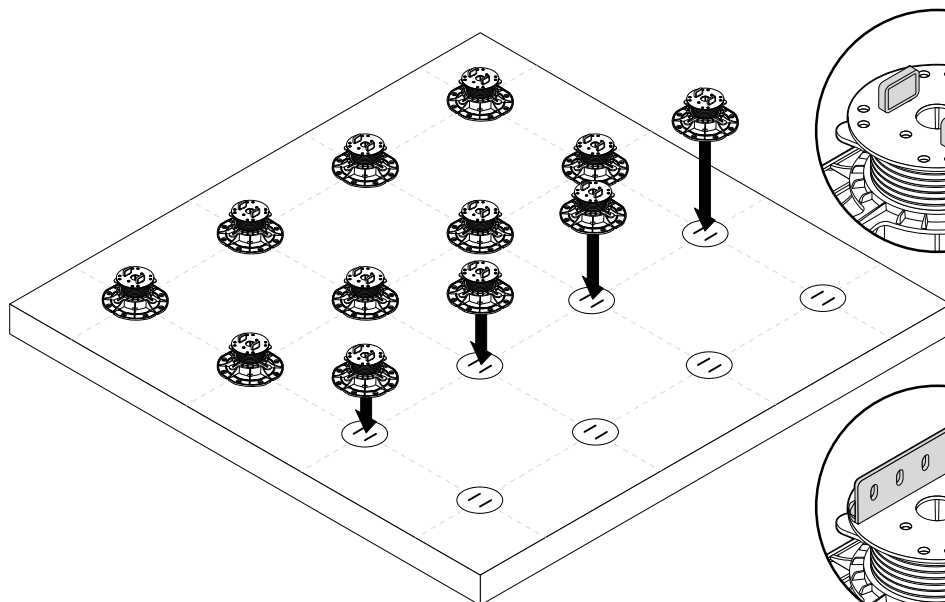
Make a drawing of pedestals placement and joist arrangement. Note that distance between pedestals should not exceed more than ~50 cm. Specific dimension depend on cross section size and material of the joist and total terrace weight.



More pedestals use when You have thin joist made of soft material and terrace foundation is made of sensitive material. Fewer pedestal You can use when joist cross section is big and its made of hard material.

▼ 2. Pedestals placement

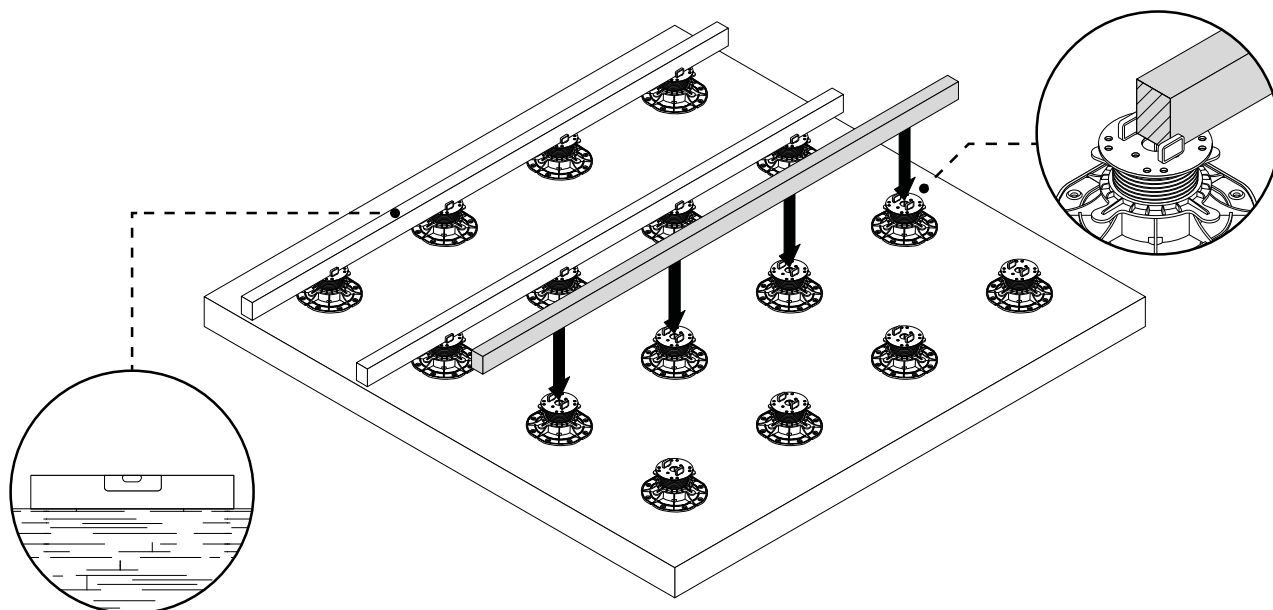
Prepare pedestals with gap spacer placed on head diagonally (drawing below) or joist adapter. Place pedestals in correct position. Level pedestals to demanded level. Place on the top of the pedestals terrace joist.



JOISTS INSTALLATION

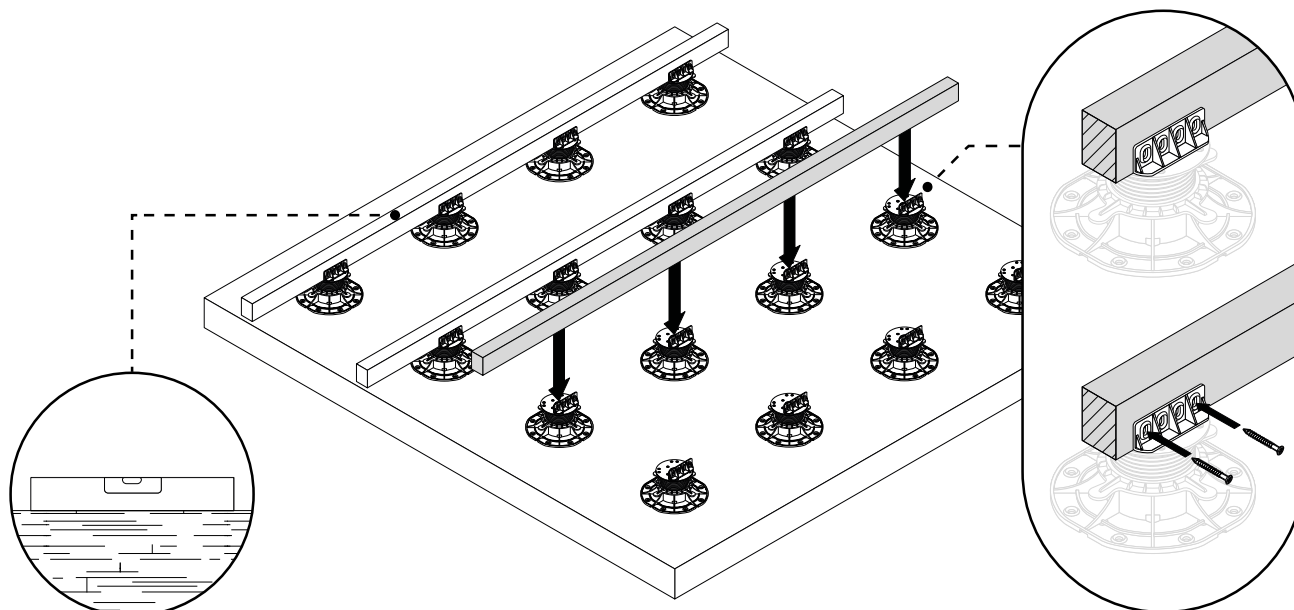
▼ 3A. Joists leveling - gap spacer version

Place joists on the top of the pedestals. By turning screw ring adjust pedestal height to demanded level.



▼ 3B. Joists leveling - joist adapter version

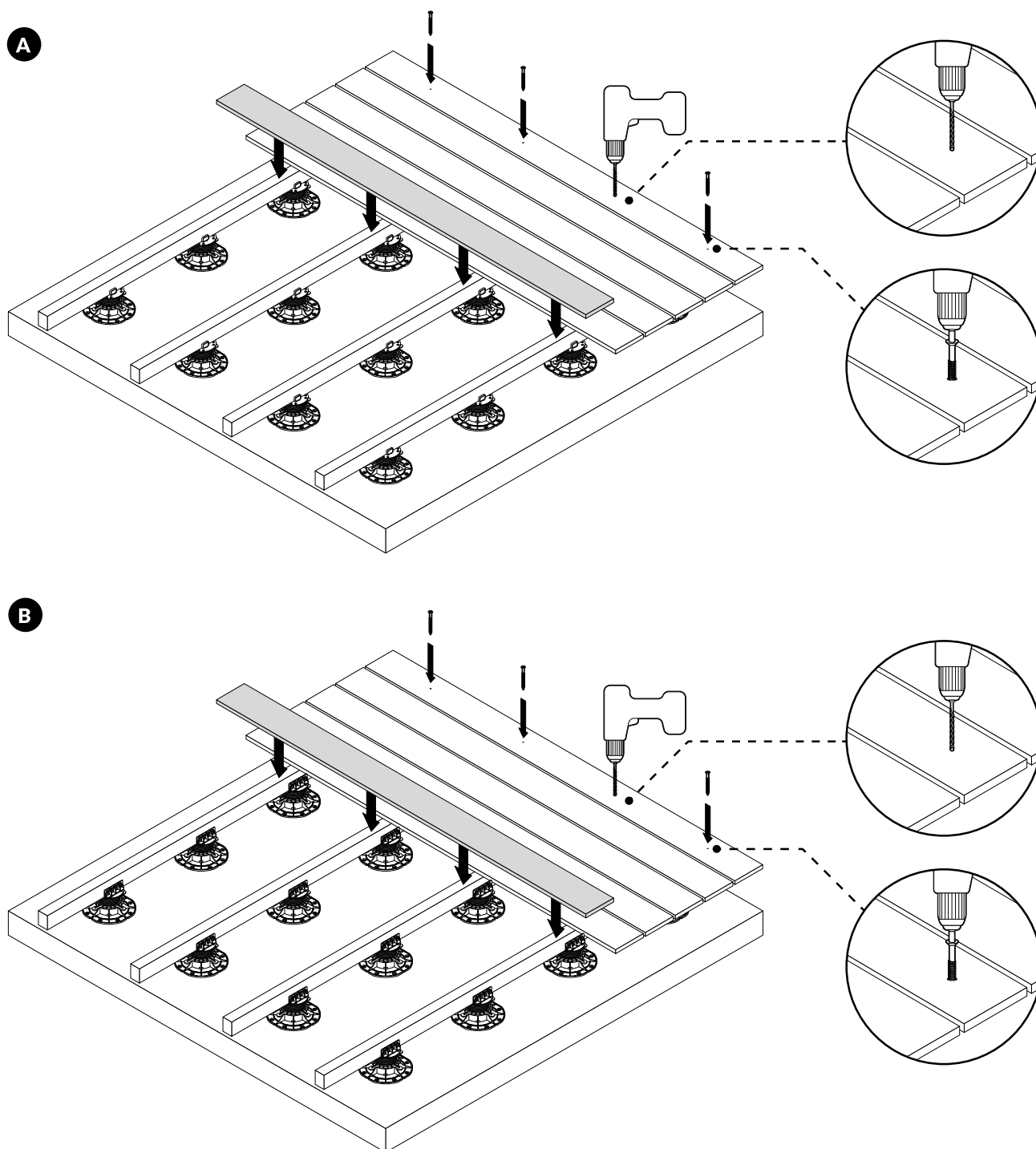
Place joists on the top of the pedestals. By turning screw ring adjust pedestal height to demanded level. Use screws to fasten the joist to the adapter.



JOISTS INSTALLATION

▼ 4. Decking planks installation

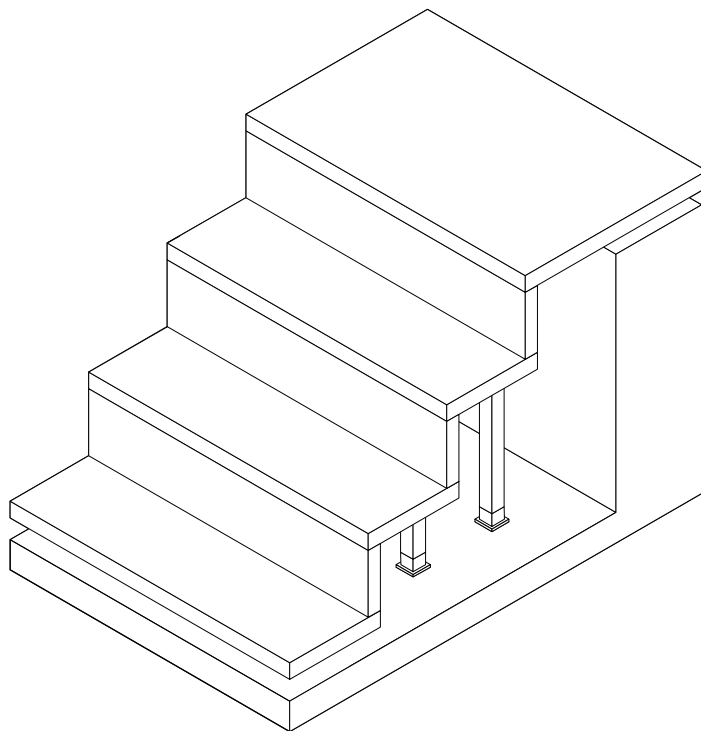
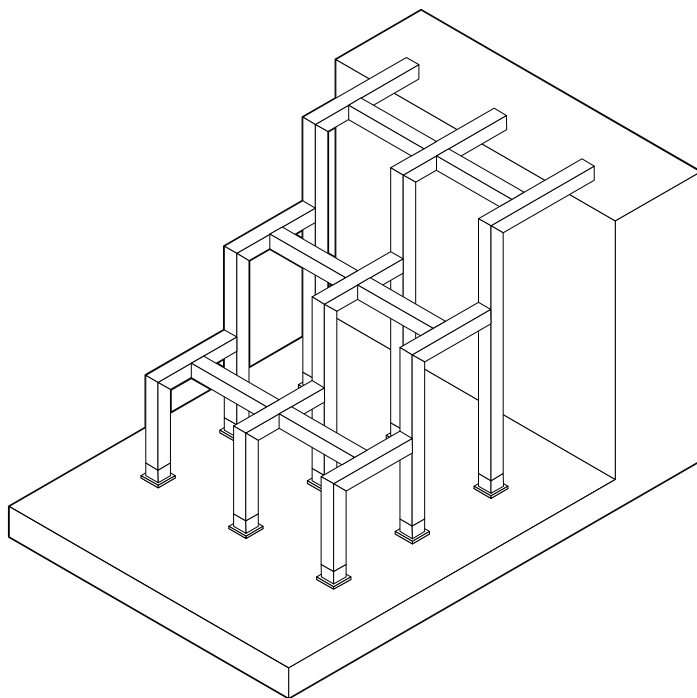
Mount decking planks on the levelled joists.



STAIRS INSTALLATION

▼ Stairs

Creating stairs need to make a steel / aluminium substructure.



WARRANTY

Within the scope of this Warranty, SOLVER-SYSTEMS assures the Buyer that the Product to which this Warranty Card is issued is of good quality. The Warranty on SOLVER ADJUSTABLE TERRACE PEDESTALS (hereinafter referred to as „SOLVER PEDESTALS” or „Product”) shall be given on the basis of art. 577 of the Civil Code and under the conditions described below. This Warranty is valid only with proof of purchase. The terms and conditions of this Warranty which are valid on the date of release of the Product to the Buyer shall apply.

1. DEFINITIONS

- a. Guarantor - SOLVER-SYSTEMS, entered into the Register of Entrepreneurs of the District Court for Gdańsk-Północ in Gdańsk, VII Commercial Division of the National Court Register under number KRS 0000241286, REGON: 19118644, NIP: 584-11-83-361, (hereinafter referred to as „SOLVER-SYSTEMS” or the „Guarantor”).
- b. Warranty Card - a document issued by the Guarantor along with the Product, which confirms that the Warranty on the Product was issued by SOLVER-SYSTEMS. The Warranty Card is an integral part of the Warranty on SOLVER-SYSTEMS products.
- c. Warranty - the terms and conditions of SOLVER-SYSTEMS’s warranty responsibility for the Product, constituting an integral part of the Warranty Card.
- d. The entitled party under the Warranty on SOLVER PEDESTALS – a Buyer who purchased a SOLVER PEDESTALS Product covered by the Warranty (hereinafter referred to as the „Buyer”).
- e. Product under Warranty - SOLVER PEDESTALS product specified in detail in point 2 of this Warranty, subject to the terms and conditions of this Warranty.
- f. Proof of sales: a VAT invoice confirming the purchase of a SOLVER PEDESTALS Product by the Buyer.
- g. Date of purchase: date of issue of the proof of sales by SOLVER-SYSTEMS.

2. PRODUCT UNDER WARRANTY

Product under Warranty - SOLVER ADJUSTABLE TERRACE PEDESTALS for which the Buyer was given the Warranty Card.

3. SCOPE OF THE WARRANTY

- a. The Guarantor shall grant the Warranty on the Product specified in point 2 of this Warranty, which can be found on the invoice, being proof of sale of the Product to the Buyer.
- b. The Warranty on the Product shall be granted by SOLVER-SYSTEMS, provided that the Buyer pays the invoice issued for the Product in a timely manner.
- c. The Warranty is valid only with proof of purchase.
- d. Guarantor guarantees that the products SOLVER PEDESTALS purchased by the Buyer, installed (if their installation has not been made by Guarantor) and used in accordance with the construction (ie. The Regulation on technical conditions to be met by buildings and their location, Construction Law and the relevant reference Standards), during the period granted to the Guarantee maintain their properties utility, as described in the Technical Specifications of the product and the Declaration of Performance.
- e. the quality guarantee covers only defects which occurred in the Product as a result of reasons existing at the time of its release, which are not expressly excluded according to the contents of this Warranty or in any other document issued by SOLVER-SYSTEMS.
- f. The Warranty is granted for all buyers of the Products who have their registered seats or permanent places of residence in the European Community, provided that the Product has been sent to and used only in countries belonging to the European Community.
- g. The warranty does not cover defects arising Goods for reasons beyond the SOLVER-SYSTEMS. The guarantee, in particular, does not cover defects of the Goods:
 - Occurring during its improper transport or improper storage by the Buyer or third parties (if transportation, storage was not done by the Guarantor)
 - Resulting assembly (if it was not made by the Guarantor) or use / use of the Goods not in accordance with art construction and / or reference Standards,
 - Resulting from improper preparation of the assembly process of the Goods (if it was not made by the Guarantor)
 - Arising from structural defects buildings, in which the assembly has been Goods,
 - Arising from building design solutions, resulting in deformation of the Goods exceeding its parameters as defined in the Technical Specification,
 - Arising after the release of the Goods, as a result of the Buyer or third parties (if assembly, transportation has not been done by Guarantor)
 - resulted from mechanical, chemical, and/or thermal damage to the Product,
 - resulted from natural disasters or any other force majeure.
- h. This Warranty does not cover parts which are subject to natural wear and tear due to normal use of the Product.
- i. This Warranty excludes in full the statutory warranty under the Civil Code for the purchased Product.
- j. Notwithstanding the rights resulting from the Warranty, SOLVER-SYSTEMS does not assume any other liability in respect of defects of the Product or improper performance of the sales agreement, in particular liability for damages in any respect, (subject to the wording of Art. 473 of Civil Code and art. 4499 of Civil Code). The receipt of the Warranty Card signed by SOLVER-SYSTEMS is tantamount to a waiver by the Buyer in relation to SOLVER-SYSTEMS of any other claim for damages on account of defects of the Product.

4. WARRANTY PERIOD

- a. Unless stated otherwise in a sales document, the Warranty Period is determined by the contents of the Warranty Card issued by SOLVER-SYSTEMS with the Product for the Buyer.
- b. The Warranty Period commences on the date of purchase, which is determined by the proof of purchase, and ends on the last day of the Warranty period.

5. RIGHTS UNDER THE WARRANTY

- a. The Buyer's rights under the Warranty can be exercised only upon presentation by them to SOLVER-SYSTEMS of the Warranty Card signed and sealed by SOLVER-SYSTEMS along with proof of purchase. The absence of any of these documents makes it impossible for the Buyer to lodge an effective complaint claim.
- b. If SOLVER-SYSTEMS releases the Product to the Buyer without the Warranty Card or with an unsigned Warranty Card, the Buyer is required to ask SOLVER-SYSTEMS for the issue of the Warranty Card or signature within 45 days. Failure to submit such a request to SOLVER-SYSTEMS by the Buyer within 45 days from the date of release of the Product shall result in failure to grant the Warranty on the Product by SOLVER-SYSTEMS.
- c. The Buyer may submit to SOLVER-SYSTEMS the notification referred to in paragraph 5.b. of this Warranty only if full payment for the Product has been made within the period of time specified on the VAT invoice issued by SOLVER-SYSTEMS for the Product.
- d. If the situation referred to in paragraph 5.b. occurs, the Buyer is obliged to send SOLVER-SYSTEMS a written request to sign or issue the Warranty Card, or to notify SOLVER-SYSTEMS by e-mail (email address: sales@solver-systems.com) and/or by fax (fax: +48 58 511 04 32) of this fact.
- e. If the Buyer submits a request to issue a proper Warranty Card within 45 days from the date of release of the Product, subject to point 5.c, SOLVER-SYSTEMS undertakes to deliver the Warranty Card within 7 days from the date of submission of such a request by the Buyer. If the Warranty Card is sent by the Polish postal service (referred to in Art. 178 paragraph 1 of the Act of 23.11.2012, Postal Law, Journal. Laws of 2012, item 1529) the date of the postmark shall be used to assess compliance with the 7-day time limit.

6. COMPLAINTS

- a. An effective complaint may be lodged only by a Buyer who presents a complaint with a detailed description of: the fault/defect, the type of Product, the day of its purchase and installation, the day of detection of the fault/defects, photographs of the fault/defect, and a Warranty Card signed by SOLVER-SYSTEMS, together with proof of purchase of the Product.
- b. The complaint shall be sent to the address of the registered seat of the Guarantor in writing or by e-mail to the above-mentioned addresses, along with attached documents referred to in paragraph 6.a. of this Warranty.
- c. The complaint must be sent to the address of SOLVER-SYSTEMS immediately upon detection of a defect in the Product. When it comes to defects which were visible to the naked eye at the time of receipt of the Product by the Buyer, the term "immediately" means a period no greater than 3 working days, whereas as for defects that became apparent in the Product after the date of its receipt this period shall be no greater than 7 working days. Failure to notify SOLVER-SYSTEMS of a fault/defect in the Product within the time limit specified in the preceding sentence shall contribute to the termination of the rights resulting from the Warranty as regards the defect.
- d. The complaint must be lodged within the period of time specified in section 6.c and sent to SOLVER-SYSTEMS in a complete written form with a set of required and properly issued documentation as referred to in paragraph 6.a. of this Warranty.
- e. A Buyer who lodges a complaint is required to make it possible for SOLVER-SYSTEMS to carry out an inspection of the Product at the place of its installation or storage, to prepare a technical expert's opinion on the Product, and to collect the necessary number of samples of the Product for tests. These will allow SOLVER-SYSTEMS to verify the validity of the Buyer's complaint.
- f. If the Buyer lodges a complaint in a correct manner and SOLVER-SYSTEMS confirms the existence of a fault/defect covered by the Warranty, SOLVER-SYSTEMS undertakes to deliver a Product free from defects.
- g. SOLVER-SYSTEMS shall inform the Buyer about its decision as to the validity of the complaint within 21 days from the date of submission of the Buyer's valid complaint. Delivery of the Product shall be made by SOLVER-SYSTEMS without undue delay, within a time limit which the Buyer will be informed about, subject to point 6.c.
- h. SOLVER-SYSTEMS reserves the right to extend the date of delivery of the Product by the period of time in which SOLVER-SYSTEMS, for reasons beyond its control, cannot fulfil the complaint demands of the Buyer.
- i. In the case of an unjustified complaint, the Buyer is obliged to reimburse SOLVER-SYSTEMS for the costs of assessment of the Product subject to the complaint, in particular expenses incurred by Representatives of SOLVER-SYSTEMS in travelling to the place where the inspection of the Product took place (including the costs of travel, accommodation, and food of the Representatives of SOLVER-SYSTEMS), the cost of assessment and performance of tests of samples of the Product, the costs of preparation of a technical expert's opinion, and the costs of conducting correspondence and of transportation of the Product.

7. FINAL PROVISIONS

- a. This Warranty has been granted under Polish law and in the case of matters not covered by this Warranty, the provisions of the Polish Civil Code shall apply.
- b. Any disputes concerning this Warranty shall be resolved amicably through arbitration. If the Buyer and SOLVER-SYSTEMS cannot reach an agreement through negotiation, the dispute shall be resolved by the court competent for the registered seat of SOLVER-SYSTEMS.



www.solver-systems.com
service@solver-systems.com

SOLVER.