



Glatz PALAZZO Royal-E Rectangular Instruction Manual

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Glatz PALAZZO Royal-E Rectangular



Product Information

The product is a motorized parasol with LED lights and heating function. It comes with a remote control for easy operation. The parasol can be adjusted for brightness and direction of light. The heating function has four settings that can be adjusted to the desired level of warmth. The product is powered by a 230V electrical supply and has a CR2430 battery for the remote control.

Product Usage Instructions

1. Ensure that the parasol is properly connected to a 230V electrical supply.
2. To operate the parasol, use the remote control or the manual crank handle provided.
3. To adjust the brightness and direction of the LED lights, use the remote control.
4. To adjust the heating function, use the remote control to select from the four available settings.
5. If the LED lights or heating function do not work, check the remote control battery or reduce the distance between the remote control and the parasol.
6. To close the parasol in case of emergency, use the manual crank handle or the emergency closure mechanism provided.
7. When not in use, store the parasol in a dry location.
8. For more information on optional accessories, please contact a GLATZ dealer.

Note: Always follow the safety instructions provided in the user manual before operating the product to prevent injury or damage to property.

Welcome

Congratulations on the purchase of your new PALAZZO. You have purchased a high quality parasol. These instructions forms part of this product. It contains important safety, usage and disposal information for users of the product. Please familiarise yourself with all the information listed before using the product. The product may only be used as described herein and for the use scenarios stated. If you continue to use it and care for it properly, your PALAZZO parasol will serve you well for many years to come.

Intended use

The product serves as a device for the protection of the human body from solar radiation. The product may only be used in private households, in the catering and hotel sector or in a comparable environment. The product may only be used in accordance with these installation and operating instructions. Any use other than the uses described in these installation and operating instructions shall be considered improper use. We reserve the right to make modifications due to technical advances. In these instructions the PALAZZO may also be referred to as 'the

product' or 'parasol'.

Warning words used

- **DANGEROUS** Immediately dangerous situation which can result in death or severe injuries.
- **CAUTION** Potentially dangerous situation which can result in minor or moderate injuries.
- **NOTICE** A situation that can lead to property damage.

Optional accessories

A high quality range of accessories is included with your parasol: It includes, among other things, the following products, which go perfectly with your parasol:

- Base
- Rain gutters
- Mounting plate
- Securing systems
- Ground Socket
- Wind shield
- Protective cover
- Impact protection

Consult your GLATZ dealer about this.

Electrical supply

Electrical connection for parasol without motor

LED	230 V, 13 A, L+N+PE, 50 Hz, <0.2 kW
Heating	400 V, 16 A, 3L+N+PE, 50 Hz, <6.0 kW
LED + heating	400 V, 16 A, 3L+N+PE, 50 Hz, <6.2 kW
IP protection class IP68	

Remote control

Battery	CR 2430
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Electrical connection for parasol with motor

–	230 V, 13 A, L+N+PE, 50 Hz, <0.2 kW
+ LED	230 V, 13 A, L+N+PE, 50 Hz, <0.3 kW
+ Heating	400 V, 16 A, 3L+N+PE, 50 Hz, <6.2 kW
+ LED + heating	400 V, 16 A, 3L+N+PE, 50 Hz, <6.2 kW
IP protection class IP68	

Safety information

READ ALL THE SAFETY INFORMATION CAREFULLY AND MAKE SURE THAT YOU UNDERSTAND THEM.

- Follow all the instructions to avoid accidents, fire, explosions, electric shock or other hazards that could cause

property damage and / or severe or fatal injuries.

- Ensure that each person using the product has read and observes these warnings and instructions.
- Keep these installation and operating instructions for the future. It must be passed on to subsequent users of the product.
- The manufacturer is not liable for material damages or injuries caused by incorrect use or the failure to observe the safety instructions. The warranty becomes invalid in such cases.
- The protective effect against hazardous UV radiation varies depending on the environment. Additional measures to protect your skin are possibly also necessary.
- Children must not play with the product.
- **!DANGER** Always keep children away from packaging material
 - this constitutes a choking hazard. Children underestimate risks. This product is not a toy.
- Children aged 8 years or over and persons with reduced physical, sensory or mental capabilities, lack of experience or knowledge may only use the appliance if they are supervised by a person who is responsible for their safety or if they have been shown how to use the appliance safely and they have understood the risks inherent in its use. Cleaning and maintenance tasks may not be carried out by children without supervision.
- Do not use the device if you are suffering from a lack of concentration /attention or under the influence of drugs, alcohol or medication.
- The product must be placed in a base or a ground sleeve that is firmly anchored.
- Do not allow the product to fall or knock against anything.
- Check the span of the parasol before opening / closing it.
- Make sure there are no persons / objects in the movement area when opening / closing it. Otherwise, injuries / damage may occur.
- **!DANGER** Close the parasol before the wind picks up, stormy weather conditions and / or when snow is falling.
- Always secure closed parasols with the binding belt. The binding belt must be looped over the hook provided.
- Observe the specifications concerning the maximum permissible wind speed for a fixed ground anchorage (ground sleeve inserted in concrete or mounting plate). The permissible wind speed is reduced if a different anchorage method is used.
- Unattended parasols may not remain opened. Any damage is not covered by the warranty. Always secure closed parasols with a binding belt or a suitable securing system.
- Only use original accessories / spare parts.
- Product and technical modifications are not permitted.
- The parasol must be monitored during opening and closing.
- Check parasol and accessories regularly to be sure that no undue wear and tear or damage has occurred. If defects are found, have them repaired before further use.
- Do not use any solvents or abrasive cleaning agents.
- Dismantled parasols should only be stored lying down.
- Power supply: The voltage must correspond to the information on the charging station nameplate.
- Do not kink or pinch the power supply cable or pull it over sharp edges. Never operate defective appliances. Damaged power supply lines must be replaced by the professional.
- Never place the appliance / connecting cables on hot surfaces, never expose it to extreme heat or place it in the proximity of naked flames.
- If smoke arises from appliance, switch off immediately.
- Electrical connections/installations may only be carried out by a professional.

- In high or strong wind regions, dismantle the parasol in the fall after the end of the season and store it in a dry place for the winter.
- Set up new parasols in spring before the start of the season.
- Close protective covers completely and close them with rope. They must not flap.

Technical data

Size [cm]	Base area [m ²]	Closing height without/with flounces [cm]	Passage height without/with flounces [cm]	Overall height [cm]	Minimum weight [kg]	maximum wind speed* [km/h (Bft.)]
ø700	36.0	145/120	260/230	502	690	80 (9)
ø800	49.0	118/93	260/230	527	690	70 (8)
600x500	30.0	90/65	260/230	482	570	80 (9)
700x500	35.0	82/57	260/230	516	570	75 (9)
700x600	42.0	83/58	260/230	552	690	75 (9)
800x400	32.0	80/55	260/230	536	570	75 (9)
800x600	48.0	80/55	260/230	598	690	60 (7)
500x500	25.0	115/90	260/230	470	570	110 (11)
550x550	30.3	96/71	260/230	487	690	100 (10)
600x600	36.0	85/60	260/230	512	690	90 (10)
650x650	42.3	81/56	260/230	546	690	85 (9)
700x700	49.0	81/56	260/230	587	690	75 (9)

Details when using the M16 ground socket

* maximum wind speed when it is securely anchored in the ground.

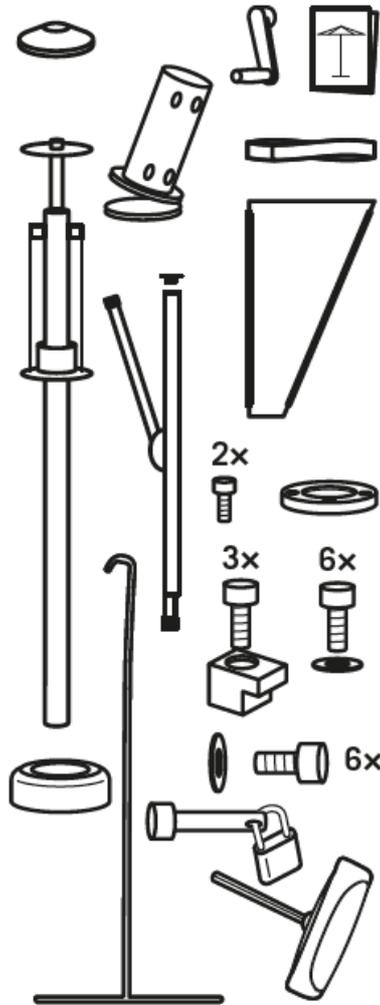
Colour temperature (built-in lighting)	3000 K
Maximum brightness (built-in lighting)	5800 to 7200 lumen, depending on the size

Assembly and commissioning

- The appropriate remote control is tuned in to the parasol ex works.
- The power supply line must be provided by the customer on site. It must be possible to disconnect this for installation and maintenance purposes and to secure it against unintentional reconnection.
- Set up the connection between the power supply cable and the parasol by means of the connecting plug supplied. The connector plug can be stowed away either in the support tube or in the ground sleeve.
- For connection values see the section on Electrical supply.
- Secure all screws with medium-strength thread sealant (blue). When reassembling, clean the screws or use new screws and again use the thread sealant (blue).

The parasol is very heavy. Work in a threesome and hold the parasol securely. Ensure that the electrical cable is not damaged or pinched.

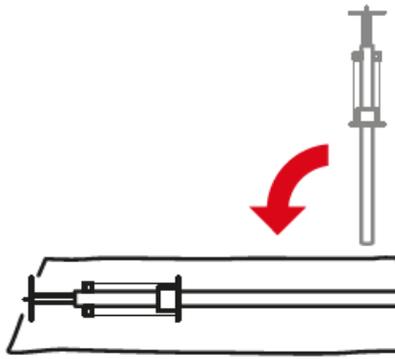
1. Unpacking the parasol



• **Supplied with:**

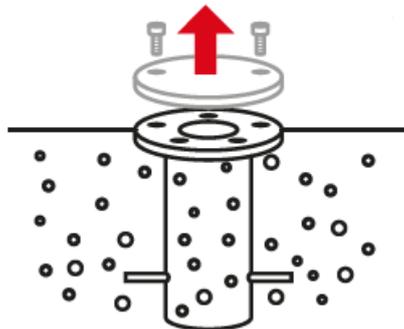
- Mast, tip-over hinge, top, crank (not for motor variant), tie-rope
 - Installation and operating instructions
 - Numbered struts including axle supports
 - strut end caps
 - Fabric segments
 - 2 M6 locking screws for the hinge
 - 1 press ring
 - 3 clamping blocks with M10 screws
 - 6 fastening screws M10 for press ring
 - 6 washers M10
 - 6 standpipe fastening screws M12
 - 6 washers M12
 - Cover to tip-over hinge
 - Miscellaneous electrical material
 - Safety bolt with lock
 - Allen key for unlocking (for motor variant)
 - Emergency closing hook
- Dispose of packaging material properly and keep away from children. Do not make use of defective material. In the event of any damage, inform the transport service provider immediately.

2. Placing the mast down



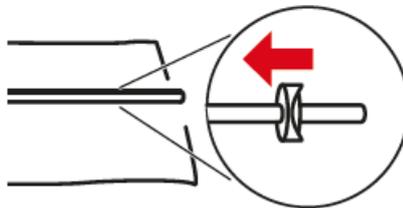
- Carefully place the mast on a clean, horizontal surface. The mast is very heavy. Work in a threesome and hold the parasol securely.

3. Prepare ground fastening



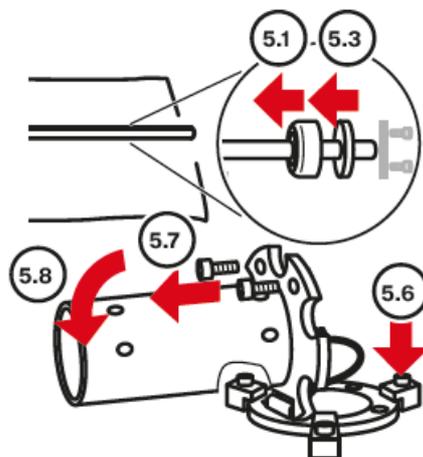
- Remove the protective cover, place the ground sleeve according to the separate instructions. Observe weights for base and wind resistance.

4. Slide on the housing of the slider



- Do not pinch cables! Secure the housing of the slider on the slide to prevent it from falling down.

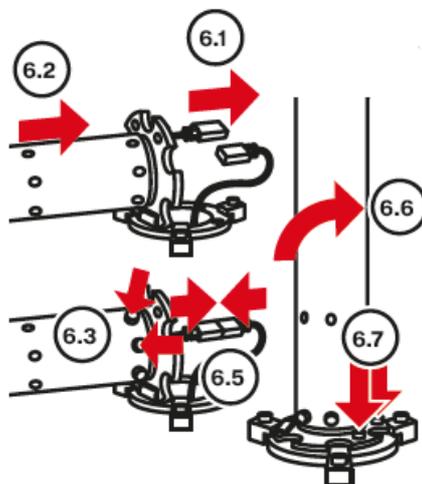
5. Pre-assemble the tip-over hinge



1. Slide on the hinge cover
2. Loosen/remove fixing bar
3. Slide on press ring
4. Secure the tip-over hinge cover and press ring against falling down

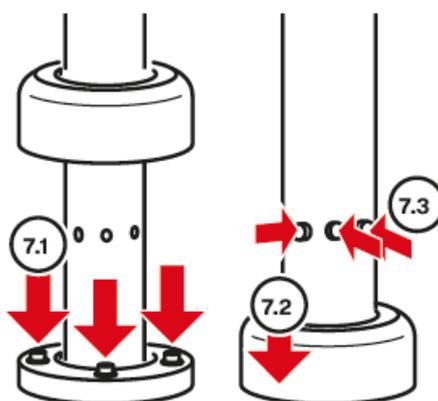
5. Place the tip-over hinge on the ground fastening (tilt hinge under the crank handle)
6. Tighten (32 Nm) the tip-over hinge on the floor fastening with 3 clamping blocks
7. Remove 2 locking screws
8. Tilt the tip-over hinge sideways

6. Connect the parasol with the hinge



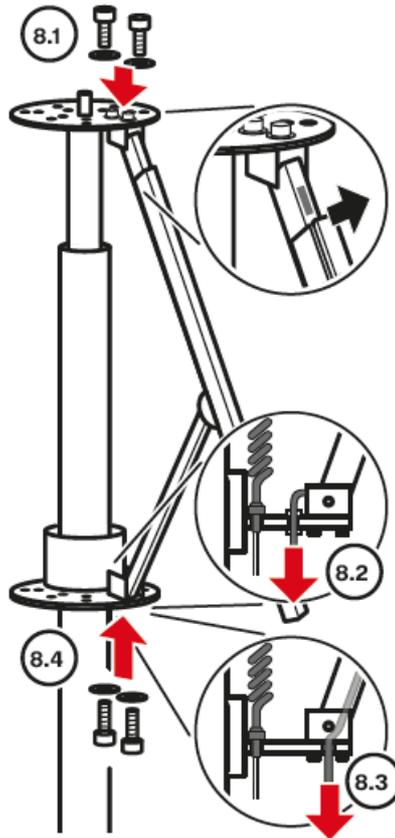
1. Lead the cable through the hinge
2. Slide the parasol over the tip-over hinge
3. Tighten 3 lower screws (56 Nm)
4. Mount the plug coupling on the customer's cable end and the plug on the parasol-side cable end
5. Establish plug connection. Observe the polarity of the plug
6. Carefully erect the parasol
7. Tighten 2 locking screws (6 Nm)

7. Screw down the parasol



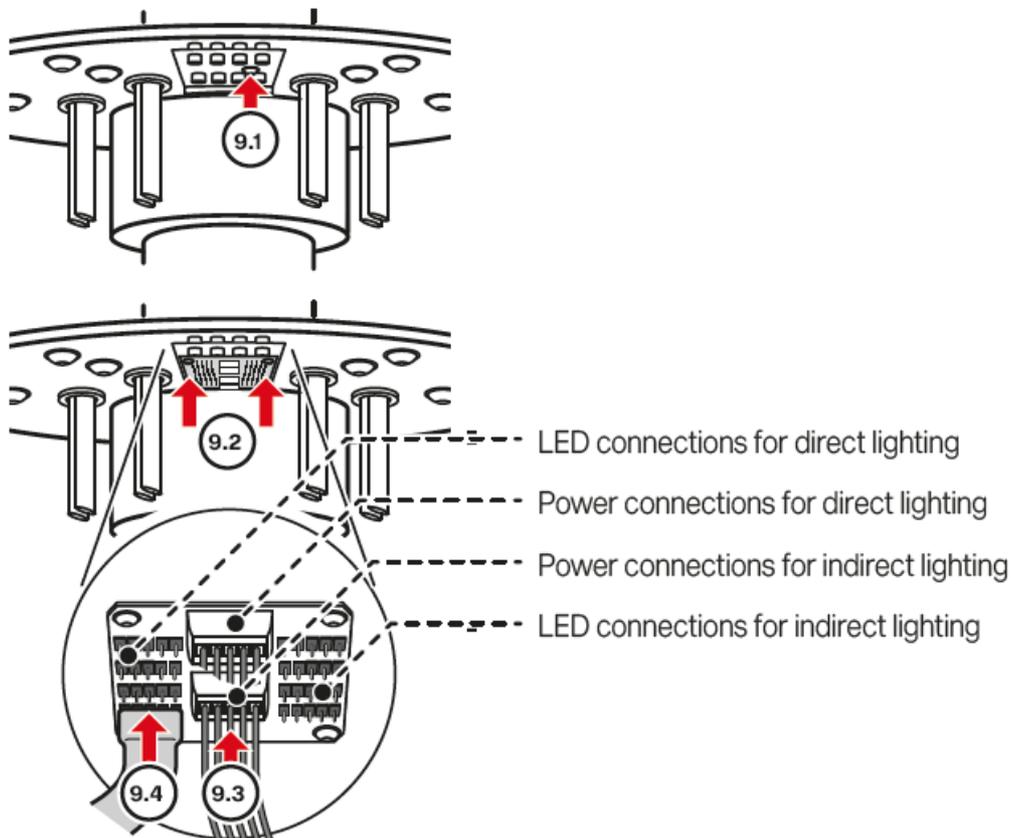
1. Lower the press ring, tighten (32 Nm)
2. Lower the hinge cover
3. Tighten 3 upper screws (56 Nm)
4. If necessary, secure the parasol under hinge cover with lock to prevent theft

8. Assemble struts



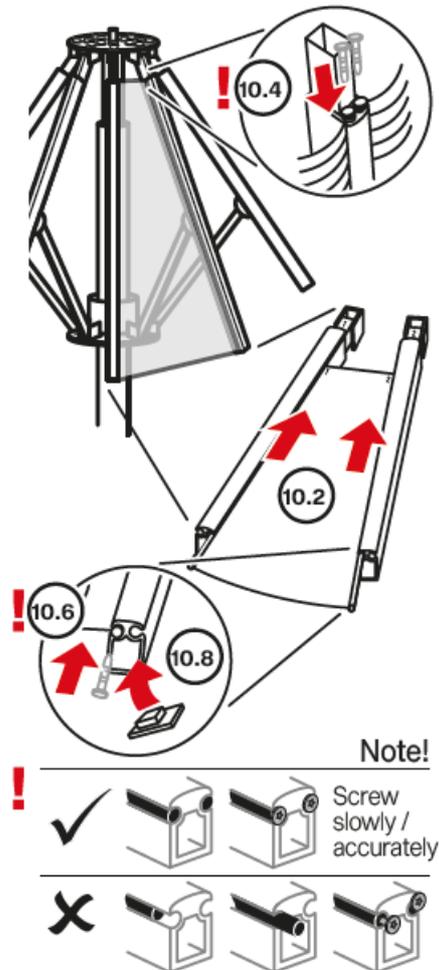
1. Screw the axle support of the long roof strut to the crown disc (piping groove to the outside!)
2. If available: Guide the connection cable of the LED lighting downward through the sliding disc (use the grommet!)
3. If available: Guide the connection cable of the heater downward through the sliding disc
4. Screw the axle support of the support strut to the sliding cone
5. Repeat steps 1 to 4 for each roof strut

9. If available: wire LED lighting



1. Fasten bracket of electronics for LED to slider rondelle (opposite crank, 1 screw)
2. Screw distribution board onto electronics holder (4 screws)
3. Connect distribution board electrically
4. Slightly pre-bend all LED connection cables at grommet and distribution board and plug them into distribution board

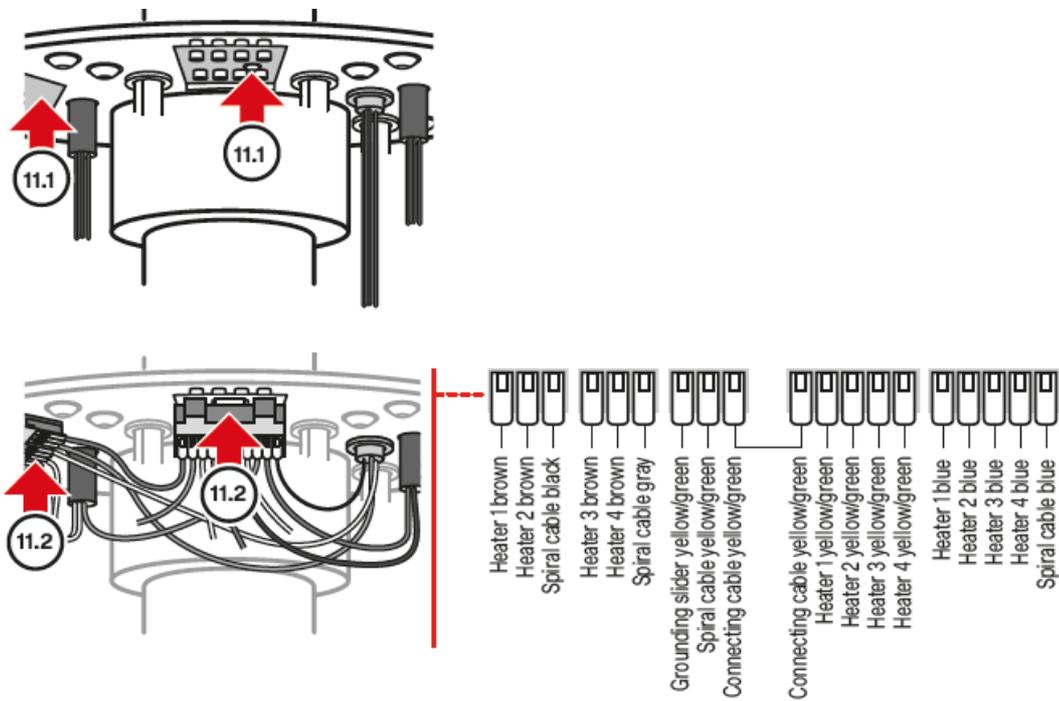
10. Mounting fabric covering (work in pairs)



1. Select the corresponding fabric panel for the pair of roof struts (observe numbering)
2. Simultaneously insert the fabric panel parallel to the left and right roof struts into the piping groove and push it all the way in
3. Align piping profile at top end with end of groove
4. Screw 2 piping screws into the center of the piping (with battery machine)
5. Align bottom piping profile flush with end of groove
6. Screw 2 piping screws into the center of the piping (with battery machine)
7. Repeat steps 1 to 6 for each fabric panel
8. Put on strut lock cover and tap tightly with rubber mallet
9. Carefully open the parasol and check the correct fit of the fabric
10. Close the parasol

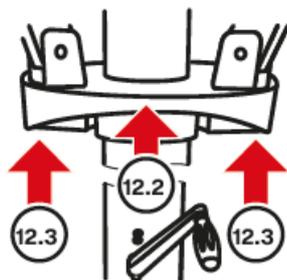
Each fabric panel has a numbering matching the numbers of the struts/roundels. Battery machine with slip clutch must be set appropriately.

11. If available: Connect the heaters



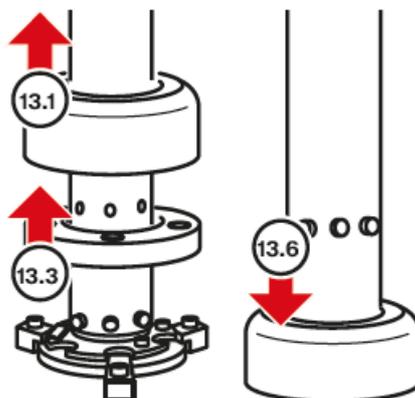
1. Mount 2x brackets for the terminal blocks in free position
2. Screw 2x terminal blocks to the electronics holders
3. Strip the cable
4. Connect the individual wires to the terminals
5. Place the terminals in the holders

12. Assemble the housing from the slider



1. Align “half moon” of housing from slider with center of crank hole or hole for emergency release
2. Push up housing of slider and make sure that no cables are jammed
3. Screw the housing of the slider tight with four screws

13. Level the parasol (if necessary)



1. Lift the hinge cover
2. If necessary, remove the lock
3. Lift press ring

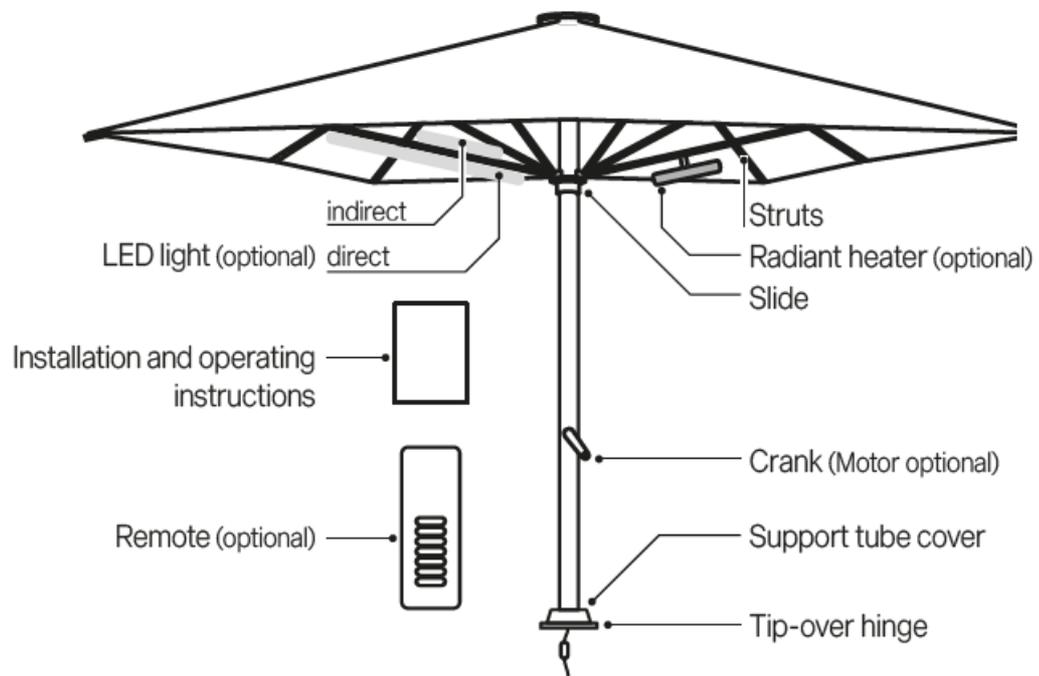
4. Adjust leveling screws (if necessary, loosen clamping blocks EASILY and tighten again)
5. Retighten press ring (32 Nm)
6. Lower the hinge cover
7. If necessary, secure the parasol under the cover with a lock to prevent theft

14. Mount parasol top



1. Screw on top

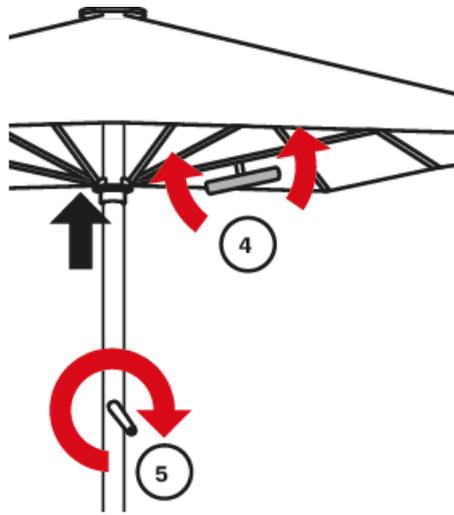
Appliance overview



Open/close parasol

Operation of the parasol with cordless machine is prohibited.

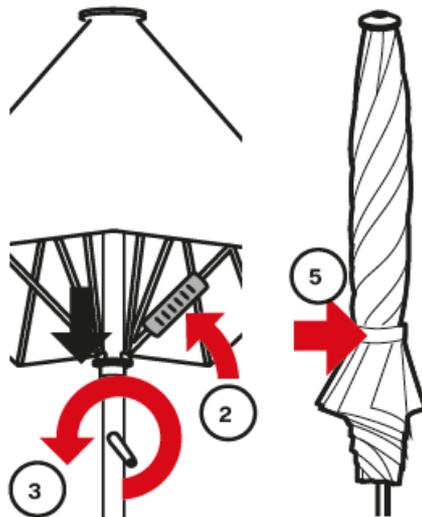
1. Open the parasol



1. Remove any protective cover
2. Release binding belt
3. Spread struts slightly outward
4. Align any heating elements
5. Open parasol by turning the crank (for crank drive) or with the remote control (for motor drive)

The parasol is fully open when a good fabric tension is reached. This can also be BEFORE the end stop is reached. LED and heating are only released approx. 4 cm below the end stop. Do not leave the crank inserted to prevent misuse.

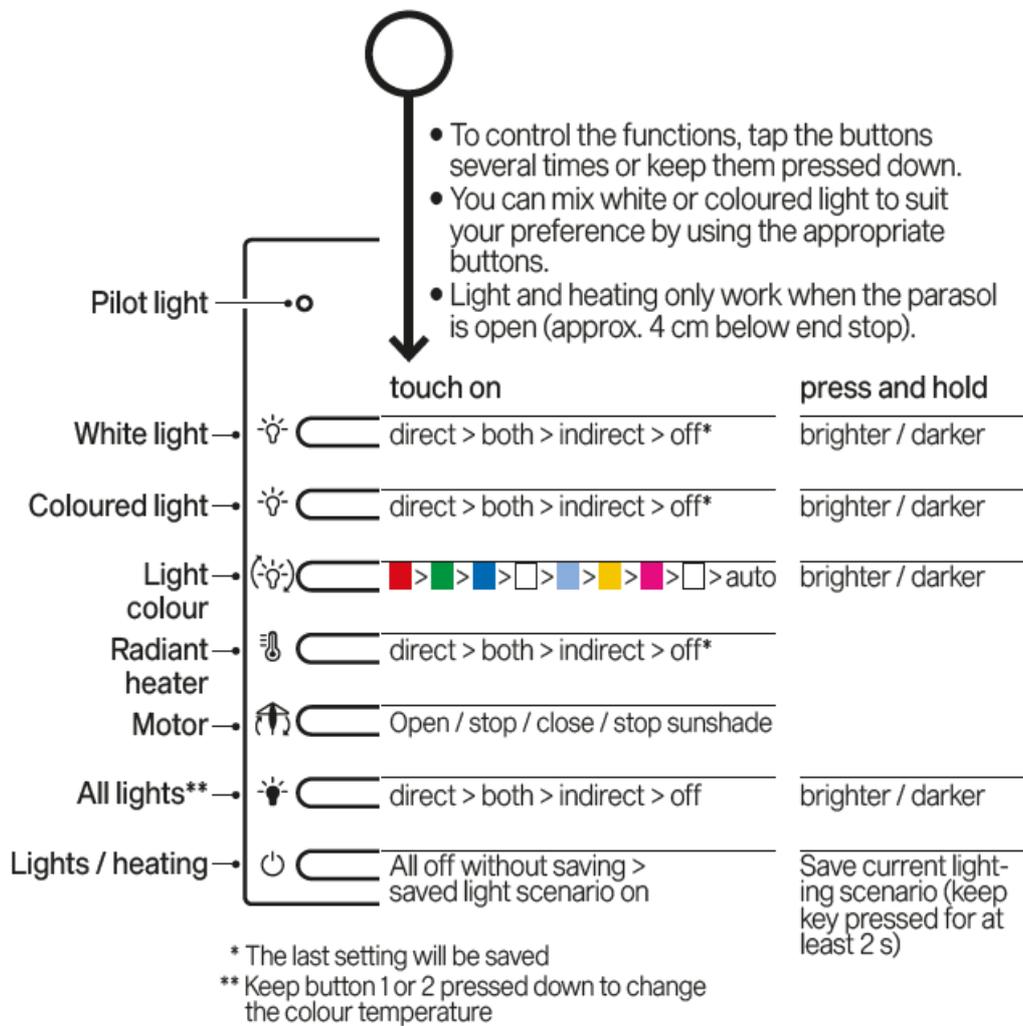
2. Close parasol



1. Allow any heating elements to cool down for at least 30 minutes
2. Close any heating elements (with the parasol fully or slightly open)
3. Release tensioning lever, close parasol
4. Pull out / wrap fabric segments
5. Apply binding belt / binding system
6. Apply protective cover if necessary

Only wrap / pack completely dry parasols. Damage caused by flapping, compression and chafing must be avoided.

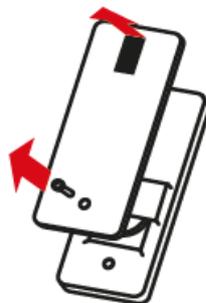
Controlling the light and heat



Changing the battery on the remote control

- Always keep batteries out of the reach of children. If a battery is swallowed, seek medical help immediately.
- In case of incorrect use, there is a risk of explosion.
- Always pack batteries when storing or disposing of them to prevent discharge, ignition or damage.
- Always dispose of batteries properly in accordance with the current law.

1. Open cover



Do not lose screw, and carefully detach cover.

2. Replace battery, close cover

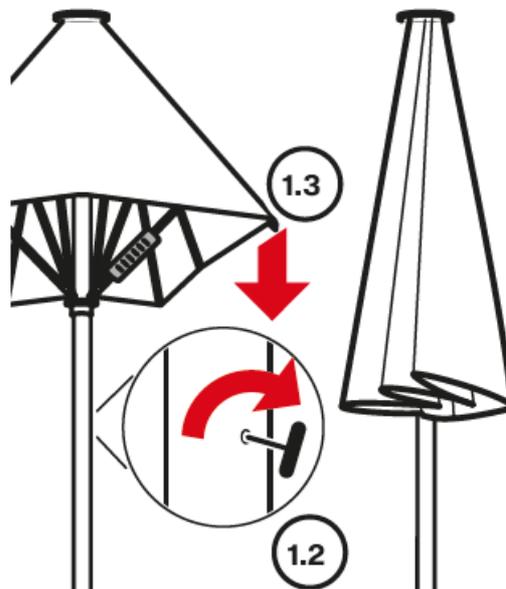


1. Use battery type CR 2430 and ensure that the polarity is correct! Tighten screw again carefully.

Emergency closure / Restart

The motor drive is protected against overheating and ceases to function if there is a danger of overload, for example if several opening and closing maneuvers have been carried out within a short time. Proper functioning cannot be ensured again until the motor has cooled down sufficiently (around 5 to 10 minutes). The emergency closure function is not part of normal use and should only be carried out in an emergency.

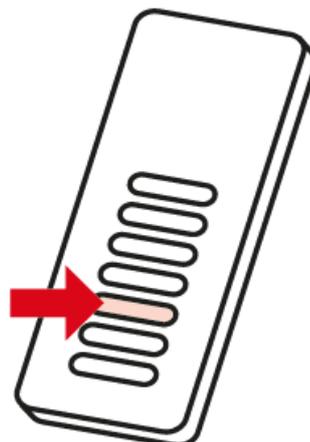
1. Unlock motor drive



1. Insert allen key
2. Turn allen key around 180° to the right and decouple drive
3. Close sunshade manually

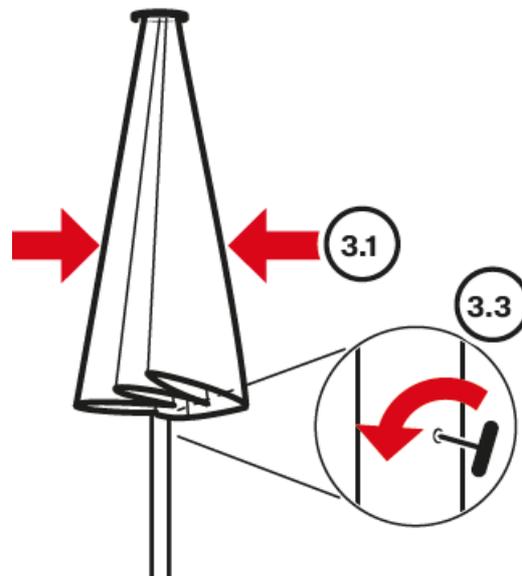
Manual closing is best done by two people, using the emergency closing hook on the supporting arm, directly by the slide.

2. Reset motor drive



1. Use the remote control to move the motor drive into the closed position (end position)

3. Restart



1. Manually close sunshade completely
2. Insert allen key
3. Turn allen key around 180° to the left and couple in the drive
4. Remove allen key
5. Check proper functioning using the remote control

What do you have to do if

Problem	Solution / tip
Parasol is difficult to open.	Treat the frame with silicon spray from time to time.
Sliding marks on the aluminium frame.	These are normal signs of wear and can be wiped off with a damp cloth.
LED light / heater does not work.	Change the battery of the remote control, check the power supply to the parasol. Make sure that the parasol is open enough so that the reed sensor on the mast responds to the magnet on the telescope.
LED light / heater do not respond to the remote control.	Change the battery of the remote control, or reduce the distance between the parasol and the remote.
Motor runs very slowly from start position and into end position.	No error. This is a deliberate soft start-up/shutdown.
End position open or closed do not fit (e.g. after an emergency closing).	Restart as described for «Emergency closure / Restart». If not possible: Re-program end stops (service manual).

Handling and maintenance

- Allow the parasol to dry when open to prevent the formation of mould and discolouration.
- A protective sleeve protects the parasol and will extend its service life.
- Only pull the protective sleeve over the dry parasol when it is dry.
- Do not clean the protective sleeve in the washing machine. Do not use chemicals.
- Clean the parasol cover when needed with lukewarm water, fine detergents and a sponge.
- Do not use any bleach or sharp objects, to avoid damage to the cover.
- Check the tightness of all screws from time to time and tighten them if necessary.
- If the parasol is located in a highly exposed position, increased wear and tear must be expected. In such cases we recommend more intensive care and maintenance.
- In most cases, defective parasols can be repaired by your GLATZ partner. Only use original replacement parts FROM GLATZ.
- Wipe the radiant heater unit from time to time with a damp, non-abrasive cloth. The radiant heater unit must not be immersed in liquids.
- The frame can be rubbed with water. The coating colors can be refreshed with a car polish. Paint damage can be touched up with the paint repair kit available from GLATZ.

Disassembly / Wintering

DANGER! DANGER OF TIPPING DANGER OF INJURY IF THE PARASOL TOPPLES OVER

1. Close and tie the parasol properly.
2. Dismantle the parasol in reverse mounting direction.
3. Store the parasol in lying position together with all accessories in a dry place.

CAUTION! Check the parasol for condition and proper function before using it again. In case of deformations, cracks and wobbly connections, have the parasol professionally revised.

Warranty

Please contact your GLATZ partner before returning the product. The warranty on the parasol lasts for 24 months from the date of purchase. The warranty expires in the following cases:

- External application of excessive force
- Inappropriate operation or maintenance of the parasol
- Damage arising from force majeure

The wind guarantee for an open parasol is limited. The maximum permissible wind speeds always require a fixed anchorage in the ground. If there are several parasols, a minimum distance of 30 cm must be maintained between any two of them. Likewise, a minimum distance of 30 cm must be maintained between the parasol and walls.

EC Conformity declaration

We, Glatz AG, Neuhofstrasse 12, CH-8500 Frauenfeld, SWITZERLAND, hereby declare that this product complies with the directives of the European Community. The applicable declarations of conformity can be found on our Download area at www.glatz.com.

Disposal

This symbol on the product, accessories or packaging indicates that the product must not be treated as unsorted domestic waste but must be disposed of separately. Dispose of the product at a designated recycling collection point. The disposal of electrical and electronic equipment within the EU and in other European countries is carried out through collection points that have systems for the separate collection of electrical and electronic equipment. By disposing of the product correctly, you will help to avoid possible environmental and health hazards that may be caused by improper treatment of waste equipment. Recycling materials helps to conserve natural resources. So please do not dispose of old electrical or electronic equipment with unsorted domestic waste. The packaging is made of environmentally friendly materials that can be disposed of at your local recycling facilities. By disposing of the product correctly, you will help to avoid possible environmental and health hazards. The product is made of metal and synthetic parts. End-of-life disposal must be carried out in accordance with regional environmental and waste regulations.

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Documents / Resources

	<p>Glatz PALAZZO Royal-E Rectangular [pdf] Instruction Manual PALAZZO Royal-E Rectangular, Royal-E Rectangular, Rectangular</p>
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References

- [☀️ Glatz Sonnenschirme: Hochwertige Sonnenschirme | Glatz AG](#)
- [☀️ Glatz Sonnenschirme: Hochwertige Sonnenschirme | Glatz AG](#)