

## **OPERATIONS & MAINTENANCE MANUAL**

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## 1 INTRODUCTION

### 1.1 PURPOSE

**Tudelü** is dedicated to revolutionizing spatial flexibility through its innovative motorized partition wall system. The purpose of **Tudelü** is to empower individuals and businesses to effortlessly adapt their surroundings to meet the ever-changing demands of different activities and events.

At the core of **Tudelü**'s offerings is their motorized partition wall system, a cutting-edge solution that allows users to transform the size, feel, and purpose of their environment with ease. These walls seamlessly blend form and function, providing a dynamic and adaptable infrastructure that caters to the specific spatial requirements of any given moment.

With **Tudelü** walls, users can redefine their spaces for various purposes, creating an environment that suits their current needs while remaining prepared for whatever space requirements may arise in the future. This versatility not only enhances the functionality of a given area but also contributes to an efficient and resourceful use of space, offering a unique and flexible solution in architectural design.

### 1.2 AUDIENCE

The Operations and Maintenance Manual for **Tudelü** products serves as the guide, to ensure optimal performance, longevity, and seamless functionality of **Tudelü**'s innovative motorized partition wall systems. This comprehensive manual is designed to authorize users and maintenance personnel with the knowledge and instructions necessary to operate, monitor, and maintain **Tudelü** products with confidence and ease.

Within this manual, users will find detailed insights into the operational intricacies of **Tudelü**'s cutting-edge partition walls, enabling them to harness the full potential of the system's transformative capabilities. From initial setup to day-to-day operation, the manual provides step-by-step instructions, guides, and best practices, facilitating a user-friendly experience throughout the product's lifecycle.

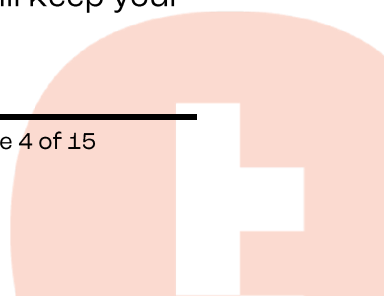


## 2 SYSTEM DESCRIPTION

### 2.1 KEY FEATURES

**Private:** The Private is a revolutionary operable partition wall designed to redefine your space, bringing people together while ensuring ultimate privacy. This **Tudelü**-developed wall panels ensure stylish closure you can trust. Featuring taut stretch (magnets + weights) for easy, stationary division, dual-sided decor finish for discrete yet stylish functionality, and seamless, no-line fabric for a smooth, sleek partition. In addition, the Private system features a true 36 STC rating for sound proofing. This means that since it is one solid wall, no breaks or folding segments, the rating is true throughout. Making it the perfect pairing for any location.

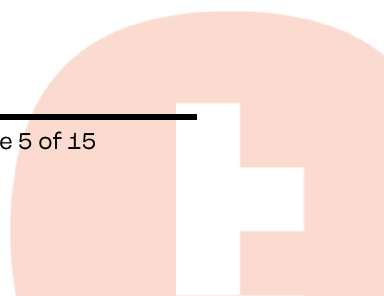
- Private Feature Set:
  - Customizable Sizes of up to 60ft wide x 12ft tall\*\*
  - 36 True STC sound barrier for effective sound reduction. This is the same noise reduction as traditional drywall.
  - Easy Installation, either through **Tudelü** direct or through our step-by-step instructions
  - 100% Motorized - meaning that anyone can operate this product with a simple press of a button.
  - Patented technology - including Stable GripRail Technology
  - Compact Footprint - featuring inset design options, meaning ZERO eye sores.
  - Seamless Design - meaning no matter your dimensions, **Tudelü** walls won't hurt your aesthetic .
  - Built-in Safety- auto open feature when the system feels the slightest resistance, so you and your furniture are both safe.
  - Easy maintenance - Simple soap and water will keep your system looking new for years to come.





- ***Mute:*** The Mute Series is simply stylish silence for your space. Featuring taut stretch (magnets + weights) for easy, stationary division, dual-sided decor finish for discrete yet stylish functionality, and seamless, no-line fabric for a smooth, sleek partition. In addition, the Mute system features a true 48 STC rating for sound proofing. This means that since it is one solid wall, no breaks or folding segments, the rating is true throughout. Making it the perfect pairing for any location.
  - Mute Feature Set
    - Customizable Sizes of up to 60ft wide x 12ft tall\*\*
    - 48 True STC sound barrier for effective sound reduction. This is the same noise reduction as 10 in masonry wall.
    - Easy Installation, either through **Tudelü** direct or through our step-by-step instructions
    - 100% Motorized - meaning that anyone can operate this product with a simple press of a button.
    - Patented technology - including Stable GripRail Technology
    - Compact Footprint - Featuring Small 14"Hx26"W total housing.
    - Seamless Design - meaning no matter your dimensions, **Tudelü** walls won't hurt your aesthetic.
    - Built-in Safety- auto open feature when the system feels the slightest resistance, so you and your furniture are both safe.
    - Easy maintenance - Simple soap and water will keep your system looking new for years to come.

*\*\*Maximum wall height varies by width. See Appendix B for more information. \*\**





## 2.2 ENVIRONMENT

**Tudelü** partition wall systems are designed to seamlessly integrate into a variety of environments, providing flexible and customizable solutions for enhanced functionality and aesthetic appeal. Whether you're looking to optimize space in a commercial setting or enhance privacy in a residential space, **Tudelü** has the perfect solution for you.

## 2.3 SYSTEM OPERATIONS

**Tudelü** seamlessly integrates its Private and Mute systems into a unified and user-friendly experience through a sophisticated one-press remote control system. With the convenience of a single remote, users gain effortless control over all three systems, each tailored to specific spatial needs. To operate, simply hold the directional button corresponding to the desired system—Private for adjusting privacy, and Mute for sound management. Users have the flexibility to fine-tune their environment by simply releasing the directional button to halt any ongoing adjustments. This streamlined control mechanism not only ensures a straightforward user experience but also exemplifies **Tudelü's** commitment to providing versatile, adaptable, and user-centric solutions for transforming and optimizing diverse spaces.

In addition, The **Tudelü** Mute System extends its functionality with the innovative "Mute Automation Module," an optional add-on purchase designed to seamlessly integrate the partition walls into smart homes and control panel systems. This modular feature introduces a new level of convenience, enabling users to synchronize their **Tudelü** Mute System with their native smart home setup. With the addition of the modular board, users can control the walls remotely or program them for automatic adjustments, effortlessly adapting their space to changing needs. This forward-thinking enhancement not only reflects **Tudelü's** commitment to technological integration but also offers users a tailored and interconnected experience that aligns with the evolving landscape of smart home automation.

**Important note about the motor:** The motor has a limited power-on time. This means that if the power-on time is exceeded due to repeated opening and closing of the wall, the internal thermal protector may cause the motor



to shut off automatically. Please wait until the motor has cooled down before operating again.

## 3 PRODUCT INSTALLATION

### 3.1 FIRST-TIME USERS

For a seamless and satisfying experience with **Tudelü** partition wall systems, we strongly recommend that first-time users thoroughly read the outlined sections below before operating their system. These sections, including user manuals and installation documents, contain crucial information regarding proper usage, maintenance, and safety precautions. Understanding these guidelines ensures the optimal performance and longevity of your **Tudelü** system.

In the case of professional installation, your **Tudelü** installer will guide you through the system features after completing the installation, offering valuable insights into its functionality and addressing any specific queries you may have. Taking the time to familiarize yourself with these resources guarantees a smooth and enjoyable experience as you integrate **Tudelü's** innovative solutions into your space.

### 3.2 ACCESS CONTROLS

Users will find clear guidance on the location and operation of the Control Box for each system—Private, and Mute. The manual directs users to locate the Control Box situated to the right of the installed system within the designated breaker box. This deliberate placement ensures easy access and intuitive control for users, facilitating a seamless experience in managing and customizing their space. By providing a concise description of the Control Box's position in relation to each system, the manual streamlines the user experience, enhancing convenience and clarity in the operation of **Tudelü's** innovative partition wall solutions.

### 3.3 INSTALLATION

**Tudelü** offers comprehensive, step-by-step installation instructions for the Private, and Mute systems, ensuring a seamless setup process. All necessary guidance is conveniently accessible in the "**Resource**" section of

our website, providing users with easy access to detailed installation procedures. For quick reference, a direct link to the installation instructions is also provided in *Appendix B* of the manual. This strategic organization empowers users to navigate the installation process efficiently, offering a user-friendly experience that aligns with **Tudelü's** commitment to accessibility and customer satisfaction.

### 3.4 STARTING THE SYSTEM

Activating your **Tudelü** partition wall system is a straightforward and user-friendly process. Utilizing a constant-touch remote, simply press and hold the designated button to initiate the wall's movement. The intuitive design ensures ease of operation – you have control over the wall's motion as long as the button is held down. A unique feature of **Tudelü** systems is the flexibility they offer: at any point during the opening process, you can release the button, and the wall will pause, maintaining its position. This allows users to precisely adjust the partition to their desired openness, providing a customizable and convenient experience for seamlessly transforming your space.

### 3.5 STOPPING THE SYSTEM

Stopping the **Tudelü** system is a straightforward process, reflecting the user-friendly design of the product. The system is operated using a constant touch remote control, providing users with intuitive control over their space. To halt the movement of the partitions or walls, users need only to release the button on the remote. The system's responsiveness ensures that once the button is released, the product will promptly and smoothly come to a stop, offering users precise and effortless control over their **Tudelü** partition wall system. This simplicity in operation enhances the overall user experience, making **Tudelü** an accessible and efficient solution for transforming spaces.

## 4 SYSTEM USAGE

### 4.1 INSTRUCTIONS

Activating your **Tudelü** partition wall system is effortlessly user-friendly. Using the constant-touch remote, initiate the wall's movement by simply pressing and holding the designated button. The intuitive design ensures





ease of operation – as long as the button is held down, you have precise control over the wall's motion. An exceptional feature of **Tudelü** systems lies in their flexibility: at any point during the opening process, releasing the button will prompt the wall to pause, maintaining its position. This unique functionality allows users to tailor the partition to their preferred openness, delivering a customizable and convenient experience for seamlessly transforming any space. Halting the **Tudelü** system is equally straightforward, emphasizing the product's user-friendly design. Operated through a constant-touch remote control, users can effortlessly stop the movement of partitions or walls by releasing the button. The system's responsiveness ensures a prompt and smooth stop once the button is released, providing users with precise and effortless control over their **Tudelü** partition wall system. This operational simplicity enhances the overall user experience, establishing **Tudelü** as an accessible and efficient solution for transforming spaces.

## 5 SYSTEM MAINTENANCE

For hassle-free service and support for your **Tudelü** systems, our dedicated team is just a click or call away. Should you require maintenance or assistance, visit our website at [https://tudelu.com/service\\_call](https://tudelu.com/service_call) and complete the service request form. Our user-friendly online platform ensures a swift and efficient process for addressing your needs. Alternatively, for any additional questions or immediate assistance, feel free to reach out to us at [718.782.7882](tel:718.782.7882). At **Tudelü**, we are committed to providing a seamless customer experience, and our service channels are designed to ensure your satisfaction and the continued optimal performance of your **Tudelü** systems.

*\*\* Do not permit service or repair work to be done by a non-authorized personnel. By doing so you are risking voiding the **Tudelü** systems warranty.\*\**

## 6 BACKUP AND RECOVERY

**Resetting System Limits:** If for any reason, your **Tudelü** system is not hitting the limit requirement in either the up or down position, please follow the steps below to correct this error.

To set the limits, you must first open your panel box and look up inside the unit where you will find your motor systems. you will notice two keyholes on each motor, both designed for the **Tudelü** service key. Which was included with your installation.

### **SIDE A**

*Note: Keyhole one (1) is furthest away and keyhole two (2) is closest to you.*

Scenario A\*\*: Side Panel A is not hitting the correct bottom position touching the floor or is set down too far and is bunching on the floor. To reset the bottom position, insert the **Tudelü** service key into keyhole two (2) and slowly turn the key clockwise to move the panel lower. If the system falls too far down, slowly turn the key counter-clockwise.

Scenario B\*\*: Side Panel A is not hitting the correct top position where the product is overly visible or needs adjustment. To reset the top position, insert the **Tudelü** service key into keyhole one (1) and slowly turn the key counter-clockwise to move the panel lower. If the system remains too high, slowly turn the key clockwise.

### **SIDE B**

*Note: Keyhole one (1) is closest to you and keyhole two (2) is further away.*

Scenario C\*\*: Side Panel B is not hitting the correct bottom position touching the floor or is set down too far and is bunching on the floor. To reset the bottom position, insert the **Tudelü** service key into keyhole one (1) and slowly turn the key clockwise to move the panel lower. If the system falls too far down, slowly turn the key counter-clockwise.

Scenario D\*\*: Side Panel B is not hitting the correct top position where the product is overly visible or needs adjustment. To reset the top position, insert the **Tudelü** service key into keyhole two (2) and slowly turn the key counter-clockwise to move the panel lower. If the system remains too high, slowly turn the key clockwise.

*\*\*Note: As you do this process, test repeatedly as you make adjustments since you are manually overriding the system. If you go too far in one direction, turn the key in the opposite direction to fix it.*

## 7 SERVICE MANAGEMENT

Designed with long-term stability in mind, the **Tudelü** systems service requirements are few and far between. Other than cleaning the system regularly from dust and debris systems have no maintenance. For full details, please refer to the installation guide for your particular system that was given to you upon delivery. If you have misplaced this, please visit our website and look at our Resource tab. ([tudelu.com/resources](http://tudelu.com/resources))

### Detailed Cleaning Instructions:

Since **Tudelü** fabrics are designed to be tough and stand up against the test of time, cleaning requires nothing more than simple soap and luke warm water. First take your wall system, and sponge with a solution of one cup of mild detergent with one cup of household bleach in three gallons of water. Rinse thoroughly with clean water and air-dry completely.

Remember: Treat all stains as soon as possible.

For tougher stains, please see the detailed cleaning section below.

- **Tudelü** fabrics are designed to be easy to clean, but not all stains are. For stubborn stains, our fabrics may be cleaned with less diluted bleach, but we do recommend initial cleaning steps indicated above first.
- For professional cleansers used by a Private Cleaning Service or Hospital such as VitalOxide and Hydrogen Peroxide-based cleaners, please remember to keep to the manufacturer's directions when using them to clean your **Tudelü** system.

## 8 KEY CONTACTS

**Tudelü** is always here to help, offering a full team dedicated industry



proven professionals that cover everything from customer service and sales to engineering questions and product maintenance and service.

For general inquiries about the **Tudelü** systems including system or operating questions, please contact [info@tudelu.com](mailto:info@tudelu.com).

For scheduling a service call or technical questions, please email [projectmanagement@tudelu.com](mailto:projectmanagement@tudelu.com) and someone will be in touch within the business day.

For reseller and vendor issues, please speak with the sales team,.

## 9 REGULATORY REQUIREMENTS

**Tudelü** is committed to meeting and exceeding regulatory requirements to ensure the safety, reliability, and compliance of its innovative partition wall systems. Our products are designed and manufactured in accordance with industry-specific regulations, building codes, and safety standards.

**Tudelü** understands the importance of adhering to local, national, and international standards to guarantee the well-being of users and the structural integrity of installations.

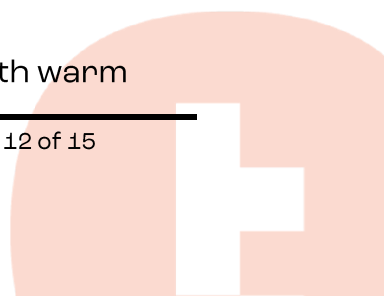
The engineering and manufacturing processes undergo rigorous quality control to align with regulatory guidelines. **Tudelü** prioritizes certifications that attest to the products' compliance with safety and performance standards, ensuring that our partition wall systems not only meet but surpass industry expectations.

We encourage our customers and partners to familiarize themselves with the regulatory requirements in their specific regions. **Tudelü** provides comprehensive documentation and support to assist in understanding the compliance landscape, offering transparency and peace of mind. By prioritizing regulatory compliance, **Tudelü** remains dedicated to delivering high-quality, reliable partition wall systems that meet the stringent requirements of various regulatory bodies, contributing to the safety and satisfaction of our valued users.

## 10 FAQs

### How do I clean my **Tudelü** System clean?

Cleaning your Tudelü system is simple and can be done with warm





soapy water or a mild detergent. For full details please see the Service Management section of this document or check out the "**Resources**" tab on our website.

### **Is it possible to get a secondary switch installed?**

Yes, you can have a second switch installed for your system. It is an add-on item that can be purchased on our website. For details, speak with our sales team ([sales@tudelu.com](mailto:sales@tudelu.com)).

### **Are the systems available for home automation?**

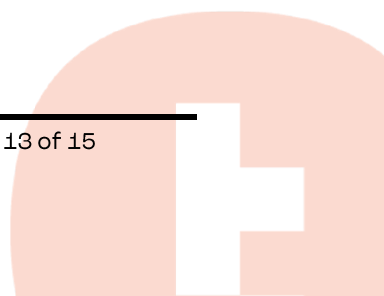
Yes, they can be connected to a home automation device, but there are a couple of prerequisites for that kind of setup. First, you must also purchase the additional sensors and automation sensor package from our website. The reason for this is to keep you and your property safe if the system is set off remotely from another room. Second, you must have it installed with a compatible system. For details, please reach out to our sales team and they can provide you with a current list.

### **Why is my switch installed so close to my **Tudelü** System?**

This is because the system requires a manual touch to operate. We keep the remote installation close so that the system can be monitored so that no debris or obstructions are in the way of operation.

### **What do do if my fusion strips start to unstick?**

Customer repair for this simple fix is easy to do and simple. First, open your system up fully. Second, purchase any over-the-counter Vinal Glue. Following the manufacturer's directions, apply the glue to the area that needs attention while stretching the fabric tight to avoid gaps or bubbles in the strips. Let the product dry completely and then you can retract your system again for use.



## Appendix A: OPERATIONS & MAINTENANCE MANUAL Approval

The undersigned acknowledge they have reviewed the OPERATIONS & MAINTENANCE MANUAL and agree with the approach it presents. Changes to this OPERATIONS & MAINTENANCE MANUAL will be coordinated with and approved by the undersigned or their designated representatives.

Customer \_\_\_\_\_ Date: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Role: \_\_\_\_\_

Customer \_\_\_\_\_ Date: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Role: \_\_\_\_\_

## APPENDIX B: REFERENCES

The following table summarizes the documents referenced in this document.

| Document Name and Version             | Notes                                                              | Location                                                        |
|---------------------------------------|--------------------------------------------------------------------|-----------------------------------------------------------------|
| Product Warranty                      | Do's and Don'ts Of System Care                                     | <a href="https://tudelu.com/resources">tudelu.com/resources</a> |
| Product Care & Cleaning Guide         | Tudelü System fabrics requirements for cleaning and product health | <a href="https://tudelu.com/resources">tudelu.com/resources</a> |
| Private: Installation Manual          | Step-by-step Installation Instructions                             | <a href="https://tudelu.com/resources">tudelu.com/resources</a> |
| Mute: Installation Manual             | Step-by-step Installation Instructions                             | <a href="https://tudelu.com/resources">tudelu.com/resources</a> |
| Private: : Pre-Installation Checklist | Job site requirements before installing a Tudelü System            | <a href="https://tudelu.com/resources">tudelu.com/resources</a> |
| Private: STC Test                     | Soundproof Testing                                                 | <a href="https://tudelu.com/resources">tudelu.com/resources</a> |
| Mute: STC Test                        | Soundproof Testing                                                 | <a href="https://tudelu.com/resources">tudelu.com/resources</a> |
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