



Palm Installation and Care Manual

2026 EDITION

A practical guide to receiving, installing and caring for your
Canary Island Date Palm. Keep this manual for future
reference.

Sales and after care - 0480 002 702

www.canaryislandpalmsales.com.au

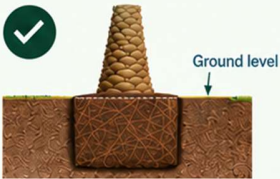
Palm planting guide



How to plant our palm trees

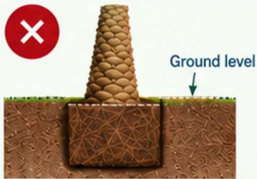
Our palms are cut and extracted in a cube, and the top of the rootball should be at the same level as the ground or slightly higher — not lower.

- ✓ The top of the rootball is to be planted at the same level as the ground from our farm. Measure the root ball depth when the palm arrives at your project and then adjust your hole depth to ensure when you plant the Palm the top of the root ball will not sit lower than your ground level.
The top of the rootball must be planted the same level as the ground or higher.
- ✓ When planting, the top of the rootball should be at the existing ground level or just a little higher (around 2–5cm).
- ✓ It should never be planted below the ground level.



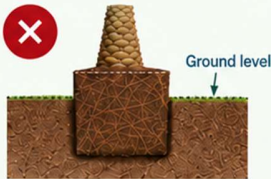
Correct

Top of rootball at ground level or slightly higher (2–5cm).



Too low

Rootball is below ground level. This can lead to water pooling and poor establishment.



Too high

Rootball is well above ground level. This can cause instability and drying out of the roots.



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Protect your investment

A mature Canary Island Date Palm is a substantial living tree. The first hours and weeks after delivery matter. Correct handling, planting depth, drainage and watering give the palm the best opportunity to recover from transplanting and establish successfully in its new location.

THE #1 INSTALLATION RULE Never plant the rootball lower than the surrounding finished ground level. Measure the rootball when the palm arrives, adjust the hole depth before lifting the palm into place, and finish with the top of the rootball at the same level as the surrounding ground or slightly higher.

If your palm appears to have been damaged in transport or arrives in a condition that concerns you, photograph and video the palm before installation and contact Canary Island Palm Sales immediately.

WARRANTY NOTE Where a palm is not installed by Canary Island Palm Sales, we cannot warrant the palm as we have not controlled the handling or installation. Refer to the current Terms & Warranty document for the full conditions.

In most cases, the hole should be prepared to the pictured dimensions.



1. Before your palm arrives

Choose the location carefully

- Allow enough room for the palm at its mature size, including clearance from buildings, structures and overhead services.
- Choose a location with suitable drainage. A transplanted palm needs moisture, but the rootball must not remain waterlogged.
- Our palms have grown in the Tweed in Northern NSW and are accustomed to full-sun conditions.
- We do not recommend rooftop planting because of wind-related risk.

Prepare the site before delivery

- Make sure machinery, lifting equipment and access are suitable for the size and weight of the palm.
- Have the planting hole ready to be adjusted once the actual rootball depth has been measured.
- Plan where the palm will be laid down and how it will be lifted without damaging the trunk, crown, rootball or surrounding property.
- Keep people clear of the lifting zone. Large palms should be handled by experienced operators using appropriate equipment. Most palms will weigh between 5 and 8 tonne.

Backfill & Drainage

- For best results, we recommend backfilling around the palm's root ball with a **70/30 sand-to-soil mix**. This provides good support while allowing excess water to drain freely away from the root zone. **Good drainage is essential for newly transplanted palms**, as waterlogged soil can place unnecessary stress on the root system and affect establishment. If your site has heavy soil, poor natural drainage or is prone to holding water, additional drainage measures should be considered before planting. These may include installing **agricultural drainage (ag) lines** and preparing a **deeper and wider planting hole with a suitable gravel drainage base**. Site conditions vary, so where drainage is a concern, we recommend seeking advice from a suitably qualified landscaper or drainage professional before installation. **Important: Never** plant into a water-holding hole.

2. Installation day

Step 1 — Inspect before planting

Inspect the palm, rootball, trunk and crown when it arrives. Record any concern with clear photographs and video before the palm is lifted into the hole.

Step 2 — Measure the rootball

Measure the actual rootball depth after delivery. Do not rely only on an estimated hole depth prepared in advance.

Step 3 — Adjust the hole depth

Adjust the base of the hole so that, once installed, the top of the rootball will finish at the same level as the surrounding finished ground or slightly higher. The rootball must not finish below ground level.

Step 4 — Remove transport restraints as required

Cut cable ties that need to be removed while the palm is safely lying down but keep the ropes on the fronds during installation. The rope holding the fronds together can remain tied up for up to four weeks, particularly during windy conditions, to reduce stress while the palm settles.

Step 5 — Lift and position

Lift and position the palm carefully. Avoid impact to the trunk and crown and avoid breaking apart or excessively disturbing the rootball. Ensure the hook, sling or any other part of the crane does not intrude on, press, entangle or interfere with the palm fronds. Check the palm from several viewpoints before final backfilling so its presentation and orientation are correct.

Step 6 — Backfill without burying the rootball

Backfill around the sides of the rootball. Do not place additional soil over the top of the rootball and do not mound soil against the trunk. A watering basin can be formed around the outside of the rootball to help direct irrigation into the root zone. Water in well and ensure there are no air pockets in the soil.

3. The first water

Water thoroughly after installation so moisture reaches the rootball and surrounding backfill. The aim is consistent moisture through the establishment period without leaving the palm waterlogged.

CHECK, DON'T GUESS - Rainfall, soil type, drainage, temperature, wind, irrigation output and palm size all change how quickly the root zone dries. The watering schedule must respond to actual conditions rather than the calendar alone.

4. Your first 12 weeks

WHEN	PRIORITY	WHAT TO DO
Day 0	Plant correctly	Confirm rootball height, backfill, establish watering basin and water deeply.
Days 1–14	Moisture + observation	Check moisture frequently. Watch the crown, fronds, trunk and rootball. Adjust watering for rain and drainage.
Weeks 3–6	Settling in	Continue consistent watering. Some transplant stress may occur; focus on overall condition and emerging centre growth.
Weeks 6–8	Establishment check	Look for firm trunk condition, healthy centre growth and signs the palm is adapting to the site.
Around Week 12	Review care program	If the palm is establishing well, review watering, fertilising and the next professional borer-prevention treatment.

Seasol

During the first 12 weeks after installation, mix 50 mL of Seasol in 9 litres of water and apply to the root zone three times a week.

5. Ongoing watering

Once established, watering should be adjusted to the site, season and weather. Deep watering that reaches the active root zone is preferable to frequent light surface wetting. Avoid both prolonged saturation and allowing the rootball to become excessively dry during establishment.

- Check the soil/rootball moisture before automatically adding more water.
- Reduce or pause irrigation when meaningful rainfall has supplied sufficient moisture.
- Increase monitoring during hot, dry or windy conditions.
- Investigate drainage if water remains pooled around the rootball.

6. Mulching & fertilising

Mulch

We recommend sugar cane mulch to help protect the root zone and retain moisture. Keep soil, rocks or other mediums clear of direct contact with the trunk and do not bury the top of the rootball under soil.

Fertiliser

Do not rush fertilising immediately after transplant. The establishment period is about recovery and new root growth. Once the palm has settled in, after approximately 12 weeks, use an appropriate palm fertilizer (such as Nitrophoska White). Approximately one coffee mug of fertilizer and water in well. Repeat every 3 months.

7. Pruning & thorn safety

Remove dead or declining fronds as required using clean, suitable tools. For mature palms, professional trimming is recommended.

SHARP THORN WARNING Canary Island Date Palms have extremely sharp thorns. Wear appropriate protective equipment and do not casually handle cut fronds. If a thorn penetrates the skin or a thorn tip becomes lodged, seek appropriate medical advice.

8. Borer prevention: a long-term care priority

Borer can cause serious damage to palms and early activity may be difficult to recognise. We treat borer prevention as an ongoing maintenance issue rather than something to consider only after a palm visibly declines.

The farm protocol

- While palms are growing at the farm, we treat the crown three times per year as part of its borer-prevention program.
- Once a customer selects a palm, we apply an additional preventative treatment before the palm leaves the farm.
- After installation, if the palm is recovering and establishing well, we recommend reviewing the next professional preventative treatment at approximately 12 weeks.
- After that, we recommend professional preventative treatment twice per year as part of ongoing palm maintenance.

Fortune 500 — important chemical safety information

We currently use Surefire Fortune 500 Multi-Purpose Insecticide and Termiticide in our farm treatment program. The current APVMA-approved label identifies the active constituent as 500 g/L chlorpyrifos and carries a POISON signal heading. It states that the product is too hazardous for use by householders.

DO NOT DIY THIS TREATMENT We do not recommend that customers mix or apply Fortune 500 themselves. Chemical selection, dilution, PPE, equipment, application method, site restrictions and permitted use must be determined from the current registered label and by an appropriately qualified professional.

Local professional treatment service

We offer a paid professional borer-prevention treatment service for local customers in the Gold Coast, Brisbane and Tweed areas.

What customers should watch for

Contact us promptly if you notice a sudden or unexplained decline. Potential warning signs can overlap with transplant stress, watering problems, nutrient issues and other pests or disease, so diagnosis should not be based on one symptom alone.

- Unexplained holes, boring damage or suspicious material around the crown or trunk.
- A sudden change in the position, strength or appearance of fronds.
- Unexpected crown decline or abnormal centre growth.
- Visible pest activity or progressive damage that is not explained by normal transplant stress.

9. Is my palm settling in?

Transplanted palms can look different while they recover. Rather than judging the palm from a single frond, look at the overall trend and the condition of the crown and new growth.

NEW GROWTH New fronds emerging from the centre are an encouraging sign that the palm is active and adapting.

FRONDS Green, pliable fronds are generally encouraging. Progressive browning, wilting or collapse warrants closer investigation.

TRUNK The trunk should remain firm. Soft, mushy or deteriorating areas require prompt attention.

MOISTURE The root zone should be moist but not persistently saturated. Both overwatering and underwatering can stress a transplanted palm.

PESTS Check the crown, trunk and foliage for unusual pest activity or damage and contact CIPS if you are unsure.

ROOTS Thick white root shoots emerging show signs the palm is doing really well.

10. When to contact us

Please contact our team early if something does not look right. Photos and video are extremely useful when assessing a palm remotely.

- Damage noticed on arrival or immediately after installation.
- The rootball has been planted below surrounding ground level.
- Persistent water pooling or suspected drainage problems.
- Rapid or unexplained decline in the crown or fronds.
- Suspected borer or other pest activity.
- Softness, rot, significant trunk damage or an unstable palm.
- You are unsure whether the palm is ready for fertiliser or its next professional pest treatment.

SALES & AFTER CARE 0480 002 702 | Keep photos of the palm, rootball and installation area when contacting us for after-care advice.