

Pre-Installation Preparation

To ensure that the installation of your garden building can be completed a suitable base must be provided.

1. **BASE** This must be a concrete, paved or decked construction. It must be firm, square (across the diagonals) and level (by spirit level) and must be no smaller than the size of the chosen product. Please take into account the roof overhang from the product. For any eave height obstructions.
2. **BUILD ACCESS** Is there sufficient space around the build site to allow ease of access? The Installation Team will need approximately 60cm (2 feet) to build and to allow you safe access for ongoing maintenance.
3. **PORTABASE** - Where purchased with the building, will be installed by our Installation Team. Provided that the ground it will sit upon is of a gradient of no more than 65mm across the length or width of the base and is clear of obstructions and not saturated with water.
4. **PROBASES** - This product must have been installed, in compliance with the manufacturer's instructions, prior to the arrival of the Installations Team. We do not install this product.
5. **DELIVERY ACCESS** Is there adequate access to the build site without going through your house, garage or neighboring property?

Frequently Asked Questions

Q1: I have checked my order and I have missing/damaged parts, how do I obtain replacements?

If you are missing parts from your order or if the building has been delivered with any damage we will arrange replacement parts to be sent out as soon as possible, usually within 3 – 5 working days.

Q2: What access is needed for my delivery?

All deliveries are classed as 'kerbside' deliveries, usually to the front of the property. The drivers will not, due to Health & Safety and Insurance restrictions, take your order through your home. A driver may offer to take the order into the rear garden but this will be at his discretion. The Installation Team will not, due to Health & Safety and Insurance restrictions, take your order through your home.

Q3: I have purchased the Garden Building Recycling Service with my order, how does this work?

The building must have been fully dismantled and left in panel sections at the front of the property. All panels must be secure enough to be transported and be in one piece.

We cannot collect any panels larger than 8' x 6' (2.4m x 1.8m). We can only accommodate a maximum of 8 panels. We will be unable to remove any Glass, Plastic, Chipboard, Metal, Smashed Panels and Non-shed/Fencing Material.

Q4: What sort of base do I need to prepare for the building?

You will need to provide a concrete, paved or decking base. The base must be firm, square (across the diagonals) and level (by spirit level or laser) and must be no less than the floor size of your chosen building.

If you have purchased a Wooden Portabase from us this will be fitted as part of the installation service, but you must ensure that the ground it will sit upon is of a gradient of no more than 65mm across the length or width of the base, the area must also be free from obstructions and not overly saturated with water.

Q5: I have purchased Roofing Shingles are these fitted by the Installations Team?

Roofing Shingles are only fitted when the separate shingle installation service has been purchased. If Fitting of shingles is required, please contact your agent to discuss.

Wooden Garden Shed & Summerhouse Maintenance

The life of your wooden garden shed or summerhouse will be prolonged by regular ongoing maintenance and timely repairs.

Simple Maintenance Tips for your garden shed or summerhouse:

Although your Garden Shed or Summerhouse will be delivered with a factory applied basecoat, you must ensure that it is treated externally as soon possible.

Use high quality treatment or stain, following the manufacturer's instructions.

Re-apply treatment or stain to areas affected most by the weather when required, but at least annually.

Check for rain damage and water ingress.

Check and replace any damaged roofing felt without delay.

Treatment

Once your Garden Shed or Summerhouse has been installed it will need to be regularly maintained in order to prevent the timber from deteriorating. Treat the outside of your Garden Shed or Summerhouse with a high quality timber treatment or wood stain, this will need to be repeated at not less than annual intervals.

Some areas more exposed to, and likely to be most affected by, the weather may need recoating on a regular basis – i.e. fascia boards or overhangs where the rain runs off and corner joints.

Natural Shrinkage

The timber used in the construction of your Garden Shed or Summerhouse will have retained some of its natural moisture content. The moisture content of the timber will vary, depending upon prevailing environmental conditions, which will result in the boards either expanding or contracting naturally. As the boards dry out further shrinkage may occur.

As wood is a natural product it is also likely you may notice small splits and cracks in some components or holes may appear where knots shrink and fall out these can be filled using a suitable flexible wood filler, this will not affect the structure of your Garden Shed or Summerhouse. If you are unsure please call us for advice.

Glazing

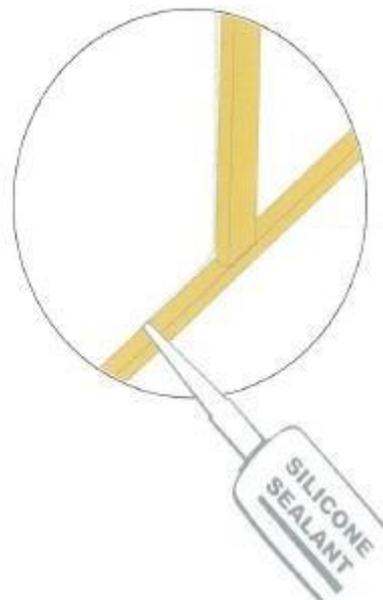
The Styrene glazed windows and doors are not sealed for delivery or as part of the installation. Glazing panels will be covered with a protective film which should be removed only after the building has been treated or stained. The film can be cut by running a sharp blade around the window frame and then peeling the film away from the Styrene.

Window and Silcone Sealant Information

Please be aware that we do not remove the protective film from doors and windows.



Please be advised that we do not silicone seal any doors or windows on any of our products. It is the customer's responsibility to seal these if they feel that it is necessary.



Treating Your New Garden Building

Wood Preservatives

Various preservatives protect against one or more of the following:

- Mould
- Mildew
- Ultraviolet (UV) Light
- Insect such as woodworm
- Fungi – that causes rot or decay

Wood Stains

Even though they are designed to protect wood surfaces, most stains are not registered as wood preservatives. They protect the wood surface primarily by improving water repellence. Other qualities such as UV and mildew resistance, are typically formulated to protect the stain itself rather than the wood.

Cuprinol or Other Paint

Bare or untreated wood should be pre-treated with an appropriate wood preserver to prevent rot and decay.

Surfaces should be dry and free from dirt. Remove any algae, lichen, fungi or moss using an appropriate fungicidal wash.

Wood previously stained, painted or varnished should be stripped back to bare wood.

Should you require further advice on what product is best to use, please speak to your local DIY store who will point you in the best direction.

Log Cabin Maintenance

To prolong the life of your log cabin it is vital that you make every endeavor to protect and maintain it correctly. Our log cabins are manufactured from kiln dried European softwood and are supplied untreated.

Simple Maintenance Tips for your Log Cabin

- Ensure that your cabin is treated externally as soon as it has been erected.
- Use high quality treatment or stain, following the manufacturer's instructions.
- Re-apply treatment or stain to areas affected most by the weather when required, but at least annually.
- Check for rain damage and water ingress.
- Take adequate steps to control moisture within and around your log cabin.
- The log cabin will expand and contract with varying weather conditions, which you may have to make adjustments to counteract this natural process.

Treatment

Once your log cabin has been installed it will need to be regularly maintained in order to prevent the timber from deteriorating. Immediately following installation you must treat the outside of your log cabin with a high quality timber treatment or wood stain, this will need to be repeated at not less than annual intervals.

Some areas more exposed to, and likely to be most affected by, the weather may need recoating on a regular basis – i.e. fascia boards or overhangs where the rain runs off, corner joints and the ends of the logs.

A simple way of checking if the cabin is ready to be retreated is to spray a little clean water onto the surface and if it beads up and rolls down the boards the existing treatment is still effective, if however it seeps into the wood it's time to get the brushes out.

Natural Shrinkage and Settlement

Your Log Cabin kit has been crafted from kiln dried European softwood which will have retained some of its natural moisture content. The moisture content of the timber will vary, depending upon prevailing environmental conditions, which will result in the timbers either expanding or contracting naturally. Even after the cabin has been installed an amount of expansion or contraction must be expected as the logs adjust to their location.

As the logs shrink a little, settlement will occur in your log cabin, which will cause the walls to lower. This is a natural occurrence, and log cabins are designed with this in mind, allowing individual logs to settle without affecting the finished result.

As wood is a natural product it is also likely you may notice small splits and cracks in some of the logs, these can be filled using a suitable flexible wood filler, this will not affect the structure of your log cabin.

Glazing Units

The glazed windows and doors are not sealed for delivery or as part of the installation. This is to allow the glazing units to be removed from the frame when you first treat or stain the log cabin. After the cabin has been treated or stained the glazing units can be refitted and sealed using a suitable flexible sealant (not supplied).

Maintenance Tips:

- Moisture control and damp management are key factors in increasing the longevity of your log cabin. Guttering is a great investment, if you have guttering already, be sure to check it regularly for any obstructions, such as leaves.
- It's a good idea to make sure any soil or earth around the log cabin isn't too close to the

Log Cabin Storm Braces (Wind Ties)

The purpose of the Storm Braces is to tie the roof apex to the wall boards to help prevent the Log Cabin roof being lifted by strong winds.

In most instances Storm Braces are fitted as a precautionary measure but are essential for Log Cabins positioned within exposed areas such as the Highlands of Scotland, hilly and coastal areas.

Although Storm Braces tie the roof apex and walls together, when fitted correctly, they will still allow the Log Cabin to adapt to changes within the timber.

As wood is a natural product it will expand and contract with variances in temperature and moisture content.

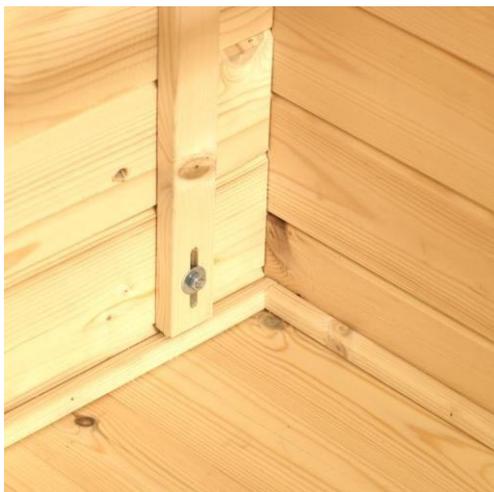
Fitting

The Storm Brace has a circular hole at the top and a long groove at the bottom.

Fix the Storm Brace to the inside of both front and rear gables using the coach bolts provided. The top of the Storm Brace must be fixed to the apex boards.

If the Storm Brace is fitted too tightly then the boards will not be able to move. Always leave the bottom bolt loose enough to allow the bolt to move up and down within the groove whilst ensuring that the top bolt is tight.

It may be necessary to loosen the Storm Braces periodically to allow the building to settle.



Bottom fixing for Storm Brace

19. Supplied and Fitted Terms and Conditions

1. A 15 working day lead time will apply to those customers requiring their garden sheds or buildings to be fitted. In exceptional and unavoidable circumstances, these periods may be extended.

2. This service is currently offered to limited postcodes only – please consult the attached list for confirmation of serviced areas.

3. We will endeavour to deliver & install customer orders at the earliest opportunity subject to the conditions outlined in 8, 11 & 12

4. Customers will be contacted 2-5 days prior to the anticipated fitting date

5. Installations are carried out weekdays only, typically between the hours of 7.00am and 7.00pm. A more accurate time of fitting can be given to customers calling the dispatch department the afternoon prior to delivery date

6. Customers are encouraged to accept their first offered delivery date as stock availability and alternative delivery dates cannot be guaranteed at all times

7. You do not have to be present at time of fitting; however, we would require written permission to deliver in your absence and detailed instruction of your fitting requirements.

8. It is the responsibility of 'The Customer' to provide free and unobstructed access for product delivery and entry to the fitting site. We recommend that panel sizes are checked to allow access through archways and doors. Any failed, abortive or return delivery charges shall be recovered from 'The Customer' at cost

9. We will not bear any abortive costs arising from 'The Customer' due to a failed delivery / installation

10. Where an installation option is shown and selected, this service will be carried out in a competent and professional manner

11. To ensure that installation can be completed, the customer must:

- Provide a concrete or paved base, being firm, square (diagonals) and level (by spirit level) – no less than the size of their chosen product. See details on How to build a base

- Ensure 600mm (2') unobstructed access is provided all around the proposed site
- No trees, branches or similar encroach upon the proposed site or working space
- Provide clear external pedestrian access (not height or turn limited) to allow unimpeded passage of the product sections or components
- Customers who have purchased a Portabase with their building need to be aware that it is their responsibility to ensure that the ground it will sit on is of a gradient no more than 65mm across the length or width of the base, the area should also be devoid of obstructions and not overly saturated with water. If the fitting team deem the ground is not suitable, the installation will be aborted. Subject to the conditions in point 9 we will not bear any abortive costs arising from 'The Customer' due to a failed delivery / installation.
- Please be aware that it is the customers' responsibility to install the Eco base even if it has been purchased with the installation.
- If you are unsure about anything to do with our recommended range of Portabases, please contact our customer service help line number before making your purchase,

19.12 If on arrival, the base does not fully comply with the above and installation is abandoned, 'The Customer' will become liable for the installation service fee which is 100% of the original installation cost. This fee may be retained to cover the initial incurred labour costs. The product can be left on site and 'The Customer' given the option of either:

- Self-assembly
- Or, preparing an appropriate base upon which a return visit can be arranged subject to payment of an additional erection service fee

19.13 If the buyer decides to cancel the order once the fitting team have finished the installation, the fitting charge will not be refunded if the customer wishes to return the building within the 7 days.

20. 10 Year Anti-Rot Guarantee

1. Our standard/dip-treated products carry a guarantee against rot. Anti-rot protection guards against fungal decay and insect attack.

2. The guarantee does not cover movement, twisting or warping or splitting of timber products over time.

3. Any warranty offered is only valid for goods sold and used within the United Kingdom.

4. All products sold are for domestic use only unless otherwise stated in the description and/or product pages.

20.5 Validity of Guarantee

To comply with the conditions of the guarantee:

- The product build instructions which are supplied with each building must be adhered to.
- If any part of pre-treated timber is cut, notched or drilled then an approved cut-end treatment must be applied.
- A suitable timber treatment must be applied at the time of first building and then reapplied every 12 months to maintain the appearance and function of the timber. The application and/or mixing guidelines provided by the manufacturer of the timber treatment should be followed.

20.6 The guarantee is invalid if:

- If the building has been customised or modified in any way.
- The person claiming is not the original purchaser of the building.
- The building has not been treated annually or as per the treatment manufacturers.
- The building has not been erected, fitted or installed correctly as per the supplied instructions.
- The building has not been erected on a suitable sized and solid base
- The building is or has been placed within 2 feet (60cm) of any obstruction (walls, tress, fences etc) which can allow moisture to penetrate the timber.
- The roofing felt has been incorrectly fitted or damaged allowing water ingress.

20.7 General Information

- We recommend that all glazing units are sealed with silicone or a similar alternative.
- Roof coverings should be checked at least annually and in the event of suspected damage from an outside source. It is usual for roofing felt to be replaced on a regular basis, at least every 2/3 years.
- Wood is a natural product and susceptible to changes in the external environment. Extremes of temperature or prolonged wet/dry weather conditions will cause a reaction in the timber. Timber may move, twist, warp and split. This will not affect the structural strength of the wood and is not covered by the product guarantee.