

# Pre-Installation Guide – Please Read Carefully

To ensure a smooth installation, please complete the following steps before our team arrives:

## 1. Location Preparation

- Choose and confirm the exact spot for your gazebo or item, ensuring it matches the dimensions in your order.
- Clear access to the site of any obstacles
- Please send a 360 degree video or good resolution images from various angles to [cw@cwinstallations.co.uk](mailto:cw@cwinstallations.co.uk)

## 2. Ground Preparation

- Please refer to our **Ground Fixing Guide** for detailed instructions
- Make sure the installation area is level and solid. If additional levelling is required upon arrival of our team some fees may apply (refer to our Assembly and Installation Service Terms).
- For installations on grass or soil, prepare concrete pads (20-40 cm<sup>3</sup>) to securely anchor the gazebo. You can use postcrete
- Allow time for the ground to settle if preparation was recently done, especially for concrete or other foundation work.

## 3. Site Access and Assistance

- Ensure someone is available to meet our team and guide them to the installation site. Our team will estimate the completion time, barring unexpected issues.

## 4. Post-Installation and Liability

- After installation, a sign-off is required to confirm completion. SUNS Lifestyle is not liable for damages due to ground shifts, severe weather, tampering, or modifications near the gazebo.
- SUNS Lifestyle is also not responsible for property damage from anchoring materials used to secure the item. If you decline secure anchoring, any resulting damages or injuries are your responsibility.

## 5. Acknowledgment

- By purchasing our products, you agree to this checklist and our Assembly and Installation Service Terms and Disclaimer.

### **Our Installation Service**

Our two-person team will unpack, construct, and clear away any waste or packaging.

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### **What to Expect After Ordering**

After you order, we'll contact you to schedule delivery and installation. Installation time may vary; you'll be assigned a morning or afternoon slot, which may adjust based on conditions on the day.

## Planning Permission Facts Pergolas

Our Rota, Maranza and Luxe models do not require planning permission. This is due to them being classed as semi-permanent structures which are secured to the existing surface and not cemented below the ground, this allows them to be disassembled and moved if ever required. Some exceptions may apply if you live in a conservation area so please always familiarise yourself with your local authority regulations. If you have any questions our team are on hand to help.

In terms of the height of your pergola, the further away from the boundary the better:

- Within 2m of the boundary the max. height must be no greater than 2.5m (8' 2").
- You will need planning permission for your pergola if it's on the front of your house.
- You will need planning permission for your pergola if it is in a conservation area or on the side of your house between the house and the boundary wall.
- If your house is in a conservation area and your pergola is more than 20m from the house and greater than 10 square meters, you will need planning permission.
- You will always need permission if your building is listed.
- Any sort of veranda, balcony or raised platform will need planning permission. This is primarily for your own safety! It will need to be built according to building regulations.

# Ground Fixing Guide – Please Read Carefully

To ensure your pergola is safe, stable, and secure, it must be installed on a solid surface. Please review the following instructions and complete any necessary groundwork before our team arrives, as our installers are not able to handle these preparations.

## Preparing for Installation

### 1. Foundation Requirements

- A sturdy base, like a concrete pad, is essential beneath the surface for proper anchoring. We recommend using **Blue Circle High Strength Postcrete (spec 40N)** for this.
- Floorplans for each pergola model are available on our website, allowing you to see where the pergola's floor plates will sit. You can also request these from [info@cwinstallation.co.uk](mailto:info@cwinstallation.co.uk). Our team will also send out a pre-installation guide containing the floor plan of your chosen product.

### 2. Groundwork Recommendations

- Ideally, select your pergola size before laying any foundation. If your patio or deck is already in place, verify that the foundation is stable and includes a solid sub-layer (e.g., concrete with ballast). Loose foundations like Type 1 concrete, rubble or sand are insufficient.
- For composite decking installations without solid support beneath, add structural beams beneath the decking where the pergola footplates will sit. Each beam must be wide enough to accommodate the entire footplate.
- For optimal stability, use **40cmx40cmx40cm concrete pads** beneath any tiles, decking, or structural joists. Ensure the surface is completely finished (fully grouted tiles or secured decking) before our team arrives so they can drill through it for a secure installation.

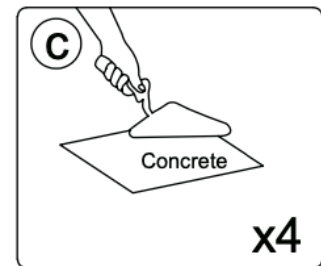
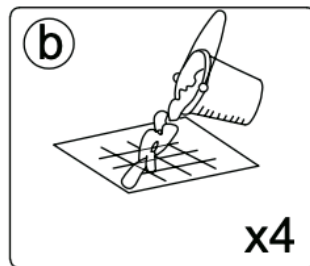
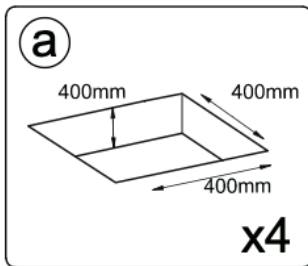
### 3. Anchoring and Drilling Specifications

- We typically use 70-120mm carbon steel bolts and diamond drill bits (for porcelain tiles). When necessary, we may add packing for proper levelling, which can range from 5mm to 50mm.

### 4. Special Surface Considerations

- **Decking:** Timber or composite decking requires a concrete pad or structural joist under each footplate for stability, as decking can naturally shift.
- **Grass or Loose Earth:** Install a **400mm<sup>3</sup> concrete pad** beneath each pergola footplate for stability on softer surfaces.
- Please contact a local building contractor if you require assistance installing the base

If your surface is less than 150mm thick or if it is made from unknown composite materials, add a **400mm<sup>3</sup> postcrete slab** beneath it for additional support. For any questions or unique installation needs, feel free to contact us.



# **CW Installations Service Terms and Conditions**

## **1. Introduction**

1.1 These Terms and Conditions govern the assembly and installation services provided by CW Installations.

1.2 These Terms do not affect your statutory rights under applicable consumer protection laws, including the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and the Consumer Rights Act 2015.

## **2. Definitions**

2.1 In these Terms:

- "We," "us," or "our" refers to CW Installations.
- "You" or "your" refers to the customer.
- "Variations" refer to any additions, omissions, or substitutions to the agreed work, fittings, or fixings.

## **3. Price Estimates and Quotations**

3.1 We base our prices on a regular installation service and based on the information provided by you, such as ground preparations, site measurements etc. Changes in requirements before work begins may result in a revised quotation.

3.2 Any variations after work has commenced will be subject to a fixed price, agreed between both parties and added to the final invoice.

3.3 You will bear any additional expenses for changes due to incomplete information, defects in existing installations, or extensive work requirements.

## **4. Unforeseen and Unexpected Costs**

4.1 You are responsible for covering additional costs for unforeseen work, services, or fittings required to address unexpected issues or events beyond our control.

4.2 It is your responsibility to:

- Ensure any necessary groundwork is completed before our team arrives – see our Pre-Installation Guide for details
- Measure the assembly site accurately and ensure sufficient safe space for the structure

4.3 If our team cannot perform the assembly due to inadequate site preparation, we reserve the right to charge for mileage and travel time for additional journeys or deduct these costs from any refund if the order is cancelled after our team surveyed the site

## **5. Liability**

5.1 Our liability extends only to the work we carry out. We are not liable for defects in existing installations or for parts not manufactured or supplied by us.

5.2 We are not responsible for any loss, damage, or injury caused by your actions or those of household members or visitors before, during, or after the work.

5.3 We undertake our work with the best possible care and you accept that we are not liable for any damage to your decking, patio, garden, or property caused by anchoring the pergola using bolts, anchors, or similar devices.

5.4 It is your responsibility to ensure that the ground surface is prepared. While pergolas can be installed on hard or soft surfaces, the surface should be level and capable of securely anchoring the structure. For pergolas installed on slabs or brick-paved patios, we recommend an additional concrete base under each leg. This allows anchoring through slabs or bricks into the concrete. However, if you consider the existing surface sufficiently secure and no additional work is needed, you will accept that we will not be liable for any subsequent damage or injury, which might occur to the pergola, your property or individuals.

5.5 All advice provided by us is given as an opinion only and accepted at your sole discretion and risk.

5.6 We will not be held liable for damage to pergolas moved or damaged by wind due to unsecure anchoring, which was approved by you.

5.7 If issues with installation arise within 14 days of the installation date, we will arrange for our team to address the issue. After 14 days, the installation is deemed complete and a call-out fee of £100 will apply.

## **6. Health & Safety**

6.1 We take reasonable measures to ensure a safe work environment, and we expect the same from you. We are not liable for any damage or injury due to your actions or those of household members or visitors.

6.2 We reserve the right to refuse work if the environment is unsafe, illegal, or poses a risk to others.

6.3 If you observe any unsafe conditions, equipment, or materials, you must inform us immediately.

6.4 If asbestos or other hazardous materials are discovered on-site, we may cease work until they are removed per regulations. The cost of removal is your responsibility.

## **7. Duty of Care**

7.1 We acknowledge our duty of care in terms of materials, workmanship, security, and property. We will conduct our work with reasonable care.

## **8. Building Regulations**

8.1 We reserve the right to refuse any work that breaches or potentially breaches Building Regulations.

## **9. Services & Waste**

9.1 You will provide and cover the cost of any power and water required for the work. Access to sanitary facilities must also be provided.

9.2 We will remove product packaging unless otherwise agreed. Other waste removal is your responsibility.

## **10. Insurance**

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