



Sanctuary Installation Key Information

Installation Expertise;

Our tailor-made installation service is recommended to unlock our 1-year installation warranty. Our expert team will deliver and install on the same day.

Installation Lead time: 1 – 4 weeks from date of order confirmation.

Pre-Installation Survey:

If you want to ensure everything is set for the perfect installation, we offer a comprehensive pre-installation survey (not on site), to be completed initially by the retailer, prior to sale and to include site pictures. This service will help us to assess the installation space (via images and discussion), prepare the best solution, and ensure a smooth installation process. Extensive details are essential prior to installation and bolt down to avoid disappointment when on site.

Why Choose Our Installation Service? (minimum 2 man)

✓ Hassle-Free Experience – Our skilled team handles the heavy lifting and technical setup.

✓ Expert Installation – We ensure your pergola is correctly affixed and stable.

✓ Comprehensive van spares on site – if required during assembly

✓ Warranty Protection – Proper installation safeguards your warranty coverage which includes a 1 year installation warranty (from date of install) to run concurrently with your 5 year limited product warranty (frame only), side walls & louvres 2 year.

✓ Pre-Installation Support – We will contact you beforehand to book a suitable installation date, complete a further installation survey which will include, checking suitable access, discussing base materials, fixing down, and ensuring everything is ready for installation.

Electrics for lighting:

A 3.2 metre length cable is supplied with each Pergola. The consumer is to be made aware that a standard 3 pin weatherproof socket is required.

We take pride in offering a complete service that ensures you can enjoy your new pergola without any stress. Let us handle the details—our team is ready to assist with delivery and installation every step of the way.

Let us take care of the hard work—so you can sit back and enjoy your beautiful new pergola! 🌿🏠