



# Summerhouse

Important information.

Please read through this booklet

Before delivery

#### Contents:

- About delivery and how your summerhouse will come
- About preparing your base
- Information about fitting your summerhouse
- How to maintain your summerhouse
- Guarantee



## How will my new summerhouse be delivered?



Your new Alton summerhouse will be delivered packed onto a Pallet ( or for bigger models, two pallets). The benefit of this is that it is packed nicely in the factory and wrapped in protective polythene. This is preferable to handling individual panels on and off vehicles and potentially causing damage.

The pallet will be sent to you using a pallet delivery company such as Palletways. This is a kerbside delivery and will usually be in a medium sized truck.

Please notify us if you do not have easy access for a medium sized truck.



Above: This picture shows a 8x9 Micketon summerhouse which is packed onto 2 pallets

The driver will have a tail lift and should be able to use his pump truck to take the pallet off the lorry for you. The drivers will try to pump truck it to a suitable position for you, but they are only obliged to leave it at the kerbside for you.

Certainly, if you have a steep drive, a gravel or rough surface or some other kind of impediment then they will only be able to leave it at the kerbside.





### **When will my delivery be?**

Once you have ordered, we will be in touch (usually by email) to ask you when you want your summerhouse to be delivered. If you give us a date then we will despatch your summerhouse three days beforehand and it will go through the Palletways system and be delivered on the allotted date.

If you are having your building fitted, we recommend that you book your fitter at least three days **after** your delivery date—this gives you chance to receive your delivery, check it and make sure that everything is ok before your fitter arrives.

### **Can I just leave the pallet as it is until we are ready?**

The pallet is wrapped in polythene and will sit quite happily outside until you are ready.

### **What if the pallet is in my way or I need to move it?**

If the pallet is in your way or you need the summerhouse around the back of your house, this is not the end of the world. You can easily remove the packaging and carry the summerhouse panel by panel. Your summerhouse will consist of about 8 side panels, some roof triangles and a box or two of bits. These are easy to carry and shouldn't take long. The only panel that is heavy is the double door panel.

### **How to unpack your summerhouse.**

Before cutting the polythene and the straps beneath it, please ensure that your summerhouse is not leaning forward, otherwise the panels may tip forwards. If needs be, lever up the front of the pallet with a spade and chock it up.

The best way to stack the panels at your house would be to put a couple of wooden bearers on the floor against a wall and lean the panels against a wall on their sides. (this is less vulnerable to wind than standing upright)

The summerhouse can also be left like this for a while if you are not quite ready to assemble it. It has all been treated in the factory with an oil based preservative.

Please note that the floors are usually screwed to the side of the pallet for packaging purposes, you may need to unscrew these to release.

### **What should I do if I see some damage?**

If you notice some damage on your summerhouse, please call us on 01782 388811. Although you are perfectly within your rights to refuse the pallet if it looks damaged in any way, it may well be quicker for us to solve if you contact us straight away as we may be able to replace the affected component rather

than wait for a whole new pallet to be sent.

Minor marks to the cedar can often be sanded out with sandpaper. It's no problem with us if you try this and are not satisfied with the end result, we can still arrange for replacement parts.

Please inform us straight away about any damage and ideally mark the pallet company note with 'damaged'. Don't worry - we will work with you to get it put right as quickly as we possibly can.

### **How about assembling my Summerhouse?**

Alton Summerhouses have been designed to be straightforward and satisfying to assemble. They will take some time, but the instructions are clear and there is no special skill required as almost everything is pre-cut to size, so if you are generally handy, then you should find it an enjoyable weekend's work.

Tools needed: Cordless drill and screwdriver (ideally two. One for pilot drilling, one for screw driving. Hammer, sharp knife for felt.

You can download the instructions in advance from the product page on [www.altongreenhouses.co.uk](http://www.altongreenhouses.co.uk)

Or you can request them by emailing [technical@greenhousepeople.co.uk](mailto:technical@greenhousepeople.co.uk)

### **Can you install it for me?**

All Alton summerhouses are flat packed for self assembly. However, if you ordered from a local agent, then they may well offer a fitting service locally.

Alternatively we can supply you with the names of some recommended installers in your area that work on a self-employed basis. Please call us on 01782 388811 for more info or email us on

[info@greenhousepeople.co.uk](mailto:info@greenhousepeople.co.uk).

### **What sort of base should I prepare?**

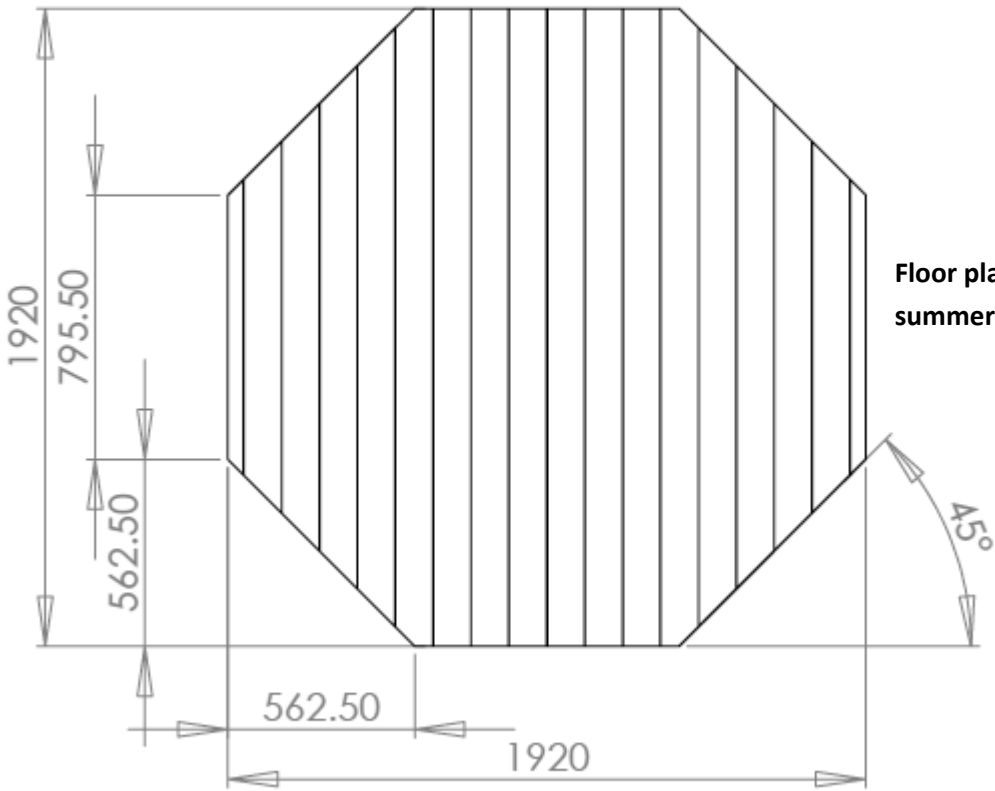
An Alton summerhouse is a quality item that you should enjoy for many years—so please don't put it on a rubbish base!

The ideal base would be paving slabs or concrete, or even wooden decking—but above all it should be nice and level.

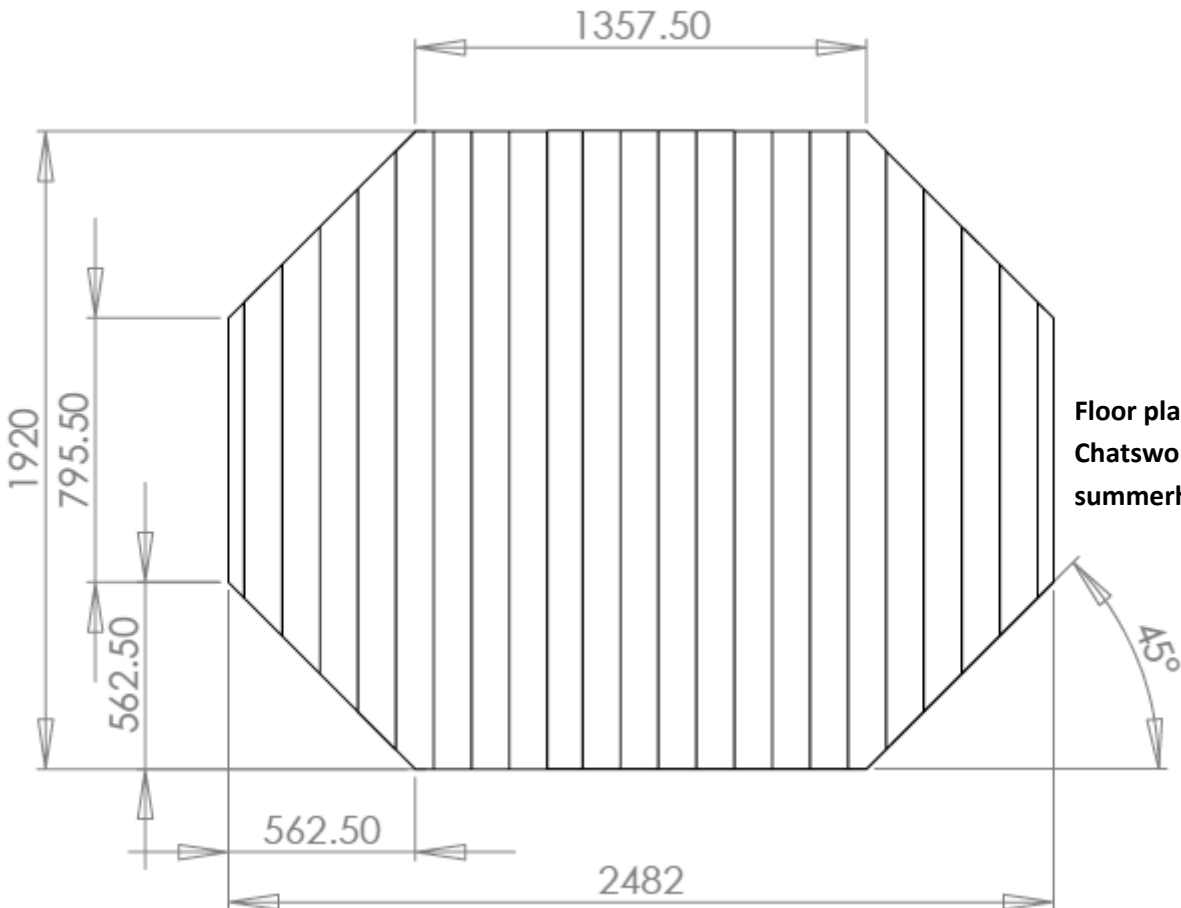
If you put your beautiful new summerhouse on an uneven or unlevel base then you will be more likely to get problems later such as sticking doors and windows, or a wobbly floor.



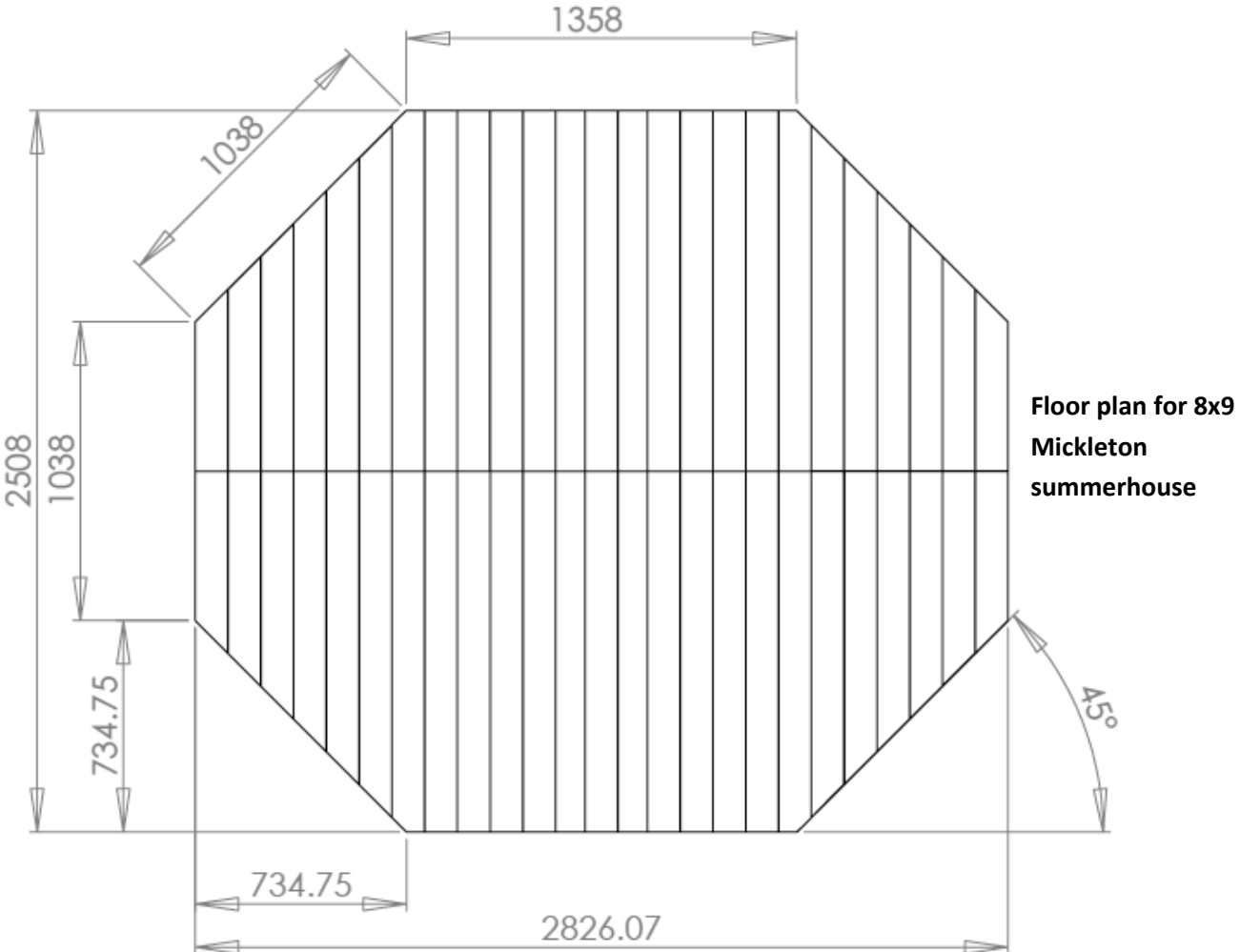
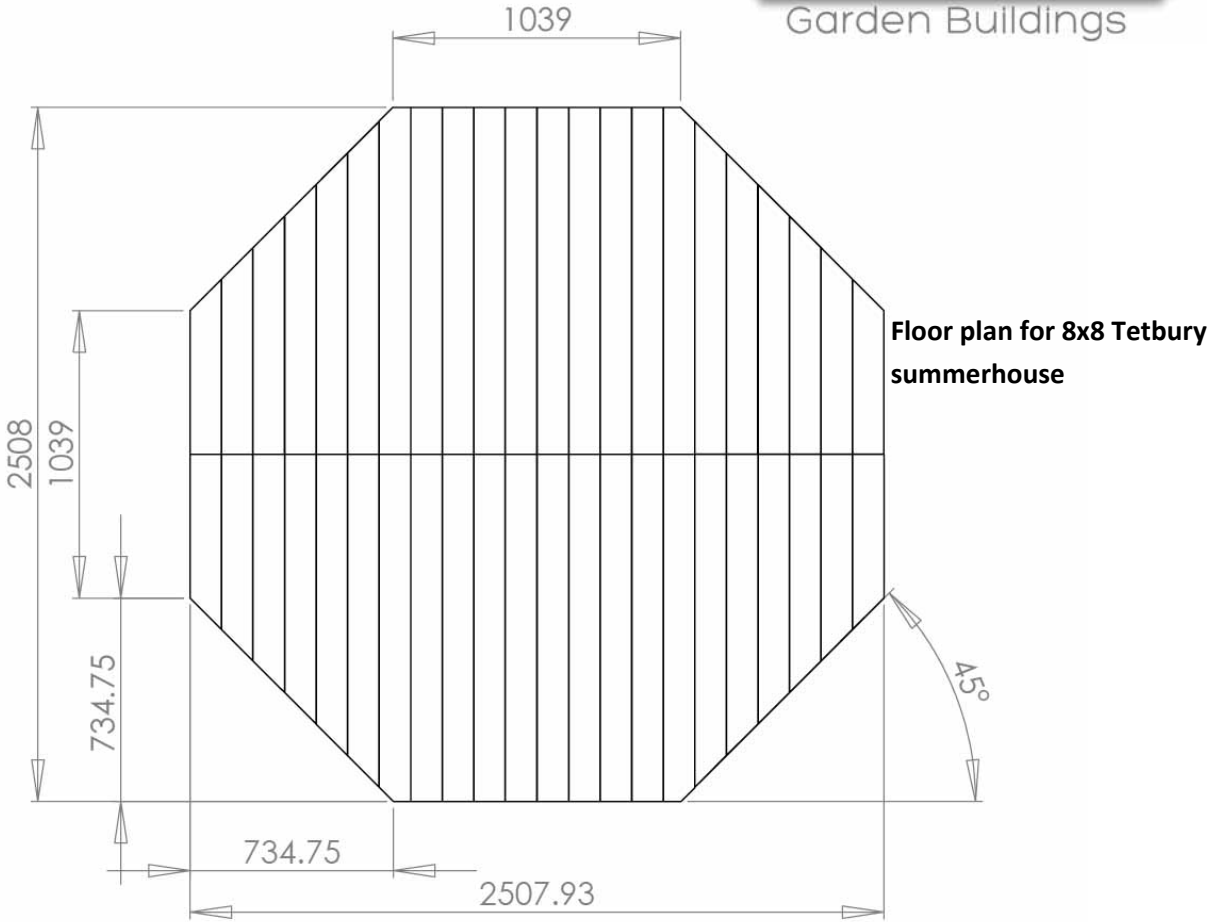
Above: This 7x7 paving slab base would be ideal for a 6x6 summerhouse



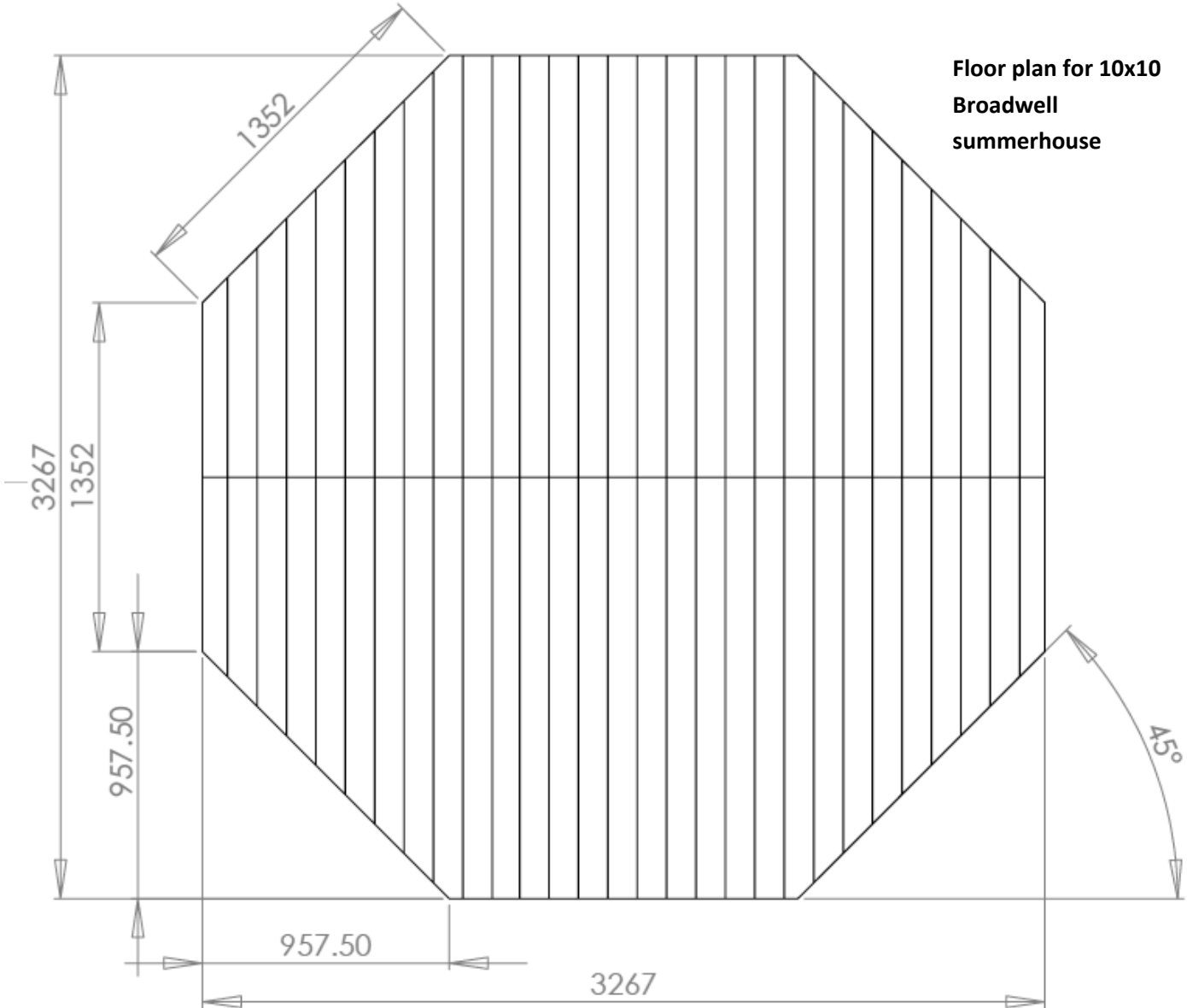
Floor plan for 6x6 Shipton summerhouse



Floor plan for 6x8 Chatsworth summerhouse



Floor plan for 10x10  
Broadwell  
summerhouse



## Care and maintenance of my summerhouse

As with any wooden building, you will need to do periodic maintenance on your new summerhouse.



The building comes with a clear, oil based factory applied treatment on all the panels (except the floor that is tanalised pressure treated)

We recommend that you clean your summerhouse every year, get rid of anything that allows the wood to not dry out such as algae, moss, build up of leaves. Then apply another coat of oil based wood preserver at least every 3 years.

At first your summerhouse will be many colours because cedar can be white, brown or pink and every shade in between. If you leave it as it is it will eventually mellow into a natural silvery-grey colour.

You can treat with a coloured preserver if you wish to create a certain look, but remember that clear treatment can be slopped on anywhere and you can't tell - this means that you can easily slosh some treatment around the important areas without having to do a meticulous full re-paint job.

Remember to open the windows and treat the window frames, and the edge of the floor.

### Change the felt

If you have a felt roof then you will need to replace this regularly.

### Guarantee

Your Alton Summerhouse comes with a 10 year structural frame guarantee. Certain items such as doors, windows and other moving parts have a 12 month guarantee. Glazing, Labour and storm damage are specifically excluded.

As with any natural timber product, you can expect the wood to expand during damp weather and contract during hot dry spells. This will be particularly noticeable on the floor, doors and windows and is to be expected.

Over time you may get raised grain, shakes, splits, knots leaking or falling out and these are all part of the natural maturation of the timber. We wouldn't expect these to be guarantee matters as they don't affect the overall structural integrity of the building.

You must clean your summerhouse once a year and clear moisture retaining items such as leaves, moss and algae away from the summerhouse. We recommend that you treat with an oil based wood preservative at least every three years.

### More help and advice:

You can contact us by phone on 01782 385409

Email : [info@greenhousepeople.co.uk](mailto:info@greenhousepeople.co.uk)

Also if you can think of more information that you felt that would have been useful if it was included in this booklet then please let us know.

### Please send us a picture of your finished summerhouse.

We're always keen to see how your summerhouse looks in your garden and we always need new pictures for the next brochure.



Email to [info@greenhousepeople.co.uk](mailto:info@greenhousepeople.co.uk)