

Pergola Ground Preparation Guide

To ensure the secure installation of your freestanding or wall-mounted pergola, please follow these ground preparation guidelines based on your specific surface type:

Stone or Concrete Paving or Block Paving

- Patio slabs/tiles should be laid on a solid concrete bed to allow the use of expansion bolts. Patios laid on a loose substrate (such as sand) or patios where the bond between the slab/tile and the concrete has diminished are not suitable. If your patio or paving is old or if you're uncertain about the foundation used, we recommend lifting the surface and installing a concrete foundation beneath each pergola leg for added stability.

Porcelain Tiles

- Please note that we are currently only able to bolt down pergolas to porcelain tiles within an 80 mile radius of our warehouse (near Sudbury, Suffolk). If you have porcelain tiles and are unsure of your distance from our offices, please contact us at customerservices@harbourlifestyle.co.uk.
- If you are outside our 80 mile radius, we are still able to assemble your pergola on a porcelain surface. Following assembly, you will need to arrange for the bolting-down to be conducted by yourself or a trusted local tradesperson or landscaper. This should be conducted immediately following your pergola assembly.
- Porcelain patio slabs/tiles should be laid on a solid concrete bed to allow the use of expansion bolts. Patios laid on a loose substrate (such as sand) or patios where the bond between the slab/tile and the concrete has diminished are not suitable. If your patio or paving is old or if you're uncertain about the foundation used, we recommend lifting the surface and installing a concrete foundation beneath each pergola leg for added stability.
- Failure to bolt-down your pergola will invalidate your warranty as the structure will be vulnerable to movement. The blinds (which will be operating correctly following the assembly) will be vulnerable to movement of the pergola legs. Harbour Lifestyle cannot be held responsible for any damage to your pergola, blinds or other property as a result of your pergola remaining unbolted-down following assembly. Any visits required by our teams to rectify issues associated with your pergola not being bolted down will be chargeable.

Decking & Composite Decking

- Your pergola can be bolted to most decking surfaces. However, the foundations must be robust and secure.

Due to the natural movement of timber or composite decking, we advise adding a 40x40x40cm concrete pad or a firmly secured joist/noggin beneath each pergola leg for additional support.

Soft Surfaces such as; Grass, Artificial Grass, Loose Gravel, or Soil

- 40x40x40cm concrete pads are required to securely anchor the structure. These pads must be embedded at least 40cm into the ground.

Wall Mounted Pergola Installation

- When choosing the location for your wall mounted pergola, please inspect the wall to which the pergola will be fitted. Pay particular attention to; the width of windows/patio doors, the height of door frames (measured from the patio/decking surface), the location of any downpipes, lighting or any other items which may interfere with the fitting of your pergola
- Prior to installation, we will request photographs of the desired location for your Wall Mounted Pergola. We may also request measurements to confirm that installation is possible. Our installation team may contact you prior to your installation date to discuss any potentially complicating issues.
- Any decorative surfaces including, but not limited to; paint, render or pebble dashing should be solid and secure.

General

- Please note that we are not responsible for ground preparation. It's important that any groundwork is completed well ahead of your assembly/installation date, allowing time for cement/concrete to cure fully before we arrive.
- Any defects or uneven surfaces at the pergola installation site must be corrected before the assembly/installation team arrive. If additional work is required or delays to assembly/installation occurs due to improper ground preparation, additional charges may apply.
- If you are unsure about the surface you wish your pergola to be sited on, please contact our customer service team ahead of time so we can plan accordingly.
- If our Assembly Team have any concerns over your outside area being suitable for the assembly/installation or bolt down of your pergola, they may not be able to complete the work.

Terms of Service

- Our professional assembly/installation teams or appointed contractor will deliver and set up your pergola at the agreed location, ensuring it is installed correctly. Once the work is complete, they will remove all packaging.
- It is essential that a householder is present when the assembly or installation team arrives. The team will provide you with an estimate of how long the work will take. Please note that unforeseen complications or bad weather can extend this time.

- On rare occasions, our team may need to schedule further visits to complete the assembly or installation. Harbour Lifestyle cannot be held responsible of any costs associated with your pergola assembly requiring further visits to complete.
- Please note that additional charges may apply for complex installations or if your site is considered non-standard. This may include, but is not limited to; installations over a hot tub or pool, on roof terraces or balconies. If you feel that there is anything we should know about your chosen location for your pergola, please contact us before the assembly/installation date, providing photographs/video of the area in question.
- When the assembly/installation is completed, our team will demonstrate how your pergola works and ensure you are comfortable with the quality, operation and assembly/installation of your pergola.
- If you have opted not to select to have your pergola bolted down by us, It is your responsibility to ensure that this is conducted **immediately** following assembly. Failure to bolt-down your pergola will invalidate your warranty. Any further visits to rectify issues caused as a result of your pergola not being bolted down will be chargeable. Currently, our Service Call charge is £250 plus the cost of any replacement parts required.
- Following your assembly/installation. Harbour Lifestyle cannot be held responsible for any damage or faults that are preventable or unrelated to manufacturing defects. This includes, but not limited to; issues caused by unsuitable patio/decking construction, ground movement, severe weather, customising/misuse of the structure, or nearby activities that could impact the pergola. It is the customer's responsibility to ensure that their pergola is maintained properly, paying particular attention to periodically checking the structure/joints/bolts are all secure (especially before & after strong winds) and keeping the gutters and drainage clear of blockages.
- It is the customer's responsibility to ensure that the chosen location for pergola assembly/installation is suitable.
- It is recommended that your pergola is added to your home insurance policy, commencing on the day of delivery.
- **Harbour Lifestyle cannot be held responsible for damage to your patio, decking, or other property caused during the installation process.**

If you have any other questions or concerns at any point, feel free to reach out to us at customerservices@harbourlifestyle.co.uk