

Pacific

PAVILLO



Pre-Installation Guide

Once Pacific have been notified of your order, a member of their pergola installation team will contact you within 3 working days to discuss the next steps. To ensure a smooth and speedy installation, please read the following and take the necessary actions.

Location & Ground Preparation

- Please refer to the Ground Preparation Guide for detailed information.
- Take a 360 degree video and images from various angles, including concrete pads as this will be requested during the initial call.

Next Steps

A member of the pergola installation team will be in touch by telephone to discuss / confirm: -

- The delivery and installation address.
- The location chosen for the installation and what work still needs to be completed.
- Ensure that all relevant documents have been provided – Planning Permission Guide, Ground. Preparation Guide, Installation Service Terms and Conditions.
- Potential installation dates – ideally within 14 -21 days following installation site approval.

Installation

- Once the installation site has been approved, an installation date will be agreed and confirmed by email.
- 3 - 5 days prior to the agreed installation date, the installation team will be in touch to confirm that everything can go ahead as planned.
- Ensure someone is available to meet our two-person team and guide them to the installation site.
- The team will unpack, construct and demonstrate the pergola to show that everything is working and to your satisfaction and clear away any waste or packaging.

Post - Installation

Prior to the installation team leaving, images will be taken and a signed completion document will need to be signed.

Liability

- Pacific are not liable for damages due to ground movement, severe weather, tampering or modifications near the pergola.
- If you decline secure anchoring, a waiver document must be signed and any resulting damages or injuries are your responsibility.

Acknowledgment

By purchasing our products, you agree to this checklist and our Installation Service Terms and Conditions.

Queries

Please contact the pergola installation team either by:

- Email - Sales@pacific-lifestyle.co.uk
- Or Call - 01484 642115 option 1 and ask for a member of the pergola installation team.

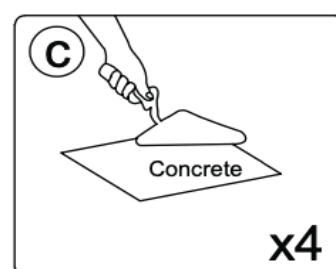
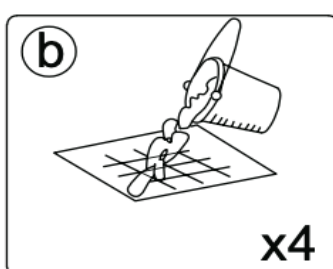
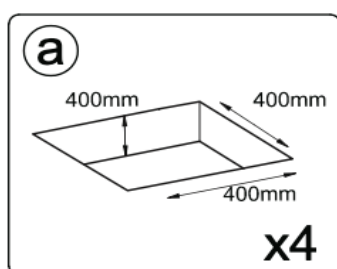
Ground Preparation Guide

Congratulations on your recent purchase. Like you, we want to make sure that you can enjoy your pergola for many years, so we need to ensure that it is safe, stable and secure. As your pergola is a semi-permanent structure it means that it can be moved either by hand, or in some cases by very strong winds and therefore, it is essential that it is installed on a solid surface and anchored to the ground. Please review the following instructions and complete any necessary groundwork before our installation team arrives, as our installers are not able to handle these preparations on your behalf.

Preparing for Installation

Location: Choose and confirm the exact spot for your pergola, ensuring it allows for the dimensions detailed on the floorplan provided and remove any obstacles. The installation area needs to be level and solid (maximum height difference in the level of the ground must not exceed 20mm). If additional levelling is required, please ensure that this is carried out prior to the installation date along with access to the site being clear of any obstacles.

Foundation Requirements: A sturdy base like a concrete pad, is essential beneath the surface for proper anchoring - we recommend Blue Circle High Strength Postcrete (spec 40N) and would suggest that you contact a local building contractor should you require assistance with the laying of your foundation. We do not recommend that the pergola is installed on a timber or composite decking, as these structures can naturally move which may result in some or all of your blinds not working. For installations on tiles, flags, grass or soil, level concrete pads (400 x 400 x 400mm) should be prepared onto which the posts will be anchored.



Our installation team will require good quality images of the foundations and the site before work can commence.

Anchoring and Drilling Specifications: We typically use 70-120mm carbon steel bolts and diamond drill bits for porcelain tiles and a minimum 5cm space should be allowed between the drill hole and the tile edge. Our team will take care not to damage the tiles but cannot be held responsible for cracks that occur as part of the installation process.

Installation without anchoring: Although we highly recommend anchoring the pergola to the ground you might choose not to do so. If you decline secure anchoring, any resulting damage or injuries are your responsibility and the functioning of the blinds may be affected if the pergola moves.

Mains electric connection: If you have chosen a pergola which requires an electric mains connection, please make yourself familiar with the floor plan of your chosen pergola as the mains cable will only exit at a specific point with a length of 2m. level concrete pads (400 x 400 x 400mm) should be prepared onto which the posts will be anchored.

Planning Permission Guide for Pacific Pergolas

Generally, Pacific pergolas do not require planning permission as they are classed as a semi-permanent structure which are secured to the surface and not cemented below ground, allowing them to be dis-assembled and moved.

Exceptions may apply if: -

- You live in a conservation area – please ensure that you familiarise yourself with your local authority regulations.
- You intend to have your pergola on the front of your house.
- You intend to have your pergola on the side of your house between the house and the boundary wall.

You will need planning permission if: -

- Your house is listed.
- Your house is in a conservation area and your pergola is more than 20m from the house.
- You have built any sort of veranda, balcony or raised platform as, for your own safety, this will need to be in accordance with local building regulations.

Disclaimer: -

I accept total responsibility should any issues arise relating to planning permission and / or the siting of the pergola.

Signature

Name

Date

Pacific Installation Service - Terms and Conditions

1. Introduction

1.1 These Terms and Conditions govern the assembly and installation services provided by the Pacific Installation Teams.

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 Pacific Lifestyle Limited Installation Teams.
- "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 will result in a revised quotation.

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

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 apply a charge up to the full assembly costs 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 along with access to sanitary facilities.

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

FAQs

Q: Is planning permission required to erect a PAVILLO pergola in my garden?

A: Generally, Pacific pergolas do not require planning permission as they are classed as a semi-permanent structure which are secured to the surface and not cemented below ground, allowing them to be disassembled and moved. Exceptions may apply – please check the Planning Permission Guide.

Q: Can the pergola be erected on any ground surface?

A: The Pavillo pergola can be erected on soft ground but only with 40x40x40cm (minimum) concrete or postcrete base under each post to which the pergola can be anchored. When installing on porcelain tiles, a minimum 5cm space needs to be allowed between the drill hole and the tile edge.

Q: Can the pergola be erected on uneven ground?

A: No

Q: Can the main unit be erected first and sides added at a later stage?

A: It is possible to add side accessories although we recommend to install them on the first installation date, as any subsequent installations will incur an extra charge of at least £250.

Q: Do I need a mains power connection close to the pergola?

A: The Pavillo pergola only requires a standard 240v mains connection if the optional LED strip has been ordered.

Q: Can the LED lighting be purchased after installation?

A: Yes, the lights can be purchased after the initial installation and installed by the customer.

Q: Does this pergola have a warranty?

A: The Pavillo comes with a 5-year warranty on all structural parts and a 2-year warranty on all electric components for the LED accessories.

Q: Is the pergola weather and windproof?

A: The Pavillo pergola is a semi permanent structure which means it can be moved. As long as the main unit is fixed to the ground as recommended it can withstand high winds. During storms, heavy rain and snowfall all blinds should be in their cassettes and the roof louvres must be set to tilt so the wind can move through. Should snow fall unexpectedly whilst the roof louvres are closed, the Pavillo roof has a load capacity of 1080kg (800N per sqm).

Q: Is the pergola waterproof?

A: The Pavillo pergola provides shelter from the rain and water is channelled from the louvres into the beams and from there into the posts where the water will exit on the ground through an opening. The textile blinds are showerproof and have a UV rating of 50.

Q: Is the crank handle available as a purchasable replacement part??

A: Yes.

Q: Does the pergola require maintenance?

A: We recommend to regularly clean the beams and corner connectors from leaves and debris to allow waterflow during rainfall.

FAQs

Q: Can the pergola roof louvres be removed?

A: Yes, the louvres can be exchanged or removed if you require access to clean the gutters.

Q: Can a barbecue be used inside the pergola?

A: Yes, a barbecue can be used inside the Pavillo pergola as long as there is sufficient ventilation, either through an open roof, or with 3 open sides. We would recommend that the barbecue is positioned a minimum of 1 m away from any louvre side panels.

Q: Can a gas firepit be used inside the pergola?

A: Yes, a gas firepit can be used inside the Pavillo pergola as long as there is sufficient ventilation, either through an open roof, or with 2 open sides. We would recommend that the gas firepit is positioned in the centre of the pergola and is a minimum of 1 m away from any louvre side panels.

Q: Can an open firepit be used inside the pergola?

A: No