

MARANZA DELUXE LOUVERED ROOFED PERGOLA

PRE-INSTALL GUIDANCE

Before you complete groundworks or book a pergola installation, please see our foundational guidance below to support you in discussions with your landscaper or builder.

The pergola must be fitted on to a solid surface and beneath the finished surface must be something for the pergola to be secured safely such as a concrete pad.

This would need to be completed before our installers arrive as they do not offer any groundworks, a local tradesperson would be able to assist you.

We can provide a floorplan indicating where the floor plates of the pergola will sit based on your chosen size and orientation, the floorplan can also be viewed on the relevant product page on our website.

We advise for concrete pads of approx. 40x40x40cm beneath any tiles, if you have decking then we advise the same or alternatively extra structural joists below the decking.

You should then finish your surface completely with the tiles or decking on top, so that when our installers arrive they can drill through the tile/deck and into something extra secure below.

It is a good idea to choose your pergola size before doing any groundworks however if you have already laid the patio/deck then we do advise for you to check what is beneath the surface. Is it secure enough? Type 1 or sand would not be suitable. Composite decking without something solid below would not be secure enough, unless you already have structural beams underneath where the footplates will sit. If this is the case, installing would be successful as long as all footplates are sitting on structural beams wide enough for the footplate to be bolted into fully.

ASSEMBLY INSTRUCTIONS

All of our Pergolas come with full assembly instructions and can be easily self fitted with basic DIY knowledge, as well as ideally two more people to help, plus an array of tools.

Estimated build time varies for each size model and ranges from 1-5 hours.

We always recommend anchoring the Pergola to the ground and ensuring you have something substantial enough to anchor into before the build begins. Please be aware that your warranty will not cover you for damage caused to a Pergola that has not been adequately secured to the ground.

If you would rather not assemble your Pergola yourself, then please tick the box above to add the install to your order. Please click [here](#) for more information regarding the installation and the pre-installation guide agreement.

A natural fall of ideally 10mm is required to allow the water to drain away as designed and for the screens to be fitted correctly, which by building regulations, your patio likely already has. Our install team can use packers under specific legs to ensure the complete gazebo works correctly should the fall of the patio level be different to the above, and by using our installation service you are agreeing to our team using packers under the footplates in such instances.

Please note, when self-installing the Deluxe Screens to the Maranza, you will require a rivnut tool to punch the holes for the rivets into the legs.

DELIVERY

We offer FREE delivery to UK Mainland. Our delivery partners operate as a two-man team to ensure your product is delivered safely to your delivery address.

When we receive your order, we will be in touch with a dispatch date and then our delivery partner will make contact with you directly, to organise a suitable delivery date with a 10 working day lead time. If a delivery/installation slot is missed, you may be liable for a re-delivery charge. If an delivery/installation slot is cancelled within 7 working days of the installers arrival date, you may be liable for a re-delivery and/or re-installation charge. All dispatch and delivery dates are approximate and subject to availability at the time of purchase.

You may not need to home to accept your delivery, but we will need access to be provided and agreement that you're happy for the goods to be left at your request.

Upon receipt of delivery, any damages or defects should be reported to Suns Lifestyle within 48 hours with photographic evidence for us to resolve.

If you live in a remote area you may incur a delivery charge. This charge is determined by the courier company.

For furniture deliveries, we will always offer a white-glove service where we set up the furniture for you and remove the waste.

PERGOLA INSTALLATION

Installation by our trained team includes the delivery, assembly and bolting down of the pergola, including any screens & louvered panels. Lead times for installation ranges from 4-6 weeks, and we provide nationwide installs. Please get in touch to check current lead times. Once you've placed your order online, we'll make contact to book a convenient date to install your pergola. By selecting and paying for our installation service you are agreeing to the pre-installation guide detailed below. If anything in the guide is not adhered to, it may incur an additional fee for our team to return.

Aluminium louvered roof pergolas work on the natural fall of your existing surface to allow the rain to drain meaning a slight fall is necessary. Please take care to ensure you have measured the area correctly and have a flat surface with a max of 1:80 fall (which, by building regulations your patio should already have). For anything more than this, we would need prior notification, as it means we would need to fit the pergola with packers. Our installers can adjust the legs to sit flat, using spacers up to 50mm; this does not affect your warranty. A 1:80 fall over a distance of 3410mm is 42mm. For best fitting of the deluxe screens a fall of 10mm is best suited to ensure smooth operation, please note that packers or adjustments may be required if the fall is beyond this.

Modifications such as lowering the height of the structure can be achieved, this service is great for areas which cover different levels, steps and walls and is available with an additional fee.

Our team are trained to fix to the following surfaces:

- Concrete
- Paving slabs
- Wood decking

- Composite decking
- Porcelain tiles

Please see the [Ground Fixing Sheet](#) explanatory document for detail.

Please note, for porcelain tiles our team use diamond drill bits and are extremely careful, however please be aware that we cannot be held responsible if tiles are cracked when drilling down, due to how the surface has been laid or where the legs are required to sit close to grout lines. Fixing into porcelain tiles will incur an additional fee, due to the expense of using the correct tools and the added time taken to carefully complete this work.

Our install team are not trained electricians and so for any heater installations, please organise your own local electrician to fit this for you.

Flashing can be added to the Pergola to create a seal between your property and Pergola, however this is not part of the design and the installation team can only fit the flashing as best they can to your property. Suns Lifestyle cannot guarantee that it will work on every surface. This is an addition to the pergola and not part of the pergola and so is not covered by the warranty.

PERGOLA PRE-INSTALLATION GUIDE

Before our installation team arrives, please ensure that you have completed and adhered to the following actions.

Note: If you have contacted us for advice or recommendation on the size that will work for your space, it is your responsibility to check your space before proceeding with your order.

- Decide the exact location and positioning of your Pergola/item in advance.
- Ensure the location and positioning you have chosen is adequate for the Pergola/item you have ordered. Refer back to the dimensions specified on your order.
- Ensure access to the site is clear and free from obstacles.
- Ensure the grounds upon which your Pergola is to be constructed is level, solid and any uneven bumps are levelled and/or smoothed before arrival of our team. Any additional works noticed to be required can be subject to fees as stated in our Assembly and Installation Service Terms and
- Suns Lifestyle are not liable for the adequate preparation of ground services, you must give reasonable settling time for any preparation works to solidify an or settle before agreeing to an installation date.
- Ensure that all grounding works have been discussed with our sales team in advance, so we are aware of the surface you are wanting to construct on.
- Ensure that there is someone available to greet our team upon arrival and show them to the site where you wish the Pergola/item to be installed and constructed.
- We take no responsibility for any preventable damages/faults to the Pergola/items that are not within reason of a manufacturer fault. This includes but is not limited to; naturally occurring ground movements; extreme weather conditions, tampering with the structure, movement or re-structure of the area within close proximity of the Pergola.

- Suns Lifestyle will not be liable for any damage that occurs to your decking, patio, paving, garden to general property from the use of bolts, anchoring or other such materials needed to secure your item.
- Suns Lifestyle takes no responsibility for items damaged by wind if securing of the item via bolts, anchors and other devices is refused by the customer. Refusing the secure fitting will be at the risk entirely of the customer and any third parties that should be in contact with the Pergola/item.
- By purchasing Pergola/items you are attesting to the knowledge and understanding of this pre-installation checklist and the Assembly and Installation Service Terms and Disclaimer.

Our Pergola Installation service is carried out by a two-man installation team who will deliver, unpack your items, construct in the agreed location and remove any packaging and waste from the construction.

Suns Lifestyle reserves the right to make any additional charges should the assembly be complex or considered non-standard. This includes but is not limited to; construction over a hot tub or jacuzzi and on surfaces such as porcelain.

In preparation for our building project and to facilitate the best working environment for our installation team, we kindly ask customers to ensure the designated area is clear and securely protected before our team arrives. This includes, but is not limited to, hot tubs, BBQs, kitchens, furniture, and any other belongings. Please note that our team cannot accept responsibility for any damage to these items if they are not appropriately covered or relocated. Additionally, we strongly recommend that the area is fully completed, and any other contractors finish their work before our team's scheduled arrival.