

FAQ ADJUSTABLE PEDESTAL SUPPORT

DECK TO/GO offers you an FAQ section (Frequently Asked Questions). In this tab, you will find the answers to all your questions. You can also reach us at info@decktogo.com we will be happy to answer you as soon as possible. We can answer all your questions in French, English and Spanish.

Are there several types of adjustable pedestal supports?

Yes, there are different types of adjustable pedestal supports to help you find the perfect supports for your project. Deck TO/GO offers 4 types of supports: the [DTG- PAVER and/or LUMBER adjustable pedestal support](#), the [DTG-LUMBER JOIST adjustable pedestal supports](#), the [DTG-TOP TILE connector supports](#) and finally the [DTG-Deck Wise compatible support](#).

**What is the maximum weight an adjustable pedestal can support?**

Each pedestal can support a total load of 800 pounds. Considering a load of 100 lbs per square foot you can install an adjustable support every 2' if your roof allows it. If necessary, use a stand every 2' in both directions.

**Do the adjustable pedestals supports need to be fixed on the floor?**

You can choose to fix the adjustable supports to your existing floor, using pre-drilled holes, if necessary. However, this is not mandatory and complicates the installation. It is very important not to fix the supports to your roof.

**Are the supports compatible with my roofing?**

The supports are made of polypropylene (PP) a neutral, non-organic material that does not affect the roofing. It is recommended that you place TPO membrane shims under each of the adjustable supports and contact your roofing contractor to ensure compatibility.

For more information do not hesitate to visit our website www.decktogo.com
Pour plus de renseignements n'hésitez pas à vous rendre sur notre site www.decktogo.com

FAQ ADJUSTABLE PEDESTAL SUPPORT

How do I make sure that the adjustable pedestal supports won't move once the tiles are laid down?

Once your project is finished, the weight of the floor (tiles, slabs, pavers ...) placed on your supports will allow them to stay in place. However, you can attach your supports to your existing floor if necessary. Confirm with your local engineer that the installation meets building standards in your area for both roof load and wind loads. If your installation is in a very windy area, your local engineer will probably recommend that you close the sides with planks of wood and in some cases, add flower boxes as counterweight on the edge of the deck.

**What types of materials can be placed on the supports?**

You can use the [DTG pedestals supports](#) to build a project with pavers, concrete, porcelain, lumber joist or wood or composite tiles but also [tent flooring cassette deck](#).

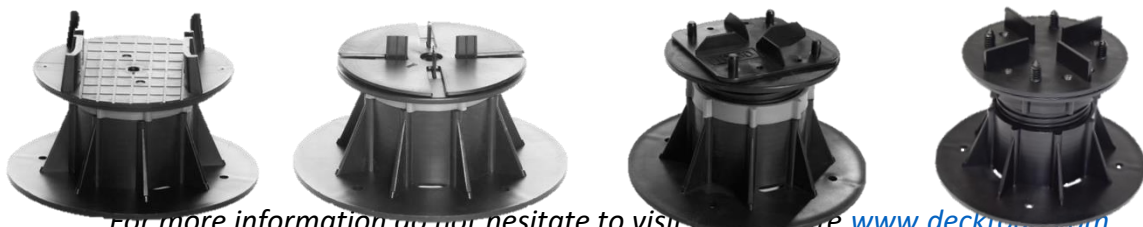
**Do we have to assemble the supports?**

Most of the time [Deck TO/GO supports](#) are shipped assembled. A [video is available](#) on our YouTube channel if you want a visual explanation.

**How to choose the right support for my project?**

The choice of your future support is based on the type of equipment that will be used. We offer 4 types of supports, [DTG- PAVER and/or LUMBER adjustable pedestal support](#), secondly, [DTG-LUMBER JOIST adjustable pedestal supports](#), the [DTG-TOP TILE supports](#) and the DTG DeckWise compatible support.

Visit [our website](#) to discover our range of products.



For more information do not hesitate to visit our site www.decktogo.com
 Pour plus de renseignements n'hésitez pas à vous rendre sur notre site www.decktogo.com

FAQ ADJUSTABLE PEDESTAL SUPPORT**How can I determine the distance between the supports?**

We recommend installing 1 support every 2' in both directions. If you require help for your project, several videos are available on our [YouTube channel "DECK TO/GO"](#).

**How to determine the number of supports I need to build my project?**

To determine the number of supports needed for your project, Deck TO / GO offers you a [downloadable spreadsheet](#). It will take a minute to count how many supports you need to order to build your deck.

Should tiles be removed to protect them during the winter season?

It is strongly recommended to store wooden tiles inside during the winter season (in the concerned regions).

**What is the maximum and minimum height of a support?**

Depending on the model chosen, the supports have variable heights.

Is it possible to eliminate a slope thanks to adjustable pedestal?

Yes, it is. Deck TO/GO sells [slope corrector](#) suitable for all of our [DTG-pedestal supports](#). The variable base slope corrector is the ultimate product for rooftop terraces. In fact, this product allows to adjust the slope from 0 to 5 degrees. The Variable Base Slope Corrector will add 15 mm height to your pedestal.

*For more information do not hesitate to visit our website www.decktogo.com
Pour plus de renseignements n'hésitez pas à vous rendre sur notre site www.decktogo.com*

FAQ ADJUSTABLE PEDESTAL SUPPORT

If you need to eliminate a bigger slope, you can do it by setting different heights to your supports, and/or using different supports heights.



How to prepare the ground before building my project?

If you decide to create your project on a concrete floor, it won't be necessary to treat your floor before. However, if you want to put your supports on grass, it is recommended to follow some steps before beginning to build your terrace. To start you will need to remove the first layer of grass, then it will be necessary to put a geotextile fabric on your entire surface to prevent the regrowth of it. Finally, you will have to put a layer of gravel before you can begin the installation of the supports.

Are the supports UV resistant?

The pedestals are made to be used outdoors, hidden under the tiles and not exposed directly to the sun.

What is the warranty on adjustable supports?

The replacement warranty for residential use lasts 1 year for supports and accessories.

What are the conditions to return the adjustable supports?

WWW.DECKTOGO.COM



[Click here](#) to order your adjustable pedestal to build your dream project!

www.decktogo.com