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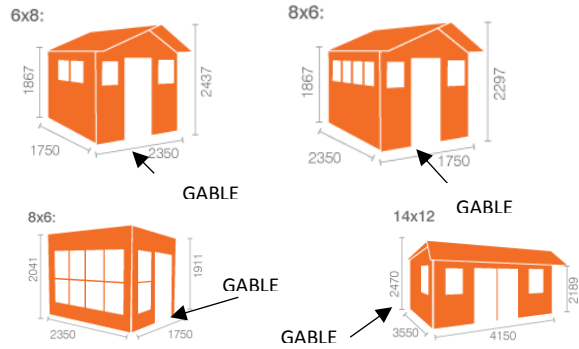
**LEMON FENCING LOG CABIN HELP AND ADVICE.**

**1- Specification-** All buildings are supplied complete with floor (unless otherwise stated I.E Warwick Garage), roofing felt, glass, trims and fixings. Roof purling's and trusses are supplied where necessary. Timber sizes stated are finished sized after machining. We reserve the right to alter specification at our discretion. All sizes are approximate, based on external measurements, they do not include roof overhanging etc. Please allow for any overhangs when choosing the size of your building, bearing in mind space required for installation and maintenance. We advise you check internal sizes if buying a building for a specific purpose. Planning permission can be required on some buildings depending on size and location. Check with your local council if unsure.

L x W x H = Length x Width x Height

FW x D x H = Front Width x Depth x Height

**Sides and Gables - How we list our dimensions** - When discussing the sizes to send through an order or quote request, it is important to discuss the orientation of the building as this can make all the difference. Do you need the doors on the gable? Is the gable the front of the building? Are the sides of the building actually gables? Is the front of the building classed as the side? For this reason, it is important to understand that the measurements of any of our buildings are displayed so that the second dimension refers to the gable.



**The Timber We Use-** We only use the best slow-grown high grade European softwood to make our buildings, which adds to their strength and durability. To keep imperfections such as knots and splits to a minimum we only use Scandinavian or Russian timbers that are grown slowly. Timber which is grown quickly (to sell quickly) means the rings of the tree will be further apart and hence is a timber more likely to twist and warp. Timber that has grown slower will benefit from much higher density due to its grain being much closer together.

'Kiln dried' timber ensures that the moisture content within the material is maintained to a consistent level to prevent warping or disfiguration.

**Power Felt with all Buildings** - All Lemon fencing log cabins are supplied with a superior high-grade mineral felt as standard – it is one of the best felts you can get in the garden buildings market. Our Power Felt is polyester-backed to avoid any rips, tears or creases. It is manufactured using 140grm reinforced polyester for the base, making it extremely durable when fitted correctly. The Power Felt also features a fine mineral finish, which prevents mineral separation in cold temperatures when bending over the apex or edge of the roof. The factory in which the felt is produced has been awarded a certificate of conformity with reference to BS EN 13707: 2013 and CPR 305/2011/EU.

**Doors & Windows** - Lemon fencing log cabins feature oversized, extra-large doors and windows. Our doors and windows feature high quality factory silicone sealed glazing. They are also fully draft sealed and beaded internally and externally. Most importantly, our log cabin doors and windows are internally hung (like traditional house doors and windows). This is so that the door cannot be removed from the outside. The doors are hinged on the right as standard but customers can order them to be hinged on the left. All of the doors and windows are hung with a rebated frame. This consists of a solid section of wood with a section cut out to create the frame. This is just the same as you would find in a house with timber doors. Extra tall doors, large opening windows and a variety of styles. As a standard, the only windows that are toughened are the full pane style for safety due to the size of the glass used. The basic glazing material otherwise is 3mm horticultural glass. However, there are options to make any of the glazing toughened for safety and also double glazed to increase insulation levels and to block out external noise. The glazing types available are; 3mm single glazing, 4mm toughened glass, 4mm double glazing, and 4mm toughened double glazing. All of our doors have 3 lever locks fitted. These can be upgraded to 5-lever locks and the windows have locking stays. The 19mm cabins have a press lock for the doors. Doors / windows are fitted with zinc hinges. Door handles and window stays are brass.

**Lubrication:** - All hinges should be lubricated with a suitable oil to ensure continued ease of use and to prevent rusting.

**Measurements / BESPOKE BUILDINGS** - Please remember that these dimensions do not include the roof overhangs which vary depending on the building style.

In the event that a new building plan (construct diagram) needs to be drawn for the alterations required, a reconfiguration charge will apply to cover the cost to do so. (The reconfiguration charge is £100.00.) **Altering the quantity or position of windows and doors.** If it is simply the layout that needs to be changed, a drawing would be put together and the reconfiguration charge would apply.

**2- DELIVERY TERMS-** **Delivery lead times:** Lead times are generally around 4-6 weeks for our log cabins.

**How are buildings delivered? Are they in a pack or individual pieces?** Log cabins are delivered in a plastic-wrapped pack as the logs are completely untreated.

**What size is the pack for the log cabins when they are delivered?** The longest pack size we deliver is 20ft, so cabins up to 20ft will have a pack as long as the longest length of the cabin. Generally, the packs are as long as the longest part of the cabin and then approximately 3'-4" wide and 3'-4" tall. They can be up to approximately 5950mm in length.

**When do deliveries take place?** - The timing of a delivery is dictated by the order the buildings have to be loaded onto the vehicle, in terms of the size and weight, but we do give customers an estimated two-hour arrival time. Driving hours are controlled and so in some instances, cabin deliveries scheduled to take place later in the day may have to be carried out the following morning if there is insufficient time to complete. If this is the case, the relevant customers will be contacted directly to discuss and explain.

**Delivery terms** -Delivery is kerbside only.

**To carry a log cabin around a property,** we will charge £75 (including VAT). **RESTRICTIONS:** Maximum distance we will carry the building is up to 25m. Buildings cannot be carried through the house for insurance purposes. Access to where the building needs to go has to be clear, no height restrictions, sharp turns or steep gradients. Movement of goods received beyond kerbside is the responsibility of the customer unless discussed and expressly agreed as otherwise prior to the order being placed.

The movement of goods beyond kerbside is the responsibility of the customer unless discussed and agreed prior to delivery. Any request received for goods to be moved beyond kerbside will be passed on to the driver but cannot be guaranteed until the driver is on site, as a site assessment will need to be conducted. If the driver deems that it is safe and reasonable to move goods beyond kerbside, he will do so. Unfortunately, the driver will not be able to assist with movement of parts through a customer's property as they are not insured to do so. Nonetheless, our drivers are very helpful and do try to meet customer requests when reasonable.

The garden building received must be checked against the component list as soon as possible after the delivery. If any item is missing, damaged or incorrect, Lemon fencing needs to be advised immediately. Only one notification and delivery of any missing or damaged parts will be accepted. Any additional requests may be subject to parts and delivery charges.

There must be available parking, if there is any parking constrictions please make us aware as this may incur a charge.

For log cabins that are purchased only, we will phone you once the log cabin is in stock. If you have chosen delivery also, then we can advise you on our delivery times.

**Re-delivery terms-** In the event that the delivery cannot go ahead as planned due to a customer not being present for delivery as agreed, we will charge an additional £50 delivery charge.

**3- Site preparation-** Site preparation is the customer's responsibility; the concrete base must be smooth and level. We need to be notified if there are any obstructions transporting the building to its destination. The log cabins are single logs/ boards. We must be notified if the building needs to go through doors or any other height restrictions, angles or turns. In the event of the site not being correct or prepared, we reserve the right to refuse of erect until the site is to our required standard, this will incur a charge of £150.

**4- Check the base:-** You should have already ensured the base was perfectly level at point of assembly but it is important to monitor this is still the case. Any movement of the base under the building can lead to twisting of the timber or doors going out of square. Depending on the type of base, adjustments may be needed to keep the building square. If a building is not kept square, there may be issues with the operation of the doors and any opening windows if they are pulled and twisted. It also may be necessary to check the base for water-pooling or any items preventing air flow under the building. We recommend that the garden building be situated far enough away from the fence line to gain access all around it (approx. 0.6m—1.0m), to enable it to be painted and maintained for any future repair.

**5- Installation terms-** If your log cabin is being installed, the installation team will contact you directly to arrange this part of the service. The installation is generally carried out on the same day as delivery. Our delivery team will arrive on site to and meet our fitters to offload your log cabin. Installation can take from 1day up to 1 week depending on the size of the building.

**What does the customer need to do for an install to go ahead?** There are a few things the customer will need in order for the installation to go ahead without delay.

The most important are as follows:

- Firm and level base
- Sufficient working space around the building (at least 18 inches)
- Easily accessible route to the install site.
- No height restrictions or sharp turns on route to where the building is being installed.

## **CARE & MAINTENANCE**

**6- Ongoing Log Cabin Maintenance** -To help maximise the lifespan of the cabins to ensure compliance with the guarantee, we have prepared a list of some of the key requirements in maintaining; **Treat the building annually:** It is likely that your log cabin will arrive untreated and therefore it is important that you treat the building within 1 month of installation with a good quality water resistant treatment. Our Eco friendly Protek wood care products are recommended. Our top of the range Royal Exterior gives you up to a 5 year protection and is available in many colours. This process should then be repeated annually with care taken to brush the treatment into all wooden components involved within, **inside and out.** Take particular care to thoroughly treat the bottom four logs all around the cabin as well as all corners of the building (in every joint- inside and outside) and any area of machined timber.

**Storm braces may need adjusting:** - If the bolt in the storm brace moves to the bottom or top of the slot (at the bottom of each storm brace), then you may need to adjust the storm brace to ensure the bolt is always in the centre of the slot. Storm bracing will need to be release to allow the logs to expand and retract.

**Door and window adjustment:** - As the doors and windows are screwed into the logs, if the logs expand or contract over time and over the course of the year, you may need to unscrew the fascia's of the doors and windows to allow the building to relax, and then re-screw. This will also allow the doors to be squared if required. Doors and opening windows will expand and contract with changes in humidity and temperature also, to minimize the risk of any problems ensure the windows and doors are treated with the appropriate product.

Note: buildings are not fully waterproofed; heavy rainfall water can seep through windows and doors. Please be assured this is normal and will dry out in due course. You may wish to use silicon window beading to stop water entering the building. Water coming off the roof can make the cabin very wet in a rainstorm. Installing guttering to the edge of the roof can reduce this significantly.

**Condensation-** Condensation can occur in a building, the best treatment is to allow airflow into the log cabin. This occurs when there is a warmer temperature difference inside the building compared to the outside. The moisture will begin the process of evaporation, until it reaches the coolest part of the building (normally the roof or windows) and then condenses into droplets and drips down to the floor, repeating the whole process again.

**Ensure nothing is in contact with the building:** - Anything leaning against the building could be a potential cause of leaking and should be removed as soon as possible. Any overhanging tree or hedge growth poses a threat to your garden building and should be cut back at regular intervals. If a tree branch makes contact with your building it may pierce the roofing felt and encourage water ingress. Leaves should also be cleared from the building as these may hold water and again could lead to water ingress.

**Check and replace damaged felt:** Fallen leaves and other organic matter may build up on the roof of the building and could cause the felt to fail if not cleared regularly. If you do find any damage sustained to your roofing felt over time it is essential that you act upon this without delay. Should you discover a rip or tear in the felt it is recommended that this area be stripped from the roof and a new covering of high grade, heavy duty, mineral felt affixed immediately. Any damage should be repaired to avoid leaks from occurring. Roofing felt is liable to some movement with changes in temperature which can sometimes lead to a ripping effect. This is normal and will not reduce the quality of the felt. The felt will need to be replaced approximately every 5 years.

**Allow for movement:** - When the building is assembled, the logs may still drop into place with the weight of the building or simply due to natural movement of the timber. As a result of this movement, gapping may appear between the logs. To resolve this issue, any items secured to the logs at fixed points should be released, the logs given time to drop into place to close any gaps, and the previously removed items replaced.

### **7- Cancellation of Orders**

**Bespoke orders-** Bespoke or customised buildings sometimes cannot be cancelled. Bespoke or customised buildings will not be accepted for return and cannot be cancelled once delivered, because of their custom specification. If there is any damage or error, this would need to be discussed immediately to resolve.

**8 -GUARANTEE-** Buildings are supplied with a standard 12 month guarantee against faulty parts and labour. We recommend you check if your building is covered by your household insurance in case of storm damage etc.

Lemon fencing 19mm log cabins have a 5 year timber guarantee whereas the 28mm and 44mm log cabins have a 10 year timber guarantee. The guarantee offers protection against general timber rot and decay – the guarantee does not cover the product against timber splits, movement, or warping which may occur naturally over time. To maintain the validity of this guarantee the product must be assembled strictly in accordance with the instructions supplied, treated annually with an appropriate high quality preservative and all glazing units must be sealed, inside and out, with silicone or other water tight sealant.

These warranties cover the cost of replacement goods only, this does not include any installation or labour costs.

The guarantee will be deemed invalid if:

- The product has not been assembled correctly by the user – please see our product assembly section.
- The base upon which the product is assembled is not suitable- all buildings should be assembled on a firm and level base constructed from a suitable material- please see our build a base guide.

- The product has not been treated after assembly or annually thereafter with an appropriate high quality preservative – please see our product maintenance section.
- The product has been customised or adapted in any way.
- At any point after assembly the building has been in contact with any trees, plants or exterior walls which could allow moisture to penetrate the timber.
- Any timber has been cut, pierced or drilled without a subsequent application of approved cut-end treatment.
- The roofing felt or covering has been damaged or incorrectly fitted allowing water ingress- please see our product assembly section.

Please note: timber is a natural product and prone to changes in appearance, including some movement, warping and splitting, particularly in extreme weather conditions. This will not affect the structural integrity of the product- this is natural and is not covered by a guarantee.