

## Frequently Asked Questions and our Customers testimonials

### Canopy:

*What is the canopy material?*

The pvc membrane designed for the commercial tent and marquee trade is a tensile fabric structure that makes it possible to create dramatic, exciting and striking architectural works as it offers translucency, is lightweight and uses tension to create the three dimensional form.

*Can the canopy cope with freezing temperatures?*

A [White Pavilion](#) canopy is designed for a tough environment, -30° celsius to +70°celsius

*How long will the canopy last?*

The canopy is guaranteed for 2 years but is expected to last over 10 years

*Does the white canopy need much cleaning and does it clean easily?*

Unlike a canvas material, the smooth surface makes the canopy almost self clean when it rains. We would recommend removing bird dropping as soon as possible. Use very dilute mild detergent and thoroughly rinse off, a few times a year - do not use abrasives or a power washer.

*Can the canopy be removed during the winter?*

Many of our customers like to use their [White Pavilion](#) gazebo all year round; the canopy can be simply removed by undoing the fastening bolts, a five-minute job. Replacement is just as easy.

*Does the white canopy allow much light through?*

The [White Pavilion](#) unique feature is its translucent canopy. This allows a soft light and gives ultra violet protection from the sun, particularly beneficial to schools for their outdoor classrooms.

*Why is there no guttering? Do you need guttering?*

With the small roof area, the amount of rain collected, the drip off is limited. However, we can attach a beading to the canopy above an entrance bay, which will direct the run off water to the side.

*I am planning to use my gazebo for BBQ's. Is it safe and can the canopy or screen catch fire?*

The pvc material has passed all the relevant fire safety standards for the UK and Europe. It is safe to barbecue under a [White Pavilion](#) gazebo, just take the usual sensible precautions.

## Installation:

*How easy is it to install and how long will it take?*

A **White Pavilion** comes complete with all the fixings, instructions and pre drilled timber. This makes installation quite easy for the average DIY person. We would suggest a two-person team, with our smaller Tuscan taking about half a day to install.

*Does the gazebo need attaching to the ground?*

To make it more secure we include special bolts for attachment to your chosen base.

*Can it be moved easily?*

Our **White Pavilions** are designed to be dismantled and reinstalled. Don't leave it behind when you move house.

*Can you install it for me?*

We have a number of recommended installers who can also lay down timber decking and construct patios.

## Timber:

*Why does my timber vary in colour between brown and light green and what will be the final colour?*

All timber has natural variations in colour, which can be exaggerated after the preservative treatment process. The pressure treatment process gives a light green tinge, which will soon turn a natural honey brown before finally fading to a driftwood grey after long-term exposure to the sun.

*What type of timber is it and where does it come from?*

We only use European Redwood (pinus sylvestris) imported from Sweden.

*Is the timber from an environmentally responsible company?*

All **White Pavilion** timber is FSC (Forest Stewardship Council) certified - a guarantee that it comes from sustainable managed forests. Visit FSC website ([www.fsc-uk.org](http://www.fsc-uk.org))

*Does the timber need to be treated?*

All the timber is pressure treated to give protection from decay and infestation, has an expected life of up to 30 years.

*Is the timber treatment environmentally safe?*

We use Osiose Naturewood™. This product has been used in Europe for over 10 years and complies with the relevant British and European Standards including the new BS8417. Visit ([www.osiose.co.uk](http://www.osiose.co.uk))

*Does the timber need to be retreated?*

Retreatment is not necessary.

*Can I paint the timber?*

Yes, any proprietary brand can be applied to the timber, just do what it says on the tin.

## Planning Permission:

*Do I need to apply for planning permission?*

Planning permission is not usually required, even in defined Areas of Outstanding Natural Beauty. A [White Pavilion](#) gazebo is viewed as being similar to a greenhouse or garden shed.

## Screens:

*How easily do the screens go on and can they be removed?*

Screens are supplied with stainless steel marine quality turnbuttons that allow for permanent or temporary attachment.

*Are transparent panels easily damaged?*

The transparent panels are made from a commercial quality material but by their nature are not as robust as the pvc material. When not in use we recommend either hanging up or rolling up dry.

## Winds:

*Is my White Pavilion safe in high winds?*

The style of our gazebo's allows the wind to freely pass through. They are designed to resist high winds and are certified to withstand gale force 9; the screens can also be removed to give added stability. If you are concerned about *extreme* high winds the canopy can easily be removed.

## Heating:

*Can I use my own heating system?*

The intense heat from gas heaters could lead to canopy damage. There are a number infrared heaters on the market but after extensive testing the only heater we know that will not damage the timber and the canopy is a Solamagic™ infrared heater, which we can supply. They are also available nationally.

*Do I need to worry about the infrared heater being outside?*

The Solamagic1400w heater we recommend is IP 24 rated, which means it can be fitted outside.

*Do I need any extra safety features?*

For added safety, we recommend the fitting of a residual circuit breaker type C.

## Lighting:

*Can you recommend how I can hide the electric cables?*

All [White Pavilion](#) gazebos have a discrete channel, which hides light, heater and speaker cables.

*Is it easy to fit the lights and heater myself?*

The fitting is straightforward but we would always recommend using a qualified electrician.

## Metalwork:

*We live very close to the coast. Will exposure to salt air damage the metal parts?*

Our stainless steel fittings will show no appreciable corrosion in fresh water or sea atmosphere.

## Snow loading:

*How much snow weight can the canopy take?*

Not an issue because of the strength of the construction and the exceptionally strong canopy.

## Maintenance:

*How do I keep my White Pavilion looking good?*

A wash with a dilute mild detergent a few times a year will keep it looking good. Best to remove bird dropping as soon as possible.

*Any ongoing maintenance?*

Temperature changes can occasionally lead to the slackening of a nut. We suggest you check your nuts once or twice a year. Regularly check and clear drain holes in each rafter.

## Returns:

*Can I return a product to you?*

If you feel dissatisfied in any way, of course you can. We *need* total customer satisfaction. Subject to your statutory rights under the Consumer Protection (Distance Selling) Regulations 2000 any amendments, are not affected by any of our terms and conditions. *However, you would be the first!*

t: +44 (0) 1823 278590  
f: +44 (0) 845 017 1984

---

[www.canopiessouthwest.co.uk](http://www.canopiessouthwest.co.uk)  
[canopiessw@btconnect.com](mailto:canopiessw@btconnect.com)

---

## Some of our customers testimonials

**"Your versatile White Pavilion is perfect for any occasion. Only 6 hours to build (1 man, his wife and a dog) keeps out the wind and the rain and more importantly, the neighbours you just don't feel like sharing a drink with!"** GB Retford

"Glad to hear the photos were of interest, I am still really impressed with the Andalucia which we purchased from you. Had our 20th wedding anniversary party in the garden the other weekend some 120 guests all mighty impressed with the look and quality of the White Pavilion, I wouldn't be surprised if you don't get some enquiries, I have passed your web address on to a number of people at the party. Once again many thanks" DS Colne

"Thanks for your help - our "outdoor room" is great & much used" TB Winchester

**"Rothley Tennis Club has never looked so smart. thanks so much for the great product and speedy delivery!"** TL Rothley

"Love the pavilion; looks great over hot tub and it means we can use it all year round. Excellent value for what is practically an outdoor room." SG Virginia Water

**"Worried about the white roof not staying clean, but it does. Works really well with the Hot Tub"** SP Orpington

"It's the best money we've spent!" BB Retford

**"absolutely fabulous..... we spend almost every evening in it"** MP Daventry

"Hello, please find attached photo of our recently installed gazebo, very pleased with the gazebo, looks great. Ideal for me as I didn't want anything that blocked out the light. Many thanks," KB Brighton

"I have recommended your company and products to a number of people who have all been impressed with the pavilion despite not seeing it at its best because of our awful weather." CT Fife

"Your White Pavilion looks lovely in our garden but an envious neighbour complained to the local planners. After a visit the planners said that they liked it too!" MS Gerrards Cross

"It's fabulous....our second living room." MP Newbury

"I put the gazebo up on Saturday and now all the neighbours are jealous!!" CM Wokingham

