



STRING LIGHTS  
OUTDOOR

## PERGOLA ORDERING GUIDE

# Step by Step Guide to Ordering Your String Lights Outdoor Pergola System



You can make sure you have chosen the right product by reading through our quick flowchart called **Choosing Your Product** on page 2.



Once you have decided which product you would like, please find our instructions on page 3 **Pergola Measuring Guide** to make sure you order the correct size pergola for your property.



You can see **the standard fabric** and **Aluminium Powder Coating Colour Swatch** by following the links below:

**Link 1 | Link 2**



You can see our **Exclusive-Upgraded fabric** in partnership with **Serge Ferrari** (with a surcharge) by following the link.

**Link**



Get in contact with one of our team members with this information for a price quotation by emailing **contact@stringlightsoutdoor.com** or calling **281.720.7272**



**Note:** It is the responsibility of the customer to check whether **planning permission** is required. Seek professional advice, speak to your local planning authority or contact your operator."



Once you receive a quotation, inform our team that you would like to make an order. They will prepare a special order form which you can take to your nearest local **dealer** branch to make a payment. Complete your order by following the instructions on the special order form.



Enjoy your Pergola and making use of your outdoor space in all weather conditions!



As part of our **5-year warranty**, we will visit your pergola as required and carry out checks. During this period we provide free servicing of your pergola.



Your Pergola will be installed either on the date of delivery or soon after depending on weather conditions.



Your Pergola will be delivered at a date previously arranged.



The **String Lights** team will keep you updated with every stage of your order, including delivery and installation from this point on.

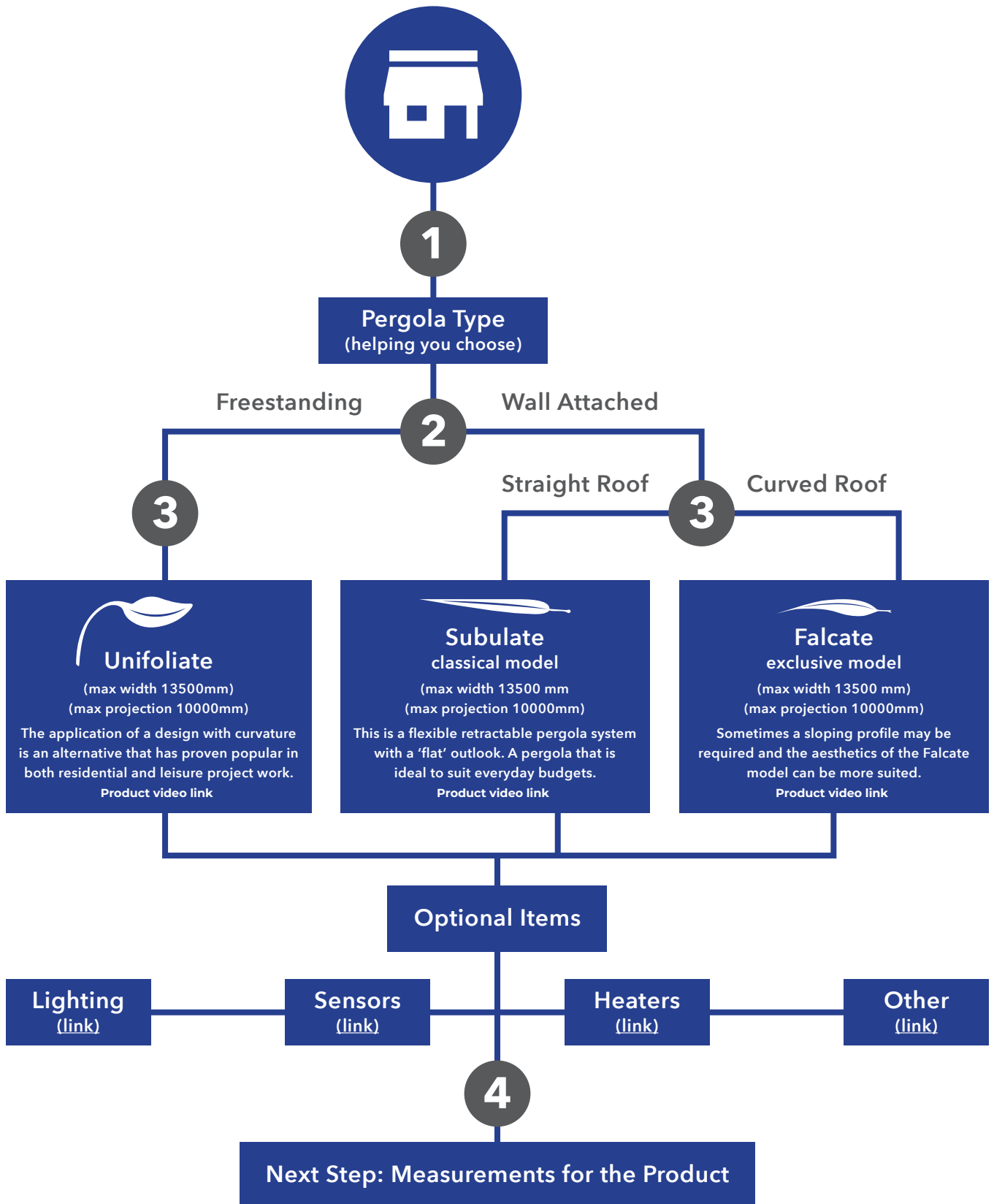


Prior to delivery or installation please make sure you have read **The Preparation Guide** on page 4 of this document and all requirements have been carried out.



The **String Lights** team will arrange a site survey to check the site for installation and will confirm all final details with you such as measurements, colours and technical details. You can choose from our **swatch samples** during our site survey.

# Choosing Your Product



# Measuring Guide



This image is a representation of a product called SUBULATE Ouercus Minima.

- Please measure your Back Wall Height (your desired location). It should be at least 3m for installation.
- If it is under 3m and in the circumstance your wall does not have the required clearance, supporting brackets will be provided with an additional charge.
- Please check your wall for any obstructions such as pipes in the way (if it is a wall attached system).
- If it is needed (for the front posts) we can add a concrete pad stone (*with a surcharge*).
- In the event of an obstruction our architects will come up with a solution.

**Please share a photograph of the back wall with the String Lights Outdoor team via email.**

- Max width 13500 mm - Max projection 10000 mm (depending on the product type).
- Min width 3000 mm - Min projection 3000 mm.

*\*Please note that for every system we need 150mm clearance from the edge of where your system is installed, and if there are additional heaters installed they will need 500mm clearance from the top of your system.*

## Step by Step Measurement

- 1** Measure the total width in mm which is the measurement along the back wall. Please note our measurements go up by every half metre so if possible, try to keep to exact dimensions. (This will ensure you get the best price.)
- 2** Take the projection looking from the outside. This is how much you would like your Pergola to go out from the building.
- 3** Make sure you have enough space on the back wall for the fitting of a Pergola. If there are any pipes or cables in the way please inform one of our operators.
- 4** **Please communicate this information to one of our advisors by emailing [contact@stringlightsoutdoor.com](mailto:contact@stringlightsoutdoor.com) 281.720.7272**

# The Preparation Guide



Prior to coming for installation, we would like to inform you of a few requirements to ensure a speedy and safe installation of your Pergola. Please make sure you read this guide carefully.

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## Allow Access & Clear the Site

To allow safe delivery you will need to make sure there is clear access of the route from the vehicle to the point of delivery. Deliveries are made to the nearest accessible point. You will need to remove all debris and ensure there are no tripping hazards on the pathways around the property. Please ensure that we are informed of any access issues i.e. restricted access, gradients, gravel driveways etc. Our team will require sufficient space around the installation site which is unique to each site and project. This will be noted by our technician during his/her survey, so please make sure you move anything that may be in the way as is instructed by our team during the survey. Any special circumstances will also be taken into consideration at this point. We kindly ask you to create a comfortable working space for our team.



## Electrical Requirements

If your Pergola is motor operated you will need a power outlet to connect the Pergola. Please note, we would need all electrical requirements to be carried out by a certified electrician. We will commission roof, setting limits etc leaving tails hanging for your electrician to connect to the power supply. Once you make an order our team will send you detailed information about the electrical requirements for your Pergola which you can pass onto your electrician. Our technician will also provide firsthand advice about this during the final site survey.



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