

An aerial photograph showing a person in a dark shirt and cap working on a wooden frame in a garden. The frame is made of light-colored wood and is surrounded by various construction materials, including stacks of wood, a bag of soil, and a bucket. The person is standing on a path made of square stepping stones. The background is filled with green foliage and trees.

About our **Assembly service**



DEAR CUSTOMER,

We are delighted that you have chosen a product from Polhus and our assembly service! We hope you will enjoy your house for many years to come and that you'll be very satisfied with the assembly.

To ensure everything runs as smoothly as possible when our assembly team arrives, it's helpful to prepare certain things in advance. That's why we've gathered all the important information you should know before we get started.

Please take a look at our general terms and conditions – there you'll find information about your rights regarding purchases and any right of withdrawal, for both products and services.

Good luck with your new house!



THE FOUNDATION

A properly executed foundation is very important to avoid settling and other issues with the house. Whether you choose to cast a concrete slab, build a crawl space foundation, use ground screws, install piers, or choose another type of foundation, there are several factors you need to consider:

- The foundation must be level across the entire surface
- The foundation dimensions must match the house drawings
- The foundation must support the load – both the weight of the house and other loads such as furniture, people, etc. Also keep in mind that snow loads vary depending on your location in the country
- The foundation must be clean and free from construction materials
- There must be at least 1 m of free space around the entire foundation to ensure proper assembly of the house

Please note that we need a photo of the completed foundation before we can schedule your assembly.

If you plan to pour a concrete slab with edge elements, it is important to remove some of the insulation foam closest to the edge where the load is heaviest. After casting and erecting the house, drying time must also be considered, which means we cannot install the wooden floor during the assembly.

Assembly on a concrete slab involves extra work and materials, which will incur an additional cost.

Feel free to contact Polhus if you have any questions or want to know more.

DELIVERY

Once you receive the delivery of your house, check that the packages are not damaged and that you have received all the parts included. Take photos of the packaging and labels and keep them – they may be needed in case of a claim.

Please note that the distance between the delivered packages and the assembly site must not exceed 15 meters. If you need help carrying the materials further than this, a cost of €70/hour per person will be charged.

WHAT'S INCLUDED IN THE SERVICE?

We offer a basic assembly service called BASIC. This includes erection of the frame, floor insulation, drainage, and roof covering – provided you have purchased these accessories from us.

If you've purchased a sauna, the service includes installation of the roof insulation package, roof covering, and drainage system, if you've ordered these from us.

If you've chosen a wood-burning stove, our team can also install it for an additional fee. Please inform your sales representative in advance if you want the stove installed.

Note that only materials and cladding for the insulated areas are included. This means that interior walls and ceilings will not be clad with panel or gypsum board as part of the service.

NOTE! We are not responsible for removal or disposal of leftover material or waste after the assembly.

STORAGE & WARRANTY

From the time you receive the materials, you are responsible for them. Mold or other damage caused by improper storage or that arises after assembly is not covered by the Polhus warranty.

We will replace manufacturing defects or damage during delivery, but only if they cannot be resolved during assembly and if, in our assessment, they affect the house's function or structural integrity.

When the materials are delivered, it's important to place them as close to the building site as possible (max 10–15 meters) and store them properly. The materials must lie flat, be fully covered with plastic or a tarp, and must not sit directly on wet ground such as soil or clay. If the ground is damp, a tarp should be placed under the pallets.

Windows and glass elements should be placed near the building site as they are often very heavy.

YOUR PARTICIPATION

At Polhus, we recommend that you are present when your house is delivered, so you can inspect the goods and place them where you want.

During assembly, we or the installers must be able to reach you by phone, but you do not need to be physically present at all times.

If you want to be on site, we suggest you are there when the installers arrive and perhaps also when they finish the job.

THE WORKSITE

Our installers need access to 230 V electricity for electric tools and battery charging.

Electrical Installations & Plumbing

We do not carry out any electrical or plumbing installations. If you hire a local electrician or plumber who needs to do their work during the assembly period, please contact us at Polhus so we can plan for that.

Note that additional costs may be incurred if our installers have to wait for electrical or plumbing installations.

We do not coordinate subcontractors, but are happy to help if needed.

Working Hours

Our installers often travel and carry out several Polhus installations across the country. In order to complete their next assignment, they may sometimes work evenings and weekends.

If this is an issue – for example, due to neighbors – it's important that you notify us in advance, otherwise additional costs may apply.

The installer will contact you at least 24 hours before arrival to confirm the time and start of the assignment.

Please note that the week agreed upon with your salesperson is a preferred installation week. We plan as carefully as we can, but sometimes an assignment takes longer than expected, which may lead to delays.

OTHER CONSIDERATIONS

It's helpful if you inform us in advance if you have special assembly requests, such as mirroring the house, adding extra windows, positioning a stove, etc. Please let us know and we can provide a cost estimate.

If you've ordered assembly on a small island with no overnight accommodation available and you have a guesthouse or other housing the installers can use, it's greatly appreciated and can make the work go more smoothly and efficiently.

After Assembly

A log house shrinks approximately 1–2%. This means that if we've insulated and clad the interior walls, gaps may appear between the wall and ceiling. These gaps are necessary for the logs to settle naturally. During this process, doors and windows may also need adjustment.

After about 10–12 months, the house will have stabilized, and you may cover any interior gaps with sealant or trim if needed.

Remember that you need to treat the house immediately after assembly – this is important to protect the wood from the start.

Contact

info@polhus.co.uk

01625 682250

Our technical building support is available via customer service.



Thank you
for choosing Polhus