



SUNRISE LODGES®
BY SUNRISE HOLIDAY HOMES

THE SUNRISE LODGE STARTER'S GUIDE



WARRANTY INFORMATION

All Sunrise Lodges come with 12 months manufacturers warranty as standard, this is the industry norm.

However, due to our higher specification, various parts of the home are warrantied separately, we have detailed below for your information

The roof of your Sunrise Lodge has a fantastic 10 year warranty, covering the roof sheets, ridge and barge tiles. This is subject to some basic maintenance but being steel pantiles this is a roof that will last a lifetime!

If you've chosen CanExel cladding this also has a 10 year warranty that is won't warp, crack or fade, incredibly robust stuff and reliable weatherproofing; so good in fact they use it on new build houses.

The chassis has a 3 year warranty, as do all new homes, but don't worry it will last a lot longer than this! We still have homes from the 80's coming in with good chassis. Alternatively if you've chosen a galvanised chassis this has a 10 year cover.

Your double glazed units have a 3 year warranty, and the hardware/ frames & ironmongery is 1 year.

The entire central heating system & boiler have 2 years cover. With 3 years on brass wear and plumbing. Appliances such as ovens, fridges and washing machine all carry their own manufacturer cover of 2 years or more.

All cover is subject to maintenance as detailed in the manufacturers handbook provided with your Sunrise Lodge.

You also have the option to purchase a total 5 year insurance backed warranty with MB&G Insurance, giving you total peace of mind for just £500.

We hope you enjoy your new Sunrise Lodge, feel free to leave us a review on Facebook and/ or Google!





WELCOME

We've compiled some helpful information to get you set up, and to ensure your Sunrise Lodge lasts for years to come. Most are unfamiliar with the process of siting and connecting a mobile home, and for those that are familiar, this is a good point of reference.

In this guide we will detail everything you need to know, from 'siting' your Sunrise Lodge correctly, to connections to services and ongoing maintenance, we hope this guide answers all your questions. We also encourage you to read the manufacturers Owners Manual which should be in the kitchen drawer.

With the right planning and team in place, you can have your Sunrise Lodge set up in one day! If you are more local to us in Essex, we can of course arrange the entire job for you with our engineers. Alternatively, seeing as our customers come from all over the country, we can also help you arrange the right engineers if you aren't able to yourself.

And if there's ever anything you aren't sure about, don't hesitate to give us a call or send an email! The best thing about buying a Sunrise Lodge is knowing you will be in good hands. We have a long list of very happy customers here, and don't plan to let that change!

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AS SOON AS IT ARRIVES, GIVE IT A GOOD CHECK OVER!

We can arrange our team to bring all the equipment and vehicles to 'site and level' your Sunrise Lodge. However, it is still a brand new home and requires a post delivery inspection from it's new owner!

In the kitchen drawer you should find an inventory detailing the contents of the home, all of which will be packed up and stowed in kitchen cupboards and/or master bedroom wardrobe; however, double check the other cupboards if you can't find anything, and if something is missing please notify us immediately.

As well as checking all the contents bits and pieces, there may be some fittings that will require attention, for example the shower door is removed for transport, also the shower mixer taps, but this is fairly standard stuff for your LPG engineer.

Lastly check the home thoroughly inside and out, any warranty claims must be reported as soon as possible after delivery.

ENSURING CORRECT SITE & LEVELLING

We of course have our own team who will follow your lodge in to site and level. However, if this is something you'd like to do yourself, we have all the information you need. Start by familiarising yourself with the levelling process, visit our website – www.sunriselodges.co.uk – scroll to the bottom of the homepage and you'll see a video "A guide to siting your Sunrise Lodge...".



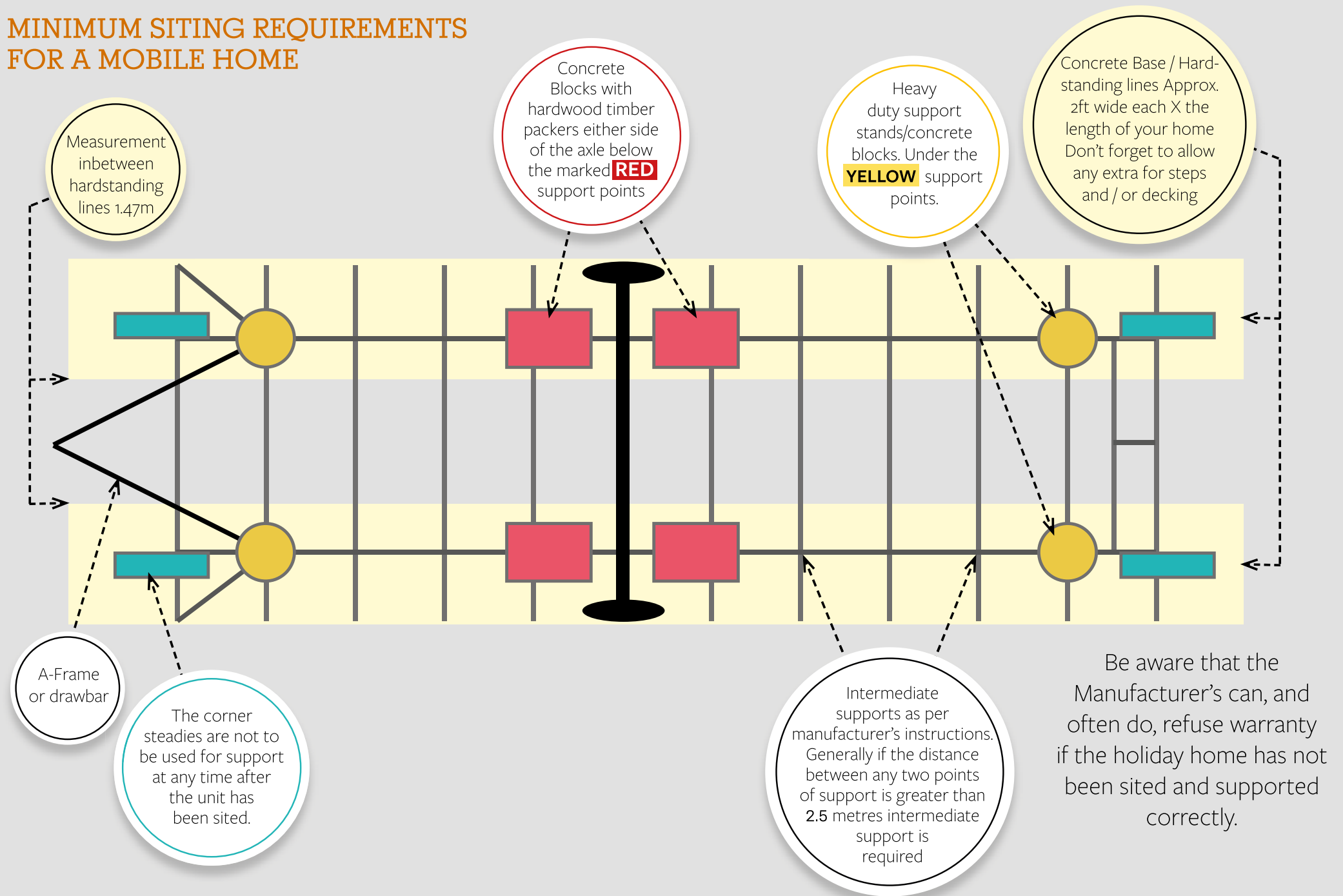
Or use a QR Code Reader to watch the video on your mobile device.

Ensure your lodge will have a solid base; this doesn't have to be a solid concrete pad, the minimum requirement is for 2 lines to be dug, approx. 40ft long (length of the home, plus any extra for steps etc), 6-8" inches deep filled and compacted with aggregate, each line approx. 2ft wide to allow wheels and blocks to roll onto.

You'll need approximately 8-10 axle stands, 8-10 concrete slabs for them to sit on, and a similar number of concrete blocks and slats of pallet/ railway sleepers to start levelling around the axles; this can vary depending on your land.



MINIMUM SITING REQUIREMENTS FOR A MOBILE HOME



SERVICE CONNECTIONS & BALANCING THE CENTRAL HEATING SYSTEM

Under the manufacturers guidelines we do not recommend you make any connections to services yourself, as doing so will invalidate your warranty. The correct procedure is to ensure you have a qualified electrician to connect your fuse box, either to mains, or a 32amp plug and armoured cable. They should also test the individual appliances throughout the home.

Same applies for gas, water & waste; this must all be handled by an LPG registered Gas Safe engineer, not a domestic engineer. They will know the process for making initial connections to the home, and they should check all brass work, fittings & appliances throughout after transport. If you encounter any problems during the initial connections, please contact us or Delta After-care on 01482 788088 immediately.

Why would this be required?

During manufacture of your Sunrise Lodge, the central heating system is installed and run tested under our factory conditions, following our testing, the central heating system is prepared for transportation of the home, in the case of single homes, the system is a sealed system, so the system remains as we tested it, in respect of double unit homes, the inter bay connectivity is disconnected and sent loose with the home along with a re-connection kit.

Our factory test conditions will vary to the conditions provided once the home arrives on site and is commissioned, the commissioning engineer will adjust various elements of the boiler and central heating system to suite the provision on site.

During the commissioning procedure the central heating system will be 'set up' by the commissioning engineer, this set up, will include the normal bleeding of the system but it may also require that the system be balanced, this is entirely normal and is the responsibility of the commissioning engineer, if this is required it is

NOT referable to Delta or Sunrise Holiday Homes under our warranty provision.

Balancing of the system is a procedure to evacuate the central heating system of air, when the bleeding procedure has been engaged and one or more radiators do not reach what is felt to be the correct temperature.

Should a central heating system be run for any length of time, in a condition where the system has not been fully commissioned or commissioned incorrectly, the warranty provision for the system could be compromised.

Also please be aware that due to the nature of the product and it's required means of transportation, it is unusual but not impossible for some pipe joints to work loose in transit, this should all be pre-checked by your engineer. The factory will not take responsibility for loose pipes.



BALANCING PROCEDURE

With the central heating system connected turned on and in the ready to run condition:

- Establish which radiator or radiators are not reaching temperature, make sure that these radiators have the thermostat valve set at the mid-point or above.
- Locate the live radiators on the central heating system, these are normally located within the bathroom or shower room, they can be easily identified by the fact that they do not have thermostatic valves installed.
- The live radiator that is installed furthest from the boiler should be checked to make sure that the feed valve is open to at least the midpoint.
- All other radiators, including a second live radiator if installed (only one live radiator, needs to be operational for this part of the procedure), should now be closed off or isolated, by closing both the thermostatic valve or feed valve and also the lock shield or outlet valve, the lock shield valve can be closed off by firstly removing the screw cover cap of the valve to expose the Allan or Hex key screw under the cap (this is a 8mm Allan key screw, so you will need this size of Allan key to hand), close both the lock shield valve and thermostat valve off.
- Now turn the central heating system on as normal and allow heat to flow into the system.
- Heat will now flow to the radiator or radiators that previously were not reaching full heat, allow these radiators to reach the normal operational temperature, this should take around 30 minutes, bleed these radiators as normal if you feel it necessary.
- Now selecting the furthest isolated radiator away from the boiler, open up the thermostatic valve to the mid-point or above, for the same radiator also open the lock shield valve by making one 360 degree turn only with the Allan key.
- Carry on with this procedure for all other radiators previously isolated, but use the same principal of selecting the next furthest radiator away from the boiler, until all radiators are back on line and operational, at this point all radiators will now be giving heat.
- Once all radiators are back on line and giving heat, the individual thermostatic valves can now be adjusted to the occupiers preferred levels and the lock shield valve covers can be refitted.
- The central heating system is now balanced and set for use.

RESIN EXUDATION (TIMBER CLADDING ONLY)

What is resin exudation?

All natural timber products have some form of inconsistencies and resin exudation is but one of these, resin is present within the structure of the wood, resin is present within the wood due to its natural process of growth, resin forms in the body of the tree and acts as a form of insulation during the passage of growth, so normally the tree builds the resin up against the prevailing weather.

The volume of the resin cannot be determined, although we do know that soft wood types do generally create more resin than hard wood types, hard woods are inconsistent with their quality, so the manufacturers choose to use a soft wood cladding to maintain a level of quality finish.

Resin exudation will take place virtually immediately the wood is processed at the timber mill, the volume is undetermined but we do know the exudation process is affected by temperature, higher temperatures encourage the resin to become more fluid, showing itself on the surface of the cladding in a form of a 'treacle' type of fluid.

The manufacturers natural timber products and the stain finishes they use, are designed to

allow for the resin exudation process, the stains they use are semi porous, this allows the resin to 'bleed' to the surface of the wood where it can be addressed, older methods of treatment suggest using some form of stopping compound be placed over the resin exudation point to prevent the action, this only serves to seal the resin in the timber, which over time is detrimental, encouraging an inner breakdown of the wood which would necessitate a full replacement of the cladding.

Our approach is to allow the resin to migrate to the surface, where under normal maintenance actions it can be dealt with, although resin exudation could be present for five years or longer, this is normal and typically resin exudation will predominantly occur on two of the homes Southerly facing elevations, Northern facing elevations are less susceptible due to the passage of the sun.



RESIN EXUDATION MAINTENANCE PROCESS

In season actions:

- Initially remove the resin with a flexible scraper (a car windscreen scraper would suffice) taking care not to damage the surface of the timber.
- Any resin residue can be removed with white spirit, in colder conditions a fine wire brush may be used, but again avoid damaging the timber itself.



- At this point if the home is within its first three years from manufacture a maintenance process may not be necessary, this will completely depend on the homes exposure levels, coastal located homes will require sooner maintenance than inland located homes.
- Even if the home is not due a maintenance treatment, you may choose to 'lift' the exterior of the home where resin has been present, if this is the case after the timber is cleaned off and if necessary a light rub down with fine sand paper to create a key, apply a top coat of the cladding stain used for your home on manufacture, if you need to establish this, please contact Delta After-care on 01482 788088 providing your homes DH serial number and we shall be able to assist your with purchasing materials, however, please be aware excessive maintenance could be detrimental, every time stain is applied to the surface of the cladding the pigment will make the home progressively darker over time, which in itself creates a greater level of solar gain on the surface and so encouraged resin exudation, so a progressive circle can be created increasing maintenance requirements and cost.
- Generally stain will wash out over time, as a pigment it will naturally do this, the cladding itself is pretreated at the mill with preservative, so it is inherently protected and therefore look on the stain process as been somewhat cosmetic, but non the less it does assist with the performance.
- What you are looking to achieve is a consistent look to the exterior, with a balanced approach allowing normal UV degradation to occur to the cladding, but adding stain as necessary to maintain the look.
- We mentioned previously that most probably just two of the four exterior elevations of your home are likely to be affected, if this is the case then only those elevations may require maintenance, it is a judgment call, but please remember excessive, repeated treatment could be detrimental.
- Carry forward with a maintenance process of evaluation and action as described above and your Sunrise Lodge and its cladding, should give you many years of enjoyment.

AVOIDING CONDENSATION

What is condensation?

Condensation is caused when water vapour comes into contact with cold surfaces and condenses to form water droplets or dampness.

Air can contain varying amounts of water vapour; warm air can hold a greater volume of water vapour than cold air. When warm air comes in contact with a colder surface, it cools and can't retain the same amount of water vapour. The excess water vapour is released and forms condensation.

Water vapour is invisible in air and is formed when you breathe and carry out normal daily activities in your home, such as cooking and showering (anything that converts water into water vapour). Caravan holiday homes, unlike traditional bricks and mortar homes, have a manufacturing regulation calling for the provision of fixed ventilation within the each room of the holiday home, providing clear passage of air flow to and from atmosphere, this is a health and safety provision, dictated by both European and British manufacturing regulations for caravan holiday and residential homes, this requirement does encourage air to be drawn into the home from the exterior.

Condensation in your home

Condensation is not an indication that there is a manufacturing deficiency with your home, it can occur in all types mobile homes.

Normal activities (such as taking showers, cooking and boiling kettles) produce warm air containing a large amount of water vapour. This warm air will seek out the colder surfaces in the home and condense, typically warm air will sit above the colder air meeting around 1.2mtrs above the floor level, at this point a condensation point is formed, with water droplets forming and under gravity falling to floor level, it is not uncommon for condensation to form on a ceiling.

Having advised that your home has a regularity provision for fixed ventilation in each room, this under certain external damp weather conditions (seasonally between late September into April), will present water vapour infused air in the home, this will occur even if the home is unoccupied. The fixed ventilators provided should be checked for obstructions and maintained annually.

Condensation is most likely to appear on windows, colder parts of walls (external walls that are normally facing prevailing weather activity),

are likely to be at a slightly lower temperature than other walls in the home, this variation is enough to offer the cooler surface condensation would be seeking. It can also form where air circulation is restricted such as wardrobes (again under a regulatory build requirement, mobile home wardrobes, by design are required to create an air flow into the compartment, this is achieved by the type of door hinges used) also where items of furniture are placed against external walls such as beds.

If condensation appears in the same location, it can sometimes cause mildew and mould growth to form.

Homes that are heated intermittently are more likely to see condensation forming against homes that are heated continuously. This is because continuous heating keeps the fabric of the home warm which reduces the occurrence of condensation, however, excessively high internal home temperatures are counterproductive to condensation management, it will create a greater volume of warm air, which in turn will provide a greater water vapour carrying capacity, so a consistent comfortable heating level is the best approach.

AVOIDING CONDENSATION

Reducing condensation

You are unlikely to prevent condensation forming in your home, and a large bearing on the occurrences is the seasonal weather activities, however, you should aim to reduce its effects were ever possible. The following advice should help you to achieve this.

Produce less moisture

- Avoid drying clothes within the home
- Place lids on boiling saucepans to reduce steam
- Shower or bathe with all doors to the room closed

Stop moisture spreading through the home

- Whilst cooking, showering and bathing, use the extractor fans provided within your home and/or open a window, run shower/bathroom extractor fans for around 20 mins after finishing using the room, keeping the room doors closed during this time
- When condensation appears, remove it

Ventilate moisture away

- All the windows (including fan lights) installed in your home are provided with a trickle ventilation latch setting , this allows the window to be slightly opened to encourage ventilation whilst allowing the latch to be fully closed, this will encourage air flow in the home, this should be engaged whenever the home is occupied even during the winter period.
- Where possible free standing furniture placed against external walls should be positioned to create a slight gap, this again will promote air flow around the room and furniture
- Do not over fill wardrobes, cupboards and drawers, this will restrict air flow from circulating around their contents
- Mobile home rooms are compact and the home as a whole, should be looked upon as requiring ventilation (not just isolated rooms), when the home is occupied open internal doors (slightly ajar is better than nothing) and external windows to create air flow throughout the home from lounge through to the bedrooms, this will encourage the two bodies of warm and cold air to mix together in all areas within the home, and so reduce condensation

Provide even heating

- If your home is unoccupied during the day, make sure the heating timer is set so that your home is warm by the time you return, it is human activity within the home that will provide the most volume of water vapour into the air, if your heating is only engaged when you arrive, do not under estimate the time it will take to warm the fabric of your home, during this heat up time condensation is more likely to form
- If you don't usually use all the rooms in your home, you should still keep them heated to prevent creating cold zones, condensation will migrate to these rooms first
- Intermittent use of heating should be avoided, it is understood that these homes are vacated and reoccupied as a matter of course, however, understanding that when a home has been unoccupied for a period, water vapour can enter the home via the fixed ventilation system. When the home is initially reoccupied on every periodical revisit, all the advice and methods provided here should be engaged immediately

TELL US WHAT YOU THINK

Here at Sunrise Lodges we pride ourselves in our customer service, without happy customers we wouldn't still be going strong after all these years!

So, to help us improve our service, and if you have a minute, please visit info@shhltd.co.uk/feedback and let us know what you think.



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