



SUNRISE LODGES®  
BY SUNRISE HOLIDAY HOMES



# THE SUNRISE LODGE GET STARTED GUIDE

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# WARRANTY INFORMATION

*All Sunrise Lodges come with 12 months manufacturers warranty as standard, this is the industry norm for mobile homes. However, due to our higher specification various parts of the home are warranted separately. We have detailed these below for your information.*

The roof sheets, ridge and barge tiles of your Sunrise Lodge have a fantastic 10 year warranty. This is subject to regular basic maintenance detailed on page 8 of this guide.

If you've chosen CanExel cladding this has an impressive 15 year warranty. And the 'Rigid Vinyl/PVC' cladding has a 10 year warranty.

The chassis has a 2 year finish & structural warranty, as do all new homes, but don't worry it will last a lot longer than this! Alternatively if you've chosen a galvanised chassis this has a 10 year cover. The double glazed windows have a 3 year warranty, and the hardware, frames & ironmongery is 1 year.

The entire central heating system, boiler, controls, radiators & vales have 2 years cover. With 3 years on brass wear, pottery and plumbing.

White goods such as ovens, fridges and washing machine etc all carry their own manufacturer cover of 1-2 years or sometimes more. Lastly the cupboard fronts have 3 years. All cover is subject to maintenance as detailed in the manufacturers handbook provided with your Sunrise Lodge.

*We hope you enjoy your new Sunrise Lodge, please 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!

You may have arranged our team to bring all our equipment and vehicles to 'site and level' your Sunrise Lodge. However, it is still a brand new home and requires a crucial post-delivery inspection from its 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.

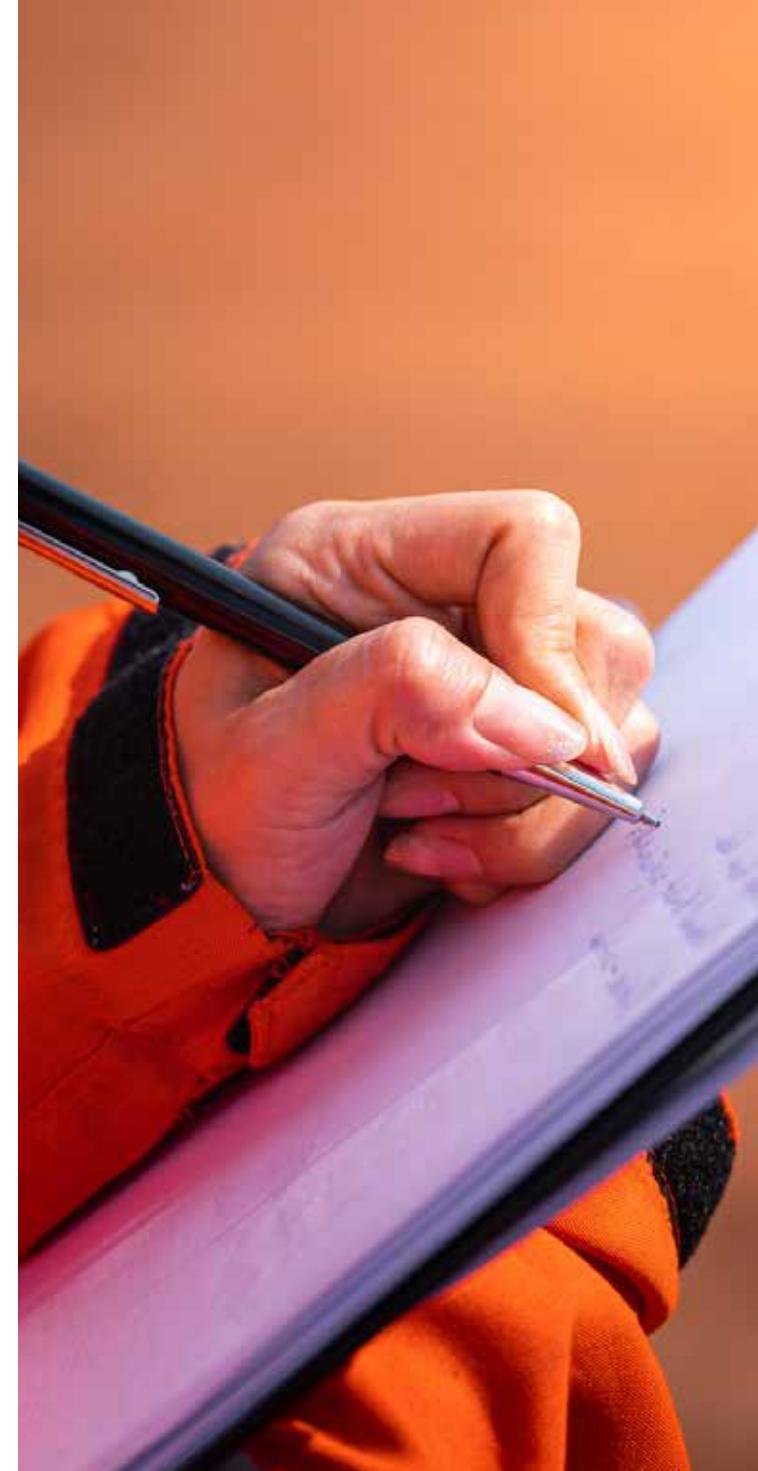
As well as checking all the contents bits and pieces, there may be some fittings that will require attention, for example the shower door is removed for transport, also the shower mixer taps, but this is fairly standard stuff for your LPG engineer.

Lastly check the home thoroughly inside and out, any issues or warranty claims, must be reported within 48hrs of delivery.

## HAVE ENGINEERS AT THE READY!

After delivery, you will need your relevant engineers at the ready to check your Lodge as soon as possible. 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. The same applies for gas, water & waste; this must ALL be handled by an LPG registered Gas Safe engineer, not a domestic engineer. They will usually know the process for setting up a new mobile home. It is crucial they should check all brass work, pipes, fittings & appliances after transport. If this is not checked before the water is turned on, you run the risk of flooding various parts of the home. If you encounter any problems during the initial connections, please contact our aftercare department on 01255 815045.





## CENTRAL HEATING SYSTEM

The commissioning procedure 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 the 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 will be void. Also please be aware that due to the nature of the product and the required means of transportation, it is uncommon 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.

## HARDSTANDING BASE, SITE AND LEVEL INFORMATION

There are 2 main types of base/ hard-standing we can advise. Most Sunrise Lodges weigh several tonnes, with some models being over 10 tonnes. For this reason, ideally, we would always recommend a full concrete base, 6-8" deep, as this is the best long term option.

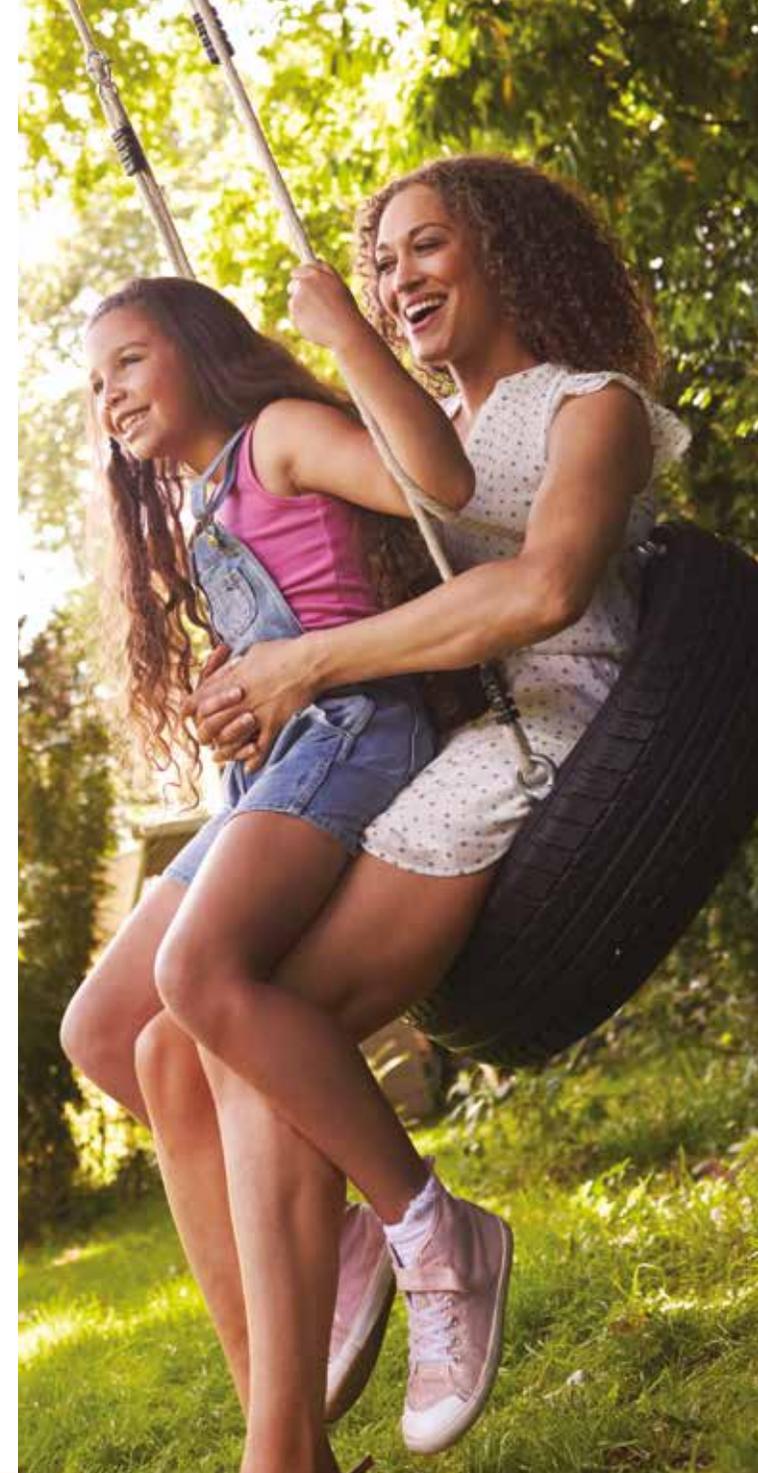
Alternatively you can create a hard-standing base from aggregate/ crush concrete etc. 6-8" deep, but we do advise that there is a higher chance of the lodge bedding in over time, which could mean regular adjusting of the axle stands underneath the home to stop doors from sticking etc.



### Delivery, Site & Levelling

We offer a standard drop-off delivery Countrywide, for free on any purchase. You will then need a 4x4 to move the lodge into position ready for levelling. Alternatively, we have our own team who will follow your lodge in, and complete the 'site and level' job.

Or, 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](http://www.sunriselodges.co.uk) – scroll to the bottom of the homepage and you'll see a video "A guide to siting your Sunrise Lodge...". 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.

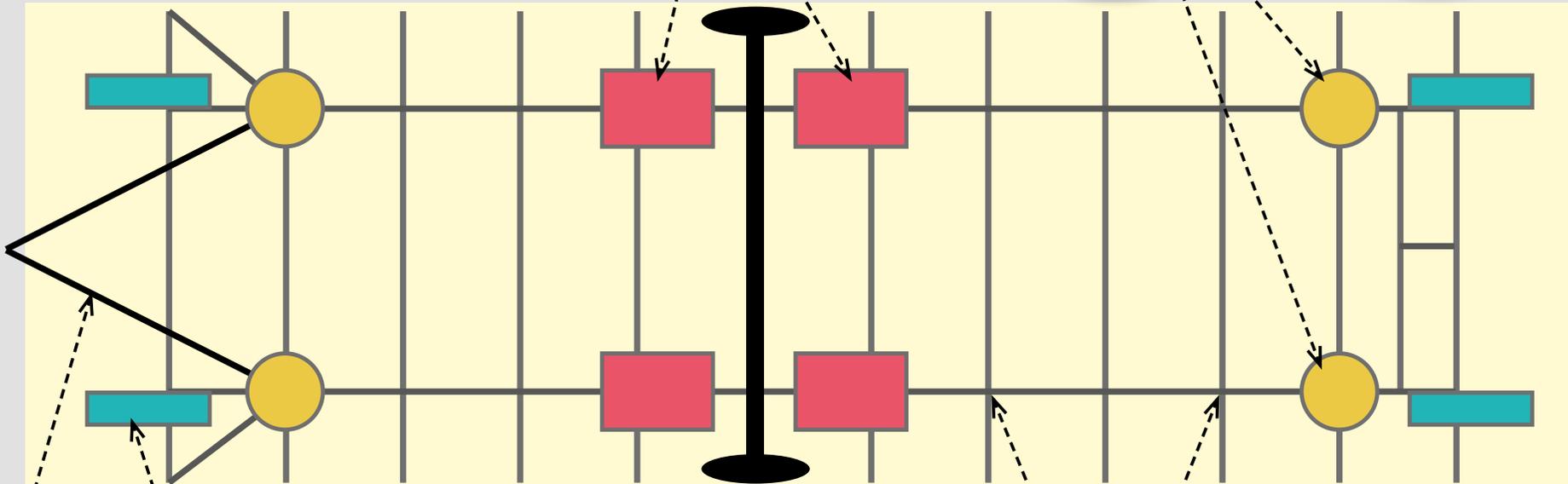


# MINIMUM SITING REQUIREMENTS FOR A MOBILE HOME

Concrete Blocks with hardwood timber packers either side of the axle below the marked **RED** support points

Depending on the size of your Lodge, you'll need 8-12 heavy duty support stands under the **YELLOW** points on the chasis

Concrete/Hardstanding base minimum 6-8" deep - don't forget to allow any extra for steps and/or decking



A-Frame or drawbar

The corner steadies are not to be used for support at any time after the unit has been sited.

Intermediate supports as per manufacturer's instructions. Generally if the distance between any two points of support is greater than 2.5 metres intermediate support is required

Be aware that the Manufacturer's can, and often do, refuse warranty if the holiday home has not been sited and supported correctly.

## ROOF AND EXTERIOR MAINTENANCE

Your roof is finished with high quality steel pantile sheets, which have a 10 year warranty. This is subject to regular/ yearly checking & maintenance. So here's what you need to know to keep your homes hat, healthy!

Your gutters & downpipes are always the first place to check. Regularly clear them of leaves, sticks or any other debris. Without clearing, pooling water can accumulate and cause premature corrosion, and even internal leakages. To reduce the risk, you could look into 'gutter brushes' which will help the water flow freely for longer, and lessen the need to manually clear them out.

Also be mindful of, and remove, any branches or sticks touching the roof. Any nearby trees or bushes that may protrude could scratch or scuff the paint system, compromising the lifespan of the pantiles and possibly invalidating the warranty.

Always be cautious when other trades are working near your roof, or even on it. As any penetration in the roofs surface will invalidate the warranty. If this is an unavoidable option for

something you need, this should only be handled by an insurance approved roofing professional.

### Check fixings & seals

Your steel pantiles are fixed using various fasteners, screws, bolts, and/or rivets, these are made to withstand years on a metal roof of course, but it's still good practice to check them over on a yearly basis to ensure no movement, expansion/contraction, or corrosion has occurred over time/ adverse weather.

The panels, skylights/ vents, seals & seams that hold them together are another crucial thing to check. Check where the panels join for any signs they've moved or loosened from original positions. Also seek any signs of cracked sealant & replace; this is a common occurrence from UV rays, especially after a particularly hot summer or two. We would recommend using boat/ marine sealant for most of these joins, but if you're ever unsure just give us a call.



## AVOIDING AND DEALING WITH 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 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

Purchase low cost moisture traps, or lay out small bowls of salt in the coldest areas of the home

## 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, and never block any vents, as this will restrict air flow circulation and cause damp.
- 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 [sunriselodges.co.uk/feedback](https://sunriselodges.co.uk/feedback) and let us know what you think.





**SUNRISE HOLIDAY HOMES**

ESTABLISHED 10 YEARS



ANNIVERSARY