



The  
Greenhouse  
People

# Extra information and advice booklet. Read me before delivery!

Dear Customer,

Thank you for ordering your new greenhouse from us. Inside this booklet, you will find useful information and advice about:

- Siting your greenhouse,
- How your greenhouse will arrive,

**YOU DO NOT NEED TO BE IN TO ACCEPT DELIVERY!**

- Base preparation,
- Technical help,
- **Recommended FITTERS list**, If you are paying someone to put up your greenhouse, then please try to check that everything is there before they arrive!
- **Answers** to some of the most commonly asked questions.

We hope that you find this guide helpful and informative.

Once again, thank you for your order, and all the very best with your greenhouse.

Yours sincerely

Richard & Jeremy Baggaley



# Useful Information and commonly asked questions

Thank you once again for deciding to order your new greenhouse with us, we hope that we can try and do everything we can to make it as enjoyable a purchase as it should be.

The purpose of this leaflet is to keep you informed about how things work from now on, to give some useful help and advice in matters such as base preparation and the overall fitting of your greenhouse. If you read this booklet prior to construction then it will help to minimise any greenhouse problems you may face.

## What if I want to add anything to my order?

During the weeks whilst you are waiting for your greenhouse, you will no doubt be thinking about your greenhouse, and may realise that you want to add something to your order. For most ordinary accessories, this is no problem and you can simply ring us up on 01782 388811 to add it to your order or email [bob@thegreenhousepeople.co.uk](mailto:bob@thegreenhousepeople.co.uk)



## Delivery of your greenhouse.

With most of the greenhouses in our range, we will deliver your greenhouse ourselves in our own vans or our lorry. The vans are Large 'Transit' sized (about 20' long) and are 3.5 tonnes. Our Lorry is 13.5 tonnes and similar in size to a bin lorry. We can normally get to most places in these, however, if you think that access is a problem then please give us a ring to discuss it on 01782 388811.



Most greenhouses are delivered in Mercedes vans like these.

We will normally ring you a few days before your delivery to 'book in' a firm date. (Check: have you given us enough phone numbers to be able to at least get a message to you?) At the time of your order, we will give you an approximate delivery time in weeks. This is normally a good guide, but it is not infallible and in peak times or if your greenhouse is going to be powder coated or is an unusual size etc it can take longer. On a brighter note, greenhouses can also sometimes be ready early and if so, we'll give you a ring and see if we can deliver it.

## Please note you do **NOT** need to be at home to accept delivery!

When we do ring up to book in your delivery, we will have planned a whole series of deliveries in your area, so we would really like to deliver it on *that day*, otherwise, it may be another 3 or 4 weeks before we are in your area again (maybe longer in far away places). **The good news though is that we are used to delivering to homes with no-one in.** Many of you will be at work during the day and we recognise this. All our deliveries (except some Robinsons & Alton deliveries where a separate 'help the driver form' will be sent) are in our own vans and driven by our own drivers. This means that we can take fairly precise instructions on delivery such as: 'ask neighbour at no. 9 for garage key and leave on left hand side of garage' or 'leave around back of house in a sensible place' and our drivers will do that for you.

If you are not going to be in, please can you arrange for your balance to be cleared before delivery. You can pay us by sending a cheque or you can ring up with your Visa/MasterCard/Maestro and pay over the phone. If you are going to be in, then you can pay the driver with card, cash or cheque.

## Will the driver need directions?

Not normally, because we will get a map printed out from your postcode, which is usually pretty accurate.

## What will the greenhouse look like when it comes?

When your greenhouse is delivered it will be totally flat packed and will usually be packed in one long thin box, about 12-18" wide, 6" high and roughly the length of the greenhouse. The box is fine to store outside because nothing will be damaged by rain etc (except maybe the instruction book—so get that out if you are going to store it outside.) Any accessories such as extra windows base and staging will all be packed separately. The glass will all be stacked **completely loose with no packaging at all.** (because with no packaging you can tell whether the glass is broken or not!) The best way to store the glass is to lean it up against a wall. If you can find a few sticks or lathes about 1' long to lie as bearers on the ground, then that'll be ideal. The amount of wall space required varies depending on which greenhouse you have ordered, and toughened glass in whole sheets takes up more room than small pane horticultural glass, but in general terms about 6' of wall will be enough.

Our driver (there will only be one person) will normally carry the greenhouse to your designated position for you as long as it is not too far and the access is reasonable.

When you come to handle the glass please do be careful. You must wear gloves to handle horticultural glass, and we suggest you do with toughened glass (TG) too. Toughened glass should also be handled with particular care. The edges of toughened glass are particularly vulnerable and the slightest brush against concrete or other hard surfaces can result in the pane shattering. (toughened glass does not crack—it either stays whole or completely shatters!) To minimise the risk of breakage, never allow the edges to touch concrete etc. stack the glass onto wooden sticks, never straight onto concrete. TG can also be far more likely to break in freezing weather.



Many of the greenhouses do not have the sizes for toughened glass (which are different to Horti. glass) listed in the main instruction book. These glass sizes are listed in an additional help manual relevant to each greenhouse model. These help sheets will accompany this booklet if they are required (i.e. the glass sizes are different to those in the manufacturers instruction manual).

## It is worth thinking about the following things in particular:

1.) **Toughened glass.** If you have not already ordered it, we advise that you consider it seriously. Toughened glass is far stronger and safer than ordinary glass, and is a good idea if you have any children or pets in the garden. (Although adults can trip just as easily!) Moreover, toughened glass usually comes in large panes, thus **eliminating the unsightly overlap joints** between panes. Please give us a ring for the latest special offers.

2.) **Ventilation.** It is far easier to order ventilation with your greenhouse, particularly if you have toughened glass (which can not be cut) because we will adjust all the glass to suit any extra vents you have ordered. Also our ventilation packs are particularly good value so you can also save money by ordering your vents at the time of order.

3.) **Down pipes.** Often overlooked, these are useful if you have a greenhouse with guttering. They allow you to collect the rainwater from your greenhouse roof. They are extremely difficult to source after you have got your greenhouse as every greenhouse has a completely different system.

**Your brochure has full lists of staging and shelving and other accessories.**

**Please give us a ring on 01782 388811 or email [bob@thegreenhousepeople.co.uk](mailto:bob@thegreenhousepeople.co.uk) if you want to add anything to your order.**

## What tools will I need to put my greenhouse up?

- You will need a 10mm nut spinner (or a tool from a socket set with a 10mm head),
- Pozidrive no. 2 screwdriver,
- Knife,
- Pair of pliers or pincers,
- Hacksaw,
- Spirit level,
- Pair of stepladders,
- If you require your greenhouse to be sealed, a silicone gun and some all-weather transparent silicone sealant (one tube should be enough),
- A Cordless drill/screwdriver may also be a useful tool to have.



A 10mm nut spinner is an essential on the greenhouse-erecting job. Most socket sets have a tool that will do the job. Otherwise a 10mm spanner will work (albeit a little slower).

To anchor your greenhouse down onto slabs, concrete or brick you will need a hammer drill and we recommend that you use 7mm brown rawl plugs with 2" no 10 wood screws. (available from us if you like — concrete anchoring set, £5 pack of 10). You will therefore need a 7mm drill bit for your hammer drill. An SDS hammer drill is better than an ordinary drill that happens to have a hammer setting and will probably struggle with slabs in particular.

## What sort of base do I need to prepare?

(see this and next three pages)

Ideally, you will need to prepare some sort of solid level base for your greenhouse. Although some small greenhouses can be fitted straight onto soil, it is far better to have some sort of sound foundation.



### AGL/HALLS buildings:

(Pictured right: Our unique galvanised metal base eliminates the need for the traditional brick base, you can sit your greenhouse straight onto any solid foundation with the metal base. Note that each base comes with the ability to go directly on to soil or can adapted to fit direct onto a solid footing. In either case the base should **not be fixed** to the ground until the building is fully constructed including glazing (during construction you may need to adjust the frames squareness to accommodate the glass).

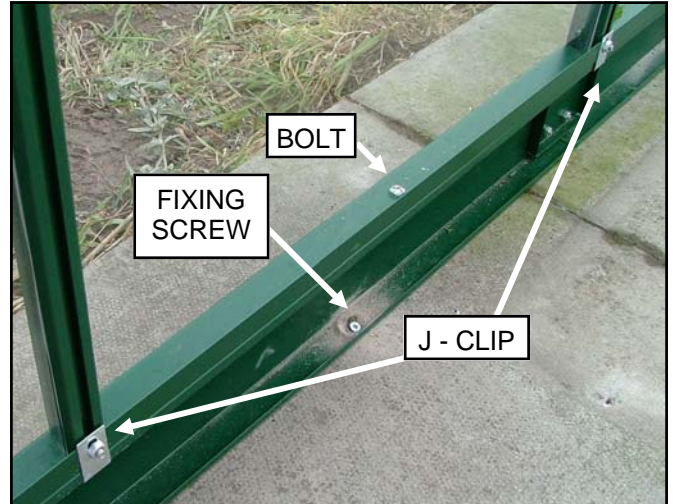


### SIMPLICITY buildings:

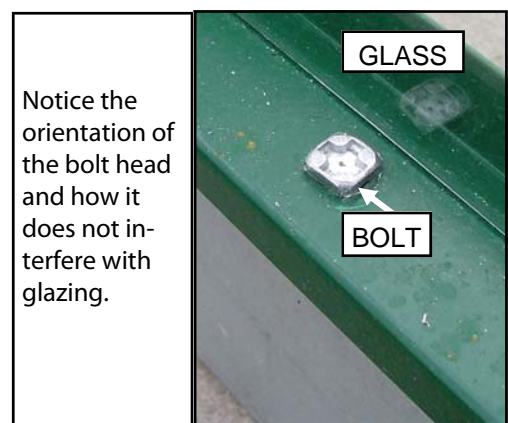
(Pictured right: Our Aluminium base eliminates the need for the traditional brick base- you can sit your greenhouse straight onto any solid foundation with the metal base. Note that each base comes with the ability to go directly on to soil or can adapted to fit direct onto a solid footing. In either case the base should **not be fixed** to the ground until the building is fully constructed including glazing (during construction you may need to adjust the frames squareness to accommodate the glass).

**Please note**, If your greenhouse is likely to endure **windy conditions** etc, for **extra strength** you can carefully drill through the cill of the greenhouse and the base and join the two using an ordinary greenhouse nut and bolt on top (see right) of the usual attachment method.

**VERY Important:** make sure that the head of the bolt will not interfere with glazing the structure. I.e. not in-line with the glazing rubber (see picture). The number of bolts you choose to use is entirely up to you. Roughly every 4' is our usual in a windy location.



This picture shows how J-clips and bolts have been used to join this green base and frame together. In the centre of the picture you can also just make out a 2" fixing screw which goes direct into the ground.



**You have quite a choice in terms of the style of base that you can prepare. Above all, your base should be level, i.e. with no fall.**

### **The different styles of base are as follows:**

Remember– your greenhouse size is only nominal, for example a 6x8 greenhouse is not exactly 6'x8' but is actually a few inches bigger. Therefore you should always refer to the table of sizes to check the exact size as mistakes on the size of a base are difficult to correct later!

#### **1.) Concrete plinth**

A simple concrete footing just around the edge of the greenhouse. Do this by simply digging a small trench about 4-6" deep and filling with concrete. As with all bases you should ensure that this is level *along the length as a whole* by using a long bar or straight piece of wood under your spirit level. This is probably the cheapest and easiest base to build, and enables you to have soil inside if you wish to grow from the ground.

#### **2.) Solid concrete base.**

A solid concrete base bigger than the greenhouse. From a structural point of view, this is fine for a base. However, we urge you to avoid this kind of base, *unless you can put in adequate drainage*. These sorts of bases can cause problems with drainage both from watering and from any water that comes in underneath the metal base rail, and you could have puddles forming if drainage is not installed.

#### **3.) Slabs**

Level paving slabs, again bigger than the greenhouse (For example for a 6x8, you might have base of 8x10). We recommend that you lay paving slabs onto a dry mixture of sharp sand and cement (about 6:1) and that you choose a slab of 2" thick rather than 1" or 1 1/2".

You can also lay your slabs out as a ring around the edge with a path up the middle if you want to grow from the soil.

Water tends to drain away better through slabs than through concrete, but don't put a sheet of polythene or similar barriers underneath as this will prevent drainage.

### **Want someone to do your base for you?**

If you live in the midlands, you can have your greenhouse base (and other landscaping work) done by our recommended landscaper Switch Landscapes. Contact Sam Whitworth on

**01543 472792**

**Or 07967 996835**

To discuss your requirements and for a no obligation quotation.



**A 6x8 slab base: ideal for a 5x6 greenhouse. Remember that your greenhouse is a few inches bigger than the nominal**

#### 4.) Brick base.

The traditional greenhouse base. Usually 1 or two bricks high, but occasionally higher if more height is required for the greenhouse. You can build a brick base for any greenhouse in the range. It is difficult and costly because it has to be exact to the millimetre and has to be exactly square and level.

It does have an advantage, on larger models the cill overlaps the bricks minimising water coming in under the cill, which is important if you need to control the humidity and are using a de-humidifier etc. If you do build a brick base, then you will not need a metal base. To build a brick base, you will need to put in a concrete footing in first, then one or two courses of brick.

**Important: Always use a completely solid engineering brick** for the top layer with no holes or frogs in (such as a Staffordshire Blue). This is because you'll need to anchor your greenhouse down by drilling and screwing into the bricks and if they have holes in then this is extremely difficult. If you are doing more than one course then you can use bricks with holes or frogs lower down where it will not matter.

If you have ordered a special dwarf wall or drop door model, then you will require a specific plan for your greenhouse, which will be supplied by us.

For straightforward brick bases you can use the table of base sizes.

Always check that your base is square (by measuring from corner to corner and seeing if it is the same as the opposite corner to corner) and level.



**A brick base must be made to the exact millimetre stipulated by the manufacturers base sizes because the cill overlaps the brick.**

#### 5.) Block Paving.

Block paving is not ideal for a greenhouse base. This is because when you screw your greenhouse down you will only be screwing into loose blocks, which will not be a strong enough anchorage.

#### 6.) Tarmac

Again not ideal because of the anchoring problems, and it is not usually level. However if you do want to put your greenhouse onto tarmac, then the way to anchor it will be as on soil (an anchor leg in each corner concreted into a hole in the ground). It can also be prone to melting in high temperatures so the internal floor should be covered in a gravel or wood chippings to eliminate this problem.

#### **I've got some slabs down already, but they're not completely level, can I use them?**

Its not ideal, but if you don't want to go to the trouble of levelling the slabs out and there is only a slight fall of say 1-2" along the length of the greenhouse, Then you could get around the problem by packing the greenhouse up where the ground is low and then pointing the gap up afterwards with mortar. Obviously, a level base is always better, but minor problems with respect to the level can generally be overcome.

## Final Checklist for your base:

- It should be a **solid level** foundation.
- If you have a metal base and you are fitting your building onto a solid or paved foundation you will be drilling it down into your base from the inside with the drill angled towards the outside, so you will need at least a 2" rim of slab or concrete outside your base to prevent the base shattering when you drill it, so make sure that your base is at least 4" Bigger than your metal base size. (If you are using a brick base then this does not apply as the anchoring method is with L-shaped brackets that do not necessitate drilling at an angle.) If you have purchased a concrete anchoring kit (£5) which is used for solid base attachment then the brackets supplied mean that you do not have to drill through the base, they simply hook onto the lower lip of our 'Greenhouse People' base protruding towards the centre of the building.
- If you make a solid base make sure that there is drainage or a way for the water to get out.
- If possible, keep gravel away from your greenhouse. It can clog the door track and is a constant threat to the glass!

**Remember** to refer to the table of base sizes and that your greenhouse is invariably a few inches **bigger** than its nominal size.



## How close to my fence / wall can I put my greenhouse?

In theory, you can butt your greenhouse right up to wall or fence by glazing that side or end of the greenhouse first and then pushing it into place afterwards. However it will be extremely difficult to replace any broken panes if it is too close as all glass is put in from the outside, so it is advisable to leave some sort of maintenance gap.

## How easy will my greenhouse be to put up?

We will not kid you along on this and say that your greenhouse will be *easy* to put up! But if you take your time and read the instructions, then anyone with a reasonably practical nature should be able to assemble a greenhouse. The instructions on most models are reasonably good, and contain text as well as diagrams, but they are not always 100% perfect and they are written by the manufacturers, not by us. The good news is that we always have a trained erector at the end of the phone Monday to Friday, so if you need and advice or you are stuck at any stage on your assembly then you can give us a ring on 01782 388811.

You can also visit the technical help section of our website, see next page for details. On most models we have written our own additional erection tips booklets, normally, this will be enclosed with this booklet but you can also download them from our website [www.greenhousepeople.co.uk](http://www.greenhousepeople.co.uk).

## How long will it take to put up?

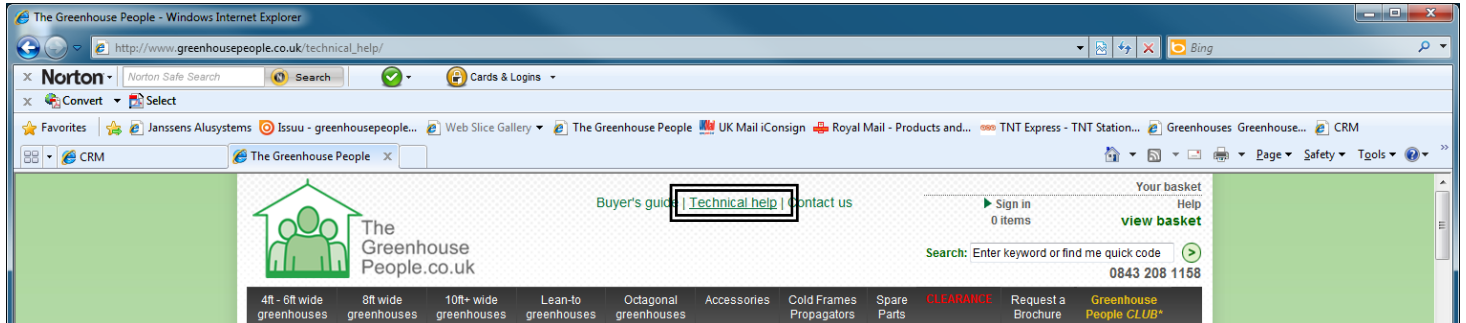
For most average sized greenhouses if you allow a weekend that should cover it, but a lot depends on how fast you work and the complexity of the model etc. It is important to **glaze** the building and fit the vents and door/s all in **one day** as you do not want to leave a partly glazed building which is very vulnerable in windy conditions. Do not attempt to glaze during strong winds!

## Answers to frequently asked phone queries:

- **Autovents**—Clamps are used to attach the optional autovents in most cases (wooden buildings, Magnum, Silverline, clamps are not required). The clamps pinch onto the vent bottom from above and the vent cill / slam bar from beneath. The holes in the greenhouse frame are NOT utilised during autovent attachment, i.e. the clamp screws do NOT pass through any holes in the frame.
- **Bar capping**-If using bar capping any metal band glazing clips supplied become redundant. Bar capping and clips have a similar profile. If the capping seems slightly compressed then you can open the channel slightly before insertion to give a tighter fit. Bar capping only goes where the glass is located, e.g. it does not go under a roof vent as there is no glass there it will have to be cut. Contrary to this however, it is possible to put capping down the side of a louvre frame though it can be fiddly. It is far easier though not as aesthetically pleasing to cut the capping above and below the louvre frame.
- **Glass stepping out in the roof and sides**- If you are finding the roof glass in your building is not all inline then it might be due to several factors. Is the base level? Is the building square, measure internal angles to make sure they are equal? Is the building leaning forwards or backwards like the leaning tower of Pisa, loosen side diagonals and roof diagonals (if present), and adjust the frame until the roof panes run perfectly parallel with the roof bars? Please note that the building can be level and square and yet still lean.
- **Glass separators**- If you have gone for the toughened glass option then the glass in your structure does NOT overlap like it does when using horticultural glass. Instead you will receive some black, plastic, 2' (610mm) long, H-shaped, strips, known as 'glass separators' (see orientation of the strip two pages on). These allow two panes of glass to sit one directly on top of the other with no overlap (e.g. where a triangular pane sits on top of a large rectangle in the gable of a greenhouse. On buildings where toughened glass does not come as standard the 'separators' are NOT located within the main box, instead they are usually placed with the glass or any accessories you may have purchased, and they are all shrink rapped together in a bunch. Please note that on some buildings the 'separators' need to be cut down or in half.
- **Glazing clips**—On most buildings the glazing clips (if relevant) are spaced roughly one every foot (305mm). So for example on a 2'x2' (610mm x 610mm) pane you would put two clips on each side, four in total. Clips go on the sides of each panel and on top of any triangular panes in the gables.
- **Glazing Rubber / Foam**—Rubber and Foam does NOT go on the very bottom edge of the glass in the sides or gables, the glass simply rests on the metal cills. Rubber or foam in this area will cause water to collect and the glass may not fit properly. Glazing rubber is not required underneath roof vents (not below) and on the inside edges of the door aperture as no glass is present in this area.
- **Silicone—Transparent All-Weather UV stabilised silicone (available from DIY stores)**—Most if not all greenhouse frames have small gaps in the frame at the eave corners, base corners, and at each end of the ridge where the roof corner bars meet. In order to help prevent water trickling through these gaps then you can apply silicone from the inside of the building to fill these gaps keeping any leaks to an absolute minimum. Be careful however when siliconing the eave corners not to block the ends of any internal gutter that may be present as this will increase leaks not prevent them.

## Technical Help:

See the **Technical Help** section of our website [www.greenhousepeople.co.uk](http://www.greenhousepeople.co.uk) for extra help and advice. Within this section are all of our current help sheets along with some full instruction manuals, helpful if your originals get wet. You can also of course preview some instructions prior to receiving those located in your greenhouse box to speed up assembly time. Glazing clip insertion videos are also online in this section and



## Glazing advice:

Before you start glazing make sure that you have measured the internal diagonal corner to corner measurements to check that they are equal (i.e. the building is square). In addition to this place a spirit level on each side of the frame to check that the whole building is level and well supported so as to take the weight of the frame and glass. Making sure everything is square and level at this stage will save you a lot of time and frustration later on.

When glazing your greenhouse it is useful to have more than one person to help manoeuvre your glass safely into position especially when constructing the roof. Our recommended method of glazing is to start by glazing two diagonally opposite end roof sections, e.g. when stood in the doorway of the greenhouse looking in, the far left-hand roof section and the front right hand roof section or vice-versa (on a lean-to greenhouse, simply one section at each end). Ensure that the glass in these sections run parallel to the glazing bars and that it butts up to the ridge and sits neatly onto the gutter flange. It is a good idea to have your side diagonal bracings (and roof diagonal bracings if applicable), slightly loose at this early stage as you may need to move your ridge forwards and backwards to get the roof glazing bars to line up with the glass. If you still find that your glass is not fitting properly in your roof then you need to recheck the levels and squares of your framework. Do not forget to check all your bolts at the end of construction to make sure they have been tightened up being careful NOT to over tighten the nuts as they may snap.

Next it is best to glaze the rear gable to establish whether the structure is vertical, then similarly the sides and front. The rest of the roof can now be glazed, normally one person on the outside of the building steadying the glass and another inside the frame aloft a set of ladders applying the clips or bar-capping (optional on peak models, and standard on Hercules and Robinsons buildings).

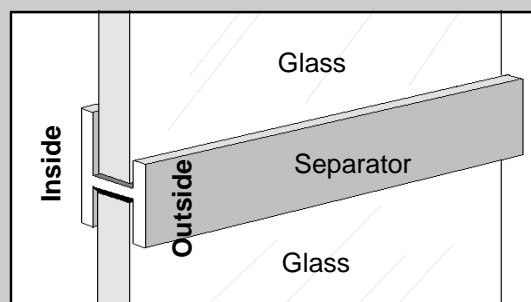
Regarding fitting optional Bar-Capping to a building or a Hercules (see separate instructions enclosed with capping bundle) it is a good idea to have a few of the standard band glazing clips which become redundant with bar capping in your pocket. These band clips are useful when glazing the front and rear of your greenhouse where glass is stacked one on top of another. The band clips can act as an extra hold on the opposite side of the glass to which you are attaching the capping. Once you have attached a strip of capping to one side of a series of panes you can pull out the band clips and move to the next section along.

## IMPORTANT TOUGHENED GLASS INFORMATION!

If you have ordered full pane toughened glass then you should use the **2' long h-shaped black glass separators** (see right) to sit one piece of glass directly on top of the one below in the gable ends of your frame.

The overlap clips in your box are used with horticultural glass only, they are redundant with toughened glass, except on a simplicity building where they are used on the bottom of the roof panels.

Some greenhouses come with a 'Tips and Techniques' guide which often contains an amended toughened glass plan or information. Please read this booklet thoroughly prior to construction.



## How strong will my greenhouse be in the wind?

It is worth noting that greenhouses are extremely vulnerable to storm damage — especially when they are new, so think about your positioning when siting your greenhouse – is this a good sheltered spot? Also we recommend that you ensure that your greenhouse is covered on your house insurance in case you do get any wind damage (they usually are covered).

If you live in a particularly windy spot then you may wish to consider extra measures, such as extra braces, Bar capping (a PVC capping system for holding in the glass instead of clips—available on Simplicity models only, standard on Robinsons and Hercules models). One extra measure which seems to help in windy conditions is to put blob of silicone around your glazing clips to help keep them in place in blustery conditions.



**Silicone the glazing clips in to help prevent losing panes in high winds.**

## Will my greenhouse be waterproof?

No greenhouse is 100% waterproof, particularly when new. However, you can eliminate most leaks by the application of silicone in strategic places. This is best done whilst you are putting the greenhouse up (before you put glass in and whilst the frame is clean and easier to bond to). The main places to seal are the eave corners (seal from the inside) and the cill corners where the two base sections meet (seal from the out side, see picture to the right). These are the two 'obvious gaps' to fill in. Then once you have finished your assembly, you can seal any other gaps with your silicone as required.

We do not recommend that you seal between your metal base and the slabs or concrete. For two reasons, firstly it is very difficult to do effectively and secondly, because it does help if water can run out from your greenhouse floor by this route. However, if you do wish to seal this we recommend that you pack up the greenhouse by about 5mm, seal the gap with a black bitumen based sealant and then pull out the packers (thus squashing the sealant to form a tight seal). If this does not provide a 100% seal, then you can also paint the joint with a bitumen paint. You could also consider having a brick base where this would not be an issue.



**Silicone around base corners and mid-joints (if applicable).**

## What maintenance will my greenhouse need?

Very little! If you feel inclined, you can give your greenhouse a spring clean every year. We recommend 'Jeyes Fluid' for this. Just spray it on diluted, leave for a while and rinse off. 'Jeyes' is particularly good for killing off disease and any algae that is building up in and the nooks and crannies. Your greenhouse will be easier to keep clean if you have the whole sheet toughened glass.

It is a good idea to oil your door wheels every now and then, and clean out the bottom channel that the door runs in with a watering can and a brush.

If you have some strong winds, always check your greenhouse quite carefully, pay particular attention to the panes nearest the corners and check if the clips are sitting correctly. As mentioned earlier, you can reduce any potential movement by siliconing in your clips.



## What is the guarantee with my greenhouse?

Your greenhouse has a 10-year guarantee against faulty manufacture. If any part is defective it will be replaced for you. The guarantee covers the greenhouse frame and base and any powder coating. It does not cover moving parts (such as door guides and wheels) and Auto-vents have a separate 12-month guarantee. Please simply keep your order form as your record of purchase for your guarantee. **Of course, glass has no guarantee at all because it is breakable.**

## Spares

It may be a good idea to order some spare door wheels with your greenhouse as if they wear out in 10 or 15 years time they can be such a difficult thing to source (we get people with old greenhouses asking us to supply wheels all the time, see the **spares** section of our website). The same goes for door draught excluder rubber seals, these can perish over the course of many years and replacements in 10 or 15 years may be hard to come by.

## What do I do if I break a pane of glass?

When you are putting a greenhouse up, it is quite possible that you may break a pane of glass. If you have Horti-glass, you may have a spare or two, or if not, you can easily buy it from your local glass shop. Toughened glass is also available from your local glass shop, but they will have to order your pane in (because it can not be cut after it has been toughened). **If this scenario does arise, then the thing to ask for is '4mm toughened glass' and the sizes in mm. (although your greenhouse is most likely 3mm, it is not as readily available as 4mm).**

We are usually cheaper than local glass shops for the toughened glass, because we buy in bulk, however, the cost of making a special wooden box and sending it on a carrier usually pushes us above their price. So unless you can pick it up from our warehouse, you may be better off getting any replacement glass from your local glass shop. Anyway fingers crossed, you won't have to worry about replacing glass! (but it's as well to be prepared).

## What if there is something missing from my greenhouse kit?

Fortunately, this does not happen very often, but as with any product of this nature (with lots of different components) mistakes can occasionally occur. If you do have something missing, then please give us a ring on 01782 388811 Monday to Friday and we will arrange for replacement parts to be sent as soon as possible. You can contact us at weekends on 01889 567 977, however, nothing can normally be done until Monday when the manufacturers re-open, and our weekend staff – although well versed – do not usually have as high a level of technical expertise as our weekday staff.

Again, we sincerely hope that you won't need to ring us about this, but if you do, we promise to sort out your problem as soon as possible.

## Let us know how you get on.

We hope that you have found the information on these pages informative and helpful. As with all such things, you may feel that some extra information would have helped you or some of the advice was not as clear as it could have been.

If this is the case, then please let me know. I can easily amend these pages, and we are always looking to improve, so your feedback is appreciated.

You can give me a ring on 01782 388811

You can e-mail me: [richard@thegreenhousepeople.co.uk](mailto:richard@thegreenhousepeople.co.uk)

If you have any technical queries you can e-mail: [james@thegreenhousepeople.co.uk](mailto:james@thegreenhousepeople.co.uk)

You can fax me on : 01782 388818

Or you can write to me :

The Greenhouse People Ltd, Unit 4, Blythe Park, Cresswell, Stoke-on-Trent, Staffs, ST11 9RD.

Also, If you are pleased with your greenhouse, and think it looks a treat, please send us a photograph. (we can send it back if you ask) and if we use your photo in any literature, we'll send you cheque for £25.

**When contacting us by telephone or email** it is always useful to state your **postcode and / or order number** (situated in the top right hand corner of your order form in red or black numerals) and **name** . This just helps us identify you and your specific order quickly and efficiently.

Finally, May I wish you all the best with your new greenhouse, and If your stuck on anything at all, then please give us a ring on 01782 388811.



Richard Baggaley

**When you've erected your greenhouse, please send us a photograph of it. We're always pleased to see how you've gone on and what you've done with your greenhouse.**

**If it's a good photo we may use it in future brochures (and if we do, we'll send you a reward of £25).**



September 2010

## INCH TO mm CONVERSION CHART

Inch	mm	Inch	mm	Inch	mm	Inch	mm	Inch	mm	Inch	mm	Inch	mm
1	25.4	2'	609.6	4'	1219.2	8'	1828.8	10'	2438.4	12'	3048	12'	3657.6
2	50.8	2'1	635	4'1	1244.6	8'1	1854.2	10'1	2463.8	12'1	3073.4	12'1	3683
3	76.2	2'2	660.4	4'2	1270	8'2	1879.6	10'2	2489.2	12'2	3098.8	12'2	3708.4
4	101.6	2'3	685.8	4'3	1295.4	8'3	1905	10'3	2514.6	12'3	3124.2	12'3	3733.8
5	127	2'4	711.2	4'4	1320.8	8'4	1930.4	10'4	2540	12'4	3149.6	12'4	3759.2
6	152.4	2'5	736.6	4'5	1346.2	8'5	1955.8	10'5	2565.4	12'5	3175	12'5	3784.6
7	177.8	2'6	762	4'6	1371.6	8'6	1981.2	10'6	2590.8	12'6	3200.4	12'6	3810
8	203.2	2'7	787.4	4'7	1397	8'7	2006.6	10'7	2616.2	12'7	3225.8	12'7	3835.4
9	228.6	2'8	812.8	4'8	1422.4	8'8	2032	10'8	2641.6	12'8	3251.2	12'8	3860.8
10	254	2'9	838.2	4'9	1447.8	8'9	2057.4	10'9	2667	12'9	3276.6	12'9	3886.2
11	279.4	2'10	863.6	4'10	1473.2	8'10	2082.8	10'10	2692.4	12'10	3302	12'10	3911.6
1'	304.8	2'11	889	4'11	1498.6	8'11	2108.2	10'11	2717.8	12'11	3327.4	12'11	3937
1'1	330.2	3'	914.4	5'	1524	9'	2133.6	11'	2743.2	13'	3352.8	13'	3962.4
1'2	355.6	3'1	939.8	5'1	1549.4	9'1	2159	11'1	2768.6	13'1	3378.2	13'1	3987.8
1'3	381	3'2	965.2	5'2	1574.8	9'2	2184.4	11'2	2794	13'2	3403.6	13'2	4013.2
1'4	406.4	3'3	990.6	5'3	1600.2	9'3	2209.8	11'3	2819.4	13'3	3429	13'3	4038.6
1'5	431.8	3'4	1016	5'4	1625.6	9'4	2235.2	11'4	2844.8	13'4	3454.4	13'4	4064
1'6	457.2	3'5	1041.4	5'5	1651	9'5	2260.6	11'5	2870.2	13'5	3479.8	13'5	4089.4
1'7	482.6	3'6	1066.8	5'6	1676.4	9'6	2286	11'6	2895.6	13'6	3505.2	13'6	4114.8
1'8	508	3'7	1092.2	5'7	1701.8	9'7	2311.4	11'7	2921	13'7	3530.6	13'7	4140.2
1'9	533.4	3'8	1117.6	5'8	1727.2	9'8	2336.8	11'8	2946.4	13'8	3556	13'8	4165.6
1'10	558.8	3'9	1143	5'9	1752.6	9'9	2362.2	11'9	2971.8	13'9	3581.4	13'9	4191
1'11	584.2	3'10	1168.4	5'10	1778	9'10	2387.6	11'10	2997.2	13'10	3606.8	13'10	4216.4
		3'11	1193.8	5'11	1803.4	9'11	2413	11'11	3022.6	13'11	3632.2	13'11	4241.8
Inch	mm	Inch	mm	Inch	mm	Inch	mm	Inch	mm	Inch	mm	Inch	mm
14'	4267.2	15'	4572	16'	4876.8	17'	5181.6	18'	5486.4	19'	5791.2	19'	5791.2
14'1	4292.6	15'1	4597.4	16'1	4902.2	17'1	5207	18'1	5511.8	19'1	5816.6	19'1	5816.6
14'2	4318	15'2	4622.8	16'2	4927.6	17'2	5232.4	18'2	5537.2	19'2	5842	19'2	5842
14'3	4343.4	15'3	4648.2	16'3	4953	17'3	5257.8	18'3	5562.6	19'3	5867.4	19'3	5867.4
14'4	4368.8	15'4	4673.6	16'4	4978.4	17'4	5283.2	18'4	5588	19'4	5892.8	19'4	5892.8
14'5	4394.2	15'5	4699	16'5	5003.8	17'5	5308.6	18'5	5613.4	19'5	5918.2	19'5	5918.2
14'6	4419.6	15'6	4724.4	16'6	5029.2	17'6	5334	18'6	5638.8	19'6	5943.6	19'6	5943.6
14'7	4445	15'7	4749.8	16'7	5054.6	17'7	5359.4	18'7	5664.2	19'7	5969	19'7	5969
14'8	4470.4	15'8	4775.2	16'8	5080	17'8	5384.8	18'8	5689.6	19'8	5994.4	19'8	5994.4
14'9	4495.8	15'9	4800.6	16'9	5105.4	17'9	5410.2	18'9	5715	19'9	6019.8	19'9	6019.8
14'10	4521.2	15'10	4826	16'10	5130.8	17'10	5435.6	18'10	5740.4	19'10	6045.2	19'10	6045.2
14'11	4546.6	15'11	4851.4	16'11	5156.2	17'11	5461	18'11	5765.8	19'11	6070.6	19'11	6070.6
										20'	6096	20'	6096

Inch	mm
0.25"	6.35
0.5"	12.7
0.75"	19.05
1"	25.4