



# STATELY-ALBION

*Homeowners Handbook*



# STATELY

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Opening Times  
Mon-Thurs: 9.00am-5.00pm  
Friday: 9.00am-4.30pm

You can also visit our show centre based at:-



**Yorkshire's Great Little Steam Trains**  
Park Mill Way , Clayton West  
Nr Huddersfield, West Yorkshire, HD8 9XJ  
Tel: 01484 865727 Fax: 01484 866333  
Direct Line: 01484 862741  
[www.kirkleeslightrailway.com](http://www.kirkleeslightrailway.com)

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Welcome to your new Stately Home and thank you for choosing Stately-Albion, the longest established park home manufacturer in Europe.

By selecting a Stately home, you have acquired the benefits and experience which comes with over 40 years in the park home construction industry. Stately homes are built to last, and as a testimony to our construction methods and techniques many of those built in the early 1960s are still going strong today.

Most of our residential and leisure homes are built to our customers own specification. This handbook can only give general information and therefore you may find some of this information will not apply to your home.

We have tried to highlight this by writing in **green text** additional information relating to leisure homes.

Please remember that the majority of your home is constructed out of natural materials. Please refer to the "Settling In" and "Teething Troubles" sections of this handbook should you have any issues with your home.

Please leave this Home Owners Handbook in this home at the time of re-sale. The next owner will also need this information.

For your own benefit, we suggest that as soon as it is practically possible, you should fill in the details below. The required information can be found on your front/back door, on the chassis plate or on your paperwork.

## **The model and serial number of your home is:**

**Model**

**Serial No.**

**No. of Bedrooms.**

You may need to quote your serial number in the event of any query.

# Your Owners Handbook

## Please read it carefully

This is your owners handbook and you should read it carefully and then keep it in a safe place so that you can refer to it whenever necessary.

**This book will tell you all you need to know about your new home and contains important safety information which you must read.**

Most people enjoy a trouble free experience settling into their new park home, but should you experience any teething troubles this booklet should help you to solve them.

## Your Assurance of Quality



Your new home is made in a modern purpose built factory, using the highest quality materials and is built to meet the British Standard BS 3632:2005. The British Standard applies only to the construction of the home. A CERTIFICATE of assurance from the National Park Homes Council is supplied in this Handbook to prove that it meets the British Standard. **All our leisure homes can be built to EN 1647:2004 or BS 3632.**

### The Gold Shield Ten Year Warranty

All Stately-Albion homes comply with the requirements set out by the Gold Shield Scheme. Many Park Owners are also registered with the scheme, for more information contact your Park Owner/Manager or MB&G.

## Customer Satisfaction is Our Aim

We continually strive to improve our homes and depend on feedback from our customers to let us know how we are doing. We would be very grateful if you could complete and return the customer satisfaction form accompanying this booklet.

# Park Operator & Home Owner Initial Inspection

A section of this handbook is dedicated to helping with Customer Care queries and will guide you through the procedures to ensure that you receive the best possible service.

Initial Inspection: Please remember that under our product warranty you are allowed a period of 30 days from the date that your home was despatched from our premises in order to advise us of any minor or cosmetic damage to your home. It is the park operator's responsibility to advise within the 30 days should the home not be resided in.

Such items may include chips on doors or wooden furniture, or marks on wallpaper or soft furnishings.

After this 30-day period no further claims for minor or cosmetic damage will be considered against such items.

## Siting & Commissioning

### **Information for the Park Operator & Home Owner**

Stately Albion do not have any control over, or responsibility for, the transportation and siting of the home on to its base. Siting of the home must be carried out by a competent person and should meet the guidelines laid out in the National Park Homes Council Code of Practice.

It is the responsibility of the person siting the home to ensure that the transportation and siting the home is fully competent and will comply with the Code of Practice. For your information the most important guidelines relating to siting are explained in this handbook on pages 6 and 7.

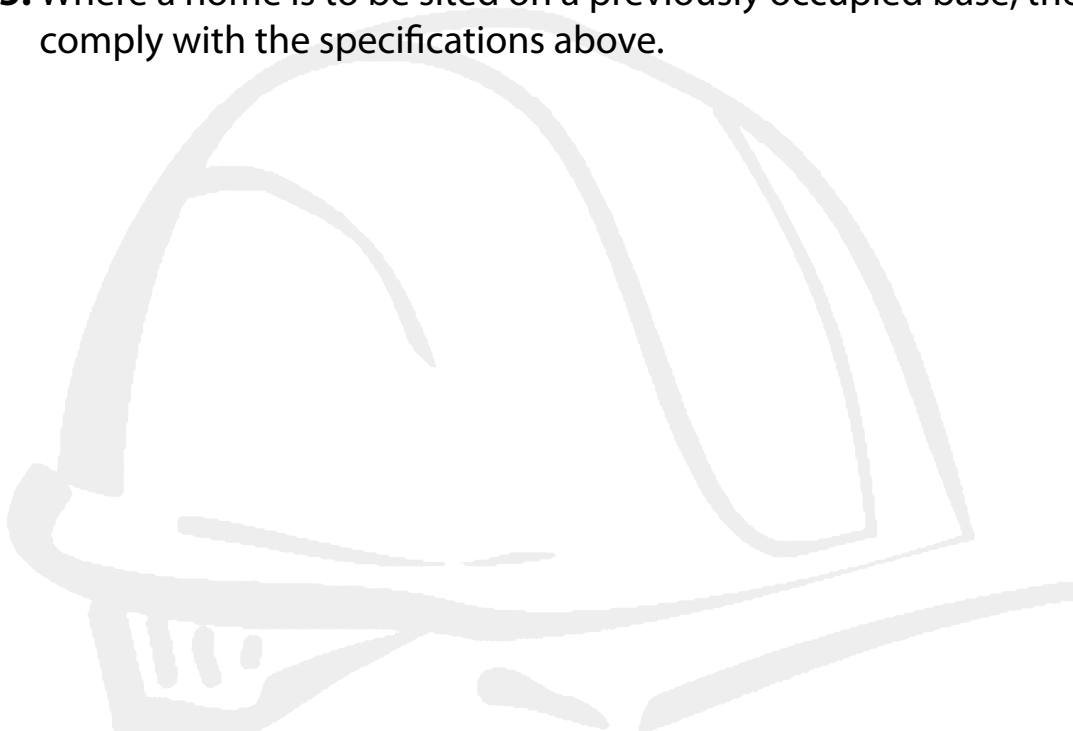
To obtain full details of the code of practice you should contact the National Park Homes Council.

Their address is Catherine House, Victoria Road, Aldershot, Hampshire, GU11 1SS.

# The Basic Steps of Siting & Commissioning

## Siting & Preparation of the Base

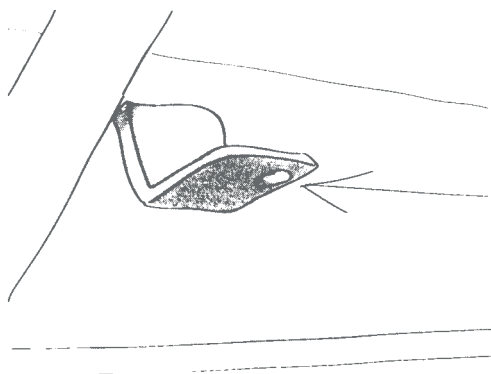
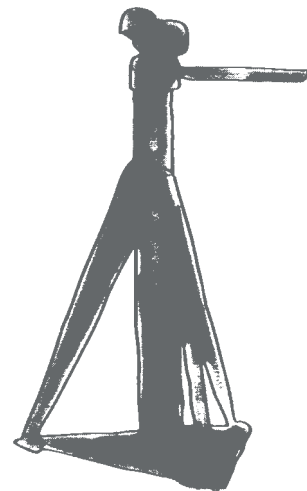
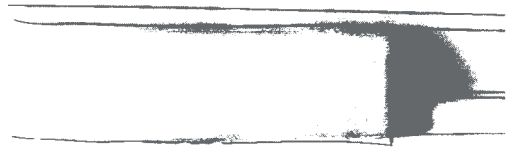
1. Be sure that the tyres are correctly inflated and always move the home with a suitable vehicle. Suitable tracking should always be used when moving a home on soft or unsurfaced areas. Care should be taken to avoid damaging the underside pipes and cables.
2. Site mains shall be properly laid to the base in a workmanlike manner using suitable materials and suitably competent labour. Special attention should be taken on parks where trees could be a problem. Roots may damage concrete bases, roads, drains and other services. Consideration must be given to other subsoil conditions.
3. A hard core base to a minimum depth of 150mm, well consolidated and topped with 100mm of concrete (mix as BS 5328, Part 1 & 2 1991) should be used. Where the ground conditions require it, thickening, or the introduction of reinforcement of the raft, should be taken into account.
4. The dimensions of the base raft must not be less than the external dimensions of the park home.
5. Where a home is to be sited on a previously occupied base, the base should comply with the specifications above.





## Continued...

**6.** When the home is sited, the axles should be raised and blocked with a suitable load-bearing block (preferably high load-bearing concrete blocks) adjacent to each wheel, allowing the wheels to clear the concreted base. Ensure the home is level in both directions. All doors internal & external, should be checked for clearance and alignment, and adjusted if necessary using the metal chassis supports. Jacking must be done only from the specified jacking points or below the axles, never from the timber structure.



**7.** An alignment check should be carried out after approximately 4 weeks and the level adjusted if required.

**8.** We recommend that the chassis should be anchored to the concrete base using the holding down points provided.

**9.** The person responsible for the ground installation should provide ground anchorage points.

Stately-Albion does not recommend that the homeowner undertakes any work under the home, or by including the provision of the above advice, in accordance with the British Standard, is Stately-Albion encouraging any in-experienced or unqualified person to undertake work or actions which may result in personal injury or damage to the home.



# Getting Connected

It is vitally important that all mains services are connected by properly qualified people. Gas, electricity and oil can be lethal. For this reason the law requires that only qualified people work on these connections.

For gas installations (whether mains or LPG) you must use a Gas Safe Registered gas fitter.

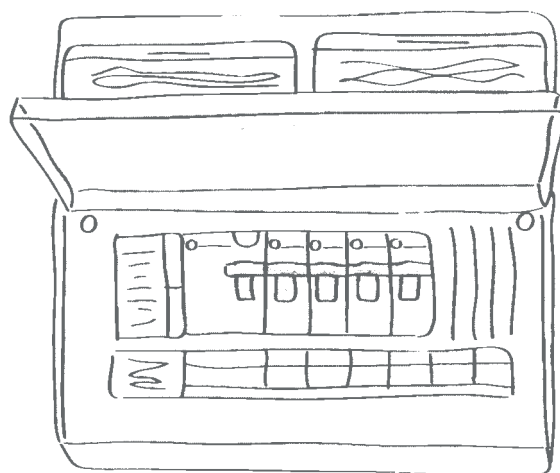
For Oil connections you must use an OFTEC Registered engineer.

For Electricity connections you must use an NICEIC Registered electrician.

Water and Sewage connections must be carried out in accordance with guidelines issued by the Water Regulations Advisory Scheme (WRAS).



**You must check that your service installers carry the correct qualifications. Do not ignore this advice. Otherwise you break the law and put your lives and your home at risk.**



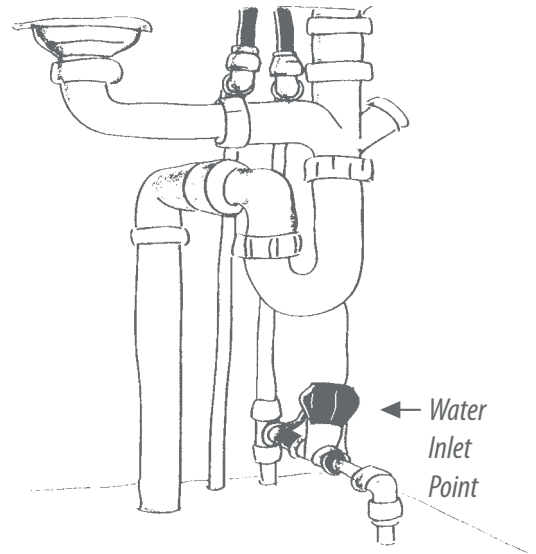
↑ *The Residual Circuit Breaker (RCB) is located in one of the wardrobes*

# Plumbing, Water & Sewage



The Water inlet point is normally situated in the sink unit. This tap should be turned off whenever the water supply needs attention. Please familiarise yourself with its location.

Water and drainage connections should be carried out by a qualified plumber who should test all the connections to ensure water tightness. All work should meet the WRAS standards.



# Gas & Oil Central Heating



← Boiler

Your home contains the very latest and most efficient style of domestic combination water and central heating boiler. These boilers are designed to provide hot water and heating for conventional full size homes and will therefore have no difficulty in keeping your park home warm and comfortable throughout the deepest winter. Your home also benefits from high grade thermal insulation which will cut down on heat lost through walls and roof.

The boiler should be turned on and tested to ensure correct operation. Please refer to the instruction booklet provided.

## Electric Heating & Hot Water

Hot water in homes with electric heating systems will be heated using an immersion heater in the hot water tank located in the airing cupboard.

For full instructions on appliances please refer to the manufacturers handbook provided.



## Gas Fires

Stately uses a number of different types of LPG and natural gas fires from various manufacturers. Please refer to the instruction book which is supplied by the appliance manufacturer.

## If You Smell Gas

If you smell gas or suspect a leak turn off the gas supply valve and call your gas provider. Please ask your Park Operator for the location of the gas valve.

**USEFUL EMERGENCY NUMBERS CAN BE KEPT IN THE TELEPHONE INDEX OF THIS HANDBOOK.**



Enclosed with this handbook are the operating instructions/manuals for your heating and cooking appliances as well as instructions for the fitted smoke and carbon monoxide detector etc.

It cannot be too heavily stressed that you must read all instructions before attempting to use any appliance. Manufacturers servicing and maintenance schedules must be adhered to.

The above actions will ensure your safety and the long term efficiency and reliability of appliances in your home.

Should you experience any difficulty, please refer to the section of this book dealing with after sales enquiries.

A warning notice (as specified in BS 3632:2005 and **BS EN 1647:2004**) giving a simple fire prevention advice, and setting out the action to be taken in the event of fire, is fixed inside your home. Please read and become familiar with the advice given: A copy of the notice is set out here for your convenience.

## Advice to Occupiers

### Fire Action

1. Get everyone out
2. Turn off the gas valve and/or oil valve (if fitted)
3. Raise the alarm and call the fire brigade.
4. Disconnect the mains electricity supply.
5. Tackle the fire if safe to do so.

### FIRE PRECAUTIONS

**CHILDREN:** SHOULD NOT BE LEFT ON THEIR OWN.

**MEANS OF ESCAPE:** make sure you know the location and operations of the escape windows and doors, keep all escape routes clear.

**COMBUSTIBLE MATERIALS:** keep them clear of all heating and cooking appliances

**FIRE FIGHTING:** in our leisure homes we provide only one dry powder fire extinguisher of an approved type or conforming to ISO7165 of at least 1kg capacity by the main exit door, and a fire blanket next to the cooker. Familiarise yourself with the instructions on your fire extinguisher and the local precaution arrangements.

## Safety (cont.)

Fire extinguishers of the portable dry powder variety are the only ones which should be used. It is the homeowners' choice whether or not to equip the home with extinguishers, they are not supplied ex-works to residential homes. **Leisure homes as standard are supplied with a fire extinguisher and a fire blanket.**

**Do not** use any portable gas heating equipment. They are a source of danger and could cause fumes, asphyxiation and condensation.

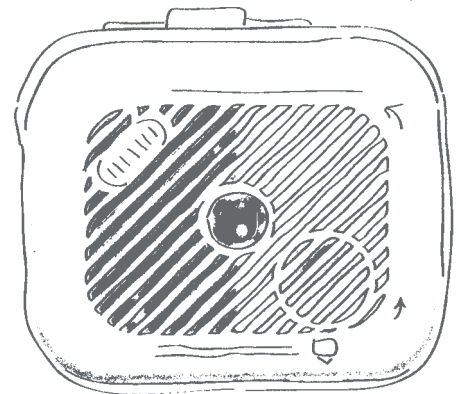
**Ventilation:** Do not obstruct the ventilators which are fitted. Your safety depends on them. The area of ventilation is calculated in accordance with BS3632:2005 and is necessary for your safety, comfort and to help prevent any instances of condensation.

**Windows:** Where a customer has specified locking window handles as an optional extra our strong advise is that the key must be kept in a readily accessible area for immediate use in an emergency.

# General Safety Advice



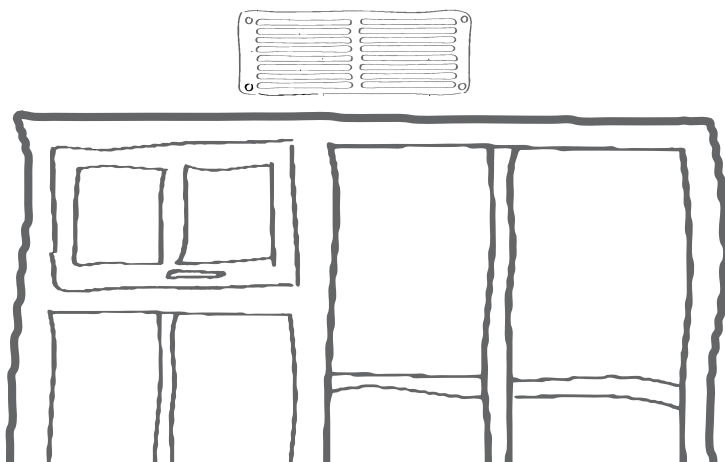
NOTE: Stately supply a smoke & carbon monoxide detector. The smoke detector is connected to the electricity supply with battery back-up and the carbon monoxide detector is battery powered only. (An instruction booklet is supplied in this book.) Remember to check the condition of the battery regularly.



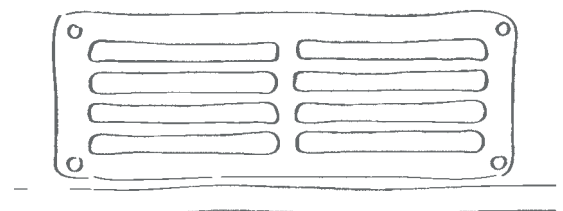
↑ Smoke Alarm

Ventilation is necessary for your safety and comfort, and to prevent condensation.

Do not obstruct the fitted ventilators. In a Stately home the ventilation points are located above the kitchen window in the form of a standard vent (pictured below) and in the external windows in the form of trickle vents. **All our homes have fixed open trickle vents and additional low level vents which are usually located behind radiators.** The ventilators must be kept dust free and should be cleaned from time to time using a soft brush or a vacuum cleaner. Should they need replacing, they must be replaced with the same type or equivalent.



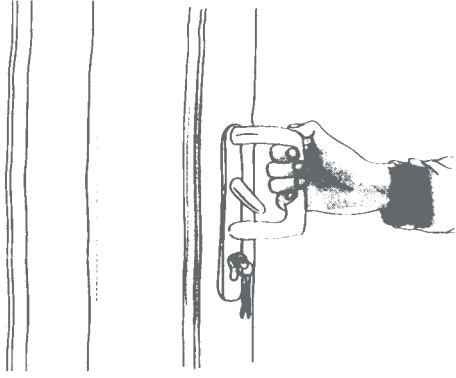
↑ *The vent located above kitchen window*



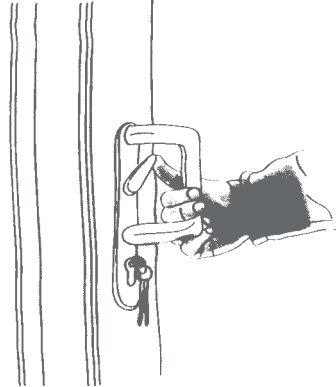
↑ *The vent located behind your radiators in our Leisure Homes*

# General Safety Advice

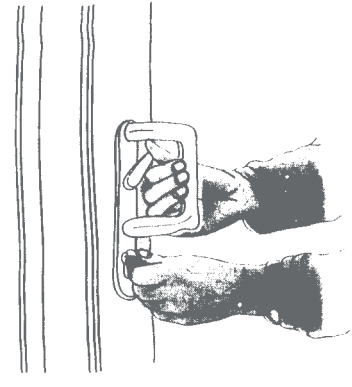
**Patio and exterior doors:** First close the door, then raise the door lever handle to an upright position. Turn the key anti-clockwise. To unlock the door, just turn the key clockwise and pull the lever handle down. **All external doors to our leisure homes come with thumb locks. The same process to lock and unlock the door applies.**



↑ Close the door



↑ Raise the door handle



↑ Turn the key anti-clockwise

When you move in, you may notice that some of the doors will not lock. We suggest you contact the park owner in the first instance as perhaps the problem could be due to siting.

**Escape Windows:** Make sure you know the location and operation of the escape windows and doors. (In a Stately home all the large windows are regarded as escape windows and can be opened for quick escape in an emergency.)

There are additional fire escape windows in our leisure homes. These can be identified by fire escape stickers applied to the relevant windows.



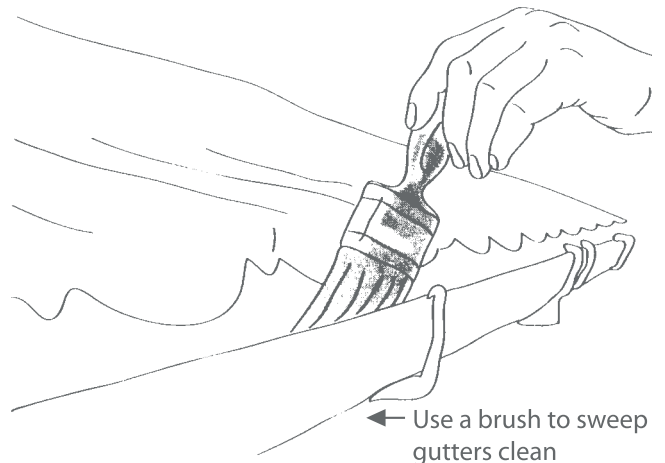
↑ All large windows can be used for escape



Your Stately Home is designed to provide you with low maintenance living compared to the majority of traditional housing. The following guidelines on basic maintenance will help keep your home in tip top condition.

**The Roof** of your home is constructed from steel tiles coated with a weather resistant granular coating. These will not normally need any attention and are guaranteed for 10 years.

**Gutters:** We recommend that you clean the gutters every year and remove debris and leaves that accumulate. This will prevent blockages and overflows.



**Exterior Walls** should be treated with a water based emulsion and timber clad exterior walls stain coated. It is recommended that this is done every two or three years, dependent on local conditions, such as if you live near the coast. Care should be taken to prevent the ingress of water or moisture into the walls of your home. This can occur should items such as flower baskets be mounted on the walls or cables passed through walls, without due consideration to sealing any holes.

**uPVC windows and doors** are best cleaned with a mild solution of warm soapy water. Alternatively there are a number of brand cleaners on the market designed for the purpose.

**Kitchen and bedroom cabinets** should be kept clean by wiping with a damp cloth. Do not flood the furniture with water. Abrasive cleaners can be damaging and are not recommended.



# Maintenance

**Wash basins and baths** should be regularly cleaned with soapy water and rinsed. Do not use abrasive cleaners as these can scratch.

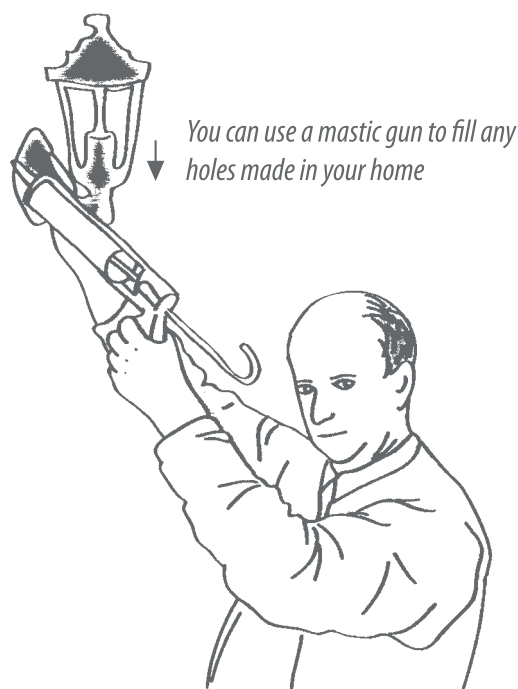
**Carpets:** Your carpet should be vacuumed regularly. All Stains should be mopped up immediately and cleaned with warm soapy water or a recommended stain remover.

**Kitchen flooring:** Vinyl type kitchen floors can be cleaned with a mop or floor cloth using warm soapy water or an appropriate floor cleaner.

**Soft Furnishings** should be regularly cleaned with a vacuum cleaner. This advice applies to suites, curtains and carpets. Due to the variety of materials used, Stately cannot give specific stain removal advice. We suggest the use of specialist cleaning companies who can be found through the local telephone directory or similar.

**Gas boilers:** It is important to have your gas or oil boiler serviced every year. Contact a qualified engineer to do this for you.

**Appliances** should be cleaned and serviced in line with the manufacturer's instructions. In the interest of safety, replacement parts for an appliance shall conform to the appliance manufacturer's specifications and should be fitted by the manufacturer or their authorised agent. It is recommended that any flexible hoses should be inspected regularly for deterioration. Renew with approved type as necessary and in any case not later than the marked expiry date marked on the hose.



## Product Information Sheet - Exterior Textured Coating

The exterior of your home has been rendered with an exterior grade high-build textured coating to protect it from the elements. In order to maintain this protection we recommend the following maintenance plan:-

- 1.** Regular inspection of the exterior walls to identify any fine cracks that may have appeared, paying particular attention to the junction between any window or door frames or where the bottom 'rub-rail' meets the exterior wall. These cracks should be filled by brushing in some of the exterior grade high build textured coating (Resitex) that would have been supplied with your home. (Available direct from the paint manufacturer if required – see below).
- 2.** To maintain the effectiveness of the exterior textured coating, we recommend the application of an exterior grade emulsion paint/colourwash (Resifine) every two to three years, dependant on conditions (such as coastal locations).
- 3.** If at any stage, bare timber or the plywood sheathing becomes visible this should be treated with an emulsion based primer (Resiprime) prior to being touched-up with textured coating (Resitex).
- 4.** Care should be taken to ensure that there is no direct contact between the rub-rail of your home or any paths/steps or brick skirt as this can lead damp or in the worst scenario, deterioration of the rub-rail.
- 5.** Occasionally, under certain conditions, mould growth (Black or Green) may form on the exterior textured coating; whilst not cosmetically pleasing, this is not detrimental to the performance of the exterior coating. Under these circumstances, we would recommend the application of a 50/50 mix domestic bleach/water or a proprietary brand of fungicide\* to the affected area eliminate this condition (\*please ensure that the necessary precautions are taken during application as recommended by the supplier)



**Stately-Albion recommends the following range of 'Resitex' exterior paint products:**

**RESIPRIME** - Emulsion based primer, suitable for use on bare timber or plywood.

**RESITEX** - Exterior grade high build textured coating as originally used to coat your home (2007 models onwards).

**RESIFINE** - Exterior emulsion/colourwash.

**These products can be purchased on a direct basis from:**

Resitex Ltd  
Unit 1, Warncliffe Business Park  
Carlton  
Barnsley  
South Yorkshire  
S71 3HR

**Tel:** 01226 242322

**Fax:** 01226 321765

**E-mail:** [info@resitexcoatings.co.uk](mailto:info@resitexcoatings.co.uk)

**Website:** [www.resitexcoatings.co.uk](http://www.resitexcoatings.co.uk)

## Product Information Sheet - Woodstain (Log Clad Homes)

The exterior of your log clad home has been treated with a high performance wood finish system to protect it from the elements. In order to maintain this protection we recommend the following maintenance plan:

**1. Technical Specification.** The softwood T & G log effect timber cladding used on the exterior of your home has been Vac-Vac pressure treated (anti-decay), followed by an application Teknos Aqua Primer 2900 in Afromosia & Teknos Aquatop 2600 top coat in Teak to achieve the required colour.

**2. Re-coating.** As part of your maintenance plan & dependant on conditions, particularly on coastal or exposed locations, your home will require re-coating to maintain the quality finish it had when it was first manufactured – the time-scale can vary considerably based on the above criteria; for this reason we recommend that you inspect the cladding annually & repair any area of breakdown. Early maintenance, sooner rather than later, will ensure that the timber is always fully protected & greatly extend the like & appearance of the timber cladding. We recommend the application of an additional coat of Teknos Aquatop 2600 as originally used (see above). Please remember, each additional application will intensify the original colour.

**3. Preparation.** Please follow the manufacturer's instructions as stated on the tin taking particular note to ensure their recommendations regarding surface preparation & weather conditions during application are adhered to.

**4. Resin Exudation.** Occasionally, under certain conditions (especially on South facing facades), resin exudation may be experienced – this is a natural phenomenon which is unpredictable & difficult to prevent. Teknos high performance decorative finishes are designed to allow the resin to permeate through the coating without affecting the integrity of the finish. Resin, once crystallised, should be removed using a stiff nylon brush & the remaining residues washed off prior to redecoration. Although unsightly, it is better not to remove fresh sticky resin as its presence indicates that the exudation is still continuing; it is best left until the first maintenance period, by which time the resin has normally crystallised.



**5. Sealant.** At various points around your home (around windows, corners, trims etc) Silicone Sealant has been utilised to provide a water-proof seal – these seals should be regularly checked to ensure they are intact. If any failure is detected, we recommend the removal of the affected seal & the use a good quality proprietary brand of Silicone Sealant to re-seal – this product should be available from your local DIY store.

Please note; the above is our recommended maintenance plan and we would emphasize that the afore-mentioned characteristics associated with the use of natural timber are not covered as part of our warranty or guarantee – we are therefore unable to consider any claims based resulting from this natural phenomenon.

**Stately-Albion recommends the use of the ‘Teknos’ range of high performance decorative finishes.**

**These products can be purchased on a direct basis from:**

Teknos (UK) Limited  
Unit E1, Heath Farm  
Banbury Road  
Swerford  
Oxfordshire  
OX7 4BN

**Tel:** 01608 683494

**Fax:** 01608 683487

**E-mail:** sales@teknos.co.uk

**Website:** www.teknos.co.uk

## Product Information Sheet - Tile Grouting (shower area's)

Visual checks should be made of the grouting within the shower cubicle to establish if any cracking has occurred during the transportation or subsequent settlement period of this home; please inspect & report this to us so that we may forward sufficient grout to enable this to be rectified – this will avoid water ingress in the future.



The interior walls of your home have been finished with a good quality vinyl faced, paper backed, wallpaper to provide a decorative and hard wearing surface. In order to maintain this finish we recommend the following maintenance plan –

**1.** Following the initial and sometimes longer term settlement of your home you may encounter some creases or ridges in your wallpaper where there is a join between the sheets of plywood used to line your internal walls; in addition, these creases or ridges may also be encountered over doorway apertures.

As your home is of timber construction, the plywood lining can expand and contract with atmospheric and temperature changes occasionally resulting in the same outcome as described above.

This settlement and/or movement is normal and is to be expected, it does not affect the structural stability of your home.

**2.** If you have experienced the afore-mentioned, this can be overcome simply and effectively by running a Stanley knife down the offending crease or ridge, gently peeling back the two exposed edges and brushing in some wallpaper paste (ready-mixed PVA based) with a small brush into the gap and re-sticking the wallpaper, finally wiping over with a damp sponge or cloth to ensure adhesion and remove any excess paste.

The above rectification schedule also applies if you find a bubble in your wallpaper.

**3.** Should you wish to paint your wall or ceiling paper (as we always recommend when White blown-vinyl wallpaper is specified) a good quality proprietary brand of vinyl emulsion paint is recommended.

**4.** You may wish in the future to re-paper your walls with a paper of your choice; the majority of the ranges we offer are paper backed, this means that to strip the walls should only require that the surface vinyl is peeled off leaving the backing paper on the wall as a base for the new wallpaper you will be applying. Prior to stripping off your old wallpaper, we would suggest that you run a Stanley knife across the top of the skirting board and below the coving as the existing paper runs behind these items.





## Canexel® - Maintenance Schedule

Pre-finished weatherboard (siding)

Homeowners should follow the recommendations below to reduce the likelihood of product failure or conditions not covered by the manufacturer's warranty such as:

- Paint weathering due to excessive contact with water, roof runoff, shrubbery mulch.
- Improper caulking or painting, batten spacing, movement tolerance or airflow.
- Algae, mould or mildew remaining on the siding surface.

### Protect your warranty – follow these recommendations

- The surrounding area should be landscaped so that drainage is away from the house and no water is allowed to stand on the site.
- Slope should be at least 6 inches in 25 feet (150mm in 7.5m).
- Siding should be installed at least 8 inches (200mm) from the ground.
- Mulch or landscaping materials should also be no closer than 6 inches to prevent excessive moisture access to the bottom edge of the siding.
- Roof, downspout and air conditioning condensation drainage should be directed away from the home as much as possible to prevent pooling.
- Keep all shrubs and plantings at least 12" (300mm) away from siding.
- Do not allow sprinklers to spray directly on the siding.
- Use extreme care when installing decking or porch materials to ensure adequate air circulation.
- Ventilate all spaces behind the siding.
- Maintain an indoor relative humidity of 30-40% during cold months.
- Maintain attic and roof ventilation.
- Clothes dryers should be vented to the outside of the home.

### Yearly inspections should include:

- Look for chalking, cracking, flaking or lack of paint. Use touch-up paint for any exposed fibres.
- Look for missing, loose or cracked caulk. Re-seal with colour-matched caulking.
- Protruding or loose nails need to be resealed. Any overdriven nail holes should be cleaned, caulked and painted and a new properly seated nail should be driven into the framing member in the same area.
- Mildew, mould or algae should be removed from the siding.
- Pressure washers should not be used for cleaning painted wood or wood based siding.
- For the best results, siding MUST be washed annually and aluminium corners twice annually using non abrasive household cleaners according to the manufacturer's recommendations.
- Test cleaners on a small area to ensure they do not damage the finish. Rinse siding surface thoroughly after cleaning.

\* FAILURE TO FOLLOW COMPLETE APPLICATION AND CARE AND MAINTENANCE REQUIREMENTS MAY VOID WARRANTY.

For any further information please contact Vulcan Cladding Systems on 020 8681 0617

# Specification

Our design philosophy is to utilise modern proven materials and manufacturing methods whilst retaining the traditional coach-building principals of strength & durability.

**CHASSIS:** Stately Albion manufactures the chassis in accordance with the specification set out in the National Caravan Council (NCC) Code of Practice 501 - Specification for Undergear of Caravan Holiday Homes and Residential Park Homes. The all welded mild steel chassis is constructed using two main 178x50mm longitudinal bearers and braced with 40x40mm and 75x50mm transverse members. The chassis is then spray coated with a corrosion protective paint layer in accordance with the International Standard ISO 12944 and British Standard BS 3900:F41994. Either 4 or 6 heavy-duty detachable wheels, depending on the length of the home are fitted to full width axle assemblies. A detachable tow-bar can be fitted to either end, and the home is supplied with pyramid jacks.

**FLOORS:** The floor is constructed with 15mm WBP plywood and 60mm-glass fibre insulation over a continuous heavy-duty moisture barrier. This has an overall U value of 0.37W/m<sup>2</sup>K

**ROOF:** The roof construction uses metal roof tiles laid on 2"x1" roof battens over a breathable roofing membrane. The roofing tiles have the relevant BBA certificates and comply with all relevant requirements of the Building Regulations. All are laid over pre-fabricated roof trusses at 600mm centres with 100mm insulation laid between the ceiling joists. Ceilings are of 12.5mm plasterboard and finished with blown vinyl ceiling paper. This achieves a Class II spread of flame grade to BS 476 and an overall U value of 0.24W/m<sup>2</sup>K. The ceiling height is generally 7'6".

**EXTERNAL WALLS:** The external walls have either an exterior finish of a synthetic co-polymer based aggregate with a Class II spread of flame grade to BS 476 applied to 9mm external grade plywood, canexel(timber composite painted board) or a timber cladding finish. All roof spaces are through ventilated via the eaves and the joints taped and sealed. Studwork 71x40mm of quality softwood is housed, stapled & fixed at a minimum of 400mm centres. All internal faces are panelled with 9mm plywood, joints are filled and sanded and finished with wallpaper. This achieves a Class II spread of flame grade to B S476 and when insulated throughout by 50mm mineral wool (Isowool hi-therm) insulation gives an overall U value of 0.44 W/m<sup>2</sup>K.

**INTERNAL WALLS:** All internal walls panelled with 5.5mm plywood and finished with quality wallpaper, achieving a Class II spread of flame grade to BS 476.

**WINDOWS/DOORS:** All our homes are fitted with uPVC double glazed windows and doors with energy efficient low-e and toughened glass in accordance with British Standards BS 6262-4 and BS 6206 as standard. All doors fitted with 2 hooks, 2 rollers and a dead latch (GU Rhino) for additional security. Trickle Vents are situated in our windows and doors for ventilation. These are openable and closeable in our residential homes. **Fixed open vents are fitted in all our leisure homes.**

# Specification

**PLUMBING & SANITARY WARE:** We fit plastic pipe system, which has advantages over traditional copper piping in that it reduces heat loss, they do not fur up and are more resistant to frost. The pipe-work is positioned within the insulated area of the floor, so with due care burst pipes should not be a problem. Sanitary ware is fitted as standard and is connected to comply with the relevant standards.

**GENERAL HEATING SYSTEM:** Homes are normally fitted with a Gas Combination Condensing Boiler. The system is simple to use and incorporates a built in 24 hour timer and room thermostat. Where necessary, heating is fitted as standard to built in wardrobes to combat condensation.

Other forms of heating are available; Oil, Economy 7 (Electric) - please ask for details.

**ELECTRICAL:** Work at Stately-Albion is carried out by qualified electricians and the appropriate test certificates provided. It should be noted that the final connections are carried out on site and this work must be carried out by an approved NICEIC contractor. Standard electrical installations are to IEE regulations (17th edition). PME earth bonding is standard and power distribution is via a consumer unit with miniature circuit breakers incorporating a residual current circuit breaker. Both smoke and carbon monoxide detectors are fitted as standard.

**RAINWATER:** Stately-Albion use uPVC fascia's, gutters and down-pipes to further enhance the ease of maintenance.

**FLOOR COVERING:** Usually vinyl & floor tiles to kitchens and bathrooms with carpets throughout the rest of the home.

**GENERAL INFORMATION:** Built-in wardrobes and dressing tables. Built-in kitchens, divan beds, curtains and or blinds to all windows. Lounge suites, tables, chairs and various other units. All of the furnishings comply with the relevant fire-resistant and flame retardant standards.

**SNOW LOADING GRADE:** The structure of our leisure homes has been graded according to its ability to withstand a grade (A) snow load which equates to an imposed load of 750 Pa exerted uniformly over the roof.

Stately-Albion is dedicated to product improvement and the Company reserves the right to alter any technical specification without prior notice.

**STATELY-ALBIONS BRIEF SPECIFICATION TO COMPLY WITH THE BRITISH STANDARDS BS 3632:2005 FOR RESIDENTIAL HOMES AND BS EN 1647:2004 FOR LEISURE PARK HOMES**

# Settling In



Both you and your new home should allow a little time to settle in and get used to each other.

In order to arrive at the park of your choice, your Stately home has been lifted and moved and then lowered, adjusted and levelled on site. After this disruption it is a good idea to let the home “settle” for a while. You may notice some minor settlement cracks appearing



around the join between the two halves (if your home is a twin unit), or around other joints. This is entirely natural and nothing to be worried about. We suggest you live in the home for up to 2 months, and then, if you do notice any settlement just write to our Customer Care Department and if it necessitates we will arrange for a fully qualified engineer to attend to your home.

Movement within your home is normal and has been allowed in its design. Natural materials such as wood over time has its own unique properties. For instance you may find a small quantity of resin may be released from the external surface of our log clad homes. Dont worry this is cosmetic and a natural reaction to our varying climate. All you need to do is lightly sand down the resin and re-stain the affected area.

We recommend that as the home is sited and services are connected. You should then turn the heating on in the home. This should remove the risk of moisture developing which could occur in an empty, cold home.

Remember Stately offer a reassuring warranty for one year on everything supplied with your new home. This does not affect your statutory rights.

## Modifications

### Important Notice

For your safety's sake we do not recommend you carry out any modifications to your home without contacting Stately first. It is important that your home continues to comply with the British Standard BS 3632:2005 or [BS EN 1647:2004 for Leisure homes](#). Any structural changes made to the home could result in your home becoming unsafe and invalidating the warranty.

# Teething Troubles

Should you experience any problems with any of the electrical appliances supplied with your home please contact the manufacturer of the appliance. Information regarding your appliance can be found within the relevant instruction manual supplied.

Our quality control team try to make sure that your home is perfect and meets your requirements before it leaves the factory. However occasionally a defect or error may occur, in which case our Customer Care Department will replace or repair any item which was due to a defect in manufacture.

We are not responsible for any damage which occurs during transit, as this is beyond our control. However, as a gesture of goodwill, if you discover any damage to any of the interior furnishings or fittings and you notify the Customer Care Department within 30 Days\* - we will do our best to ensure that a replacement item is with you as soon as possible. ( The time this takes is often dependent on suppliers and is outside our control).

\*30 days from date of occupation for owner occupiers or 30 days from date of arrival for park owners.

It is a very good idea to check with your Park Owner or Manager first when a problem occurs, as they may have experience which could be helpful. If you call out a Stately service engineer and no faults are found, you could incur a call out charge. If an appliance is out of guarantee, or the fault is not caused by faulty manufacture or malfunction, Stately reserve the right to make a charge.

Should you need to contact Stately-Albion Customer Care, please do so in writing whenever possible, setting out your problem, giving the serial number of your home and providing your full address and if possible a contact telephone number.

Please Contact:-

Stately-Albion Limited  
Customer Care Department  
Unit 20, Darren Drive  
Prince of Wales Industrial Estate,  
Abercarn, Newport, NP11 5AR  
Email: [Aftersales@stately-albion.co.uk](mailto:Aftersales@stately-albion.co.uk)

To Contact the Stately Customer Care via telephone please call 01495 244472 and ask for the Customer Care Department. Please call only on weekdays between 9am and 5pm Monday to Thursday and 9am - 4:30pm Friday. Messages can be left on an answering machine at other times and someone will return your call.



**If you smell gas contact your local gas provider immediately. Tel:** \_\_\_\_\_

**Use this space to keep record of the important numbers you might need**

**Stately Albion Ltd** \_\_\_\_\_ **01495 244472**

**Park Manager** \_\_\_\_\_

**Park Owner** \_\_\_\_\_

**National Park Homes Council** \_\_\_\_\_ **01252 336092**

**Doctor** \_\_\_\_\_

**Hospital** \_\_\_\_\_

**Dentist** \_\_\_\_\_

**Optician** \_\_\_\_\_

**Chemist** \_\_\_\_\_

**Police Station** \_\_\_\_\_

**Railway Station** \_\_\_\_\_

**Bus Company** \_\_\_\_\_

**Insurance Company** \_\_\_\_\_

**Nearest Neighbour** \_\_\_\_\_

# Notes:



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