



GLASSWELLS

PERGOLA GUIDE

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Product FAQ



reddot design award

What are our Helios pergolas made from?

100% UV protected aluminium

What is the powder coating?

Tiger Drylac powder coating



How does the guttering system work?

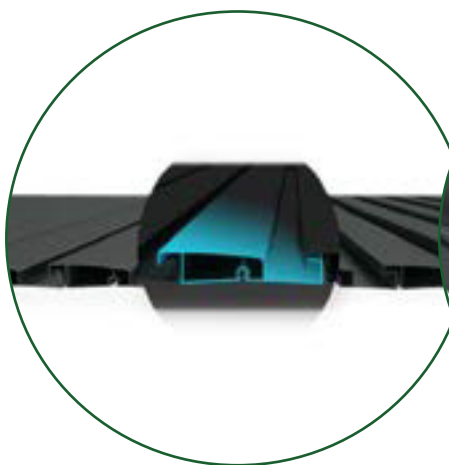
The rain flows through the gutter on the louvres and then into the gutter on the side beams and down the leg.

How many louvres are there?

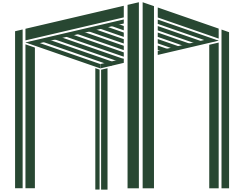
3m x 3m
19

4m x 3m
25




6m x 3m
38



Drilling Guide



Securing the pergola

Ground Type	Fixing	Tools Required
	(Supplied Fittings) M8 x 80MM expansion screw	M8 Socket tool
Concrete & Stone		
	(Supplied Fittings) M8 x 80MM expansion screw	Drill, 7mm & 12mm Diamond drill bit
Porcelain & Marble		
	50mm to 80mm wood screw into joists	Impact driver / Drill
Wood		

Surveying the Property



1. Make sure there is a level ground / surface area.

2. Check that the product is not too tight to the wall and not obstructing any door openings. If there is a satellite, the pergola has to be moved.

3. If there are power lines running underground, the pergola will need to be moved.

General Care



Heavy Winds & Snow

During heavy winds or snow, we recommend the louvres stay fully open. By having the roof open during windy conditions, it allows the wind to travel through the louvres. We recommend opening the louvres during snowfall to avoid a build up on the louvres.

Very Heavy Rain

During heavy rain we recommend the louvres stay open to avoid a build up of weight on the roof of the pergola.

Cleaning

Clean the pergola with a soft sponge using warm soapy water.

Pressure Washing

We do not recommend the use of Pressure Washers and it would be done at your own risk.

Assembly

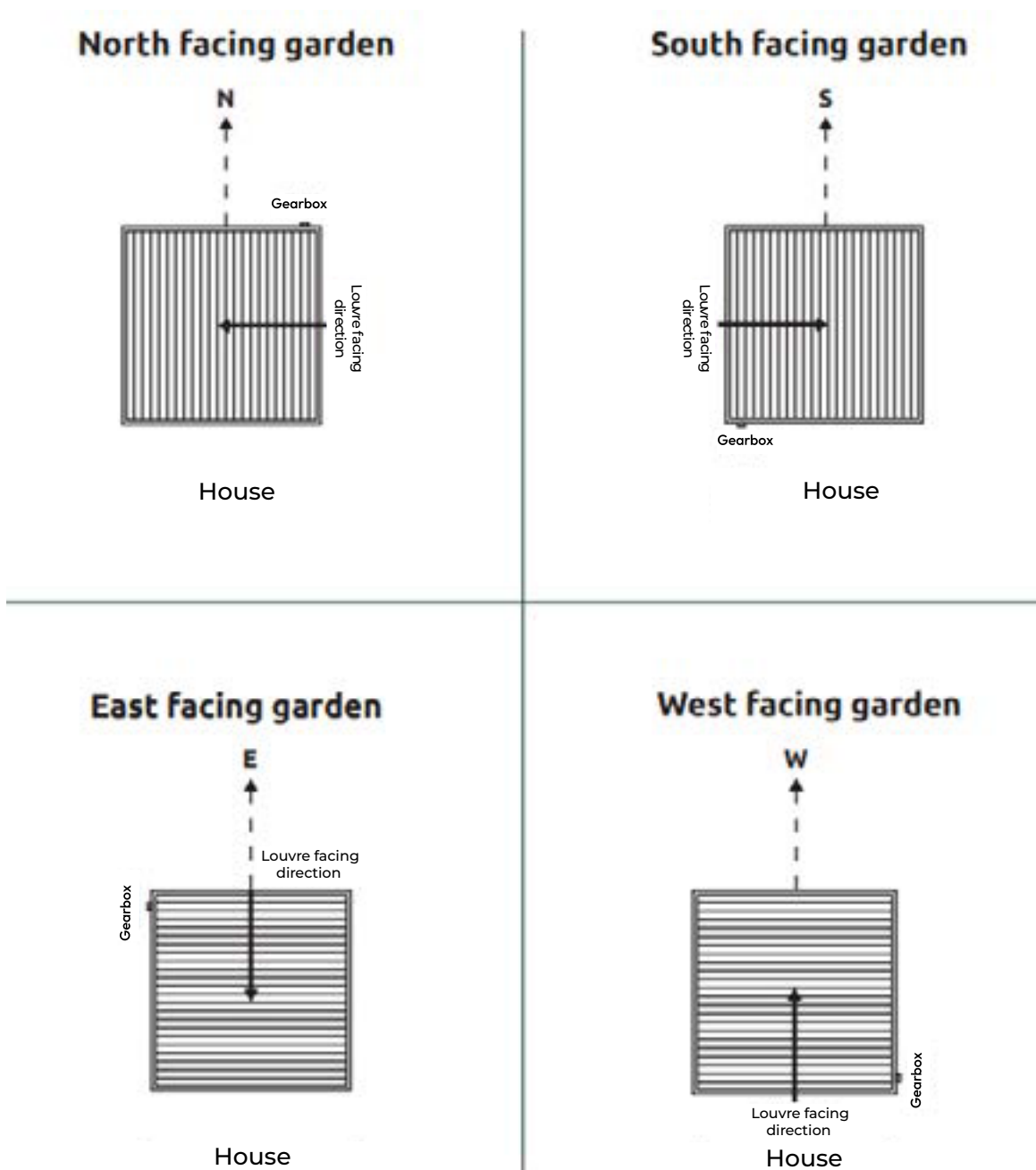
It is crucial that all elements are true; legs perfectly straight (plumb) to horizontals (level) with corners at 90 degrees (square) when anchoring the pergola. This is to ensure the correct fitting and operation of any accessories such as privacy screens etc.

Louvre Position

The louvres and gearbox location can be placed in your preferred position. However, for optimum use, the louvres should follow the sun according to it's rise and set.

TOP TIP

Keep the gearbox location as northerly as possible



Troubleshooting

Before investigating any issues with the Pergola, it's important to refer to the assembly instructions.

The below information assists with Louvres not opening & closing, pergolas swaying in the wind and how to stop leaks.

Assist with louvres not opening and closing only

Why does a control rod misshapen over time?

The control rod is a long strip of aluminium, which is designed as lightweight to ensure the weight of the rod does not stop the Louvres from operating. If you attempt to open the Louvres in the wrong direction when turning the handle, this causes stress on the aluminium, bending this out of shape.

How to check if the control rod is misshaped?

Lay the rod on a flat surface to see if it sits flush against it, if not attempt to reshape or a new rod would be required. If the connecting strip is bent, the strip can be reshaped by carefully using appropriate force and a mallet.

Check the control rod (part reference G) which controls the function of the Louvres is securely positioned and has not come loose or misshaped during use to ensure the pergola remains leak proof.



Check the rotating end baffle (Part reference L – attached to one Louvre) is tightly secured to the gearbox.



The Coupler (part reference V) is tightly secured.

Swaying and Leaking

Check for any Louvres bowing

If the Louvre has cracked or fractured it's likely to be out of shape, which requires a replacement.

Check the Pergola has not shifted out of alignment

How to check if the Pergola is out of alignment? Check the joints between each connecting beam and the bolts to secure the Pergola to the ground are tightened and no cracks have formed. Check that all legs are straight and level using a spirit level. If the ground surface has changed since installation, repairs to the foundation are required.

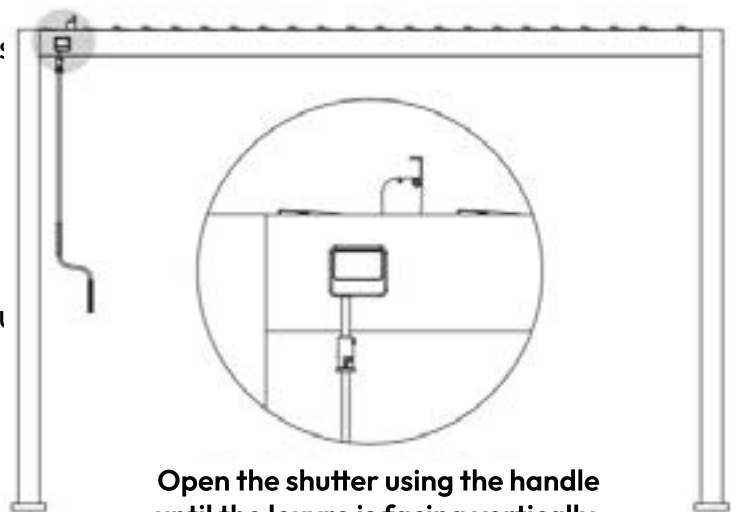
Check handle and gearbox obstructions

Regular cleaning and maintenance will stop the build-up of water and prevent leaking Pergolas.

Check the gearbox functionality

If the Pergola still does not open and close properly, check that the gearbox functions properly.

- To test the gearbox only, remove the control rod completely off the Pergola and safely put to one side.
- Follow the diagram below to lift one Louvre up, (this is the step before attaching the control rod from the instructions). If this is successful, the gearbox functions and this part does not need to be replaced.
- If the Louvre does not lift and all parts are secured, the entire beam with Gearbox (check instruction reference to confirm the part) must be ordered.



Privacy Screens not sitting in the runners

If any of the Privacy Screens come out of the runners, remove the top housing of the privacy screen and check the pergola has not come out of alignment.

Reassemble the Privacy Screen by refollowing the assembly instructions.

Important – When lifting the screen up and down, make sure you pull from the centre of the screen to avoid a shift in alignment of the screen.

Helios Accessories

Privacy Screen



3m
4m

3m
4m

Fixed Louvre Panel



1m, 1.2m
1.33m

1m,
1.33m

Open/Closed Louvre Panel



1m, 1.2m
1.33m

1m

Solid Panel



0.3m

0.3m

0.3m

Panel Configuration

3 x 1m panels fill 3m

3 x 1.33m panels fill 4m

3 x 1.2m panels fill 3.6m

Helios Pergola Size & Finish Guide

Graphite

RAL 7015

3m x 1.5m
3m x 3m
4m x 3m
6m x 3m

Pebble

RAL 7032

3m x 3m
4m x 3m
6m x 3m

Light Oak

3m x 3m
4m x 3m
6m x 3m



Scan me to view our
full Helios range.