

REFURB & NEW BUILD

Customer FAQ fact sheet

Our Refurb & New Build side of the business is incredibly successful, so much so, that we're renowned for being one of the UK's leading GRP door canopy manufacturers.

As well as door and porch canopies, we manufacture window canopies too, all to the highest standard and in line with **BS6399-3 and EN1991-1-3:2003**.

Over the last 29+ years, our Refurb & New Build team has supplied **more than 30,000 canopies to housing associations, contractors, house builders and local authorities across the country**. And we deliver many of our canopies to site within just **48 hours**, thanks to our super speedy FastFit service.

For more information about our industry-leading Refurb & New Build work, take a look at the details below. We've answered seven of the most commonly-asked questions put to us by our customers over the years:

Q1. DO YOU HAVE ANY OTHER DESIGNS?

A. Alongside our wide selection of flat, hipped and apex door canopies, we also provide a fully bespoke canopy service to perfectly fit your new-build or refurb designs.

Our expert team offers a complete survey, design, and manufacturing solution to match your needs; all you need to do is contact our technical department.



Q2. ARE THERE ANY OTHER COLOURS AVAILABLE?

A. We typically find that most contractors, builders and housing associations work with the same standard colours within their construction projects, but if you require something that's a little different to the norm, we can still help, thanks to our fully bespoke service.



Q3. DO YOU HAVE A FIXING DETAIL/HOW ARE THE CANOPIES INSTALLED?

- A. We provide full and complete fixing guides with our canopies, which are applicable to whichever door or window canopy has been chosen.

If you would like to see how our canopies will fit in with your building/refurbishment plans, you can view the technical specs and CAD drawings on our website – head to the [Refurb & New Build products section](#).



Before your canopy leaves our site, our delivery team will check to make sure your delivery includes a full fixing kit, providing you with everything you need to install your canopy in no time at all.

Q4. IS THERE ANY ASSEMBLY REQUIRED/ARE THEY DELIVERED READY TO INSTALL?

- A. Every one of our canopies is manufactured in our workshop and delivered fully assembled to your site, ready for installation.

This allows us to make sure that each canopy fully conforms to British Standard, BS6399-3, and European Standard, EN1991-1-3:2003. We are also ISO 9001:2015 accredited. This means that we are 100% confident in the manufacturing process, which is evidenced by the fact we offer a ten-year guarantee for our canopies, as standard.



Q5. HOW LONG DO THEY TAKE TO INSTALL?

- A. Our canopies arrive fully assembled and with a complete fixing guide. Standard installations involving an average-sized door canopy take around two hours.



If you would like our installation team to install your canopy for you, just let us know and we can arrange for them to visit your site.

Q6. HOW LONG DO THEY TAKE TO DELIVER?

- A. All of our canopies are designed to your specifications and manufactured to order, so the delivery time varies depending on a number of factors. As leading GRP door canopy manufacturers, we offer a fast turnaround and can get your order on to the production schedule within a very short amount of time.

Once your canopies are manufactured, our warehouse team will contact you to make sure the delivery date is right for you. Our standard lead time for the whole process is between three to four weeks.



As we mentioned, we have our FastFit delivery service too, which is designed to help housebuilders meet their deadlines without compromising on quality. Make sure you ask us about it.

Q7. DO YOU DELIVER NATIONWIDE?

- A. We offer a full delivery service right across the country. Our nationwide teams can deliver canopies to any location in the UK.

Our delivery team can deliver your canopy directly to your site at a time that's convenient for you, so you can plan your installation and any other necessary works around us.



We hope you've found these FAQs useful. If you would like to discuss your door or window canopy requirements or have a question for us that we haven't covered above, call us on [01254 777002](tel:01254777002) or email info@canopiesuk.co.uk.

About Canopies UK

Canopies UK is the country's leading designer, manufacturer and installer of high quality canopies. Established for more than 25 years, the company employs over 50 staff at its Lancashire headquarters, which incorporates offices, production space and warehousing.

Serving a multitude of sectors, including hospitality, education, healthcare and construction, Canopies UK delivers excellence through site specific specification and unrivalled product quality.