



hup![®]
The better way to build

Customer advice

Caring for your hup!

Welcome to your new hup!

Congratulations on choosing the better way to build.

You have already experienced the speed and simplicity of a hup! build, now it's time to enjoy this stunning addition to your home.

We're sure that you're desperate to get settled into your beautiful new living space as quickly as possible, so here is some handy information about hanging heavy items on the walls, finding cables within the hup! walls, as well as how to care for your hup! over the coming years.

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What's inside your hup! walls?

For your complete peace of mind, all the components within your hup! have been fully fire tested and have a fire rating which exceeds current Building Regulation requirements.

hup! wall panel



Your hup! walls are made with Ultrapanel which are the reason for the speed of a hup! build – you may have seen them arrive at your home already cut to size and then be simply clipped together. Ultrapanel is a precision engineered combination of timber, steel and insulation and when clipped together, they create an incredibly strong I-beam structure which gives hup! walls their exceptional strength.

The insulation properties of Ultrapanel are also market-leading, and exceed the levels recommended under Building Regulations. This ensures a living space that is a comfortable temperature all year round and highly efficient in terms of energy bills – in fact hup! builds are five times more energy efficient than the average UK home.

Fixing advice

Adding the finishing touches to your hup! is an exciting time!

Before you hang a tv, pictures or other objects from the walls, take a look at the advice on this page about the fixings that are most compatible with hup! walls.

Due to the nature of hup! walls you need to choose between fixing into the steel clips (you will need to find them using a stud finder) or the plasterboard. If using plasterboard, there are a variety of fixings on the market to choose from. The fixings shown here are the ones we recommend for use with hup! as these spread the load behind the plasterboard to ensure a secure fixing.

It is important to check weight limits on specific fixings and ensure that they are suitable for hanging the weight of the required object.



Plastic toggle

- Ideal for bearing heavy loads
- Insert at top of heavy objects
- Once through the plasterboard, the triangle expands, locking the toggle in place



Hollow wall anchor

- Use when a strong brace is required
- Works the same as plastic toggle, but is made of metal



Grip-it fixing

- For fixing large items to plasterboard
- Pre-drill a large hole then hammer Grip-it into place. Turning a screwdriver into metal front part opens the wings at the back to lock in place

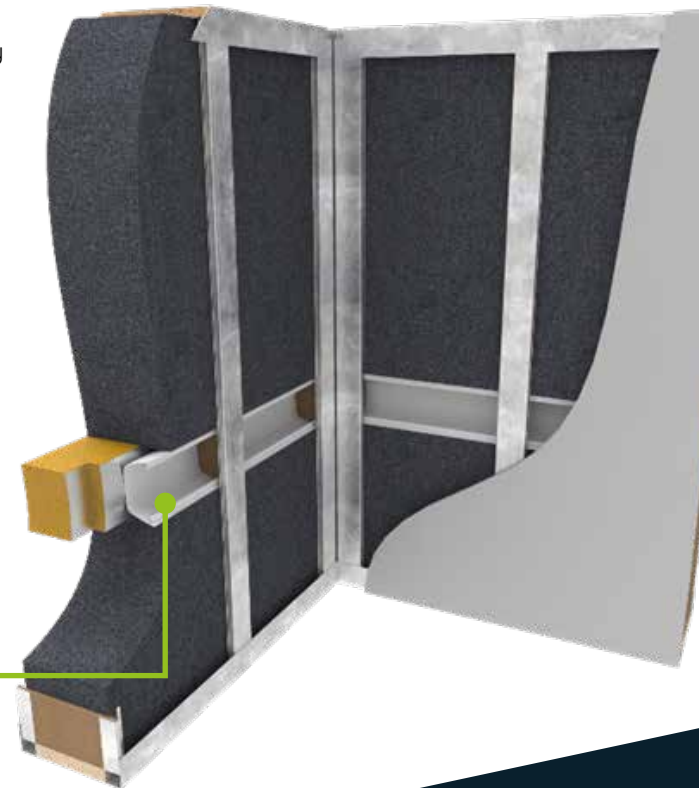
Finding cables within hup! walls

If you need to locate cables within the walls of your hup! they may be conveniently located within a cable management channel.

This channel runs horizontally at 450mm above floor level, carrying electrical wires and cables around your hup!.

The cable management system is optional within hup! and your installer may have chosen a different way to run the cables around the walls to the sockets. Cables are usually situated 450mm above floor level, but we advise you to use a cable finder to determine their location.

hup! cable management system



hup! cleaning advice – roof, frames and drainage

To keep your new hup! looking its best the roof and side frames should be washed down every four months with a soap water solution to remove grime and atmospheric deposits. If you have a solid tiled roof, take extra care when washing the tiles not to damage the surface and use a suitably soft brush.

AVOID ALL SOLVENT BASED OR ABRASIVE CLEANERS ON THE ROOF AND FRAMES.

PVC Frames

To remove any blemishes use warm soapy water or a specialist PVC frame cleaner if required.

Aluminium Frames

To remove any blemishes use warm soapy water and a soft sponge or a non-abrasive cleaner and warm water if required.

Drainage

The windows and doors within your hup! have been designed with an inbuilt drainage system, comprising slots within the thresholds that allow any water ingress to flow to the outside. To ensure that these slots work efficiently they must remain unblocked. Periodically remove dirt, clear drain holes and check drainage operation by flushing through

with water to ensure that the drainage system can continue to function properly.

Gutter/Cornice

In a conservatory or extension, the guttering is always laid level in accordance with BS EN 12056 Parts 1,3 & 5 Code of Practice for Drainage of Roofs. It is important that you clean the gutters and the area behind a Cornice regularly to keep them clear of any debris such as leaves to ensure that water can continue to drain off the roof and into downpipes. Be sure to use crawl boards if accessing the roof of your hup!

Weatherseals

It is important to ensure that the weatherseals fitted to your doors and windows do not become dislodged during cleaning. If this does occur simply slide the seal back into place immediately to avoid damage when the product is closed.

If the frames, drainage, gutter/ Cornice or weatherseals are broken or damaged, contact your installer promptly.

hup! cleaning advice – external finishes

If your hup! features a brick mesh external finish, some simple maintenance can keep it looking wonderful for many years.

The brick mesh can be gently brushed to clean off general grime when needed. A little water may be applied at low pressure locally (if absolutely necessary) for a stubborn mark, however, jet washing is strictly not recommended. This is because (as is the case with standard bricks) that the extreme high pressure of the water could wash away some of the mortar.

Other finishes - wood cladding, render etc

If you have chosen other materials such as claddings or render for the exterior of your hup!, please speak to your hup! builder or refer to the external finish manufacturer's guidelines for advice on how to care for your specific finish.



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