FOUR SEASONS
OUTDOOR LIVING SOLUTIONS

FREQUENTLY ASKED QUESTIONS

- ***HOW TALL ARE THE POSTS?***
  - We send 9-foot long posts to be cut down to your needed height for Contempra Patio Covers.
  - We send 10-foot long posts to be cut down to your needed height for TWV Series Patio Covers.
- ***HOW DOES IT GET ATTACHED/MOUNTED TO MY HOUSE?***
  - You can mount it to your house wall or to the fascia board on your eave or overhang.
  - If mounting it to the house wall, the long screws must fasten into the wall studs.
  - If mounting to the fascia board, the long screws must fasten through to the roof truss ends or rafter tail ends.
- ***CAN IT BE SCREENED IN?***
  - Yes, it can be screened in.
- ***HOW DO THE POSTS GET MOUNTED?***
  - Posts are anchored to the concrete slab using the heavy duty bottom post brackets and the concrete wedge anchors provided in the kit.
  - If mounting to a wood deck, the deck sub-framing at post locations should be beefed up and lag screws should be used to fasten the heavy duty bottom post brackets through the deck boards into the sub-framing. ***(*DO NOT ATTACH TO DECK BOARDS ONLY*)***
- ***CAN WE INSTALL THIS?***
  - No, not at this time. Ask your retailer or find a licensed contractor who can read English.
- ***CAN "CUSTOM SIZES" BE MADE-TO-ORDER?***
  - No, we are not able to make custom sizes but some customers order two patio covers and join them together if they need a wider cover than the standard kits offer.
- ***WHAT ARE THE MATERIALS MADE OF AND WILL THEY RUST?***
  - The materials are made of aluminum. The will not and cannot rust.
- ***IS THE TWIN "V" PATIO COVER ROOF INSULATED?***
  - No, it is not an insulated roof system.
- ***IS THE WEATHER STOPPER ROOF INSULATED?***
  - Yes, the Weather Stopper roof panels are 3 inches thick and have an insulating foam inside.
- ***DOES IT COME WITH A GUTTER?***
  - Yes, the patio cover has a structural aluminum front fascia/gutter and scupper drains.
- ***PLEASE EXPLAIN THE MEASUREMENTS WIDTH AND DEPTH?***
  - The depth is the roof measurement coming out from the house.
  - The width is the measurement running along the house.
- ***WHAT ARE THE 10LB, 20LB, 30LB, 40LB & 50LB SNOW LOADS AND WHAT IS THE DIFFERENCE IN KIT MATERIALS?***
  - All snow loads are the engineering "ground snow load designs."
  - The difference in materials could be the number of posts and the thickness of the roof panels.
- ***CAN I WALK ON THE TWIN "V" ROOF?***
  - No, definitely not.
- ***CAN I WALK ON THE WEATHER STOPPER ROOF?***
  - Yes, you can walk on the roof but avoid the roof seams.

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- ***CAN IT BE INSTALLED ON A SECOND STORY DECK?***
  - Yes, it can. Please be careful up there.
- ***WILL THE ROOF HOLD THE WEIGHT OF A CEILING FAN OR LIGHT?***
  - No, it will not. You will need to add a beam to support the ceiling fan or light.
- ***DOES THE PATIO COVER ROOF NEED A PITCH TO DRAIN WATER?***
  - Yes, it does. In non-snow areas, the minimum roof pitch (slant) needed is ½" per foot of the depth of the patio cover.
  - In snow areas, try for 1" per foot or more if possible.
  - If you purchased a 10-foot deep patio cover, the minimum pitch needed is 5 inches.
  - If you are able to increase the pitch, we suggest you do so.
- ***ARE THE ROOF PANELS FLAT OR LIKE A "W" OR TWIN "V?"***
  - The roof panels are shaped like a "W" for increased strength and further spans.
- ***IS A BUILDING PERMIT REQUIRED?***
  - Please contact your local building department to find out the requirements in your area.
- ***CAN I CUT THE ROOF PANELS DOWN?***
  - Yes, you can cut them with metal tin snips or electric metal shears.
- ***I DO NOT HAVE A CEMENT SLAB. CAN IT BE BUILT ON GRAVEL?***
  - It can be built without a cement slab, but you will need to pour concrete footings at each post location. Then, you must anchor the posts to the footing using the heavy duty bottom post bracket and edge anchors sent with the kit.
- ***DOES THE TWIN "V" PATIO COVER COME WITH A "SETBACK BEAM?"***
  - This patio cover design does not have a setback beam. It comes with a structural aluminum front fascia/gutter.
- ***DOES THE WEATHER STOPPER COME WITH A SETBACK BEAM?***
  - Yes, it does and you will typically have about a 12" front overhang.
- ***CAN I HAVE AN OVERHANG ON THE FRONT OF THE TWIN "V" PATIO COVER?***
  - This patio cover design does not have a setback beam. The structural front fascia/gutter supports the roof panels at the front end of the panels. There is no front overhang.
- ***CAN I HAVE AN OVERHANG ON THE FRONT OF THE WEATHER STOPPER PATIO COVER?***
  - Yes, you can and you will typically have about a 12" front overhang.
- ***CAN THIS PATIO COVER BE USED ON A COMMERCIAL BUILDING?***
  - Yes, it can.
- ***ARE SKYLIGHT PANELS AVAILABLE?***
  - At this time, we do not offer skylights.
- ***CAN I PAINT THE PATIO COVER A DIFFERENT COLOR?***
  - Yes, it can be painted. Talk to a painting professional about the best methods of preparation and painting process.
  - If you paint it, you will void the manufacturer's paint finish warranty as well as lose the benefit of a factory-painted, maintenance-free finish.
- ***WHAT IS THE DIMENSION OF THE TWIN "V" HANGING CHANNEL?***

FREQUENTLY ASKED QUESTIONS

  - The two-piece male and female hanging channel is 5 inches tall.
- ***WHAT IS THE DIMENSION OF THE WEATHER STOPPER HANGING CHANNEL PANEL?***
  - The one-piece hanging channel is 3 1/8" tall.
- ***CAN THIS PATIO COVER BE ATTACHED TO A CONCRETE BLOCK WALL?***
  - Yes, it can but you will need to get some concrete tapcon anchors to fasten the hanging rail.
- ***DOES THE PATIO COVER COME WITH DOWNSPOUTS?***
  - The kits come with scupper drains to let water drain out and divert away from the front fascia/gutter.
  - Downspouts are not included. If downspout kits are desired, you can purchase them at your local hardware retailer.
- ***ARE THE TWIN "V" ROOF PANELS FLAT?***
  - No, they are shaped like a "W." See diagram 1.
- ***WHAT IS THE SHAPE OF THE WEATHER STOPPER ROOF PANELS?***
  - They are flat with a 3" thickness by 23" wide with a male and female lock on each side. See diagram 2.

Diagram 1

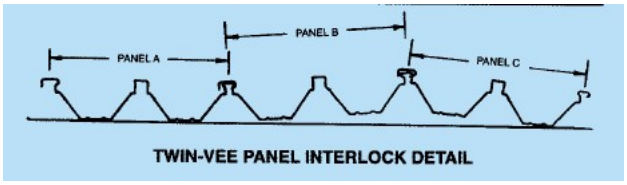
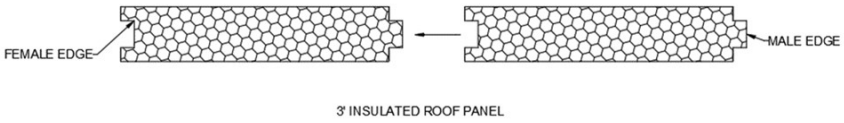


Diagram 2



- *IF YOU STILL NEED ASSISTANCE, PLEASE CONTACT US.*