

Delivery & Installation Guide

We believe that a purchase as important as a new Kirami wood fired hot tub or sauna deserves a suitably diligent delivery service, hence here at The Log Company we have our own versatile fleet of vehicles available to deliver across the UK and Ireland. From the North of Scotland to Cornwall, Norfolk to Belfast, we have it covered.

Using our own vehicles which are mainly 4x4's or vans with trailers means we can usually get to places others can't or won't go, such as properties with tight or restricted access or across fields with up to 8 tubs per load.

We have the following delivery/collection options for you to consider.

Free* UK Delivery on a Log Company Vehicle

We cover the whole of the UK at least once per month, sometimes up to once per fortnight. Free* delivery is typically undertaken using our own vehicles and 1 driver. We group deliveries together in a similar direction to ensure the trip is efficient.

Delivery is free* based on direct off-loading from the vehicle and acceptance of our nationwide delivery frequency and timing.

**Scottish Highlands & Islands, UK Islands, Northern Ireland and Republic of Ireland locations are all subject to additional charges. Please ask us for a quote prior to placing your order.*

Express Delivery on the Pallet Network or a Log Company Vehicle

We hold the largest stock of Kirami wood fired hot tubs in the UK so if you would like to take advantage of this and require delivery in a hurry i.e. within a matter of days, please just let us know. If we can fit your delivery in to an existing route we will. If we need to send a dedicated vehicle or utilise a trusted nationwide pallet service, these options are also available subject to additional charges not allowed for within the free delivery budget. Please ask us for a quote prior to placing your order if express delivery is required.

Free Collection

From our main storage facility and head office which is based just north of Richmond in North Yorkshire, DL11 7SQ. We are less than 10 minutes from the A66/A1(M) junction at Scotch Corner and have access for all sizes of vehicles from a car and trailer to an articulated curtain side HGV.

Telehandlers and forklifts are available for loading, and assistance to secure your tub before departure is available. We are open Monday to Friday from 8am to 5pm and Saturday until 12 noon.

Delivery on a Log Company vehicle, typically using 4x4's or vans with trailers



Installation

Our Free* UK delivery service is based on the direct offloading of the tub i.e. where a vehicle can safely get to and the driver can unload off the side/back of the vehicle. If you require further assistance with moving the tub from this point to its final installation location it is necessary to specify our installation service at the time of purchase.

The standard installation service allows for 1 or more of our team members moving the tub from the front of a typical residential property to the back via an unobstructed route of a suitable width, followed by the installation of the tub on a firm and level base which has already been prepared by the customer.

If your delivery and installation situation is anything different to what is described above, we may need to quote and plan to provide for additional resource to allow for a successful installation.

To allow us to do this please provide us with the following information.

1. **Delivery Postcode or better still, a What3Words location for your entrance/parking area and where the tub is to be sited**
2. **Detail of obstacles and likely access issues for the vehicle or the tub when being moved**
3. **Preferred timescale i.e. is cost or timing more important to you**

A short video or series of photos can be sent to our WhatsApp Business number which is **01748 889303**

If you thinking of moving a tub yourself this is the approximate number of physically fit and capable people required to carry each size/model of tub

Tiny tubs - 2 people Chill - 2 to 3 people M – 2 to 3 people L and Woody M/L - 4+

Installation includes moving the tub to its final location were it is then positioned with guidance from the customer. We then connect the heater, fit the flue set and any warning and safety notices, build the steps, fit the cover and drink holder etc. plus connect any filters, pumps or secondary heating systems. LED lights and other electrical items are typically each supplied with an EU to UK plug adaptor.

Important Delivery and Installation Considerations

- Please note, all Pallet Network deliveries are kerbside or just onto your property and no installation or delivery/assistance to point is available or offered.
- It is the customers responsibility to provide the appropriate information at the time of purchase so that installation can be quoted accurately and resources made available accordingly.
- It is at the installation team leader's discretion as to how far they can safely move a tub on your property. If the resources made available within the invoiced installation service are insufficient, we reserve the right to deliver as per the invoice or pass on to the customer any additional costs incurred where necessary.
- The Health, Safety and Wellbeing of all people involved in the delivery with the exception of our directly employed staff, is entirely at the risk of the customer.

Palletised delivery vehicle, typically an 18 tonne rigid lorry



3 people carrying an empty M size tub



Installing a Kirami hot tub is simple and easy. YouTube videos, product manuals and ongoing UK support is readily available from our experienced team <https://youtu.be/W8t7cehVMKs>