



Orion Cassette Awning



GOSSOUTDOOR

shading systems

Awning Ordering Guide

COSTCO
CO.UK

Online Orders

Step by Step Guide to Ordering Your GOSS Outdoor Awning



Once you have decided which product you would like, please find our instructions on page 2 **Awning Measuring Guide** to make sure you order the correct size awning for your property. Please select the appropriate size.



Once you have decided the size in which you require, and whether you would like installation, please place an order at [costco.co.uk](https://www.costco.co.uk)



Note: It is the responsibility of the customer to check whether **planning permission** is required. Seek professional advice, speak to your local planning authority or contact the GOSS Outdoor Team. It is your responsibility to make sure the measurements you send are correct.



When placing your order with COSTCO Online, you'll have the option to select the **colour of the fabric**. Your purchase will already include **aluminium powder coating**. It's important to double-check that you have selected the correct colors before proceeding with the order.



Once you have placed an order, we will need to confirm if the site is suitable to install our awning. This can be done by emailing images to costco@gossoutdoor.co.uk. You will be connected to one of our team members who will be able to guide you further regarding your site and preferred colours.



Enjoy your awning and making use of your outdoor space in all weather conditions!



As part of our **2 year Parts and Service Plan**, we will visit your awning as required and carry out checks. During this period we provide free servicing of your awning.



As part of our **1 year warranty**, we will visit your awning as required and carry out checks. During this period we provide free servicing of your awning.



If installation has been selected, your awning will be installed either on the date of delivery or soon after depending on weather conditions.



Your awning will be delivered on a date previously arranged.



The **GOSS Outdoor** team will keep you updated with every stage of your order, including delivery and installation from this point on.



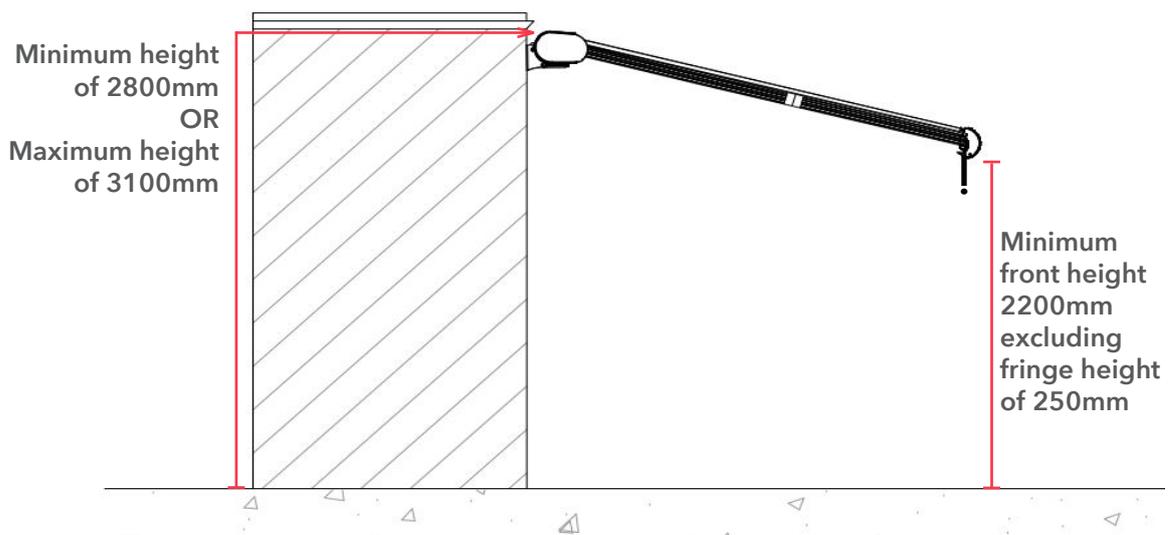
Prior to delivery or installation please make sure you have read **On-Site Expectation Form** on page 2 of this document and all requirements have been carried out.

Measuring Guide



All images used are for illustrative purposes only. These and the dimensions given are illustrative for this model, individual projects may differ from those shown. Please check with your operator in respect of individual projects.

The installation height, for the back wall, will be determined on site due to fixing points (ensuring the bolts are hitting the brick centre point rather than the groutline). This could be between a minimum of 2800mm (11.31° minimum) and a maximum of 3100mm (16.70° minimum). Both heights will give a minimum front height of 2200mm, excluding a fringe height of 250mm.



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**Victorian Fringe
(250mm)**



All images used are for illustrative purposes only. These and the dimensions given are illustrative for this model, individual projects may differ from those shown. Please check with your operator in respect of individual projects.

We offer an optional awning fringe that hangs down 250mm from the awning. If you don't want the fringe, you can let us know when you place your order or we can remove it when we install your awning. The fringe doesn't have any monetary value, so there won't be any change in the price of your awning.

If you want to remove it yourself, please contact our team for guidance, there are a few easy steps that needs to be followed to do this.

If you want artwork printed on your awning fringe, there will be an additional cost and it will increase the lead time. Please ask your operator for more information.

Step by Step Measurement

- 1** Please ensure that there is sufficient space on the back wall to fit an awning. The required space is approximately 300mm, which equates to approximately 4 bricks in size. To measure the building's width, view it from the outside and record the total measurement in millimetres. Similarly, measure the total projection in millimetres.
- 2** If the awning is up to 5 meters wide, it will require 8 courses of bricks to be fixed above and below the fixing point. If the minimum requirements are not met, additional support brackets will be necessary, which are not included in the price. Please let one of our operators know if there are any pipes or cables in the way.
- 3** To ensure a front height of 2200mm, the system should be installed between 2800mm (11.31° minimum) - 3100mm (16.70° minimum) back wall height; dependant on connection point, i.e. ensuring that flange bolts are NOT situated on grout line (except for certain circumstances).
- 4** If this is not suitable, please discuss with your operator as we may be able to issue a waiver document. If your system is to be installed higher than the given measurements, please let a operator know, as we may need to bring additional equipment such as scaffolding.

Please communicate this information to one of our advisors by emailing costco@gossoutdoor.co.uk or you may call our office directly on **0800 689 4549**.

IMPORTANT

- In the circumstance your wall does not have the required clearance, supporting brackets will be provided with an additional charge.
- Please note that for every system we need 150mm clearance from the edge of where your system is installed, and if there are additional heaters installed they will need minimum 500mm clearance from the under of your system.



Prior to coming for installation we would like to inform you of a few requirements to ensure a speedy and safe installation of your awning. Please make sure you read this guide carefully.



Allow Access & Clear the Site

To allow safe delivery you will need to make sure there is clear access of the route from the vehicle to the point of delivery. Deliveries are made to the nearest accessible point. You will need to remove all debris and ensure there are no tripping hazards on the pathways around the property. Please ensure that we are informed of any access issues i.e. restricted access, gradients, gravel driveways etc. Our team will require sufficient space around the installation site which is unique to each site and project. This will be noted by our technician during his/her survey, so please make sure you move anything that may be in the way as is instructed by our team during the survey. Any special circumstances will also be taken into consideration at this point. We kindly ask you to create a comfortable working space for our team. Please refer to our On Site Expectation Form ([Link](#)).



Awning Electrical Requirement Guidelines

You will need a power outlet to connect the awning. The awning's motor box will be located on the left (from outside view), therefore, it is preferred that the power outlet be placed on the left.

Please note, we would need all electrical requirements to be carried out by a certified electrician. We will commission awning, setting limits etc leaving tails hanging for your electrician to connect to the power supply. We will leave your hanging tail ends at approximately 3m long. If you require a longer cable, we can provide this and a cable connection for an additional charge. Once you make an order, our team will send you detailed information about the electrical requirements for your awning, which you can pass onto your electrician. Please refer to our Awning Electrical Requirement Guidelines ([Link](#)).



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