

ULTIMATE GUIDE

TO PLANNING YOUR GREENHOUSE

Part 3: What to Expect When
You're Expecting a Greenhouse



What to Expect When You're Expecting a Greenhouse

As you might guess with a high-quality greenhouse, there are many steps to the sales, design, production, and delivery process. In this part of “**The Ultimate Guide to Planning a Greenhouse**”, we’re here to guide you through the final steps before your new greenhouse arrives!

This Guide will cover:



3
Foundation Sizing & Sales Coordination



4
Order Logistics & Permitting



5
Our Production Design Team



6
Shipping & Receiving Your Greenhouse



7
Installation



8
Technical Support



10
Your Must Have Tools



11
Additional Resources



Greenhouse Foundation Size

As we talked about in Part 1 of our Ultimate Guide Series; “**First Steps to Buy a Greenhouse**”, your greenhouse foundation is an integral part of how your order will be fabricated. To be able to complete your order with your greenhouse expert, you must have confirmed your foundation size, raised wall height, and foundation materials used in construction. **Your greenhouse will**

be built to the exact dimensions on the line drawing you have received with your order confirmation. **Your foundation must match these dimensions.**

It’s always a good idea to double-check your line drawing. If you have concerns about what size your foundation needs to be, please **contact your sales representative** before you start building your greenhouse foundation.

Introducing Your Sales Coordinator

After you have confirmed your order with foundation details and submitted your deposit, our sales representative will schedule the greenhouse fabrication date. The details will then be shared with our **Production Design Team**, and you will be introduced to one of our **Sales Coordinators**. Their role is to help you through the logistics of receiving your greenhouse and providing helpful information about your foundation, tips on staging and

setting up the greenhouse, status updates in production, scheduling your greenhouse delivery and collecting your final payment. Our Sales Coordinator will contact you several times before your estimated ship date to provide project insights and ensure that nothing has changed with the order. If you have any questions regarding your order, you can always reach out to your Sales Coordinator for the most up-to-date information.



Before Your Greenhouse Ships

Making Changes to Your Order

Several weeks before your anticipated ship date, one of our Sales Coordinators will contact you to double-check all the details of your order. At this time, we will resend the greenhouse work order and any applicable greenhouse drawings to ensure it meets your expectations and that your foundation plans haven't changed. If any changes need to be made, now is the time to make them!

Due to the custom nature of our products and fabrication process, all our greenhouses are built to order and there are many internal steps to design and manufacturing. Even what might seem to be a simple change, can have a domino effect. As such, any changes after you have confirmed your greenhouse order will result in a change order fee. This fee starts at \$250 and increases based on the complexity of the change and is dependent on what stage of design and manufacturing your greenhouse is in. If you are thinking about changing anything about your greenhouse, please contact us as soon as possible to avoid this increased fee.

Production Lead Times

When you placed your order for your dream greenhouse you were provided with an "estimated ship date." This ship date typically secures your greenhouse to be delivered within that week. However, there can be delays depending on many factors including your permitting process, logistics, and weather. We work hard to ensure your greenhouse is on time and will arrive conveniently to you. If you have any questions, please contact your Sales Coordinator for more information.

Permits

By now, if you need a permit, you should be in the process of working with your city or municipality's planning department to obtain one. As a reminder, not every greenhouse will need permitting so make sure you are up to date with what your planning department requires. If you are unsure of whether you need a permit, we recommend you read further at info.bcgreenhouses.com/en-ca/greenhousepermit.



PLEASE NOTE: if additional information from the engineers is needed, lead times will be extended.

Engineered Drawings

It is critical to inform your greenhouse expert if you require a permit as we will need to prepare engineered drawings to be stamped and sealed that indicate your local wind and snow loads and any other municipal requirements. We work with an independent engineering firm that is licensed in the state or province where your greenhouse will be installed. They will create engineered drawings that meet the requirements of your order and that meet the specifications for a wet stamp. This process typically will add 8 to 15 weeks of lead time to your delivery date.

The complete engineer-stamped drawing package will be sent to you electronically. You can request additional hard copies be couriered to you if needed. You will need to ensure that your local planning department receives the drawings for final review and follow up with them for permit approval.

Our Production Design Team

The Production Design Team will prepare a specialized cut list of all items needed for your greenhouse kit. Each cut list is unique and made to order.

Upon completion of the cut list, it is given to our greenhouse fabrication team. Our fabricators work through the list and fabricate each piece. All the custom parts and pieces are organized and make their way to our shipping bays and as sections come together, wood crates are built for safe transport. When all parts and pieces are accounted for and reviewed by our Quality Control team, your greenhouse and any accompanying accessories are loaded onto a truck for delivery.

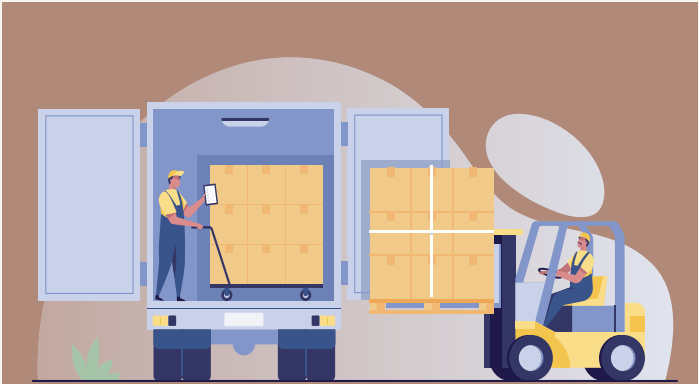


Is Your Permit Approved?

BC Greenhouse Builders will not start manufacturing your greenhouse until your permit is issued. Once we receive confirmation that the permit is approved, we will schedule your greenhouse for production.

Shipping and Receiving Your Greenhouse

Approximately 2 weeks before your ship date, you should expect a call from your Sales Coordinator regarding delivery. Unless the greenhouse is set to be installed by our factory-certified installation team or you selected self-pickup, your greenhouse will be delivered with one of our trusted shipping companies.



Offloading your greenhouse from the freight truck will depend on what you ordered:

SINGLE GLASS GREENHOUSES:

These greenhouses will be delivered with a lift gate.

DOUBLE GLASS GREENHOUSES:

Please arrange a forklift or flatbed due to the increased weight of the glazing if available in your area.

POLYCARBONATE GREENHOUSES:

Since Polycarbonate is lighter and less fragile than glass, prepare to offload by hand.

Your order and tracking information will indicate which of these options is included in your shipping costs. If you are anticipating liftgate, forklift, or flatbed delivery and it is not included in your shipping fee, unfortunately, the logistics company doesn't have it available in your area.

Additional accommodations can be made for a fee depending on your needs. Speak with your Sales Coordinator if you have additional offload requirements.

Once your greenhouse has shipped from our facility, you will receive an email with the tracking information. The shipping company will call you to set up a time to deliver the greenhouse.

On the day of your delivery, it's time to ask friends and family for help. It's best to arrange extra manpower or a forklift to unload your crates and move them to the location. Due to the awkward-to-handle nature of our wood crates, it's always better to have more manpower or machinery than you may think you need to offload your crates. It's important to remember this is a house you are building, and the success of the delivery and installation will happen in preparation.

Shipping Damages

At BC Greenhouse Builders, we pride ourselves on taking care of your greenhouse every step of the way including packing your greenhouse for delivery. Each package is carefully and expertly packed in our wood crates for safe delivery.

Although uncommon, visible damage can occur to the crates during the shipping process. Don't worry! **If you see any dents, holes, or broken areas on the crate, please take the following steps:**

- Sign and receive the shipment. **Always accept your shipment!** Accepting your shipment allows us to create a claim with the logistics company and will allow us to better replace any potentially damaged parts
- On the **Delivery Receipt**, write the word "damaged" beside the crate and mark it with your initials
- If more than one crate is damaged, ensure that you mark all damaged crates yourself as the driver will not be responsible for reporting the number of crates damaged
- **IMPORTANT: Take photos of the damage!** This will be provided as evidence when we create a claim with the transport company.
- Open your crates and check for any damage to your greenhouse. If there is any damage, let us know as soon as possible and we will send new materials out to you immediately at no cost to you.

Installation

Your greenhouse has arrived, and you are ready to install! Let's get started.

With the delivery of your greenhouse, you will receive a generic installation manual and your job-specific drawings. This is usually found in the crate with your greenhouse door. Here is the best piece of advice we can give: don't panic! The instruction manual looks scary but it's important to know that it includes every glazing option. Since all our greenhouses are custom-built-to-order, no two greenhouses are the same. Because of this, we offer a generic instruction manual and not one that is specific to your greenhouse. The manual and instructions will be able to guide you through the process no matter what style and glazing you purchased. Make sure that you are following the correct glazing pages. There is a Table of Contents at the front that marks the glazing and as such, the pages that will apply to your installation. If you are unsure which sections are relevant, don't hesitate to contact us.

TABLE OF CONTENTS			
STAGE #	STAGE	GLAZING TYPE	PAGE #
1	BASES	ALL	1
2	CORNER POSTS	ALL	2
3	DOOR FRAME (Storm)	ALL	3-4
4	GABLE HORIZONTAL BRACES	ALL	5
5	GABLE GLAZING BARS	ALL	6
6	GUTTERS	ALL	7
7	SIDE GLAZING BARS	ALL	8
8	END RAFTERS	ALL	9
9	RIDGE	ALL	10
10	TRUSS	ALL	11-14
11	PURLINS	ALL	15
12	ROOF GLAZING BARS - UNDER RIDGE	ALL	16
13	VENT FRAME BOTTOMS	ALL	17

It is important that you or the contractor you hired understands the instructions before installation. If you ordered a curved glass or lean-to greenhouse you will also receive an additional guide to help you better navigate some of the more intricate steps.

If you wish, you can request these instructions via email from your Sales Coordinator.

Please note the file size is very large and formatted as 11x17 so not easily printed at home.

Not ready to put up your greenhouse yet?

No problem! You can store your greenhouse temporarily by keeping all material in the wood crates to protect it from the elements. Your crates take up roughly a single parking spot in size, so be sure you have room to store it. Also, make sure your storage location will remain dry and at a temperature above freezing. If left out in the elements glass can get water stains, your foam tape could get soggy, and sealants can freeze.



IMPORTANT: A greenhouse can take several days to install, and it is important to protect the structure until it is fully assembled. **At the end of each day, shore up and tie down the structure to prevent possible issues with wind gusts.** Our wind and snow loads are only applicable to a fully constructed greenhouse. Tying down your greenhouse each night will give you additional peace of mind that your greenhouse will be up safely in no time.

Technical Support

The best tool when installing a greenhouse is the gift of time. If you plan so that you are not rushed and have several hands to help, you will be in great shape. We have a great technical support team on standby to answer your questions during your installation at **1-888-391-4433**.

If at any point during your installation you find yourself looking at a step for longer than 5 minutes, please call us. If you think you need to make a cut to the frame to make it fit, please call us. No question is too big or too small! The greenhouse is designed to be intuitive but there can be

times when it might become confusing. In our experience, it's best to call before frustration becomes too much to keep the project going smoothly.

It's important to remember that a greenhouse is a house for your plants and carries with it similar components and pieces. If for whatever reason you think there might be a part or a piece that is unaccounted for, don't panic! We will send the needed parts on an overnight courier if necessary, so reach out to our team if you feel something is missing or incorrect with your order.



An illustration on a blue background showing two stylized figures. One figure is sitting on a stack of books, using a laptop. The other figure is standing on a ladder, pointing at a large computer screen. The screen displays a green leaf icon and some text. There are also pencils and a ruler in a cup on the left.

Online Help Center

Our team has compiled our most frequently asked questions on our website. If you have a question regarding your installation, delivery, or have general greenhouse growing questions visit help.bcgreenhouses.com/knowledge for more.



Your Must-Have Tools:

This list contains everything you need for your installation.
All these items can easily be found at your local home improvement store.

- ☐ Tape Measure

☐ Level with a minimum 4'

☐ Caulking Gun

☐ 2 or more ladders

☐ Utility Knife

☐ Cordless Drill and Various Drill Bits

☐ #2 Robertson and #2 Phillips Screwdriver & Driver Bit
- ☐ 7/16" and 9/16" Open-Ended Wrench

☐ 7/16" and 9/16" Nut Driver or Socket

THE OPTIONAL (BUT HELPFUL) ITEMS:

☐ Scaffolding (Strongly encouraged for greenhouses 12' wide or wider)

☐ Laser Level

☐ Chalk Line

☐ Plastic Shims



Stay in touch!

Once your greenhouse is up, the fun part begins! Staging and landscaping is where the greenhouse truly comes to life. We sincerely thank you for choosing BC Greenhouse Builders and wish you many years of enjoyment with the greenhouse.

We love to see your finished greenhouses so please share your photos with us on our [Instagram](#) or [Facebook](#) page or email them to hello@bcgreenhouses.com.



Our 'Ultimate Guide to Planning Your Greenhouse' Series

- Part 1 . . . First Steps to Buy a Greenhouse

Part 3 . . . What to Expect When You are Expecting a Greenhouse

Part 5 . . . Greenhouse Maintenance and Tips for Extreme Weather Events

Coming Soon:

Part 2 . . . Designing Your Greenhouse: Inside and Out

Part 4 . . . Staging Your Greenhouse: From Containers to Climate Control

Part 6 . . . Greenhouse Gardening from the Experts

Additional Resources

- BC Greenhouse Builders Blog**

Regularly updated with greenhouse tips and tricks including maintenance, growing advice and more.

→ blog.bcgreenhouses.com
- BC Greenhouse YouTube Channel**

An assortment of how-to videos and expert tips right from our team!

→ youtube.com/user/BCGreenhouseBuilders/videos
- Donna Balzer**

Garden expert, regular guest on CBC radio and host of internationally aired Bugs & Blooms on HGTV.

→ www.donnabalzer.com

About Us

BC Greenhouse Builders is a family owned and operated greenhouse manufacturing business founded in 1951. Henry Heinen, a long-time company employee, purchased the company in 1972 along with his wife, Greta. With Henry's expertise in design and manufacturing, he successfully created the highest quality greenhouses that were unmatched in structural strength. The business continues to grow and expand into further markets with Rick Heinen now leading the charge. BC Greenhouse Builders offers an impressive variety of hobby and commercial greenhouses as well as spectacular estate greenhouses. The one constant in over 70 years in business is our commitment to customer service and a premium quality product.

Written by Angela Drake, Hannah Nicklas
Copyright © 2023 by BC Greenhouse Builders Ltd.

All Rights Reserved. No part of this book may be reproduced or redistributed in any form or by any electronic or mechanical means, including information storage and retrieval systems, without permission in writing from the publisher.

Published in Canada by:
BC Greenhouse Builders Ltd.,
19087 39 Avenue, Surrey, BC, Canada
1-888-391-4433
www.bcgreenhouses.com



FRESH CUT
FLOWERS



BC GREENHOUSE
BUILDERS LIMITED

MANUFACTURERS OF



NEW ADDRESS: 19087 39th Avenue | Surrey, British Columbia, Canada | V3Z 0Y6

Toll Free: 1-888-391-4433 | Telephone: (604) 882-8408 | www.bcgreenhouses.com