

Frequently asked questions

Question 1: The wall boards do not fit into the window and door frames easily.

Answer: Our door and window frames are built from assembled parts. Sometimes the wall logs will be tight in the frame depending on the time of year and moisture in the air. You can loosen the fascia fixings increasing the gap slightly. Once the frame is in place re-tighten the fascia fixing.

Question 2: There is a gap above the door and windows.

Answer: Due to local atmospheric conditions and treatment the log cabin will expand and contract. Each untreated log can expand and contract by as much as 3mm over a year. A log cabin may have 15 logs in a wall, this equates at the maximum an expansion of 45mm. The gap is to allow for this expansion. When a log cabin has been freshly installed this gap may be more and is visible. Lift the door frame so the gap is closed more and put a slither of wood under the frame. Keep the frame square. This may need to be removed when the cabin has settled after a few weeks.

Question 3: The door does not close properly and there are gaps surrounding it.

Answer: This is normally caused when the door and frame is not at right angles with each other. A slither of wood choking one side can often resolve this. Sometimes the hinges will also need adjustment. You can lift the door off the frame and adjust each hinge by screwing both the door and frame hinges in and out for a perfect fit. Depending on treatment you may need to do this again over the year.

Question 4: Will my log cabin settle

Answer: After you have installed your log cabin there will be quite a bit of settlement as each log sinks further into the one below. Settlement can be as much as 100mm and will take a few weeks.

Question 5: Will it matter if the cabin gets wet.

Answer: None of your build will be affected if it gets wet or is unpacked in the wet and this should not be a cause for concern. It will also not matter if a partial install gets wet. Please allow the timber to naturally dry before applying treatment.

Further Installation Help and Advice

We pride ourself on our installation back up service which is why we encourage you to fit your log cabin yourself. If you have any problems during your install and need some help or advise please take a photo of the problem you are seeing and email us with a description of the issue.