

**BUILDING SPECIFICATION UK 2022/2023**



## THE FAIREST PACKAGE BUILDERS IN GERMANY

In 2021, the well-known financial magazine Focus Money asked ServiceValue GmbH to investigate how fairly German package builders treated their clients, after having conducted similar surveys since 2012.

They canvassed more than 1,700 people who have had a property built over the last months to find out how fairly the companies dealt with their clients and how closely they collaborated. So how did we do?

*For nine years in a row Hanse Haus has been among the top three. Each test was passed with the highest ratings.*

We're happy to say that Hanse Haus has received top marks – for the fifth time running. You can find the study online at [www.focus.de](http://www.focus.de), and we've also put the latest results up on our website, [www.hanse-haus.co.uk](http://www.hanse-haus.co.uk).



## WINNER: GRAND PRIZE FOR SMALL AND MEDIUM-SIZED BUSINESSES

In 2015, Hanse Haus received its first-ever nomination for the Bad Kissingen region's Grand Prize for Small and Medium-Sized Businesses. Just one year later, in 2016, Hanse Haus was declared the winner.

The five criteria used by the judges were:

1. The overall development of the company
2. The creation and security of jobs and traineeships
3. Modernisation and innovation
4. Commitment to the region
5. Customer service and marketing

*More than 5,000 companies nationwide took part in the competition. In the first year we entered we were among the finalists. Just one year later we won.*



In 2018, Hanse Haus was awarded the title of "Premier Finalist" at the federal level, and in 2019 Hanse Haus achieved the highest award of "Premier". Only two other companies received this title.

## CERTIFIED CREDITWORTHINESS

Since 2017, Creditreform, a well-known German credit bureau, has been awarding the CrefoZert certificate to Hanse Haus. It is a testament to good business practice and a good projection of business development.

*Merely 2.0 per cent of German companies were awarded this extraordinary creditworthiness – Hanse Haus is one of them.*



**Unique homes. Built with precision.**

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Hello, Prospective Homeowners!

If you dream of building your own home, Hanse Haus is the ideal partner to help you make that dream a reality. Looking for one good reason to help you make up your mind? We've got thirteen. Here's why more than 34,800 satisfied clients have chosen us:

**We're committed to quality.** We're always on the lookout for ways to improve on what we do, whether that's the materials we use, the services we offer or the way we build our homes. Our attention to detail is what makes us unique. Don't believe us? Come and see for yourself! If you pay us a visit at Oberleichtersbach and then decide to opt for a Hanse Haus, we'll refund your flight and hotel expenses.

**Our houses are tailored to you.** Every Hanse Haus is a one-off – we don't do cookie cutter. So whether you want your new home in the shape of an ear or you fancy a built-in Irish pub, we've got you covered – in fact, we've already built both of those. Whatever you're looking for, we're certain we can create the home you've always wanted.

**We love efficiency.** With Hanse Haus you don't have to compromise when it comes to walls: our thermo-efficient walls combine high-strength construction with exceptional insulation as standard. That way you'll save on heating costs, looking after your wallet and the environment.

**We're future-proof.** All our houses are fitted with a reliable gas boiler or an air-to-water heat pump as standard. Both are tried-and-tested systems that offer plenty of flexibility, so if in the future you decide to switch to a different method – innovative fuel-cell technology, for instance – you'll be all set. With Hanse Haus, you don't have to commit to just one heating system – you can keep your options open. We'll also kit you out with an air-circulation system that automatically takes care of ventilating your home: old air is sucked out and fresh air streams in.

**We're problem-solvers.** Everything in your house will be carefully constructed by master craftsmen, engineers, architects and structural experts. You'll choose your fittings at our Sample Centre, which means you can call on specialist knowledge at any time. We're maximally flexible, offering more than just one-size-fits-all solutions.

**We're experienced.** Hanse Haus has been around since 1929. The average age of employees working in production, assembly and client services is 38.7. Long-standing company affiliations ensure the quality standard. Our employees have been doing their jobs for a long time and they know what they're doing.

**We train our people.** We train industrial management assistants, data-processing management assistants and craftspeople specialising in all sorts of areas right across the company. At the moment, we employ 907 people, including around 63 trainees. One of our trainee mechanics was awarded third place in a national competition, while another painting and decorating trainee took second place at guild level. We make sure all our trainees love their jobs and we aspire to retain all of them upon completion of training.

**We're fully checked and certified.** We invite external regulatory bodies to carry out regular checks of the ambient air in our finished homes to ensure that the materials we and our suppliers use not only meet but exceed legally mandated standards of hygiene. We're also committed to the safety of our employees, going above and beyond to obtain ISO 45001 certification, which guarantees that our construction sites and production processes meet the requirements of the Occupational Health and Safety Management System.

**We've got nothing to hide.** All of our designs, calculations, floor plans and production documents are stored electronically, so if you ever want to convert, sell or renovate your home – even long after the warranty has expired – we make it easy.

**We're sustainable.** A recent research project carried out by Munich's University of Applied Sciences in collaboration with the

German Federal Ministry for the Environment, Nature Conservation, Nuclear Safety came up with 18 sustainability criteria for new-builds. We wanted to know how our houses measured up, so we looked at a lived-in family home that corresponded almost exactly to our standard specifications. How did we do? Well, our client's house received an overall mark of 1.4 (on a scale of 1 to 6, with 1 being the highest). Our most outstanding categories related to how future-proof the building was, the overall healthiness of the living space, environmental sustainability, client experience and the quality of our construction work.

**We're there for you.** Most construction companies don't have an in-house client team with service teams and a dedicated after-sales department. Contact us by email or phone and we'll get someone round. No ifs, no buts.

**We go the extra mile.** When it comes to our clients, we pride ourselves in going above and beyond the basic legal requirements, carrying out regular surveys to find out what you really think. Several external reviews, most recently those carried out by Focus Money since 2012, have also confirmed how satisfied our clients are. But don't take our word for it – why not find out for yourself?

**We're personal.** All our employees can vouch for the quality of our houses. Why not give us a try? Maybe we'll bump into each other on a visit to our factory or Sample Centre, or during your fittings consultation – I hope so!



  
 Marco Hammer  
 CEO



**Practical training** Our trainees build garden benches made out of solid larch. Hanse Haus clients can buy these unique pieces of furniture at cost.



**Successful trainees** For the local primary school, the Hanse Haus trainees built a building that the children can use for various activities. Carpentry apprentice Jeremy Williams produced a journeyman's piece that won him 3rd place in the Bad Kissingen carpentry guild's "Die gute Form" competition – an illuminated bar cabinet.

**Our Houses, Your Home** Whether it's a Luigi Colani design (top left), an ear-shaped house (top right) or a genuine Irish pub (below), we make creative-living ideas a reality.

## What makes (a) Hanse Haus special?

*A few good reasons to leave your home in our hands*

### OUR HOUSES ARE TAILORED TO YOU

Passive houses? Energy-plus houses? No problem. Like many other firms, we're happy to build those. But what else do we do? We work closely with our clients and take their individual wishes seriously, whether it's in terms of architectural style, layout or fittings. In 2004, for instance, in collaboration with the designer Luigi Colani, we not only designed a home that epitomised the idea of 'living in the future' but built it, too. You're welcome to come and see the result for yourself at our factory. For another client, a musician, we built a house whose architecture is inspired by the human ear. Working with an Irish client, we incorporated a genuine Irish pub brought all the way over from Ireland (with a little help

from our Irish colleagues). So when we say *Our Houses, Your Home*, we really mean it. Let's build your new home.

### OUR EMPLOYEES ARE HIGHLY EXPERIENCED

We're not the only construction company out there. But we have been in the housing business since 1929, and we like to build on that tradition and experience. All our key staff are drawn from our own ranks. Our chief engineer? He's been building and developing houses for Hanse Haus since 1990. Our factory foreman? He finished his carpentry traineeship with us in 1978, then spent 11 years in assembly and five years heading up our construction team. Our head of construction has stuck with

us for 30 years. Our head of procurement originally trained with us in 1974. Our head of sampling has been advising clients since 2000 on everything from flooring to roof tiles. Our lead architect has been with Hanse Haus since 1999. We've also been working with many of our sales partners for ages – ten years isn't unusual for us, but it's much higher than the industry average. Through these long-standing relationships with our staff we've developed the kind of practical experience that's virtually unique in our sector. Many of our employees are third-generation members of the Hanse Haus team, and we remain committed to continuity and reliability, developing the next generation of trainees across a wide range of disciplines. Those studying a craft

will transfer onto the assembly team in the third year of their traineeship, and after finishing their training will form the core of the Hanse Haus team for the next 20 years. So maybe the jokes they tell are getting old, but when it comes to houses, they really know their stuff.

### OUR CLIENTS ARE OUR PRIORITY

We offer homebuilders a dedicated hotline to call in emergencies, so you can reach our client services team during the week, meaning you'll be able to speak to someone in person. Whatever the issue – if the heating fails, a door jams or the electrics go out – we'll be there. We employ our own heating engineers, plumbers, master electricians, civil engineers and structural

engineers, so there's virtually no problem we can't solve. We like our service technicians to be long-serving employees from our own in-house construction team because that way we can offer our clients skilled craftspeople who understand the kind of issues that crop up around the house from time to time. What's more, the head of our client services department is a former head of construction, and has been with Hanse Haus since 1993.

### WE'RE FAIR

In 2021, the well-known financial magazine Focus Money took a close look at the German housebuilding market, conducting a huge study of more than 1,700 homeowners which enquired into their experiences with

package builders. Hanse Haus emerged as the only firm to receive top marks in every single category as well as in the overall assessment. This is the ninth time running we've been rated outstanding in the overall category, so we must be doing something right.

### THE QUALITY OF OUR CONSTRUCTION

You'll find our homes everywhere. In Germany, in London, near skiing resorts in the mountains of Switzerland and Austria, and the beaches of Cornwall and the Scottish Highlands, on Guernsey and Jersey – they're all over the place. This means our houses withstand all sorts of diverse environmental conditions, including heavy snow, storms, earthquakes and extreme

heat, all while being maximally energy efficient. We've also got to comply with various national and international standards and undergo lots of different inspections. We were one of the first package builders to apply for and obtain European approval from the German Institute of Structural Engineering.

**Our commitment to quality is reflected in the meticulous attention to detail that characterises all our homes. Let's take a look at a few examples of what makes a Hanse Haus special:**

#### **CREDITWORTHINESS**

Choosing a building partner goes hand in hand with faith in the product, the people who create it and the health of the company behind it.

Since 2017, Creditreform, a well-known German credit bureau, awards the CrefoZert certificate to Hanse Haus. This puts Hanse Haus among the top 2.0 per cent of German companies with an extraordinary creditworthiness, outstanding business practices and competent business development.

#### **ENERGY EFFICIENCY**

The exterior walls, together with the roof, windows and doors, form the shell of your home. To ensure minimal energy loss, we put special emphasis on insulation, and the energy efficiency of a standard Hanse Haus far exceeds current German and European standards.

#### **INSULATION**

As with many other manufacturers, our walls are fully insulated with mineral wool insulation. However, unlike many other companies, we glue this insulation inside the wall to prevent any sinking or slippage and stop thermal bridges forming.

#### **STABILITY**

We construct load-bearing and non-load-bearing walls to the same standard, which



keeps storage costs down and reduces machine set-up times. The benefit for our clients is that a non-load-bearing wall meets the same high structural requirements as a load-bearing one, so an interior wall can bear exactly the same structural load as an exterior one. All our walls – both interior and exterior – are panelled with OSB board on both sides. As a result, shelving or cupboards with up to 250 kg can be simply screwed on – anywhere on the wall, in any room in the house. With many other manufacturers, multiple expansion plugs may be required, or adding extra weight may only be possible with additional fixings or in particular places.

#### **PROTECTION AGAINST THEFT**

We use anti-theft components in all our windows and exterior doors, which conform to the DIN EN 1627 standard. Hanse Haus is one of the few housebuilders of its kind to produce all windows in-house, and we welcome the inspection of our window production and fitting processes by an accredited certification body. We've also been recommended by the police (for details, see the supplier directory on the German-language website of the Bavarian police at [www.polizei.bayern.de](http://www.polizei.bayern.de), under Schützen und Vorbeugen/Beratung/Technische Beratung).



#### **LOOKING TO THE FUTURE**

At Hanse Haus, we employ in-house staff with appropriate technical training in all the areas relevant to our work (including architects, electricians, heating engineers, plumbers, locksmiths, structural engineers and civil engineers). This is how we make sure that during your fittings consultation at our Sample Centre, when you're fine-tuning all the little details for your new home, it's quick and easy to consult a specialist. And because we only employ experts, we can ensure that the facilities and product ranges at our Sample Centre are truly state of the art. The show homes at our factory site allow us to show clients actual examples

of what we can offer. For instance, in addition to the Colani home mentioned above, we have a passive house certified by the German Passivehaus Institute in Darmstadt, an accessible bungalow designed in conjunction with two wheelchair users, and a house built using the winning design from a national architectural competition. We make sure we're always at the cutting edge: recently we've been working with graduate students at the Rosenheim University of Applied Sciences to test various smart home systems in terms of practicality and potential applications. When one system clearly came out on top, we installed it in one of our show homes.

#### **PROTECTING YOUR HEALTH**

Protecting the health of our clients and employees is very important to us, so we bring in external inspectors to put us through our paces. We comply with various standards, including the Occupational Health and Safety Management System's ISO 45001. We also regularly invite an independent body to assess the ambient air in our finished homes. This ensures that the materials we and our suppliers use meet the standards of hygiene required by the Quality Association of German Prefabrication, which are more stringent than the legal baseline.



**Good advice** Our home fittings experts give homebuilders valuable tips about the interior and exterior design of their new homes on a daily basis.



**The Hanse Haus Sample Centre** Come and see us at our company headquarters in Oberleichtersbach in Bavaria to kit out your home. While you're here, we'll be happy to give you a tour of our factory and show homes. If you don't live nearby, we'll arrange for you to stay at a hotel in a neighbouring town, like the spa town of Bad Brückenau (bottom left).

## Our Sample Centre – welcome to Hanse Haus!

*Fixtures and fittings, at your leisure*

What if you didn't have to drive from one specialist shop to the next to buy fittings for your home? What if you could choose from a huge range of styles and products in one place? Sounds good, doesn't it?

This is exactly the service we offer at our Sample Centre in the northern Bavarian town of Oberleichtersbach. Here you can discover the latest trends in home design, draw inspiration from a range of styles and choose all the details for your new home at your leisure. We'll put you up in a comfy hotel in a neighbouring town, such as Bad Brückenau. Then, the next morning, we'll welcome you to our Sample Centre, fresh and raring to go after a hearty breakfast. We want your homebuilding experience to be enjoyable and relaxing, right from the word go. While you choose

your fittings, you will have a dedicated Hanse Haus consultant on hand to guide you through the process. Together you can discuss current trends in home design and pin down the details for all your fittings. When it comes to specifics, your personal consultant will be familiar with the technical nitty-gritty and able to give you valuable practical advice about choice of materials, colours or products.

Our fittings consultants are true professionals. Not only can they call on a wide range of theoretical expertise, but they also have bags of practical experience. In specialist areas such as wiring, heating and home appliances you can get advice from the experts on our team quickly and free of any fuss.

In addition to all the modern living rooms, bathrooms and utility rooms recreated in our Sample Centre, we have seven show homes available to view on-site. This means we can show you concrete examples of different ways to use your space, including bathroom solutions, patio extensions and so on.

We run our own bistro for homebuilders, where we're also able to serve vegetarian or gluten-free food upon request.

- Our Sample Centre is right next to our factory, so if you need to chat to one of our in-house expert technicians, we'll always have someone on hand
- Get advance samples or tour our factory, anytime
- Your choice of products isn't limited to what you can see – we'll go the extra mile to get you what you want
- Before your appointment we'll give you construction plans at 1:50 scale, as well as checklists and recommendations to help prepare you for your consultation (electrical plans, floor plans etc.)

### HANSE HAUS: THE TURNKEY SERVICE

- ✓ Our Sample Centre is centrally located in the heart of Germany, with excellent transport links
- ✓ Our dedicated consultants will guide you through the process of choosing your fittings
- ✓ Flights for two people to Frankfurt am Main airport and transfer to Hanse Haus
- ✓ We'll organise and book your accommodation, which includes all meals – breakfast, lunch and dinner
- ✓ You can view seven show homes right next to our Sample Centre, all in different styles
- ✓ We'll offer you a guided factory tour



**Choosing your fittings is a multisensory experience** No brochure or catalogue can recreate the feeling of spaciousness and comfort you'll experience at our 1,800-square-metre Sample Centre.

## We'll help you turn a house into a home

*Fittings you can see, feel and experience*

At our Sample Centre, we've got everything you need to make your new home beautiful. Be inspired by the examples on view, and find something that fits your style to a tee. The main advantage of having everything under one roof is that you can quickly and easily compare all the materials and fittings, so if your new favourite flooring doesn't go with your preferred wallpaper or the colour of the roof tiles clashes with the rendering, you'll find out sooner rather than later. We're proud of the quality of the fittings at Hanse Haus, and we look forward to showing you the amazing products you can buy for a reasonable price. Let us help you turn your house into the home you've always dreamed of.

### HANSE HAUS: THE TURNKEY SERVICE

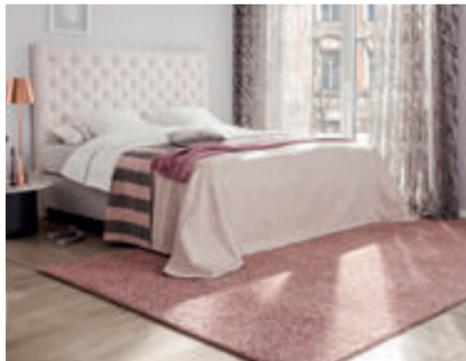
- ✓ We've got more than 1,800 m<sup>2</sup> of display space; sample collections and fittings are regularly updated and kept on-trend
- ✓ A large bathroom and wellness section with design ideas for bathrooms
- ✓ Compare all sorts of different materials and colours quickly and easily, mixing and matching to get the combination you want



Image: Villeroy & Boch



**Living - just the way you want it** We'll help you kit out your home however suits you best. At our Sample Centre you'll find everything you need.



## Quality branded products

The best for your home

We use top-quality branded products when building and fitting out our houses to ensure that you will enjoy your new home day after day. All the products we use meet our high standards in terms of quality and functionality. Before we add a product to our range, it has to pass a series of internal quality checks. This way we feel comfortable offering you a three-year warranty – on the following page you'll find a selected list of the manufacturers we work with.





**It's all going according to plan** We take care of the planning and engineering aspects, so you can be confident that your home will turn out exactly the way you imagined.

## Planned down to the smallest detail

*Guiding you to your new home*

Our mission is to make building your home as straightforward as possible, so we'll be there to guide you every step of the way. For us, each project begins long before we start constructing the walls – from the planning meetings with our specialist consultants, where we'll discuss your ideas for your new home in depth, to drafting detailed factory drawings and making structural calculations in line with building regulations, we'll take care of the awkward (but essential) details.

### HANSE HAUS: THE TURNKEY SERVICE

- ✓ Structural calculations for your home
- ✓ Anxiety-free navigation of UK health and safety legislation
- ✓ Building regulations submission, including SAP calculations for the Hanse Haus

## Planning and services: what we offer

### WORKING OUT WHAT YOU NEED

You'll have an in-depth chat with one of our sales partners about your expectations and what you want your new home to be like.

### PRELIMINARY DESIGNS AND OUR QUOTE

After discussing your needs, our sales partner will work with you to put together your design, using it as the basis for a detailed fixed-price quotation for your Hanse Haus.

### OUR FIXED-PRICE GUARANTEE

A fixed-price guarantee for 12 months after completion of the contract gives you a reliable sense of the cost of your project.

### STRUCTURAL CALCULATIONS

Hanse Haus will carry out the structural calculations for your home, including for your garage, carport and/or roofing (assuming they're part of the contract). Subject to regional requirements, the project will be constructed to cope with a wind load of up to 0.65 kN/m<sup>2</sup> and a snow load of up to 1.5 kN/m<sup>2</sup>, while the windows will have a B3-level wind resistance class. Any requirements in excess of this are considered and calculated on a case-by-case basis. Hanse Haus produces load plans and drawings for the basement ceiling and floor slab, so you can pass them on to the engineer designing slab and foundations of your house.

### FACTORY PLANS

Hanse Haus produces factory drawings at 1 : 50 scale, as well as an associated production report. Before your fittings consultation, we'll give you the plans so you can prepare for the meeting, and send revised plans incorporating any amendments after the consultation. The plans contain detailed technical drawings and structural information that correspond to the scope of service agreed in the contract, for instance regarding heating, plumbing, ventilation and wiring.

### YOUR FITTINGS CONSULTATION/VIEWING SAMPLES

Our Sample Centre is right next to our factory, so you're welcome to speak to one of our experts during your consultation. We don't want to leave any question unanswered. We offer products from a wide range of manufacturers, so you can take your time browsing their catalogues. True to our motto "Genau mein Zuhause", (precisely my home), you're not limited to the products on display. We make every effort to fulfil special requests.

### TECHNICAL DOCUMENTATION

We'll draw up documentation for the draft SAP report, the airtightness test and the final SAP calculation. We'll also submit this information to the relevant building authorities.

### CDM 2015

We take away the stress of navigating complex CDM 2015 health and safety legislation by assuming the role of principal contractor for the duration of your Hanse Haus build, and by recommending a competent professional to oversee the health and safety aspects of the project in the principal designer role.

### INITIAL CONSULTATION AND ADVANCE INSPECTION

As soon as all contractual requirements have been met (planning permission received, for example), we'll visit your building plot with you, bringing a contractor and our sales partner. We'll discuss and document in detail all requirements relating to the construction of your house on-site. There may be additional requirements that emerge from this process, for instance to do with crane pads or access to the construction site.

### CONSTRUCTION MANAGEMENT, SUPERVISION AND SUPPORT

For all services provided as part of our contract with you, we will assume responsibility for site management. After your house is complete, you and our construction manager will conduct a formal handover together. Everything we do will be checked and accurately documented in a handover report.



**Getting down to work** There's no substitute for genuine craftsmanship. Heiko Ochs and the whole Hanse Haus team still pitch in every day at our factory.



**Genuine craftsmanship** Whether it's Tim Kleinhenz and Christian Mock in the metalworkers' shop (left) or Sascha Wagner in the carpentry shop (right), we employ our own expert staff who are masters of their craft. It's not unusual for our employees to have 20, 30 or 40 years' service with Hanse Haus.



#### **SITE SET-UP**

We'll assume responsibility for setting up the site, providing a waste container for Hanse Haus packaging, welfare facilities, toilets, safety perimeter fencing and disposal of residual waste. The scaffolding we put up will meet all relevant requirements.

#### **ASSEMBLY**

We'll deliver your home by lorry to your construction site, no matter how far it is. We'll also arrange the crane, tools and machinery our assembly team needs to start building your Hanse Haus straight away. Exterior and interior walls are sealed with mortar at the base.

#### **AIRTIGHTNESS INSPECTION (BLOWER DOOR TEST)**

At Hanse Haus, we carry out a blower door test as a standard part of our SAP calculations. The building's air change rate is measured using differential pressure: a ventilator creates negative pressure inside the house and uses the volume of air flowing in from outside to measure airtightness.

#### **INSURANCE COVER**

From the moment assembly begins to the point where you're handed the keys to your home, Hanse Haus bears the risks for carrying out all services agreed in the contract.

#### **OUR GUARANTEE/WARRANTY**

We offer you a three-year guarantee on all building components supplied by Hanse Haus and all construction work carried out by us, including all moving parts as well as electrical, heating and ventilation systems (light bulbs excluded). We'll also offer a 20-year guarantee on the supporting structure of your house (walls, ceilings and roof).

#### **CLIENT SERVICES**

We have our own client services team and are always happy to talk to homeowners in person about warranty issues. Hanse Haus clients can contact us by email or phone and we'll get someone to come.

#### **ACCESSIBILITY**

On request, we can offer individual solutions for planning and implementing accessible home designs that will meet a higher standard than the baseline required by local building regulations. Accessible designs generally make for a greater level of comfort, enabling older people and those with a disability to enjoy a better quality of life in their own home.

# QUALITY SEALS

## CERTIFICATES FOR QUALITY AND SUSTAINABILITY

### QUALITY AND RELIABILITY



Since 1989, Germany's leading prefabricated house manufacturer has been committed to above-average performance in house construction. This is put to the test with regular quality control checks in their factories and on their building sites. The QDF seal of approval from the Quality Association of German Prefabricated Building Manufacturers is the most comprehensive seal of quality in German prefabricated house construction.

As a well-respected member of the Association of German Prefabricated Building Manufacturers (BDF), Hanse Haus is also affiliated with the QDF, undertaking to meet the highest technological standards and requirements for energy efficiency, environmental protection and contractual commitments, which go far beyond the minimum statutory requirements.



The mission of the German Sustainable Building Council (DGNB) is to develop and support methods and solutions for sustainable building.

From the "almost finished" stage, all Hanse Haus houses, including the Hanse Haus floor slab/cellar, receive the DGNB gold certificate.



The Sustainable Small Housing Rating System (BNK) was introduced by the Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety.

The system evaluates the sustainability of residential buildings in order to increase transparency for builders.



The RAL stamp of quality guarantees that our manufacturing and assembly procedures are regularly monitored and checked against the relevant building criteria.

Further Information:  
<http://www.guetesicherung-bau.de/leistungen/ral-guetesicherung/>



Hanse Haus was one of the first package builders to receive European certification from the German Institute for Construction Technology.



Creditreform, the German credit bureau, confirmed Hanse Haus an extraordinary creditworthiness, with outstanding business practices and competent business development.



Hanse Haus is committed to annual monitoring by independent experts from TÜV Rheinland. This standard is also certified: **ISO 9001 Quality Management.** The aim is to improve processes, optimise procedures and increase efficiency.

### ENVIRONMENTAL RESPONSIBILITY



We only use wood from PEFC-certified suppliers for our houses, ensuring that forests, as spaces for living and recreation, are handled in a responsible and sustainable way.



In recognition of its high degree of operational environmental protection and its responsible handling of resources, Hanse Haus has been certified under Bavaria's environmental agreement *Umweltpakt Bayern*.



Hanse Haus is committed to annual monitoring by independent experts from TÜV Rheinland.

The following standards are certified:

- **ISO 14001 Environmental Management**  
The aim is to avoid negative environmental influences. Examples of this are the avoidance of waste and the increase of the recycling rate or the use of sustainable raw materials.
- **ISO 45001 Occupational Health and Safety Management**  
The promotion of health protection and prevention of occupational accidents through modern work processes in house production and assembly.



The mineral-fibre insulation we use has been awarded the German Blue Angel eco-label for low emissions. The material causes minimal pollution during manufacture and is safe for use in the home.

### ENERGY AND THE FUTURE



Hanse Haus builds subsidised efficiency houses (BEG 55 or 40 as well as NH, EE or 40 Plus)<sup>1)</sup> in accordance with the specifications of the Credit Institution for Reconstruction (KfW). Builders and developers are entitled to low-interest loans and a repayment subsidy.



On request, Hanse Haus can build homes that meet the Swiss MINERGIE® standards.

These prioritise minimal energy consumption, the use of alternative energies and quality of life.



As a member of the German Passivhaus Information Community, Hanse Haus supports the promotion and dissemination of the passive-house concept. On request, we can obtain certification for our passive houses from the German Passivhaus Institute in Darmstadt.

<sup>1)</sup> Only applicable to German construction projects



## Our services – an overview

*Flexible services tailored to you*

On the following pages, you will find information about the range of services we offer. Want a high-quality, turnkey-ready home with a wide range of features? No problem. We'll sort out everything for you, so all you have to do is pick up the key and move into your new house, quickly and safely. We'll also offer you the added bonus of our 12-month fixed-price guarantee, applicable from completion of the contract. This means that the cost of your project is clear and transparent, right from day one. Services designated 'special request' are available to you at an extra cost, but they'll be finished to the same high standards.

## AN OVERVIEW OF OUR SERVICES AT HANSE HAUS

- Exterior walls (on full storeys) insulated and soundproofed and closed with OSB board
- Interior walls insulated and soundproofed and closed on both sides with OSB board
- Front and back doors, windows and patio doors installed, with RC1N-grade anti-theft protection
- Exterior windowsills
- Jamb walls on top storey
- Roof structure, cladding and drainage
- Roof with thermal insulation and soundproofing
- Fire-protection plasterboard on ceilings and roof slopes
- Plasterboard on interior and exterior walls
- Installation of ventilation system with heat recovery
- Installation of gas condensing boiler/air-to-water heat pump heat producing system
- Installation of underfloor heating heat distribution system
- Exhaust route for heating system (with gas condensing boilers)
- Pre-installation of plumbing
- Sanitaryware
- Prewiring for electrical installation
- Electrical fit-out installation
- Inter-floor staircase(s) to upper storeys
- Floor screed
- Interior doors
- Painting, plastering and wallpapering
- Flooring
- Wall and floor tiles in bathroom/shower room/guest toilet
- Interior windowsills
- Sealed facades customised with the colour of your choice

# 1 | WALLS

Our thermo-efficient walls combine reliable construction with excellent insulation. The timber frame is bonded to high-grade OSB board using adhesive, pressure and heat.

So what does this mean for you? You can put up shelving or cupboards up to 250 kg anywhere on any wall, in any room, with just a few screws – no drilling or dowels required. The clear room height (finished height) on the lower and upper storeys is approximately 2.5 metres, measured from the upper edge of the finished floor to the lower edge of the finished ceiling. Higher ceilings – up to 2.7 metres, for instance – are possible on request.

## 1.1 | Exterior walls on the lower and upper storeys

### HANSE HAUS: THE TURNKEY SERVICE

- ✓ Heat transition coefficient in wall cavity only 0.116 W/m<sup>2</sup>k (total wall only 0.131 W/m<sup>2</sup>k)
- ✓ Use of high-grade solid structural timber, planed and kiln-dried to provide natural protection
- ✓ Jointless exterior render only applied on-site after assembly, ensuring that the exterior of the house looks great
- ✓ Alternative kinds of cladding, including brick and wood, are available on request

### Plinth insulation and plinth render inclusive:

Onto the front faces of concrete ground floor slabs, perimeter insulation is applied with a thickness of 12 cm and thermal conductivity 0.041 W/m<sup>2</sup>K. The top edge of the insulation abuts the metal tray at the underside of the house thermal insulation. Using this plinth insulation, our sealant products at the slab base are protected from knocks and UV light, and an attractive finish to coordinate with that of the house is provided:

- Synthetic resin render with rough finish – choose from a selection of colours
- Reinforcement render with glass-fibre mesh

### How our exterior walls are constructed, from the outside in:

- Approx. 2 mm Synthetic resin render with a rough finish  
Choose from a selection of colours
- Approx. 3 mm Reinforcing render with glass-fibre mesh  
150 mm Thermal insulation, TCG 032  
OSB board, bonded to the timber frame across its whole surface  
Timber frame construction padded with thermal and sound insulation infill (mineral wool insulation), TCG 035  
OSB board bonded to the timber frame across its whole surface  
Vapour barrier
- 12.5 mm Plasterboard, screwed to the OSB board

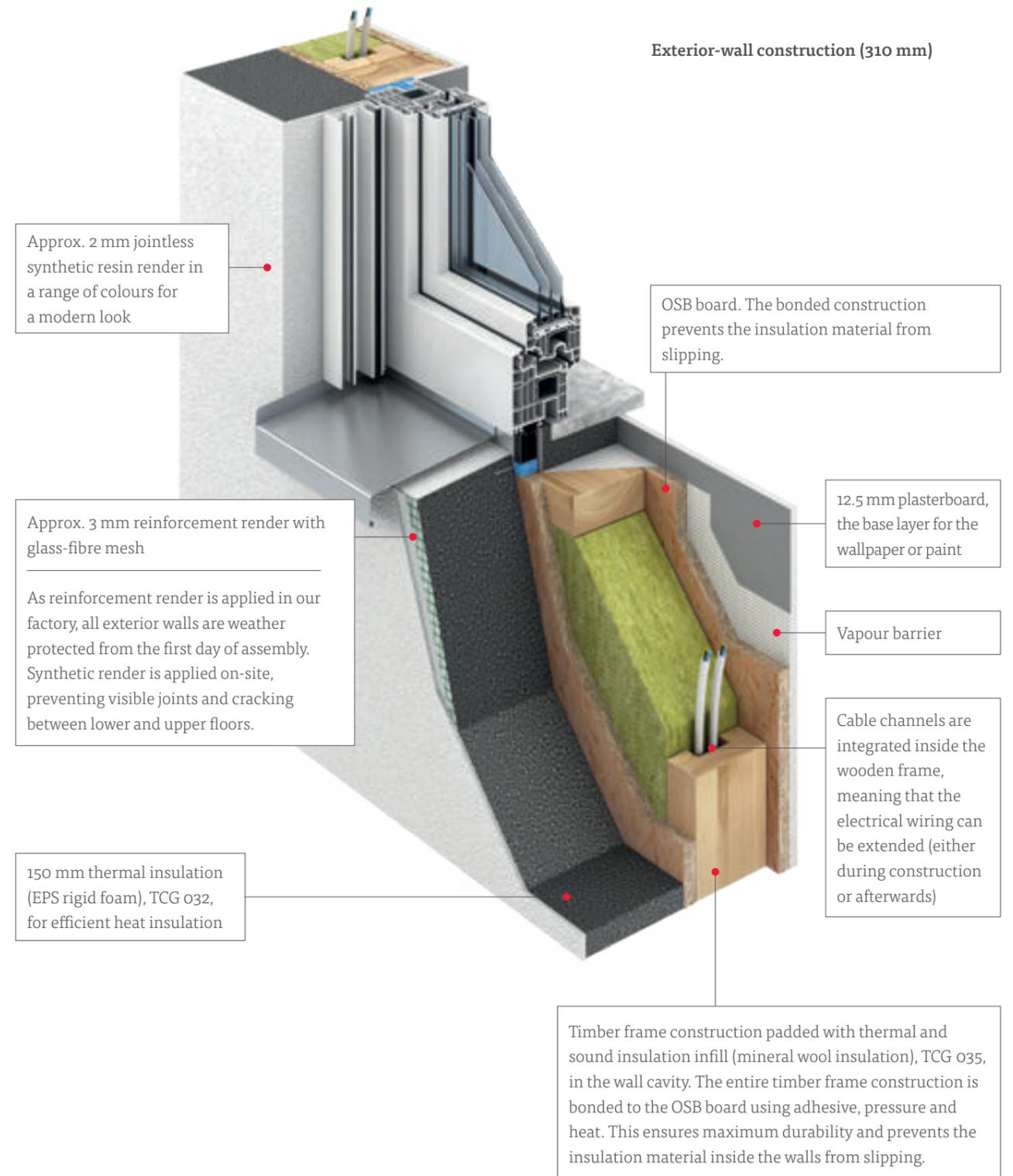
The thermal insulation at the bottom of the wall fits into a metal tray, which protects the insulation and ensures a neat finish.

Load-bearing construction has a total thickness of approximately 140 mm.

Around the plinth, a high-grade base sealing ensures a seal between the exterior wall and the basement/floor slab. Gardens and patio surfaces can be laid close to the lower edge of the metal tray without danger of water penetration.

The reinforcing render is applied at the factory, which means that the exterior walls will be weatherproof from the day they're assembled. We finish the rendering on-site to avoid cracks between lower and upper floors.

### Exterior-wall construction (310 mm)



Approx. 2 mm jointless synthetic resin render in a range of colours for a modern look

OSB board. The bonded construction prevents the insulation material from slipping.

Approx. 3 mm reinforcement render with glass-fibre mesh

12.5 mm plasterboard, the base layer for the wallpaper or paint

As reinforcement render is applied in our factory, all exterior walls are weather protected from the first day of assembly. Synthetic render is applied on-site, preventing visible joints and cracking between lower and upper floors.

Vapour barrier

150 mm thermal insulation (EPS rigid foam), TCG 032, for efficient heat insulation

Cable channels are integrated inside the wooden frame, meaning that the electrical wiring can be extended (either during construction or afterwards)

Timber frame construction padded with thermal and sound insulation infill (mineral wool insulation), TCG 035, in the wall cavity. The entire timber frame construction is bonded to the OSB board using adhesive, pressure and heat. This ensures maximum durability and prevents the insulation material inside the walls from slipping.

### TRIED-AND-TESTED QUALITY FOR YOUR PEACE OF MIND

- Our exterior walls, including all windows and doors, undergo climatic-chamber tests as part of our quality control process. Over a period of several weeks, we expose the walls to dramatic temperature changes, swinging from hot to freezing, and to numerous simulated rainstorms. Why do we go to all this trouble? So you can be sure that all the individual building components in your home are up to the challenge, whatever the weather throws at them.
- When plaster and finishing work has been completed, external walls have a fire-resistance rating of REI 30 in accordance with DIN EN 13501-2.

## 1.2 | Gable walls on the top storey

Pitched roofs have gable walls with a total thickness of approximately 31 cm and a thermal insulation value of 0.120 W/m<sup>2</sup>K in the wall cavity (the thermal insulation value of the total wall is U = 0.128 W/m<sup>2</sup>K).



### How our gable walls are constructed, from the outside in:

Approx. 2 mm	Synthetic resin render with a rough finish Choose from a selection of colours
Approx. 3 mm	Reinforcing render with glass-fibre mesh
150 mm	Thermal insulation, TCG 032 OSB board Timber frame construction
	Thermal and sound insulation infill (mineral wool insulation, TCG 035) inside the timber frame construction OSB board Vapour barrier
12.5 mm	Plasterboard, screwed to the OSB board

Load-bearing construction is approximately 140 mm thick

## 1.3 | Jamb walls on inhabited top storeys

On inhabited top storeys, jamb walls are constructed from durable OSB board and clad with plasterboard.

### Construction from the outside in:

18 mm	OSB board
12.5 mm	Plasterboard, screwed to the OSB board

## 1.4 | Interior walls

All interior walls on the ground and upper storeys are insulated as standard and panelled with OSB board on both sides. The total thickness of the interior walls is approximately 12.5 cm.

### HANSE HAUSE: THE TURNKEY SERVICE

- ✓ Interior walls are just as structurally strong as exterior ones. Shelves and cupboards weighing up to 250 kg can be attached anywhere on the wall, using ordinary screws.
- ✓ The bonded construction holds the thermal and sound insulation material permanently in place, preventing slippage
- ✓ Cable channels are integrated inside the wooden frame, meaning that the wiring can be added later

### How our interior walls are constructed:

Plasterboard, screwed to the OSB board

OSB board, bonded to the timber frame across its whole surface

Kiln-dried and planed timber frame construction, insulated with mineral wool

OSB board, bonded to the timber frame across its whole surface

Plasterboard, screwed to the OSB board

When plaster and finishing work has been completed, interior walls have a fire-resistance rating of REI 30 in accordance with DIN EN 13501-2



Partition walls, interior walls on the upper storeys and walls that deviate from the standard clear room height (approximately 2.5 m) are constructed slightly differently from the exterior, gable and interior walls described here.

## 2 | FLOORS AND CEILINGS

We use only high-quality products and materials in our ceilings, such as high-strength OSB board and joists of kiln-dried solid structural timber.

### 2.1 | Ground floor build-up



How our floors are constructed on the lower storey, from bottom to top:

Moisture barrier (with floor slab)

130 mm Thermal insulation (PUR TCG 022)

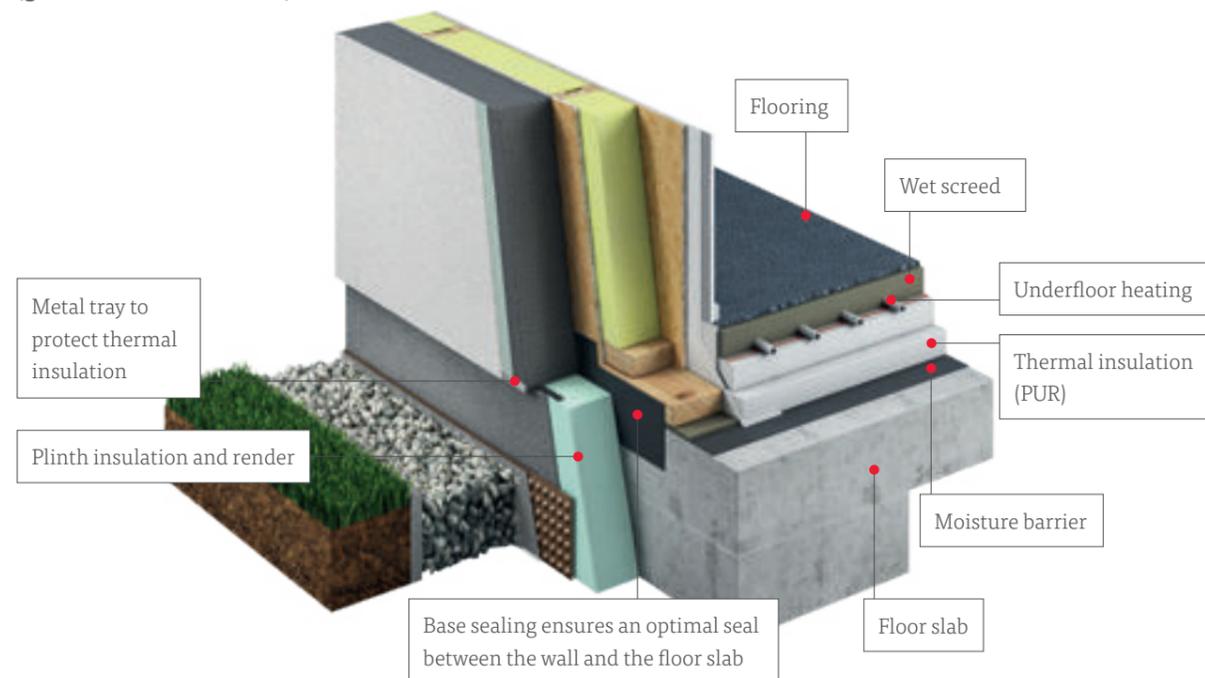
Underfloor heating

55 mm Wet screed for underfloor heating

Flooring (described in section 9)

The thermal insulation value of the floor on the lower storey (in houses with floor slabs) is 0.17 W/m<sup>2</sup>K.

How our floors are constructed (ground floor, on floor slab)



When plaster and finishing work has been completed, basic ceilings have a fire-resistance rating of REI 30 in accordance with DIN EN 13501-2.

### 2.2 | Uninhabited upper storeys



How our ceilings are constructed on the upper storeys, from bottom to top:

12.5 mm Fire-protective plasterboard

60/30 mm Substructure (battens)

Moisture barrier

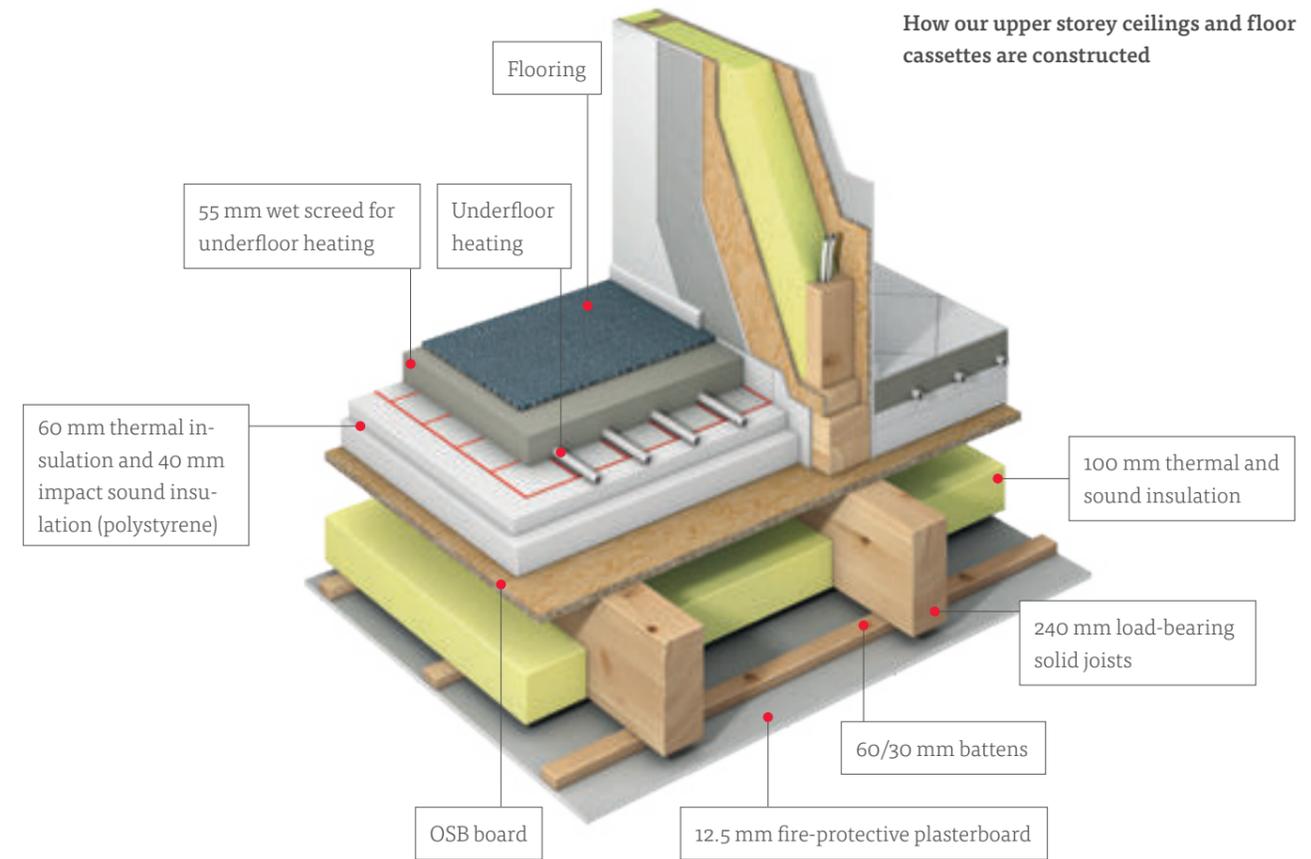
240 mm Load-bearing solid joists

240 mm Thermal and sound insulation (mineral wool insulation, TCG 035)

OSB board, complete coverage

The insulation U-value of the floors/ceilings in uninhabited upper storeys is U=0.17 W/m<sup>2</sup>K.

How our upper storey ceilings and floor cassettes are constructed



### 2.3 | Floors to inhabited upper storeys



How our floors are constructed in inhabited upper storeys, from bottom to top:

12.5 mm Fire-protective plasterboard

60/30 mm Substructure (battens)

240 mm Load-bearing solid joists

100 mm Thermal and sound insulation (mineral wool insulation)

OSB board, complete coverage

60 mm Thermal insulation (polystyrene)

40 mm Impact sound insulation (polystyrene)  
Underfloor heating

55 mm Wet screed for underfloor heating

Flooring (described in section 9)

### 2.4 | Collar beam ceiling above an inhabited top storey



How we construct collar beam ceilings above extended top storeys, from bottom to top:

12.5 mm Fire-protective plasterboard

60/30 mm Substructure (battens)

Vapour barrier

240 mm Load-bearing solid joists

240 mm Thermal and sound insulation (mineral wool insulation, WLG 035)

OSB board, complete coverage

The collar-beam ceiling has a thermal insulation value of 0.16 W/m<sup>2</sup>K.

## 3 | ROOFS

No other part of a house has a more significant impact on the energy efficiency of your home than the building envelope. At Hanse Haus, not only are our walls exceptionally well insulated, but our roofs are, too: they'll keep the house warmer in winter and cooler in summer.



### ROOFS FOR EVERY TASTE

Roofs put a decisive stamp on the character of a house. Gable roofs are a timeless classic, and can be constructed with a variety of inclines. Hipped roofs and mono-pitched roofs are especially well suited to two-storey properties or bungalows. Whatever style of roof you choose, we've got the details covered – and you can be sure we've put them into practice thousands of times before.



Every roof at Hanse Haus is constructed out of solid wood by skilled carpenters. We use advanced tools and qualified craftspeople to make them, ensuring exceptional quality and accuracy of fit. The roof structure consists of solid, kiln-dried softwood – planed, high-quality structural timber – as well as elements made of glued laminated timber, depending on structural requirements. Rectangular supports and joists visible from the outside (such as porches, balconies or carports) are constructed from high-quality glued laminated timber. All externally visible building elements will be given a protective coating of your choice.

### HANSE HAUSE: THE TURNKEY SERVICE

- ✓ 30-year manufacturer's warranty on the effectiveness of our concrete roofing tiles
- ✓ Carpenter-made roof structure from quality-checked, sustainably sourced solid wood and glued laminated timber
- ✓ Standard snow load of up to 1.5 kN/m<sup>2</sup>, depending on local requirements

### ROOF DESIGN, FROM CLASSIC TO MODERN

When selecting your roof cladding, you can visit our Sample Centre to choose from a wide range of shapes, materials and colours (some of which are only available as a special request).

Please note, where a smooth, unprofiled roof covering is required, additional structure may be necessary to prevent visible distortion of battens.





### 3.1 | Roof overhang

#### Design of the roof overhang:

The underside of eaves and verges (or beneath the roof ridge for mono-pitched roofs) are clad in profiled natural wood. You can choose the colour of the final treatment of the wood cladding from a range.

Unless otherwise specified in the contractually agreed plans, a Hanse Haus will include the following roof overhangs:

#### Purlin roof:

35 cm boxed eaves, 25 cm verge

#### Non-purlin roof with boxed eaves:

30 cm eaves, 25 cm verge

#### Mono-pitched roof:

35 cm eaves, 25 cm verge,  
65 cm ridge

If the house has additional cladding (such as wood or brick) or thicker thermal insulation, the roof overhang will be proportionally smaller, depending on how thick the facade or insulation is.

### 3.2 | Drainage

#### Design of the roof drainage system:

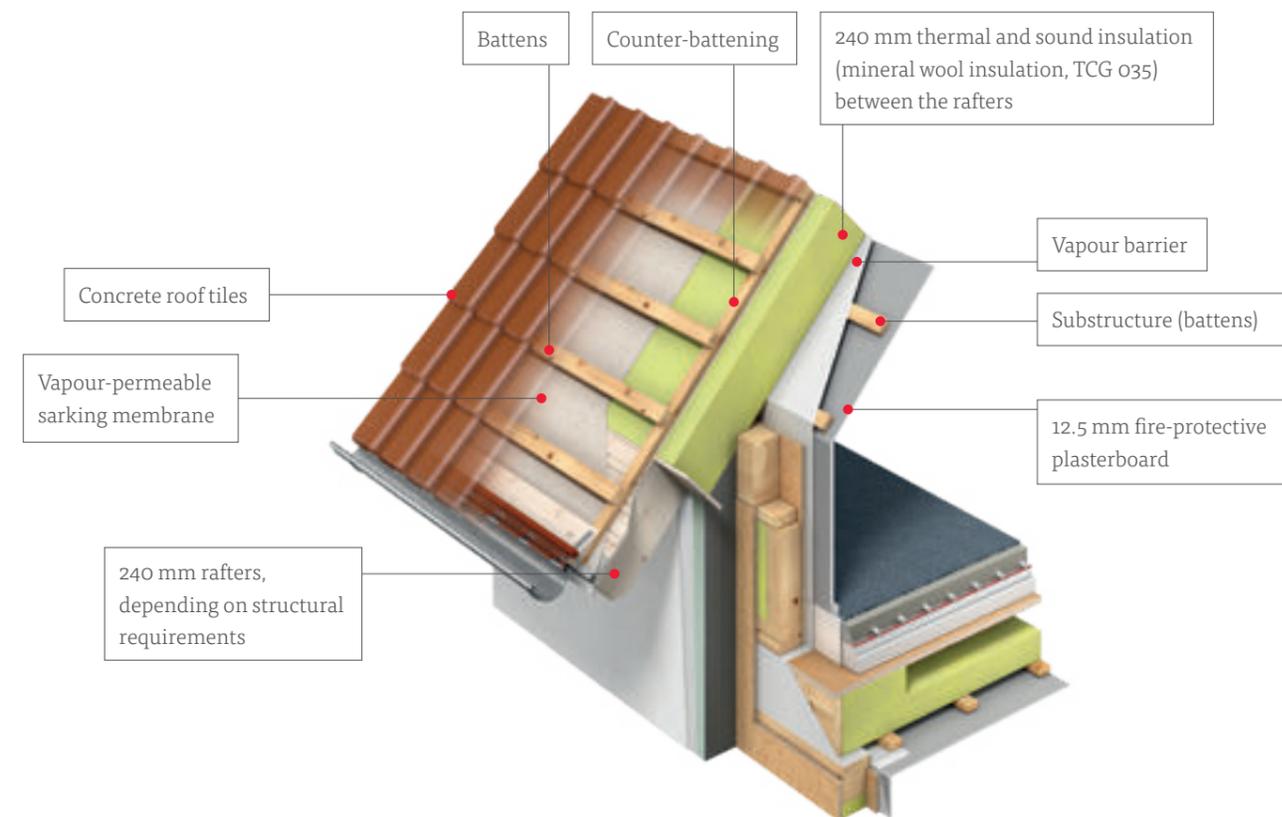
Gable roofs, hipped roofs, mono-pitched roofs and mansard roofs come with semicircular guttering.

Upper-storey balconies come with box gutters.

Gutters, valleys, gutter brackets, drainpipes as well as flashing components and moulded parts are made of titanium zinc.

Drainpipes (round) are taken from the guttering to the lowest point of the Hanse Haus, the top of the floor slab or a basement.

### 3.3 | Gable roofs



#### How our gable roofs are constructed:

Concrete roof tiles in a range of colours

Battens

Counter-battening

Vapour-permeable sarking membrane for the highest possible protection against wind-driven snow and dust

240 mm Rafters, depending on structural requirements

240 mm Thermal and sound insulation (mineral wool insulation, TCG 035) between the rafters

Vapour barrier

Substructure (battens)

12.5 mm Fire-protective plasterboard

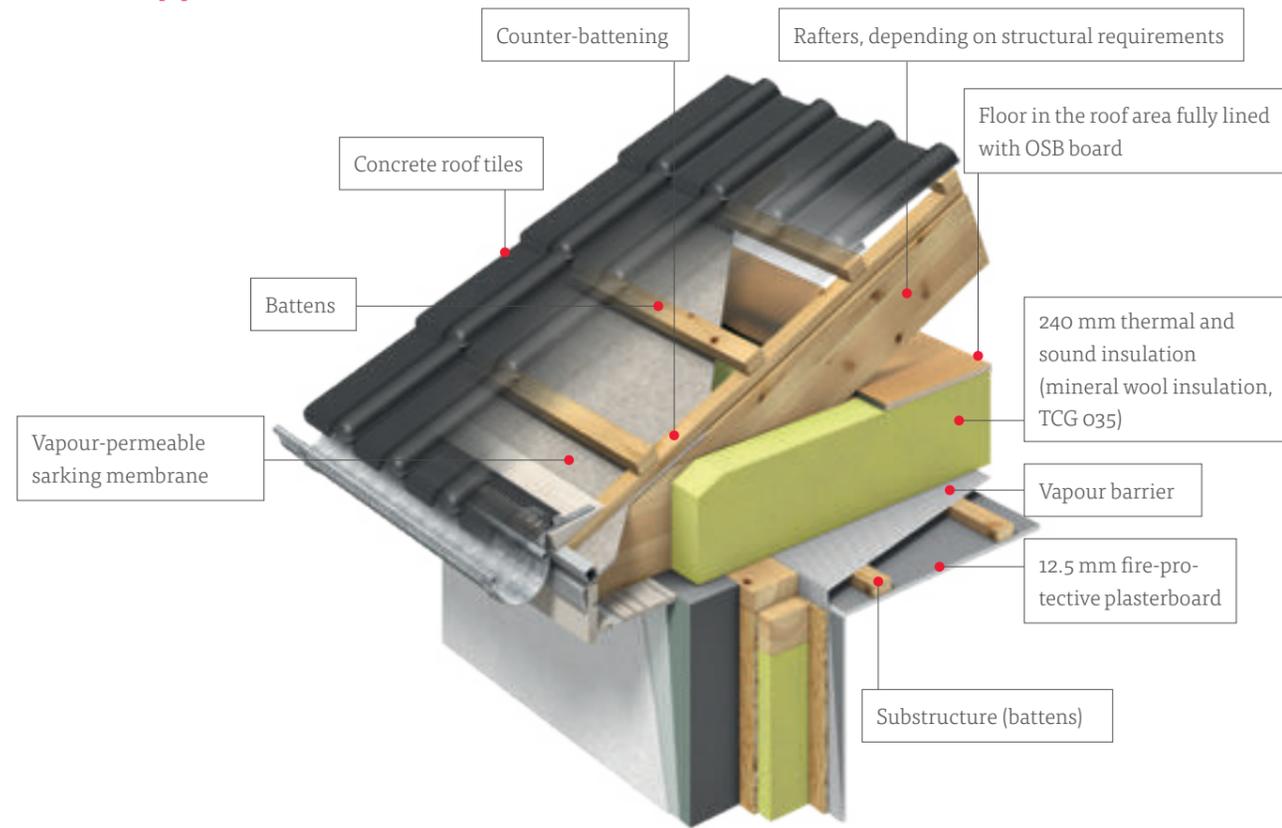
#### HANSE HAUS: THE TURNKEY SERVICE

- ✓ The thermal insulation value of a Hanse Haus gable roofs is 0.16 W/m<sup>2</sup>K
- ✓ Roof cladding in high-quality concrete roof tiles comes with a 30-year manufacturer's performance guarantee



For gable roofs with purlins, using a jamb wall, the roof space can be enlarged on request. The height of these walls, to be agreed in the floor plans, is calculated from the upper edge of the ceiling cassette element (OSB board) to the upper edge of the upstand wall.

### 3.4 | Hipped roofs



#### How Hanse Haus hipped roofs are constructed:

- Concrete roof tiles in a selection of colours
- Battens
- Counter-battening
- Vapour-permeable sarking membrane for the highest possible protection against wind-driven snow and dust
- Rafters, depending on structural requirements

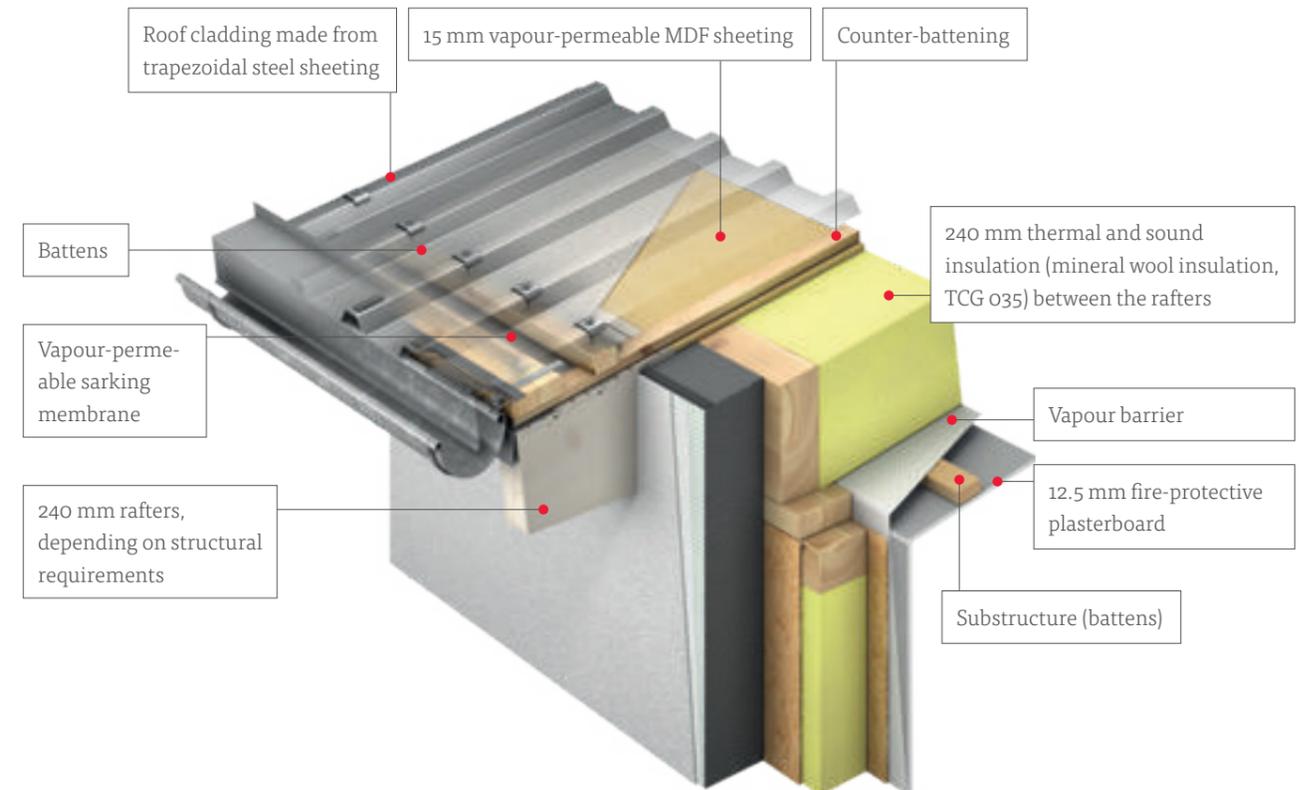
#### HANSE HAUS: THE TURNKEY SERVICE

- ✓ High-quality carpenter-crafted roof structure without cross-braces getting in the way of roof space
- ✓ Roof space underneath the hipped roof can be used for extra storage, accessible via a folding ladder
- ✓ Roof cladding of premium concrete roof tiles comes with a 30-year manufacturer's performance guarantee



We build our hipped roofs so that the roof space is accessible via a folding ladder, meaning it can be used for extra storage. The floor in the roof area is fully lined with OSB board.

### 3.5 | Mono-pitched roofs



#### HANSE HAUS: THE TURNKEY SERVICE

- ✓ The thermal insulation value of Hanse Haus mono-pitched roofs is 0.16 W/m<sup>2</sup>K
- ✓ Robust trapezoidal steel sheeting, galvanised and finished in a colour of your choice



#### How Hanse Haus mono-pitched roofs are constructed:

- Roof cladding made of trapezoidal steel sheeting, which comes in a range of colours
- Battens
- Counter-battening
- Vapour-permeable sarking membrane for the highest possible protection against wind-driven snow and dust
- 15 mm Vapour-permeable medium-density fibreboard
- 240 mm Rafters, depending on structural requirements
- 240 mm Thermal and sound insulation (mineral wool insulation, TCG 035) between the rafters
- Vapour barrier
- Substructure (battens)
- 12.5 mm Fire-protective plasterboard

Two-storey houses are especially well suited to mono-pitched roofs. To ensure optimum drainage, the roof is pitched at an incline of at least five degrees.

## 4 | PORCHES AND BALCONIES

Many houses are adorned with balconies, conservatories, loggias or covered terraces. We want to make sure these extensions are protected from the effects of the weather as much as possible, so we take care to use robust materials as well as wood protection. Among the materials we use for external elements are fully galvanised steel, stainless steel, Douglas fir, bangkirai wood and larch, as well as warp-free glued laminated timber.

We're also happy to build garages, carports, porches and other similar extensions – we'll work out the exact specifications based on the design you've chosen.

### How our porches, balconies and covered extensions are designed:

The floors of our covered extensions are designed with a slight incline, and are finished with a permanent, UV-resistant sealant.

Terrace balconies with a surface area larger than 10 square metres feature sloped insulation under tiles or decking.

Patio doors to terrace balconies feature a threshold step of finger-jointed beech wood in white or natural.

Solid concrete terrace tiles are the standard flooring (for one-sided inclines), and there is a huge range of patterns and colours to choose from.

We offer galvanised steel railings with perpendicular railing bars. There are plenty of different designs available.

The underside of covered terraces and extensions are finished with plasterboard and painted white.



**Designed to your tastes and perfectly realised** On request, we can add loggias, balconies, carports, garages, covered seating areas and many other kinds of extensions to your home. We've developed reliable and permanent solutions for all these different needs – they've been used in thousands of homes, so you can be sure they're up to the task.

## 5 | WINDOWS AND PATIO DOORS

High-quality insulated windows are just as important to overall thermal efficiency of a house as its walls or roof. So when we assemble them in our factory, we make sure to meet the high standards of the Quality Association of German Prefabrication.

### ANTI-THEFT PROTECTION, FOR YOUR PEACE OF MIND

We use DIN EN 1627-standard anti-theft components in our windows and all our doors, which are resistance class RC1N. According to police statistics, in 90% of all break-ins the burglars enter by forcing open a window with an implement such as a large screwdriver – they prefer not to draw attention to themselves by smashing the glass. Our RC1N windows are fitted with

mushroom pins, making them difficult to jimmy open and thus offering genuine protection against theft. In line with RC1N standards, we also use lockable handles, so even breaking the windowpane won't enable the thieves to open the window. Resistance class RC2 is often recommended by police to increase security: the main differences are additional mushroom pins and the use of safety glass, which offers greater protection if burglars do decide to try and smash the windowpane.

On request, we can also offer entrance doors, windows and patio doors in resistance class RC2. There are higher resistance classes beyond that, but the police don't consider them necessary for private homes.



**No chance** Walter Schmitt, head of our carpentry workshop, is so sure of the quality of our windows that he wants you to come and see for yourself how tough they are to lever open.

## 5.1 | Windows/patio doors



### How Hanse Haus windows and patio doors are constructed<sup>1)</sup>:

We use premium-quality, energy-efficient plastic windows and patio doors of resistance class RC1N. Our meticulous production process and thorough quality controls guarantee a high standard, and we also assemble the components in our factory.

The frames are made of highly thermally efficient six-chamber plastic profiles in white. They're reinforced with integrated steel, creating a highly stable frame.

Windows and patio doors are triple glazed to reduce heat loss ( $U_g = 0.5 \text{ W/m}^2\text{K}$ ) and filled with low-conductivity gas as an additional energy-saving measure.<sup>2)</sup>

The unit is fitted with a thermally isolated edge seal.<sup>3)</sup>

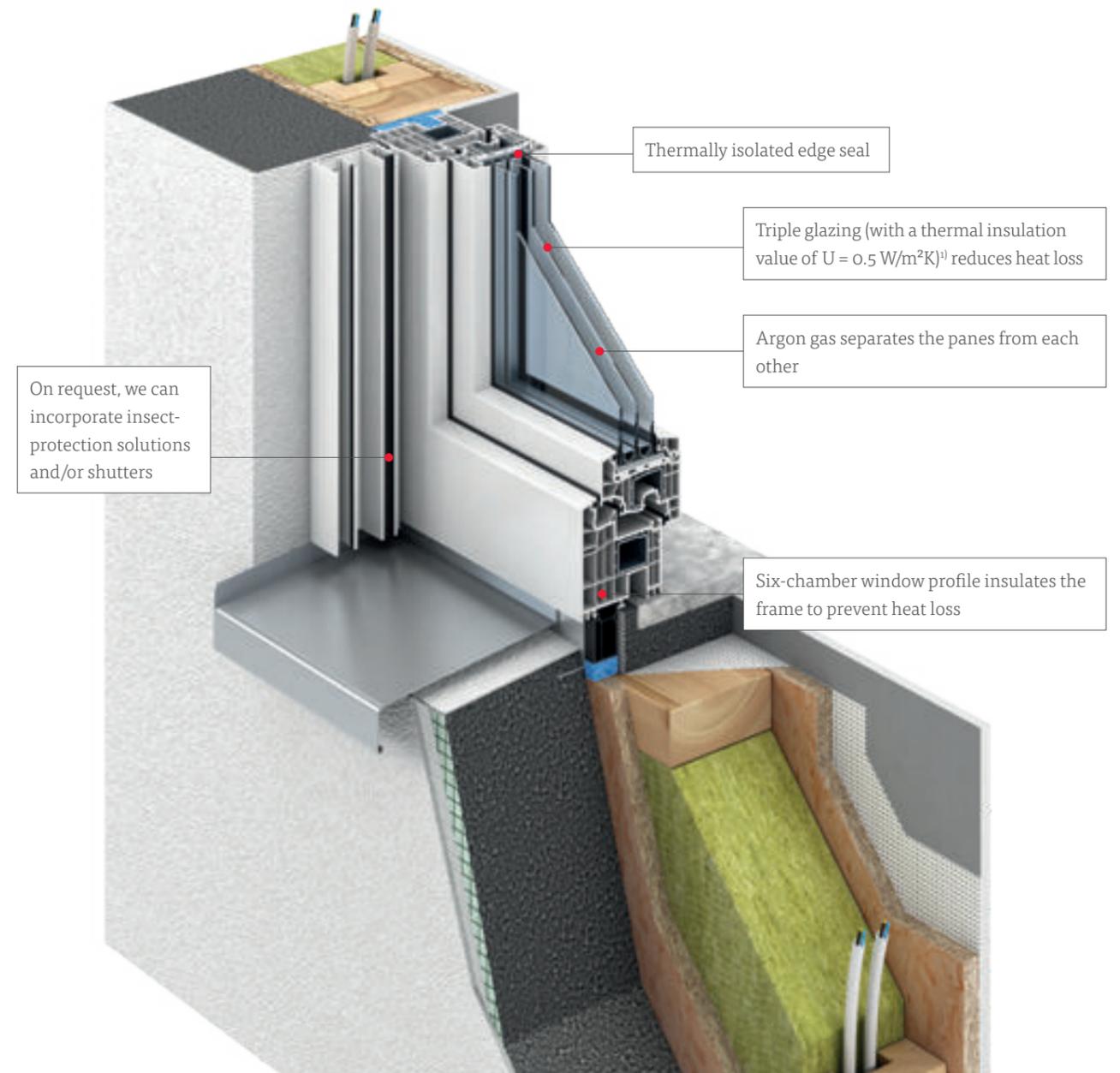
Windows in bathrooms, shower rooms<sup>4)</sup> and toilets<sup>4)</sup> are fitted with either clear or textured glass, as you prefer.

All windows and patio doors have lockable handles, and you can choose your preferred design from a wide range of options.

For inhabited top storeys, if specified in the initial floor plans, roof-light windows will be made of white plastic and fitted with thermal glazing ( $U_g = 1.1 \text{ W/m}^2\text{K}$ ).

The size and number of windows and patio doors will be set out in the contractually agreed floor plans. On request, you can have laminated windows, wooden windows or wood-aluminium windows. We are also happy to offer improved sound-insulated glazing and safety glass, better fittings (such as handles) for an extra level of protection, or other optional features including childproofing, alarm functions or temperature control.

We also have a range of blinds and shutters in various styles.



### HANSE HAUS: THE TURNKEY SERVICE

- ✓ Thermally efficient six-chamber plastic profiles
- ✓ Triple-glazed to reduce heat loss, giving a thermal insulation value of just  $0.5 \text{ W/m}^2\text{K}$
- ✓ The edges of the individual panes are thermally isolated from each other, preventing the build-up of condensation
- ✓ Windows and patio doors come with resistance class RC1N as standard
- ✓ Lockable handles on all windows and patio doors

<sup>1)</sup> More exposed locations (especially those less than 5 km from the sea) require windows/patio doors with a higher specification than those described here.

<sup>2)</sup> For special glazing, non-standard window sizes and particular combinations of home technologies, the thermal insulation value may vary.

<sup>3)</sup> So far as is technologically possible.

<sup>4)</sup> If included as part of your home.

## 5.2 | Windowsills

### How our windowsills are constructed:

Interior windowsills are made of coated wood composite in a variety of styles, or of your choice of natural stone (from a selection).

Exterior windowsills are made of natural stone. You can choose from a range of colours.

On request, we can offer external sills in various styles of light metal (you can choose from a selection).

## 6 | EXTERIOR AND INTERIOR DOORS

At our Sample Centre you can browse more than 30 different models of exterior door and more than 40 interior doors in various styles, designs and colours. You're welcome to try them all out, of course – and to enjoy the satisfying sound of a door

### 6.1 | Exterior doors

#### HANSE HAUS: THE TURNKEY SERVICE

- ✓ Anti-theft fittings and multipart locking systems (RC1N resistance class) come as standard
- ✓ Excellent thermal insulation
- ✓ Choose from a wide range of doors at our Sample Centre

clicking smoothly into place. Our exterior doors meet the RC1N resistance class requirements as defined by the DIN EN 1627 standard, offering excellent anti-theft protection.

#### How our exterior doors are constructed<sup>1)</sup>:

Hanse Haus exterior doors have a thermally insulated composite construction with a solid timber frame at its core. The outer layers of the door are made of premium-quality laminated wood. Profiles and cut edges on the outward-facing door leaf are given a special double coating to protect them against the weather.

If your preferred door leaf features glass panels, these will be made of triple-glazed insulating glass. The thermal insulation value of the glazing is ( $U = 0.5 \text{ W/m}^2\text{K}$ ) (only glass)<sup>2)</sup>.

A reliable dual waterproofing system ensures an optimal seal between the door leaf and frame.

Exterior doors have a five-part safety interlock (KV 20).

Exterior and interior door fittings are available in a range of designs, which come with core drawing protection as standard.

The lock is fitted with a latch.

Size and placement of the exterior doors can be found in the contractually agreed floor plans.



1) More exposed locations (especially those less than 5 km from the sea) require windows/patio doors with a higher specification than those described here.  
2) With non-standard glazing the thermal insulation value may vary.



#### LOOK FORWARD TO ARRIVING HOME

On request, we can offer exterior doors and surrounds in all sorts of different colours and styles, either in wood or in a combination of wood and aluminium, depending on what you prefer. And if you're looking for more sophisticated entry systems like biometric finger scanners, remote controls or code pads, we've got that covered, too.



### 6.2 | Interior doors

#### How our interior doors are constructed:

Our interior door leaves and frames are decorated with CPL (several layers of melamine CPL laminate), and you can choose from a range of designs. The outer surfaces are highly durable. You can find the number, size and placement of interior doors on the contractually agreed floor plans.

Lip seals on three sides are integrated into the door frames.

Handle sets are designed with keyhole plates or rosettes in aluminium or stainless steel, which you can choose from a selection.

At our Sample Centre, we'll show you other interior door models, including sliding doors, glass doors, double-winged doors, and doors with rounded or segmental arches.



## 7 | STAIRCASES

The staircases in our houses are genuine masterpieces of meticulously executed craftsmanship. At our Sample Centre, we can demonstrate all sorts of different designs that you're welcome to come and put to the test. As early as the initial planning stages, you'll decide with your architect whether a straight staircase, a spiral staircase or a staircase with an integrated landing

### 7.1 | Inter-floor staircases

#### How our inter-floor staircases are constructed:

In houses with inhabited top and upper storeys, we build solid wood stringer staircases made of high-quality finger-jointed oak or beech. Each step in our handcrafted staircases is mortised into inner and outer stringers. The underside of the steps are fitted with safety strips.

You can choose a banister from a range of designs in solid, finger-jointed wood, with straight, solid wood round bars.

All wooden elements are coated with a durable, transparent sealant. The design and placement of the staircase can be found in the contractually agreed floor plan.

If included as part of your design, banisters around galleries or stairwells leading down to the basement level will be constructed in the same way as those along the staircase.

On request, other features – including wider staircases, parapet walls and integrated lighting systems – can be fitted.

### 7.2 | Folding ladders

#### How our folding ladders are constructed:

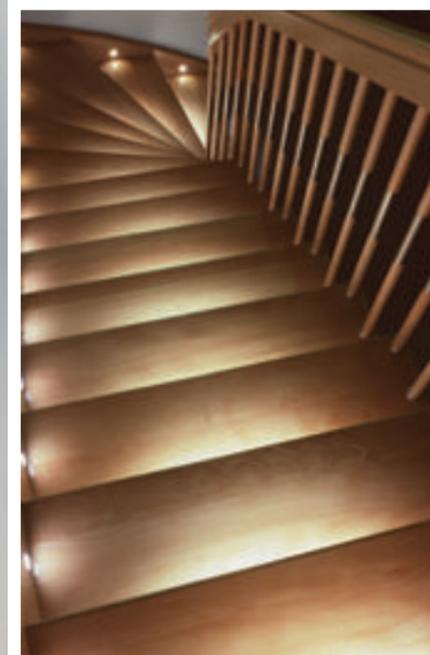
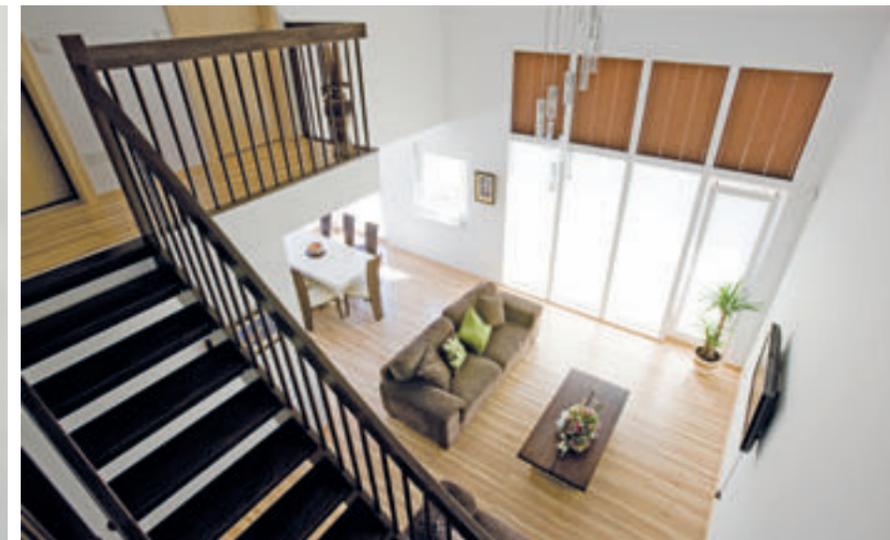
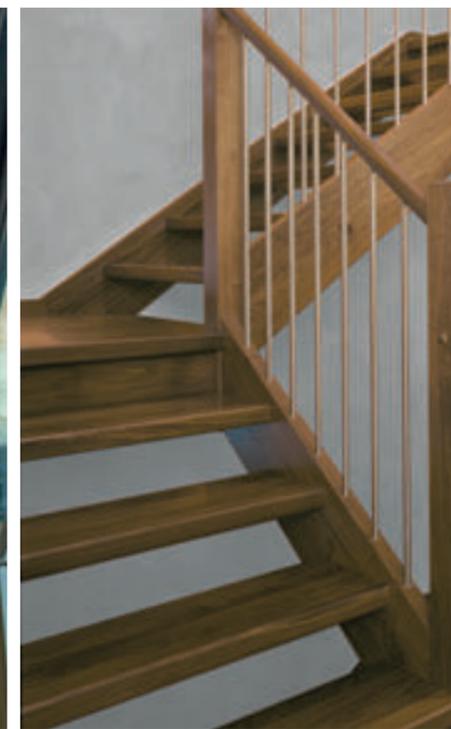
Uninhabited loft spaces (except attics) come with a folding ladder featuring a banister around the hatch into the loft area. It will include a steel cover frame, a surrounding MDF frame and a steel security rail. Stringers and steps will be made of untreated pine. The thermally insulated cover will be finished in white on both sides and fitted with a seal around the edges.

is best suited to your needs. With your fittings consultant, you'll fine-tune your choice, picking a style, materials, colours or type of wood.

We painstakingly craft your staircase to the precise dimensions you need, and our experts will assemble it on-site in your new home.

#### HANSE HAUS: THE TURNKEY SERVICE

- ✓ Solid wood staircases with mortised steps and a durable finish
- ✓ A wide range of staircase designs, surface treatments, types of wood and colours is available



## 8 | PAINTWORK

Add a splash of colour to your home, making it as bright and varied as your life. We have a huge range of shades for you to choose from, and you can mix and match as much as you like. A fresh green in the bathroom makes for a brisk start to the day, warm

Mediterranean colours in the living room radiate cosiness, while cool tones in the bedrooms have a calming effect. Our fittings consultants will be happy to offer you design tips and help you develop a colour scheme for your new home.



### 8.1 | Plastering and finishing

#### How we carry out finishing work:

Walls (assuming they're not tiled) and roof slopes are expertly plastered and finished to Quality Level 3, as defined by the EN 13914-2 standard.

Ceilings are expertly plastered and finished to Quality Level 3, as defined by the EN 13914-2 standard.

Smooth surfaces are an ideal base for other kinds of wall decor.

### 8.2 | Wall decor

#### How we carry out wall coverings:

The surfaces of interior and exterior walls, gable walls, jamb walls and roof slopes on upper storeys are covered with a premium glass-fibre wall liner to provide a smooth surface, then painted white.

Ceilings are painted with high-coverage emulsion paint.

## 9 | TILING AND FLOORING

Once you've settled on an overall direction with your new home, you can choose from a wide array of flooring materials. We've got everything under one roof, so you don't have to travel from shop to shop. Trust us, it's convenient that way.



### 9.1 | Tiling in bathrooms and toilets

#### HANSE HAUS: THE TURNKEY SERVICE

- ✓ A broad choice of on-trend designs for your wall tiles, featuring various colours, sizes (e.g. 30 × 45 cm or 25 × 45 cm) and patterns
- ✓ Floor tiles in special sizes like 30 × 60 cm are offered as standard
- ✓ Other sizes of tile are available on request

#### Tiling in bathrooms and toilets:

We lay porcelain stoneware tiles or ceramic tiles on the floors in your bathroom, shower room and toilets, as specified in the floor plan.

Walls are laid with ceramic tiles. The standard package includes:

Bathroom: 20 m<sup>2</sup> wall tiles

Shower room: 10 m<sup>2</sup> wall tiles

Toilet: 6 m<sup>2</sup> wall tiles

## 9.2 | Flooring in living areas

Are you into tile, laminate, parquet or carpet? When it comes to flooring, we've all got our preferences. With Hanse Haus, you can choose what material you want in each and every room – our Sample Centre offers a huge range of choice, so you're guaranteed to find something suitable.

### HANSE HAUS: THE TURNKEY SERVICE

- ✓ Wide range of samples including contemporary trends
- ✓ Tiles sized 30 × 60 cm are included as standard in habitable spaces. Larger formats are available on request.
- ✓ Natural wood floors/vinyl floors also as standard in living spaces on the ground floor

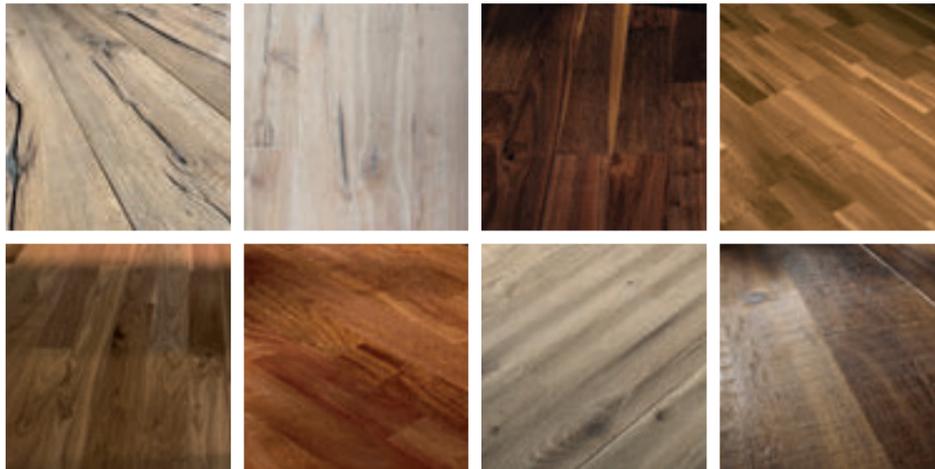
### Flooring in living areas:

Living areas on the ground floor come with a floor covering of porcelain stoneware tiles, ceramic tiles or carpet – or if you prefer parquet or vinyl floors, choose a design from our range.

Living areas on the upper storeys are fitted with laminate or carpet – whatever you prefer. We have a broad selection to choose from here, too.

All living areas come with white, wooden, UK-style skirting boards, chosen from our range.

We're happy to offer other kinds of flooring on request.



### CREATE A NATURAL AMBIENCE WITH WOOD

We've got parquet flooring in a huge range of different colours and styles. Choose dark woods like walnut, wenge or fumed oak for an eye-catching, upscale look, or go with beech, birch, pear or limed oak for a bright, cheerful feel. Whatever you decide, wood is a great way to bring warmth and comfort to any room.





### What kind of system does your home need?

Which heating system is right for me? At some point, all home-builders will ask themselves this question. Whatever option you choose, it's got to meet some pretty high standards: it should be consistently low-cost to run while not eating into the budget for the original build, and apart from the financial aspect, it's also important to take into account sustainability and environmental friendliness.

Hanse Haus clients can choose between two tried-and-tested heating systems as standard: a gas condensing boiler or an air-to-water heat pump. Whichever you choose, each Hanse Haus also comes with a ventilation system.

Not sure what's best for you? We've got a detailed breakdown of all the technical stuff on the next page.

### 10.1 | Option 1: gas boiler

#### What you need to do first:

- Organise and set up a gas mains connection (including any excavation work) and meter (you'll also need to install the meter on the exterior wall of your house)

#### What we'll do next:

- Connect the heating system to the meter in accordance with local regulations
- Once everything's in place, we'll check the system for leakage and adjust if necessary

#### How we install the heating system and service water heating:

Your Hanse Haus comes with an economical and environmentally responsible Vaillant gas condensing boiler, which runs on natural gas. Using the latest condensing boiler technology, the system is extremely efficient: the integrated high-efficiency pump means you could save up to 15 % on heating and up to 50 % on electricity bills when compared with traditional non-condensing boilers.

A 300-litre Vaillant hot-water tank installed beside the boiler ensures you'll have plenty of warm water. The gas condensing boiler comes with a temperature control system: a central adjustment module uses intelligent technology to make individual, user-determined adjustments and carry out checks.

The heating system will be installed in the utility room on the ground floor of your house – you'll find the exact placement on the contractually agreed floor plan. Gas is circulated out through a dual air/waste gas system. Pipes will be insulated to meet local regulations.

Finally, our expert staff will install the whole system and help you get it up and running.

### 10.2 | Option 2: air-to-water heat pump

#### What you need to do first:

- Build an exterior foundation for the heat pump according to Hanse Haus plans. The size of the foundation depends on the model and size of the pump.
- Install pipes according to Hanse Haus's specifications. These should lead from the exterior foundation to the utility room underneath the floor slab of the house and must include feed lines, return lines and wiring.

#### How we install the heating system and service water heating:

Your house comes with a modern Vaillant air-to-water heat pump which provides both heating and hot water. The system is exceptionally cost-efficient, because its modulating compressor continually adjusts to the current heating load in your home. The air-to-water heat pump comes with a temperature control system, ensuring economical performance of the system in varying exterior climate conditions.

The outdoor unit of the system will be installed on a foundation built by the client, while the hydraulic unit will be installed in the utility room. The exact placement can be found in the contractually agreed floor plan. Both components will be connected up.

A 300-litre Vaillant hot-water tank ensures plenty of warm water. In the case of a higher heat and/or hot-water load, other models will be used.

Pipes are to be insulated to meet local regulations.

Our expert staff install the whole system and get it up and running.

### 10.3 | Heat distribution

#### How heat is distributed:

Cosy underfloor heating will make sure your house stays warm. An extensive system of heating loops in every room enables the system to distribute heat evenly around your home. The heat distribution system is hydraulically balanced for optimum performance. Wall-mounted thermostats allow you to control the temperature of each room individually.

Depending on the heating load calculation, bathrooms are also fitted with an electric towel radiator.

### 10.4 | Ventilation

Ventilation in the living areas keeps out dust and noise, while routing CO<sub>2</sub> and damp outside. An efficient, integrated heat recovery system transfers the heat in the waste air to the fresh air streaming in, without the two mixing. Via a system of pipes and air vents, the heated fresh air is distributed to the individual rooms.

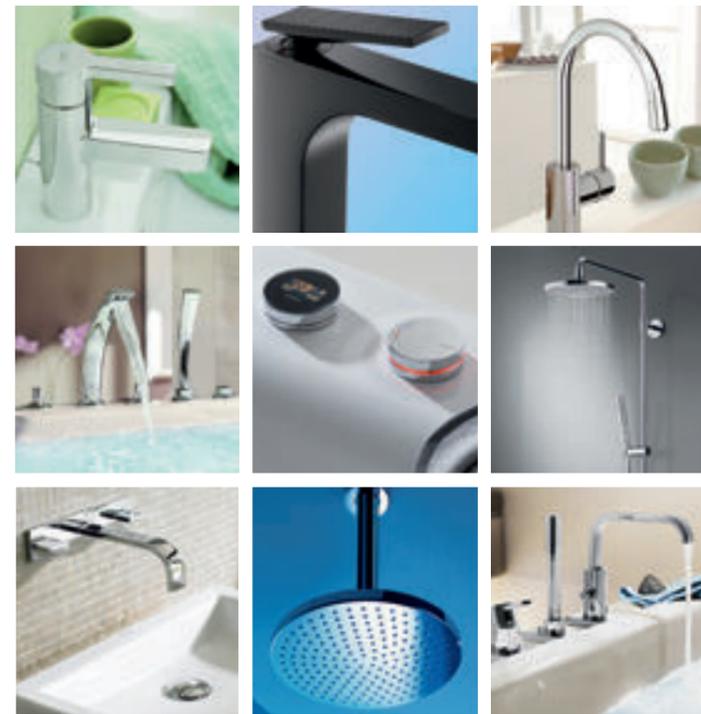
#### How the ventilation system works:

We'll install a ventilation system that keeps air circulating around the clock. It includes a filtration system as standard, as well as supply and exhaust valves, a system control panel and a summer bypass feature to prevent unwanted heat transfer during the summer months.

## 11 | PLUMBING

Our high-quality plumbing and fittings will turn your bathroom into a place of relaxation and well-being, a place where you can enjoy our elegant, ergonomically designed washbasins and bathtubs day after day. And if you're not a fan of housework, don't worry – all our surfaces are easy to clean. We've got demonstration models of everything at our Sample Centre, so you're always welcome to come and take a look. You can even have a lie-down in the bathtub, if you like.

All of the many fixtures and fittings we offer can be mixed and matched in whatever way you want, and our Sample Centre has everything you need to transform an ordinary bathroom into an oasis of wellness. In fact, it's best to start thinking about it early on, so that you can design the plan of the bathroom accordingly.



### 11.1 | Standard plumbing installation

#### How it works:

(only available in conjunction with plumbing pre-installation)

#### What you need to do first:

Arrange and install a water supply from the mains (including excavation work) to the house.

Install foul and rainwater drainage pipes from the house.

#### What we'll do next:

We'll set up our standard plumbing system from the mains water supply in the utility room within the house shell.

Our scope of service includes:

- A stop valve with a backflow prevention device
- Filtration and draining
- A cold-water piping system with connections for:
  - a) Cold water for consumption
  - b) Cold water for the water heater with a backflow prevention device and safety valve

Supply pipes for the cold-water piping system, water heater and water for consumption are included.

After everything is installed, we'll conduct a pressure test of the whole system to check for leaks.

Wastewater pipes will be connected to drainage pipes.

Where necessary, a pressure regulator will be integrated into the standard plumbing installation.

### 11.2 | Pre-installation

#### How it works:

As per the contractually agreed floor plan, plastic cold and hot water pipes will be installed.

The kitchen area will be fitted with a dishwasher connection and the pre-installation needed for a sink.

The utility room on the ground floor will be fitted with a washing machine connection.

The bathroom, shower room<sup>1)</sup> and toilet<sup>1)</sup> come with a cistern with a dual-flush button, integrated in the wall.

The wastewater drainage system consists of high-temperature piping. Wastewater downpipes and ceiling pipes near living areas will be made of a special sound-insulated material. The air duct system is routed over the roof, ending in a terminal unit.

There is one frostproof outdoor tap near the utility room.

For a more energy-efficient home, when designing your Hanse Haus, we recommend you keep the hot-water pipes as short as possible between the heating system and the taps, shower or bathtub. Ideally, you want the kitchen, toilets and bathrooms to be near or directly above the utility room, but if that's not possible, then you may need an additional circulation line. During sampling, once we've reviewed the detailed layout together, we'll be happy to implement a circulation pipe on request.

<sup>1)</sup> If included in floor plan.

### 11.3 | Fixtures and fittings

The fixtures and fittings we offer:

#### BATHROOM

Acrylic bathtub, approx. 170 × 75 cm, white

Wall-mounted single-lever taps, chrome-plated, including a shower set with hose

Acrylic shower tray, approx. 90 × 90 cm, shallow, white

Wall-mounted shower fitting, chrome plated, including a shower set with hose

Real glass shower partition with a swing door and fixed side section

Large porcelain washstand, approx. 65 cm wide, white

Single-lever mixer tap, chrome plated

Wall-mounted toilet, white

The fixtures and fittings we offer:

#### SHOWER ROOM (if included in floor plan)

Acrylic shower tray, approx. ca. 90 × 90 cm, shallow, white

Wall-mounted shower fitting, chrome plated, including a shower set with hose

Real glass shower partition with a swing door and fixed side section

Large porcelain washstand, approx. 65 cm wide, white (where possible)

Single-lever mixer tap, chrome plated

Wall-mounted toilet, white

#### TOILET (if included in floor plan)

Hand-washing sink, approx. 45 cm wide, white

Single-lever mixer tap, chrome plated

Wall-mounted toilet, white



#### TAPS AND OTHER FITTINGS FROM MAJOR BRANDS

At Hanse Haus, you can select your fixtures and fittings from a wide range of different styles and brands. We have plenty on offer – why not choose a series like the O.novo (Villeroy & Boch), D-Code (Duravit), Renova (Keramag) or Eurovit Plus (Ideal Standard)? If it's taps or shower sets you're after, you could go with Eurostyle C, Concetto (Grohe), Talis S, Focus (Hansgrohe), CeraPlan III (Ideal Standard) or Hansapolo (Hansa).

Come and nose around our Sample Centre. We've got loads of interiors and bathrooms on show, all kitted out with optional furniture to offer extra inspiration. And if you should need advice, we're happy to help.

## 12 | ELECTRICS AND WIRING

As standard, all our houses come with wiring and electrics fully installed, meeting the relevant BS 767 standard. We use premium switches and surrounds manufactured by Gira.

On request, we can prepare for a comprehensive alarm system or CCTV system to keep your home secure.

### What you need to do (for the electrics):

- Arrange and install a meter (including all necessary components)
- Lay conduit and cabling from the mains connection (including excavation work) to the meter (outside the house)
- Connect the underground cable to the meter
- Temporarily provide two checked double sockets

### What you need to do (for telecommunications):

- Arrange and install the external telephone cable, including the junction box
- Deliver, install and connect up the telephone master socket (in the plant, utility room or loft)
- Organise and install a telephone system through a UK company



## 12.1 | Standard electrical installation

### Standard electrical installation:

We'll install and wire a fuse box for residential buildings with a ground-fault circuit interrupter, in accordance with local regulations (positioned in plant or utility room).

We'll lay cabling between the fuse box (in the plant room) and the meter (outside the house).

The installation will be carried out by qualified professionals in accordance with local regulations.

### Electrical pre-installation:

Distribution board sized for property, with two spare switches.

Fuse box includes 12 to 15 light circuits and one cooker circuit (depending on house size and arrangement of rooms).

Clients can choose the locations of switches and sockets, with expert advice from Hanse Haus.

Ceiling outlets consist of spurs and junction boxes.

All house external lighting outlets come with an ISO-compliant junction box.

Switches, plugs and matching surrounds from our current UK range.

- All sockets switchable

## 12.2 | Electrical provision by room

When you chat to your fittings consultant, you can decide where the sockets, switches and other electrical connections should go in each room.

It's pretty straightforward: just go through the rooms in your mind and think about where you might need the various connection points. Then we'll sort out the exact placement and have them professionally installed using branded products of your choice from companies such as Gira.

### The fixed price allows for the following:

#### ENTRANCE HALL

- 1 light switch (inside) with 1 wall lighting outlet (outside)
- 1 bell push (outside beside the entrance door); bell unit is located in a room of your choice on the ground floor.
- 1 single socket

#### HALL

- 1 cross circuit with 4 push buttons for 1 lighting outlet
- 2 double sockets
- 1 smoke detector (with internal battery connected in parallel to mainsupply)

#### VESTIBULE<sup>1)</sup>

- 1 two-way circuit with 1 lighting outlet
- 2 double sockets
- 4 downlights as selected from the sample range

#### LANDING<sup>1)</sup>

- 1 cross circuit with 1 lighting outlet
- 2 double sockets
- 1 smoke detector (with internal battery connected in parallel to mainsupply)

### HANSE HAUS: THE TURNKEY SERVICE

- ✓ We drill the holes for electrical fittings and wiring in our factory, so we can position them exactly
- ✓ Cable channels in the timber frames mean you can always add more wiring later
- ✓ Airtight back boxes prevent loss of warm air

#### LIVING/DINING ROOM

- 1 series circuit with 2 lighting outlets
- 6 double sockets
- 1 phone outlet taken to utility room
- 1 TV connection point with 2 digital-grade coaxial cables taken to utility room
- 1 smoke detector (with internal battery connected in parallel to mainsupply)

#### BEDROOM, STUDY<sup>1)</sup>

- 1 light switch with one lighting outlet
- 3 double sockets
- 1 TV connection point with 2 digital-grade coaxial cables taken to utility room

#### MASTER BEDROOM

- 1 cross circuit with 1 lighting outlet
- 4 double sockets
- 1 TV connection point with 2 digital-grade coaxial cables taken to utility room

<sup>1)</sup> If included in house design.



## 13 | ADDITIONAL DWELLING UNITS

### Houses with self-contained annexes and semi-detached houses

If you're designing a house with an annex or a semi-detached house (as specified in the preconstruction plans your architect draws up), there are a few extra things we need to do to ensure better soundproofing and protection against fire. All of the changes we make will comply with local building regulations (e.g. partition walls, soundproofed ceilings), so you can be sure your property meets the requirements and that everyone involved can enjoy the same level of comfort in their home.

Adding a self-contained annex to your Hanse Haus places additional demands on the wiring and heating system. To be on the safe side, we include the following services as standard for each annex:

- A separate front door with a cylinder lock and drop seal
- Separate hot- and cold-water meters, making it easy to work out individual usage
- A heat meter integrated into the heating system, so you can calculate exactly what your heating costs are
- An extended heating system and/or service water tank, where necessary
- An additional doorbell system
- Additional wiring, depending on how the rooms will be used
- Each annex fitted with a ventilation system

#### KITCHEN

- 1 two-way circuit with 6 downlights as selected from our sample range
- 4 double sockets
- 1 cooker supply with switch spur and socket
- 1 cooker hood connection with switch spur and socket
- 1 dishwasher connection with switch spur and socket
- 1 fridge connection with switch spur and socket
- 1 heat alarm (with internal battery connected in parallel to mains supply and networked with other alarms)

#### UTILITY ROOM<sup>1)</sup>

- 1 light switch with 1 lighting outlet
- 2 double sockets
- 1 washing machine supply with switch spur and socket
- 1 tumble dryer supply with switch spur and socket
- 1 carbon dioxide detector (with internal battery connected in parallel to mains supply)<sup>2)</sup>

#### BATHROOM

- 1 two-way circuit with 4 downlights as selected from our sample range
- 1 towel radiator connection with spur switch
- 1 shaver double socket

#### EN SUITE<sup>1)</sup>

- 1 series circuit with 3 downlights as selected from our sample range
- 1 towel radiator connection with spur switch
- 1 shaver double socket

#### GUEST BATHROOM<sup>1)</sup>

- 1 light switch with 3 downlights as selected from our sample range
- 1 shaver double socket

#### DRESSING ROOM<sup>1)</sup>

- 1 light switch with 1 lighting outlet
- 2 double sockets

#### STAIRWAY<sup>1)</sup>

- 1 two-way switch with 1 lighting outlet

#### STORAGE ROOM<sup>1)</sup>

- 1 light switch with 1 lighting outlet
- 1 single socket

#### TERRACE, BALCONY, LOGGIA<sup>1)</sup>

- 1 light switch (inside) with 1 wall lighting outlet (outside)
- 1 external socket (outside) with 1 switch (inside)

<sup>1)</sup> If included in house design.  
<sup>2)</sup> If choosing a gas boiler heating system.



## About our scope of service, and further technical information

- The primary basis for Hanse Haus' scope of service (in terms of the fittings in particular) are the building and fittings specifications, the implementation plans drawn up by Hanse Haus (1:50 scale) and the associated production report, as well as the terms of the contract.
- Services beyond those laid out in the building specifications and fittings documents are considered additional or special services, which may arise due to local conditions or special requests. These services, if undertaken by Hanse Haus, will be set out in a separate agreement of costs and services.
- The Hanse Haus building and fittings specifications described above reflect the latest technology and standard building regulations. They are subject to change where required by technological advancement, assuming this does not represent a reduction in quality.
- Certain materials used in construction, including natural stones or woods, are natural products, so there may be variation in colour, structure and surface finish. Differences in colour due to the product or production process are not considered defects under the warranty. The same is true for hairline cracks in surfaces that do not constitute structural damage. Render (particularly darker colours) may mottle over the course of a day, producing variations in shade.
- Several illustrations depict services/fittings that are available at an additional cost.
- The cost of conversions and annexes added to existing buildings will be calculated separately.
- If your local authority has any requirements that deviate from those set out in this document, or if additional structural tests necessitate extra costs, these must be arranged separately.
- The right to make technical and structural modifications, which serve the purpose of technical development and help to improve performance, is expressly reserved.

### General information/prerequisites for heating, ventilation and housing technology systems:

- In order to install these systems, the utility room must be a certain size. Please be aware of this when designing the floor plan.
- It may be possible to hear ventilation and heat pump systems in neighbouring rooms. For this reason, we recommend not situating rooms that need to be quiet (e.g. bedrooms) immediately beside or above the utility room.
- It is assumed that the house will be heated primarily through underfloor heating.
- Nothing should be planted or built within a two-metre radius of the air vents that are part of the ventilation system.
- Heating, ventilation and housing technology systems must be installed inside the building envelope.
- Heating, ventilation and housing technology systems that deviate from the standard scope of service described in this document (the standard heating installation, heating and ventilation installation) will incur additional costs.
- The plant room will be situated either on the ground floor or the basement level.

### Specific requirements for solar thermal systems:

- A sufficiently large roof surface (ideally south facing).
- Solar panels are optimally effective at an angle of approx. 35 to 45 degrees.
- Installations on pitched or flat roofs must be supported independently. Cost resulting from additionally required mountings or structural reinforcement is to be borne by the client.

### Specific requirements for a photovoltaic system:

- A sufficiently large roof surface (ideally south facing).
- Photovoltaic panels are optimally effective at an angle of approx. 35 to 45 degrees.
- Installations on pitched or flat roofs must be supported independently. Cost resulting from additionally required mountings or structural reinforcement is to be borne by the client.

### SERVICES TO BE UNDERTAKEN BY CLIENT

- House design and planning permission
- Construction of floor slab/basement
- Design and installation of kitchen

### PHOTO CREDITS

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 Fotografien:  
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All details and information  
as of 04/2022.  
Subject to alteration.

