

Data Sheet - Ordering & Guidance

CSTB3

The ordering, quotation and manufacture of Architectural Cast Stone is more complex than for simpler building products such as bricks or blocks, and customers need to be aware of the procedures and timescale involved in production of such items. Therefore, we have detailed below the Cast Stone administrative system which is designed to ensure that products are quoted, manufactured and delivered to the correct specification.

Concrete products are manufactured in accordance with the Customer component details. The Customer may undertake the design and detailing of the units or Marshalls will undertake this work at terms and conditions to be agreed. In the absence of Customer details then Marshalls will supply materials to the nearest interpretation of the Customer's requirements.

Samples which are supplied are intended to be representative of the finished colour and texture.

However, due to different manufacturing techniques there may be a slight difference between the samples and the actual units. The Company uses its best endeavours to ensure compatibility between samples and production units but slight differences may occur from time to time. All samples are supplied in good faith as being representative of product manufactured from naturally occurring raw materials and as such may vary in colour from time to time. Consequently we are unable to guarantee total consistency in colour and finish of components throughout a project.

Our sales staff are available to liaise with specifiers and designers at the design stage to make recommendations on the use and application of Architectural Cast Stone.

ENQUIRIES

In order to process an enquiry quickly and accurately our estimators need certain information. A brief checklist of requirements would be:

- Details of opening sizes for windows and doors, preferably from a schedule as opposed to us having to scale off drawings
- The external wall construction, e.g. facing brick, block or render, natural stone. The external wall thickness affects the thickness of cills and heads
- Other preferred dimensions e.g. heights of heads, jambs etc.
- Preferred quoin shape and dimensions
- Location of cills in relation to openings e.g. are the cills to be set back to the inner leaf? A typical detail in Scotland
- Preferred colour
- Anything specific that needs to be drawn to our attention
- Special details etc.

Ideally a full set of detailed dimensional plans and elevations should be submitted. It is very difficult to work from photocopies, fax copies or reduced sections of whole scale drawings.

Our sales staff and estimating offices can assist customers either over the phone or by personal visit in the preparation of this data but Marshalls will not be responsible for taking off quantities or nominating sizes on specific projects.

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TIMESCALE

Unless purchasing stock items then the delivery period for Cast Stone can typically be anywhere from four weeks upwards.

A more detailed analysis of this timescale is shown below. Most reputable companies, like UKCSA members, will follow similar procedures. Customers should be wary of using companies or products that claim a faster delivery period, especially on bespoke items because the time required for adequate curing of the product.

Based on the information available, our timescale from receipt of order with full and final details and approval of drawings is given in our written quotation. Our production programme is based on the workload at the time of quotation and may fluctuate depending on the particular circumstances at the time the order is placed.

QUOTATION

Enquiries will normally be processed via our Cast Stone Technical Sales Offices. Any enquiries can be submitted to our Regional Brick Sales Offices who will forward them for quotation. Detailing can only take place from fully dimensional drawings and our quotation and production will be based on this information. We are unable to prepare detailed drawings when insufficient information is provided by the customer. Once a quotation has been raised, then customers should note the following issues.

- Stooled Cills will normally be referred to as the opening size plus stooling to give the overall size. Slip cills will be designed to fit in between openings
- Cills greater than 1500mm will generally be quoted in two pieces as per the British Standard. If required in one piece then the customer must indemnify Marshalls that the units are outside the B.S. Maximum lengths of cills are dependent on section, size, slenderness ratio and weight
- Prices are based on the nominated sizes. They cannot be pro rata increased or decreased
- Thresholds are normally wet cast and certain quoins and ashlar are machine made. In these instances units may be a slightly different shade and texture to normal cast units
- Heads are cast as non-structural, decorative feature units which are self supporting and designed to carry only their own weight. They should be used in conjunction with a steel lintel placed either above or below the Cast Stone unit
- If the units required are bespoke and specific moulds are needed then the cost of that mould is normally written off over that enquiry. It is therefore sometimes more economic to modify the designs to utilise existing moulds
- Pallets are included in the price but are credited on safe return. Only Marshalls pallets will be accepted
- In certain instances, and where thought appropriate, the Company will quote based on our normal mould sizes and forms. These will be deemed to be equivalent to the specific items requested.
- We are unable to change any aspects of the components described in our quotation without written instructions from the Customer. A written instruction carries with it an implication of agreement to costs and/or programme adjustment

Part of the cost incorporated into a quotation includes a certain element of time for design, detailing and scheduling of the units. Should that time be exceeded due to significant customer changes or an order is cancelled due to customer instructions then Marshalls reserve the right to levy a charge for that design time.

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STRUCTURAL HEADS

As described above, heads or lintels are non-load-bearing. If structural heads are required, then the customer has a number of options:

1. A steel lintel which exceeds the length of the Cast Stone lintel, and is supported on the adjacent masonry can be used to support any superimposed load. Some form of flexible packer is recommended to be placed between the two lintel units.
2. Structural Cast Stone heads can be manufactured upon receipt of a satisfactory reinforcing cage design from the client's engineer.

The engineer would normally be aware of the loads the heads are intended to carry.

Marshalls will supply details of the concrete strength and design used in their products in order that satisfactory design can be calculated. Customers should be aware that it is not possible to manufacture structural heads which are only 140mm x 100mm in sections.

MANUFACTURING AND APPROVAL PROCEDURE

The total time for delivery can be affected by some of the following factors. Customers should be aware that any delivery periods originally quoted at enquiry can be influenced by these factors.

- All our quotations are based on the Company working a standard week. Any additions or variations which involve us increasing production over the original agreed programme which require overtime working, extra resources or extra moulds will be charged at the appropriate rate
- If bespoke units are involved, then our estimators have to obtain a mould price before the quotation can be generated.
- Once all information is available then we would normally expect to issue a quotation within two to five working days
- If a quotation is acceptable, then in certain instances and specifically for bespoke contracts, a set of drawings will be issued for approval.
- These show working drawings of the individual components and assemblies. These approval documents must be checked and signed by the customer before production can commence. If an order is placed through a merchant then it is strongly recommended that the ultimate user signs the approval drawings. The timescale on a project being entered into on production schedule is therefore dependent on the speed that the signed approvals are returned
- Once approval is received then moulds can be ordered. Again depending on the complexity of the project, this may take anywhere between two days and two weeks, hence the benefits in designing or utilising standard mould types. If production has commenced then any change in specifications which results in modifications or alterations to mould will be charged for
- Commencement of production obviously depends on the workload in the factory at any one time and orders will normally be processed in order received sequence. The time taken to manufacture depends on the number of units that can be cast per day. This can range from one or two per day
- For complex units, up to 150 per day for machine made components such as quoins or ashlar blocks. Each works is different and casting volumes can vary
- Adequate and correct curing of product is essential. The UKCSA standard requires a minimum curing period of two weeks. In certain instances, if a customer requires products earlier than this and it is available, the customer must indemnify Marshalls against any damage or shrinkage cracking

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PACKAGING AND DELIVERY

Cast Stone products are packed on wooden pallets with adequate resilient material in between each unit. Each pallet is shrink-wrapped and contains detailed notes in the pack of the contents. Pallet size can vary depending on the component size.

Please note that pallets are charged for and will be credited on safe return to any of our Cast Stone factories. Only Marshalls pallets are acceptable for return and it is the customer's responsibility to return pallets.

Marshalls produce additional Technical Bulletins which cover all aspects of Health and Safety/Product Hazard and Site Practice and Handling.
