



ADVICE + GUIDANCE

Product Inspection

All bricks should be carefully inspected for defects or damage upon delivery and prior to being built. AG deem up to 5% (the industry norm) can be expected during transport and site handling - these can be used for cuts and detailing. Above 5% should be set aside for inspection by an AG representative.

Colour blending

All products are manufactured from natural materials and although we strive to provide consistency of colour, variation may occur in the manufacturing process - this applies to all concrete products within the industry.

When purchasing products AG recommend that packs are selected from the same manufacturing DOP (date of production). Products should then be mixed on site from a minimum of 3 packs, within each delivery, to help reduce the effect of banding. Example: When building a one-off unit, it is recommended that the products used solely for this unit are selected from the same DOP (or as close as possible).

NB. products which have been installed for a period of time will weather naturally, so the colour of any new products when compared will inevitably vary.

Efflorescence

The most common form of efflorescence on brick is a result of Soluble Salt, which is not present in the AG brick range, when built in accordance with the relevant British Standard and NHBC technical guidelines.

NB. As these products contain cement they may suffer from the temporary phenomenon of efflorescence. This is in no way detrimental to their performance characteristics and is common in all good quality products with a high cement content. Time should be given for all products to weather in, when they will at this stage look their best.

Installation

All products should be installed in accordance with the latest British Standard and NHBC technical guidelines.

Ordering

Minimum order quantities are required for certain colours and sizes. Before placing an order, please speak to one of our sales team members – they'll be happy to advise on this and any other product questions you may have.

Please check measurements carefully before ordering to avoid wastage. Ensure you accurately measure the area on site, as dimensions taken from a project plan can vary significantly from the final layout.

AG operate a no returns policy. This does not affect your statutory rights.

Questions + Complaints

If you have any queries or complaints please contact our Dungannon Sales office on 0121 747 0202 in UK and on +44 (0)28 8778 420 in Ireland.