Technical Information

Product Inspection
All products should be carefully inspected for defects or damage upon delivery and prior to being installed. Delivery documentation is required to be signed and should include a record of such defects, which will need to be notified to an AG Sales representative within five working days of delivery.

AG are BS EN ISO 9001:2014 registered and use an integrated quality management system.

Colour Blending
All products are manufactured from natural materials. Although we strive to provide consistency of colour, slight colour variations are inevitable with all concrete product manufacturing processes.

When purchasing products, AG recommend that packs are selected from the same date of production (DOP). Products should then be mixed on site from a minimum of three packs to help reduce the effect of banding.

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

Efflorescence
Efflorescence is a white crystalline deposit that can occur naturally on the surface of all concrete materials. AG use market leading technologies to significantly reduce the frequency and occurrence of efflorescence but these cannot totally prevent the phenomenon in all instances.

Where it does occur, efflorescence may mask the colour of the product for a period of time but this tends to gradually weather off naturally with rainfall given time. AG will not replace products affected by efflorescence.

AG recommend that customers ensure that packs of products which have had their packaging removed should be recovered to prevent secondary efflorescence.

Waste
AG recommend that customers can expect that up to 5% of delivered product may be damaged due to loading, unloading, transport and site handling. Any product damaged should be set aside and reused for cutting or detailing and AG will not be held liable for such waste.

Where the customer experiences waste of greater than 5% of the total quantity ordered, an AG Sales Representative should be informed without delay.

AG recommend that customers ensure that their contractor accurately measures the area on site before ordering products. Dimensions taken from a product plan can vary significantly from the final layout. When ordering, customers should allow for an additional 5% to cater for cutting, detailing and acceptable waste.

Installation
AG recommend that all products should be installed in accordance with the latest and relevant British or European Standard.

Health + Safety
Care must be taken when handling / working with individual products to avoid risk of injury from manual handling, sharp edges, abrasive texture and dust fragments. Inhalation of any dust produced from aggregates must be avoided. Protective clothing must be worn and is activity dependent.

Further information may be obtained by contacting AG or the HSE/HSWA.

Visit our website for Health + Safety information for our Anchor segmental retaining walls.

Capping Blocks
Adhesive is required for fixing caps and partial units. For advice on Capping Blocks, please contact AG.

NB: The recommended adhesive for fixing caps and partial units is Montagefix, which is available from AG.

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 will be happy to advise on this and any other product questions you may have.

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 Sales office on +44 (0) 121 747 0202 in UK and (+44) (0)28 8778 8112 in Ireland.

All information contained in this brochure is correct at the time of going to print. We recommend that you contact our sales staff for further information at the design stage of your project for the most up-to-date information. AG reserves the right to discontinue products if necessary. The colours shown in this literature are as accurate as the printing process will allow. WHSt every effort is made to match colours and represent textures, we recommend that colours and textures are chosen from actual samples of the products.

MAINTENANCE

General Dirt / Staining
Clean using a stiff brush, mild detergent and hot water rinsing with a low pressure hose.

Remedial Work
As with any type of remedial work, this should be tested on a small area which is not easily seen (in accordance with the manufacturer’s instructions), so that it can be assessed before carrying out work on a large area.

Remedial cleaning procedures may affect the final appearance of the masonry. For your safety, make sure you use appropriate PPE.

Power Washing
Using a power hose is not recommended as it may damage the surface of the product and encourages algae vegetation growth.

Graffiti
It’s best to take preventative measures if graffiti is likely to occur. Anti-graffiti systems are available. These consist of a protective sacrificial coating on the masonry which acts as a barrier against the adhesion of the graffiti.

Lichen, Moss + Algae
This should be treated with an appropriate proprietary weed killer applied with a low pressure sprayer, used in accordance with the manufacturer’s instructions.

ADVICE + GUIDANCE

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