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Heritage Clay Tiles Ltd

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Q & A

Frequently Asked Questions...

www.heritagetiles.co.uk



Q: WHO ARE HERITAGE CLAY TILES LTD?

A: Heritage Clay Tiles Ltd are the UK's leading supplier and manufacturer of traditional handmade clay roof tiles, handcrafted clay roof tiles and Kent peg tiles. We pride ourselves on our high-quality product range, manufactured using traditional skills, coupled with modern kiln technology.

Q: HOW MANY PRODUCTS DO YOU SELL IN A YEAR?

A: Average yearly pieces sold: 6.5 million. This is a combination of all products.

Q: DO YOU OFFER A SAMPLE SERVICE?

A: Yes, we can supply samples free of charge. We feel its very important to see physical samples prior to ordering. Generally, your local planning authority will need to see materials as part of your conditions of building. Samples can be hand delivered by one of our knowledgeable sales managers, or by next day courier service.

Q: WHERE CAN I PURCHASE YOUR PRODUCTS?

A: Our products can be purchased directly through ourselves or through your local roofing / builders merchants. For your nearest supplier, please contact our sales office.

Q: ARE YOUR PRODUCTS GUARANTEED?

A: Yes, our products carry a 50-year factory guarantee, giving peace of mind for the homeowner and your investment.



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Q: DO YOUR PRODUCTS CARRY THE RELEVANT CE MARK?

A: Yes, all our products conform to British Standards (BSEN1304: 2013) and carry the CE Mark. (Copy available to download from our website).

Q: ARE YOUR PRODUCTS TESTED?

A: Yes, we run a stringent internal testing schedule at our factory which is headed by our quality assurance managers. We also test our tiles independently at Lucideon (UKAS Approved) for the following

- Determination of Flexural Strength (BS EN 538: 1994: Clay Roofing Tiles for Discontinuous Laying)
- Determination of Impermeability (BSEN 539-1:2005 Method 2 & BSEN 1304:2005)
- Determination of Frost Resistance (Test Method EN 539-2:2013)
Our most recent independent test results can be viewed on our website

Q: WHAT DOES YOUR RANGE OF PRODUCTS CONSIST OF?

A: We have four key ranges; Classic Handmade and Clayhall Handcrafted & Conservation Range along with our Kent peg tiles.

The **Classic range** consists of 3 core colours

Classic Georgian
Edwardian
Victorian



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Our **Clayhall range** consists of 3 core colours and 2 pre blended mixes

Red Blend

Medium Blend

Dark Blend

Hamlet Mix (Pre Blended)

Birchwood Mix (Pre Blended)

Conservation Range consists of 4 colours

Red, Dark, Weathered & Brown

Our Kent Peg tile comes in a singular colour called Traditional.

Q: WHAT IS THE MINIMUM PITCH YOUR PLAIN TILES CAN BE INSTALLED AT?

A: Our Classic handmade range can be installed at a minimum pitch of 35 degrees. Our Clayhall handcrafted range can be installed at a minimum pitch of 30 degrees. Our Kent peg tiles can be installed at a minimum pitch of 40 degrees.

Q: WHAT ARE THE DIMENSIONS OF YOUR PLAIN TILES?

A: Our Classic handmade and Clayhall handcrafted are 265mmx165mm (10.5x6.5inches) giving 60 tiles per sqm (53 per sqm for Vertical tiling). Our Kent peg tiles are (10x6inches)

Q: HOW MANY TILES PER PALLET?

A: Pallet sizes below (Classic & Clayhall ranges)

PLAIN TILES	1,000
EAVE TILES	1,400
GABLES (TILE & HALVES)	594
FITTINGS	VARY



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Q: DO YOU SPLIT PALLETS TO OUR REQUIRED QUANTITIES?

A: Yes, please contact our office with your required quantities. If you are unsure, we offer an estimation service, all you need to do is supply your drawings (PDF Format) and we will do the rest for you. Please note, these are used for guidance only and we ask that you check with your contractor prior to ordering as we accept no liability of the accuracy of these figures.

Q: HOW LONG DOES IT TAKE FOR GOODS TO BE DELIVERED?

A: From place of order, 3-5 working days (availability permitting). The more notice given, the better, allowing all parties to be ready for tradesmen on site.

Q: OUR SITE IS VERY TIGHT, IS THIS AN ISSUE?

A: We have access to a wide variety of vehicles ranging from rigid lorries with crane offload facility, wagon and drag for tight access but larger quantities of tiles, moffett (fork lift) offloading along with utilising our network of supplier's vehicles including cabstars and 7.5 ton trucks.

Q: DO YOU ACCEPT RETURNS?

A: Yes, only FULL unopened pallets. A 25% re-stocking charge will apply. (Haulage costs charged to the customer). We must reiterate, prior to ordering, please make sure you have checked, and double checked your quantities are correct.



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