



Heritage Clay Tiles Ltd

Yesterdays Traditions Todays Choices Tomorrows Heritage

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: 4.2 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 it's 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 (BS EN 1304: 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 (BS EN 539-1:2005 Method 2 & BS EN 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: Our key ranges are; Classic & Conservation Handmade and Clayhall Handcrafted, along with our Kent peg tiles.

The Classic Range consists of one colour: **Classic Edwardian**

The **Conservation range** consists of 3 colours

**Weathered
Red
Dark**



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

Red Blend

Medium Blend

Dark Blend

Hamlet Mix (Pre Blended)

Birchwood Mix (Pre Blended)

Our Kent Peg tile comes in Conservation Dark Colour.

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

A: Our Conservation, Classic handmade and Clayhall handcrafted range can be installed at a minimum pitch of 35 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 & Conservation ranges)

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



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A: Pallet sizes below (Clayhall Range)

PLAIN TILES	1,200
EAVES	1740
GABLES	648

Fittings in all ranges:

Bonnet Hips	200
Valleys	250
Half Round Ridge	240
Hogs back Ridge	432
Ext Angles LH/RH	500

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, 5-7 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 utilizing our network of supplier's vehicles including 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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