

FAQ's Readymix

Your frequently asked questions



Frequently asked questions - Readymix

1. **How many days before delivery do I place the order?**

Generally 3-4 days, however, this can vary from region to region and also in times of high demand. Confirmation of available delivery dates may be obtained at the time of placing the order, from one of our Contact Centre Agents. We work on a first come, first served basis.

2. **How much discount do I get for paying you cash? (COD)**

Any discounts would be included in our quoted price and therefore no further discount would be given for cash. Should you purchase our product on a regular basis, we would recommend that you open a trading account whereby we can offer trading terms of net for 30 days settlement from date of statement (subject to credit acceptance).

3. **Why do you deliver varying load sizes making it difficult for customers to avoid paying part load charges?**

With a fleet of approximately 200 vehicles of which 80% consist of LOD's (Lorry Owner Drivers), it is inevitable that the truck type and size will vary. However, we have currently embarked on a standardisation programme and have recommended that our LOD's only purchase Mercedes Benz Atego's that can legally carry 6 m³. This will not happen overnight, and in the meantime we kindly

request that you order minimum loads on a final and believe that any excess could be accommodated on site with proper planning. This will help reduce part load charges and assist our LOD's in maintaining safe and reliable vehicles resulting in an improved service to our customers.

4. **Why does no one respond when customers write notes on pump sheets?**

We appreciate constructive feedback and should you furnish specific details of the issue we will happily respond timeously. We continually conduct independent research with our customers to measure service levels, and any recurring occurrences should be highlighted during this survey.

5. **Why can I not have one person to take my orders, it is frustrating speaking to different people and having to repeat the same story?**

We appreciate that our customers tend to build relationships with certain Contact Centre Agents. However, the purpose of our call centre is for all our highly trained personnel to respond to standard requests both efficiently and professionally. With the sophisticated system in place the call is directed to the first available operator, thereby eliminating unnecessary delays.

6. What is the size of your trucks for access purposes (width & length)?

We require a minimum clearance 3,5 m wide and 4,5 m in height to enable our truck to access your site as well as a stable base on which the trucks can drive, clear of trees and other obstructions.

7. Test cube results and procedure – how to go about getting it done?

AfriSam Readymix is an ISO 9001 certified company and randomly samples concrete for our own quality control procedures. Should your concrete form part of this sample we would be prepared to forward the results. Should you require a higher frequency of sampling, please consider Concrete Testing Services who will advise you of their rates.

8. How can I protect my mortar?

Any watertight container can be used to store mortar, alternatively, plastic sheeting is used by numerous contractors to protect the mortar. It is not recommended that additional water be added, as this may negatively affect the concrete properties.

9. How do you calculate the volume of concrete needed?

This can be calculated by measuring the length multiplied by the width and then multiplied by the height of the area. This will then calculate the volume in cubic

metres, however, an allowance of approximately 5% must be allowed for wastage when pouring.

10. Geographical supply areas – where do you not supply to?

AfriSam Readymix have supply plants throughout all the major centres in South Africa, namely Gauteng (including Mpumalanga and North West, Vereeniging and Vaal), KwaZulu-Natal and Western Cape. Since Readymix is a product that is transport sensitive we have optimal delivery zones within each region, this may be established by phoning the regional office with your exact delivery location (see the AfriSam website under Readymix locations).

11. Where can I get a contact list of the names and numbers of the relevant supply chain personnel per region?

These details can be made available at the time of order in the form of a Customer Information Index, which is available by fax or email, alternatively a concrete planning board can be delivered to site by one of our representatives.

12. How many price increases are there normally per year? (Other than fuel, vat etc ...)

This is dependent on the market, the standard is two price increases, one on the first of January and the other on the first of July each year.

13. Where can I find information of various pump sizes and application without having a site inspection?

Please refer to our pumping literature that we can either fax, post or email to you, however, should you require a site inspection, please contact our Pumping Manager (alternatively refer to the AfriSam website).

14. Why is your concrete sometimes late?

Due to the nature of our product, we are unable to buy back any lost time and this occurs daily when contractors keep trucks on site for longer periods than was agreed and scheduled. Traffic, plant and truck breakdowns, stock-outs and power failures are just some of the reasons for this, however, we professionally plan each day and are committed to executing the plan.

15. Can you supply additional chutes with the concrete?

Yes, up to a maximum distance of 3 metres.

16. Why are competitors sometimes cheaper than you?

Transport plays a significant part in our price and it is possible that the competitor supply plant is situated closer to your site than ours. All our concrete is manufactured in ISO 9001 certified plants, which means strict policies and procedures are adhered to, ensuring quality products.

17. Do you do COD's? Can you send the concrete and I will pay as soon as it gets to site?

Unfortunately, our company policy is EFT or cash deposit before delivery. With electronic or cash deposits, the bank statement must reflect the funds before your order will be dispatched, therefore please allow approximately 48 hours after payment before delivery can take place.

18. Can we collect concrete?

Yes, if you have a suitable vehicle that can be accommodated at our supply plants. Once the concrete has been batched into your vehicle, AfriSam is no longer responsible for the concrete.

19. What mix of concrete should I use on this project?

Please indicate whether it is residential or non-residential application. Refer to the application information leaflet - residential/non-residential. Alternatively, refer to the AfriSam website.

20. Do you have mix designs?

We do have basic mix designs per application e.g. foundations, floors etc. as per AfriSam brochures (also available on the AfriSam website) or C&CI brochures; however, should you require a tailor made mix design we can get our Technical Department to contact you.

21. What size loads do you send out?

We can send in one cubic metre

increments from a minimum of 1 m³ up to a maximum of 6 m³. This is dependent on the vehicle fleet within the region and the road legislation, some areas are only permitted to carry a maximum of 5 m³. Should you order any quantity less than 4 m³, you will, nevertheless, be charged the transport portion to a minimum of 4 m³. This is to protect our LOD interests.

22. Do I need reinforcing on this floor?

Please consult with your resident Engineer, alternatively contact C&CI who will guide you or advise a rate for inspecting the site.

23. Should I put plastic under the concrete?

Please consult with your resident Engineer, alternatively contact C&CI who will guide you or advise a rate for inspecting the site. However, we believe it is advisable to use a waterproofing membrane on a surface bed.

24. If I use a higher strength concrete, can I strip the shutters quicker?

At the time of placing your order, please indicate your strength and time requirements and our Technical Department can provide historical data to assist. They could also recommend an alternate mix which may meet your requirements.

25. Where do I place my order, to whom do I speak?

You may place your order by dialling

one of the following regional offices, where one of our highly trained Contact Centre Agents will assist.

Gauteng: 0860 200 500

KwaZulu-Natal: 0800 313 151

Western Cape: 0860 009 114

26. Will the trucks damage my paving?

Residential brick paving may be damaged and we do not advise that our vehicles drive on this surface. The LOD will be best to advise on seeing your site. He will advise you but should you wish him to enter your property you may instruct him to do so, but at your own risk.

27. If I have concrete left over, will AfriSam credit me? Can I return this unused concrete?

AfriSam will not credit you unless they are able to divert the load. Should you wish to return concrete there will be a cartage charge for the amount returned. This will be explained and endorsed on your waybill. We would therefore prefer that you find a place on site to discharge as returned concrete is an environmental problem and cannot be used.

28. How long do I have to discharge the truck?

We have a target discharge rate of 4 minutes per cube. A maximum of 9 min per cube / 45 min for a 5 m³ load is allowed. Should you require additional time please say so at the time of placing the

order in order for us to correctly schedule your loads and explain our demurrage charges to you.

29. If I have a breakdown or a problem on site, how do I cancel my remaining deliveries and will I be charged anything?

If AfriSam hasn't already loaded the trucks, these can be put on hold until such time as you instruct us to continue. However, if a truck is already loaded and cannot be redirected to another site requiring the same mix, you will be liable to pay for the full amount per cubic metre.

30. I cannot use the concrete that is on its way, can you redirect it to another site?

If we can send the truck to another site that requires a similar mix, you will only pay the transport cost plus the cost of diverting. However, if we are unable to do this you will be liable to pay for the full amount.

31. How many trucks will I need for my order of (x) m³?

We work in cubic metres and this can be calculated by measuring the length multiplied by the width and then multiplied by the height of the area. This will then calculate the volume in cubic metres, however, an allowance of approximately 5% must be allowed for wastage when pouring. Take this total volume and divide it by 5 m³ to give you an idea of the number of trucks that will be required to complete your pour (ie. $30 \text{ m}^3 / 5 \text{ m}^3 = 6$ trucks).

32. How deep must I dig the foundations?

Since that is dependent on the structure you are building, please consult with your resident Engineer, alternatively contact C&CI who will guide you or advise a rate for inspecting the site, or see NHBRC guideline document.

33. Do you supply pumps?

Yes, we have a range of pumps with various boom lengths to cover most construction requirements. Please refer to our pumping literature that we can fax, post or email to you (also available on the AfriSam website). Should you require a site inspection, please contact our Pumping Manager. A list of fees is available on request.

34. Can I order directly at the plant, or do I have to phone the sales office?

All orders must be placed at our central ordering in the region. This allows us the best utilisation of AfriSam plants, trucks and pumps.

Gauteng:	0860 200 500
KwaZulu-Natal:	0800 313 151
Western Cape:	0860 009 114

35. Can I speak directly to the batcher at the plant?

Unfortunately not. This only interferes with his function of batching concrete and results in late deliveries. Any communication must be directed to the regional sales office where one of our highly trained Contact Centre Agents will assist.

AfriSam Customer Service
PO Box 6367
Weltevredenpark 1715
South Africa
Phone: 0860 141 141
email: customer.service@za.afrisam.com
www.afrisam.com

Readymix Plant Locations

Gauteng

Alrode
Eikenhof
Ferro
Jukskei
Kwagga
Kya Sands
Nancefield
Olifantsfontein
Roodekrans
Rosslyn
Scoop
Spartan
Technikon
Vanderbijlpark
Vereeniging
Wadeville
Wynberg

Mpumalanga

Evander
Middelburg
Witbank
Ogies

NorthWest

Brits
Marikana
Rustenburg

KwaZulu-Natal

Coedmore
Ladysmith
Newcastle
Ottawa
Mngeni
Isipingo

Western Cape

Bellville
City
Peninsula
Philippi

Botswana

Gaborone

Contact the regional office in your area
for Sales or Technical Services or any
other information.

Gauteng: 0860 200 500

KwaZulu-Natal: 0800 313 151

Western Cape: 0860 009 114

Botswana: 0026073500172

(011) 670 5777

(031) 460 9000

(021) 659 3100

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