BUYER’S GUIDE TO SLATE & STONE HEARTHS

Version 1.1  2011
Contents

Introduction 3

Building Regulations 3

The Requirements – Appliances burning solid fuels 4
Additional provisions for gas burning appliances 7
Additional provisions for oil burning appliances 11
Fire protection for walls adjacent to an appliance 11
Impact of Building Regulations 12
Interpretation for unusual shaped hearths or appliances 13
Summary of the main points for the hearths we supply 16

Hearth Design 16

Slabbing 16
Material of the hearth 17
Surface finish 18
One piece or two? (tee shaped hearths) 18
Edges and corners 18
Plinths (“boxed and lipped”) 20
Curves and other shapes 20

Specifying the hearth 21
Measurements and tolerances 21

Checklist 22

Delivery 23
Ordering and payment 23
Guarantee 23

©Manthorpe Slate & Stone Ltd
INTRODUCTION

Hearth design is surprisingly complicated, yet little is published, so we have compiled this Guide to steer you to confidently to a satisfactory conclusion. However if you do get lost, please do not hesitate to contact us for advice.

It starts with what has to be done to comply with Building Regulations and how this is influenced by the different types of stove, fire or appliance.

We then look at hearth temperature and how this governs the style and installation of the hearth, followed by an overview of the hearth designs, materials and finishes available.

To conclude, we take you through the specifying process covering measuring, use of templates, expansion allowances and finishing of edges and corners, which should bring the whole process to happy end – hopefully with Manthorpe Slate & Stone.

BUILDING REGULATIONS

These lay down minimum requirements for the installation of solid fuel, gas and oil burning appliances, to ensure that they will not in normal use set fire to the building. They are binding in law and breach of the Regulations can result in prosecution.

Whilst Building Regulations are not retrospective to properties built before their introduction, it would be prudent to ensure compliance when altering an existing fire or appliance. For a new appliance, where none existed before, compliance is mandatory. This will be examined further after the Regulations have been explained in detail.

Strictly speaking Building Regulations are the instruments enacted by Parliament to enforce codes of practise known as Approved Documents. The relevant document for hearths is Approved Document J – Combustion appliances and fuel storage systems. The latest version, 2010, can be downloaded free from www.planningportal.gov.uk/buildingregulations/approveddocuments/.

Regarding the design of the hearth, the relevant sections are: (Doc J page numbers)

- Page 36 to 42: Additional provisions for appliances burning solid fuel with a rated output up to 50 kW
- Page 43 to 55: Additional provisions for gas burning appliances with a rated input up to 70kW (net)
- Page 56 to 62: Additional provisions for oil burning appliances with a rated output up to 45kW

On completion of your installation, note should also be made of:

- Page 27 & 28: Provisions which apply generally to combustion installations
- Page 66: Appendix a: Checklist for checking and testing of hearths, fireplaces, flues and chimneys

©Manthorpe Slate & Stone Ltd
Approved documents are legal documents and as such are comprehensive and aimed at defining the law not guiding the hearth buyer so can be time consuming to unravel. To avoid this we have distilled the key points from the 92 pages of Document J for ease of absorption and discussion.

The Requirements – Appliances burning solid Fuels with a rated output up to 50 kW

All open fires and many, but not all, solid fuel stoves require two hearths. This is an important issue if one is thinking of installing a stove in an existing building with a minimum of hassle. The solid fuel stoves that only require one hearth are referred to as “certified stoves” and are covered later.

Hearth 1 – The Constructional Hearth

This is in effect a foundation slab, the minimum size of which, when looking from above, is shown in Diagram 24. Note that the width of .....“at least 150mm”...is taken from the recess in the structure of the building. When looking at an existing open fire one will see the fireback, not the recess in the structure. This will be around 50 to 75mm wider on each side. See diagram 29 for an illustration of this.

![Diagram 24 Constructional hearth suitable for a solid fuel appliance (including open fires)](image)

The thickness of this hearth and its relationship to combustible material in the building is shown in Diagram 25.

Unless one is disposed to drill core samples from existing hearths or concrete floors to determine their thickness, most installers will assume that Building Regs are satisfied.

The Constructional hearth will be typically concrete and covered partly or wholly by the Superimposed Hearth
Hearth 2 – The Superimposed Hearth

This is the decorative hearth that is visible, the minimum dimensions of which are shown in Diagram 26. The Free standing hearth may be up against a wall or walls in a corner or in the middle of a room.

There is no thickness requirement unless it is for a “certified stove” which does not require a Constructional Hearth, in which event it needs to be a minimum of 12 mm of non-combustible material (see exceptions).

It should be noted that the requirement is for the front edge of the Superimposed Hearth to be at least 300 mm from an open appliance and a closed appliance that can properly be used with its front open. This is then reduced to 225 mm for a closed appliance. The implication being that a closed appliance will be top loading or only open during the charging process.

Should the Superimposed Hearth comply with the larger minimum plan dimensions (looking down onto it) of the Constructional Hearth, then the combined thickness of the two need only be 125 mm.

A last requirement is shown in diagram 27 regarding the need to “mark” the safe perimeter of any combustible material adjacent to the Superimposed hearth. The actual wording is that: “The boundary of this surface (the superimposed hearth) should be visually apparent to provide a warning to the building occupants and to discourage combustible floor finishes such as carpet from being laid too close to the appliance. (verbatim punctuation of the reg!). A way of achieving this would be to...
provide a change of level.” In most cases visually apparent but often NOT with a change in level, in practise..

Exceptions to the above

1. A Constructional Hearth is not required …”if the appliance.. has been independently certified that it cannot cause the temperature of the hearth to exceed 100°C”

This exception is particularly relevant if:

- a stove is to be installed on a normal concrete or screeded floor of dubious thickness.
- a stove is to be installed upstairs on a wood or laminate floor above timber joists.
- a stove is to be installed over underfloor heating.

2. “If the surface of the appliance does not exceed 85°C then the hearth should be to the manufacturer’s recommendations.”

This would seem to be aimed at AGA type stove/cookers.

When a hearth is required it needs only to be a minimum of 12 mm of non-combustible material, a minimum of 300mm from fire to front edge of the hearth and 150mm either side if in a recess, and 300mm either side if freestanding or against a wall.

Additional Provisions for gas burning appliances with a rated input up to 70kW net

Diagram 31 shows 3 categories of gas fire; Radiant convector gas fires, convector heaters and fire/back boilers.

Diagrams 37 and 38 show for the various fires, the hearth dimension requirements which are similar to those for solid fuel appliances. However only a Superimposed hearth is required with a minimum thickness of 12 mm.

DFE (Decorative Fuel effect) and ILFE Inset Live Fuel Effect) gas fires do not need a hearth if…”every part of any flame or incandescent material will be at least 225mm above the floor…” or…”the manufacturer’s instructions state that a hearth is not required”

Building Regulations state that …” gas fittings, appliances and gas storage vessels must only be installed by a person with the required competence” also…” any gas installation businesses, whether an employer or self employed, must be a member of a class of persons approved by the HSE; for the time being this means they must be registered with Gas Safe Register.”

This clearly allows for any other person to the fit the hearth.

Corgi (one of the approved organisations giving qualifications of competence) seem to have an additional requirement for the height of the hearth. We have yet to find this regulation, but have found Customers who have been told that they must have a 50mm thick hearth. This is definitely
incorrect. The hearth may indeed need to be 50mm above the surrounding floor but this can be achieved with a 20mm thick hearth (at reasonable cost) sitting on a 30mm plinth.

One Corgi Engineer we dealt with accepted the combination of a 20 mm hearth at floor level with a 30mm upstand (like a mini fender)

So for a gas fire it is best to check this out with your intended installer.
Exceptions to the above

1. No hearth is needed when: “they (the appliances) are to be installed so that every part of any flame or incandescent material will be at least 225mm above the floor”
2. When: “the manufacturer’s instructions state that a hearth is not required”
Diagram 38  Hearth for other appliances: plan dimension of non-combustible surfaces

Plan

At least 150mm or to a suitably heat-resistant wall

Hearth surface free of combustible material

At least 225mm beyond front

Perimeter should be clearly marked

Diagram 39  Shielding of appliances

Air space at least 75mm

Combustible material

Shield at least 25mm

Combustible material

Appliance

Non-combustible material

(a) Without shield

(b) With shield
**Additional provisions for oil burning appliances with a rated output up to 45kW**

If the floor beneath the appliance is less than 100°C in operation it requires only a “rigid imperforate and non-absorbent sheet of non-combustible material such as a steel tray which may be an integral part of the appliance.”

If the floor beneath the appliance exceeds 100°C then it must be a solid non-combustible material at least 125mm thick as shown in diagram 24 (same as a solid fuel stove as shown in that section). The floor must also be free of combustible material over the area defined in diagram 42.

**Fire protection for walls adjacent to an appliance.**

Simply, if the appliance is further than 300mm from any wall no protection is required. If it is less then Building Regulations require a specific thickness of non-combustible material as below.

<table>
<thead>
<tr>
<th>Location of hearth or appliance</th>
<th>Solid non – combustible material</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Thickness (T)</td>
</tr>
<tr>
<td>Hearth abuts a wall</td>
<td></td>
</tr>
<tr>
<td>Appliance is 50mm or less from the wall</td>
<td>200</td>
</tr>
<tr>
<td>Hearth abuts a wall</td>
<td></td>
</tr>
<tr>
<td>Appliance is more than 50 mm and no more than 300 mm from wall</td>
<td>75</td>
</tr>
<tr>
<td>Hearth does not abut a wall and is less than 150 mm from wall*</td>
<td>75</td>
</tr>
<tr>
<td>Hearth is more than 150 mm from wall*</td>
<td>No requirement</td>
</tr>
</tbody>
</table>

* Note: in both cases appliance must also be at least 150 mm from rear edge of the hearth
A plasterboarded stud wall would not qualify as a non-combustible wall or any other wall that sounds hollow when tapped.

The solutions are:

- locate the appliance at least 300 mm from the wall (or walls when in a corner)

- locate the appliance at least 50 mm from a new wall(s) built in front of the existing wall, at least 75 mm thick, 1200 mm tall above the hearth and the width of the minimum width of hearth specified in the Regulations for the particular type of appliance being installed.

### Impact of building Regulations

#### New Builds

The Regulations must be applied to the letter. A “Constructional hearth” is a small additional cost but allows freedom of choice for the stove (not all stoves are certified re: the hearth temperature limit of 100°C.)

The exception is when the stove is to be placed on a suspended floor (boards on wooden joists) typical of upper floors and Victorian ground floors. In this case the hearth would need to be at least 125mm thick and the top surface no closer than 250mm of any combustible material that the hearth is in contact with.

In other words each timber floor joist would need on top of them a course of blocks 125mm thick then on top of the blocks a further concrete slab 125mm thick, i.e. it would tower 10 inches /250mm above the surrounding floor. It is a lot simpler to get a certified stove!

#### Existing Buildings

If a hearth is being constructed where none previously existed it should meet current Building regulations.

If a fireplace and hearth exist, then repair or renovation is arguably outside the need for compliance. However it is still desirable that at least the Superimposed hearth is designed to meet, within reason, the regulations.

If an open fire is being converted to a stove then the view of most Building Inspectors is that compliance with current regulations is needed.

The final decision will be with the installed who has to sign it off, so best have a word with him at an early stage.
Interpretation of the regulations for unusual shaped hearths or appliances.

Shape of the Hearth.

The regulations show, as rectangular shapes, the minimum footprints for hearths. What if though you have an oval stove in combination with a tear drop shaped hearth? The answer is shown below.

Whatever the stove shape, the plan shape for the regulations will be a rectangle which is the longest dimension of the stove from front to back, and the widest dimension from side to side. The minimum hearth size will be based on these dimensions to generate a rectangular (or Tee shape if in a recess) outline. OUTSIDE this outline you can have any shape you like, but the shape MUST NOT intrude into the outline generated by the Regulations.

Diagram: Typical Building Regulation requirements for a complex shaped hearth

The hearth must, as a minimum, cover the area between the thick black lines.
Height of the Hearth

The regulations do not specify the allowable height of the stove or appliance above the hearth, or height of the hearth above the surrounding floor. The only time height is mentioned is for certain gas fires, which when above a certain height from the floor, do not need a hearth.

Several times we have supplied (thin decorative) hearths which were intended to be cantilevered from a wall some distance from the floor. This is only acceptable under Building Regulations when:

- the appliance is a stove that has been certified that the hearth temperature will not exceed 100°C in operation.

- or where there is a Constructional hearth.

In the latter case the location of the Constructional hearth becomes a matter of debate as Building Regulations are somewhat vague. It should be noted that the Constructional hearth is a substantial block of non-combustible material, the purpose of which is too insulate the hot fire/appliance from the structure of the building. Nowhere do the regulations comment on it being a means of containing burning materials that fall out of the appliance/fire. Recognising that a 125mm thick Constructional hearth is likely to be concrete or blockwork, the regulations recognise that the upper exposed surface may need to be covered with something more decorative, achieved by fitting a “Superimposed hearth”. Conveniently the more expensive Superimposed hearth need not be as large as the Constructional hearth, typically only 300mm in from of the stove/fire compared with 500 mm for the “concrete”. The uncovered concrete area can then be covered with wood or carpet.

The regulations do not comment on the height of the appliance or open fire with respect to the hearth. It could be nothing, as the old Baxi, or 2, 3 or even 5 feet above the hearth. The hearth requirements remain the same, namely that open fires and uncertified stoves require a Constructional Hearth 125 mm thick. This could be at floor level or cantilevered out of the wall beneath the fire/stove. The two options are shown in the sketch on the next page.

In option 1, the cantilevered concrete block could be covered with a decorative slab on top and the sides covered with similar decorative material. Note that this 125mm block has to be at least 50 mm above combustible material such as carpet or wood flooring.

In option 2, the Construction hearth is buried as normal in the floor and covered with a decorative Superimposed hearth in part or in total. There appears no reason why a second (decorative) hearth could not be cantilevered out at the level of the appliance.

To confirm these views visit your local Building Inspector or maybe “let sleeping dogs lie”
Cantilevered Hearths – Option 1

- Min 500 mm between Appliance or Open fire and Hearth
- Min 125 mm between Hearth and Structural wall
- Min 50 mm airgap between Hearth and Sub floor
- Carpet or wood floor

Cantilevered Hearths – Option 2

- Min 300 mm between Appliance or Open fire and Hearth
- No thickness limit for Hearth
- Limit of Combustible material
- Min 125 mm between Hearth and Structural wall
- Min 500 mm between Structural wall and Decorative hearth or non combustible tiles

©Manthorpe Slate & Stone Ltd
Summary of the main points of the Building Regulations with respect to the hearths we supply.

- For open fires and non certified stoves (see last point re certification), the hearth should be a minimum of 300mm from the front of the stove/fire grate and at least 150mm either side of the stove/fire recess. The thickness of the hearth is not specified.

- For all stoves and fires, the hearth can overlap combustible materials by up to 25 mm provided that they are not nearer than 150mm from the stove or fire.

- For stoves that cannot be run with the front doors open, the distance to the front edge of the hearth is reduced to 225mm

- For stoves that have been certified that the hearth temperature will not exceed 100°C, a Constructional Hearth is not required and the hearth need only be a minimum of 12mm thick and can be laid over a combustible material, i.e. wood or carpet. The same sizes apply as above.

HEARTH DESIGN

Slabbing

Whether a hearth is made in a single piece or slabbed* is dependent on the following:

- Type of appliance, i.e. stove or open fire
- Rated output of the stove
- Whether the stove is certified that the hearth temperature will not exceed 100°C
- Frequency of use (open fires)
- Size of the hearth
- Thickness of the hearth
- Material of the hearth

*Slabbed - cutting the hearth into a number of pieces or “slabs”. This is done to avoid thermal cracking when the thermal expansion of the hot areas is constrained by the cooler areas causing high thermal stresses. The “slabbing” separates the hot from the cold areas allowing the hot areas to expand unrestrained.

The following are offered as guidelines only and are deliberately conservative as we have no control over the installation.

©Manthorpe Slate & Stone Ltd
Open fires;

Always slab into at least 3 sections for the hearth in front of the fire. The centre section should be as near as possible to the width of the fire opening or basket in the case of large inglenook style installations.

Always separate the piece under the fire from the front section and if the inset section is more than 600 mm wide also section into two.

In all cases 30mm, or more, thick material is best, but 20mm may be used on very small slate Victorian fires.

Stoves – certified

No need to slab.

Stoves – non certified

Up to 6 kW output slabbing is not necessary.

Between 6 and 12 kW slabbing may be needed where the hearth exceeds 1200 x 700 mm.

Over 12kW slab where the hearth that the stove sits on exceeds 1000 x 600 mm.

For very large hearths or high output stoves we recommend sectioning into 4 pieces. One long narrow section the full width of the hearth. Two rear sections, left and right, on which the hearth legs stand and a central section directly under the stove which is free to move unrestrained.

Notes: The ratings in kW refer to the heat output into the room. Combined water heating and room heating stoves may have a high rated output but only the room heating should be taken into consideration.

Many stoves use a Tee shaped hearth supplied in two pieces, the main frontal section and the smaller inset piece, to reduce the cost. This effectively separates the hot and cold areas so no further slabbing is needed.

A further solution with very large hearths, on which is a high output stove, is to have a metal heat shield directly under the stove, spaced just above the hearth, thereby avoiding slabbing.

In all cases, if you can supply full details of your stove we will advise on the need for slabbing

Material of the hearth

The choice of material is a matter of personal preference but due to the variation in physical properties more care is needed with some than others.

Darker materials absorb more radiation so run hotter and are more likely to need slabbing. Thicker materials give better lateral heat transfer from hot areas so are less sensitive to poor bedding (air gaps under the hearth).

Light coloured materials such as Limestone run cooler which offsets their lower strength. However they are notch sensitive so more care is needed when considering large hearths.

©Manthorpe Slate & Stone Ltd
Slates are very strong in bending so are good for heavy stoves or may be thinner than say limestone in a given situation.

Whatever your choice we will ensure that the design is appropriate for the use and material selected.

**Surface Finish**

The three common finishes are:

- **Honed**: a machined finish which is very smooth but largely non-reflective. Available on almost all materials.

- **Riven**: a natural finish formed when slate is split by hand. Not available with any other material or Welsh heather slate and Cumbrian (Lakedistrict) slate.

- **Polished**: a highly reflective (shiny) machined finish. Not available on slate, (which looks patchy when polished), sandstone and limestone. Mainly found on granite and marble.

A number of other processes are used in the stone industry to mimic the natural riven surface. Of these the two most successful are flame texturing; applied to Cumbrian slate and a brushed finish applied to some granites, in particular steel grey. Unfortunately the leadtime on the Cumbrian slate is 3 months!

The most forgiving finish is Riven, useful for open fires where there are pokers, buckets and other implements.

**Honed Slate** hearths give good service and are easy to maintain, the hardest of which are Welsh heather Grey and Brazilian dark grey.

**Polished granite** is very hard but does show scratches due to its high reflectivity. **Honed granite** largely overcomes this.

**Portuguese Limestones** are also surprisingly hard and being light it is very difficult to see a scratch.

**One piece or two?**

Tee shaped hearths may be supplied either as a single slab or in two (a bar and the leg of the Tee). As mentioned earlier under “Slabbing”, there may be a need to split the slab to avoid cracking in a few instances but in the majority of cases it comes down to cost.

A two piece Tee needs less material and is simpler to machine so is cheaper. In some cases there is a fear that a single piece will be difficult to install due to its size/weight and the problem of holding up the rear section during positionong. Never fear we have a simple solution to this which is fully explained in a sheet supplied with all hearths.

**Edges and corners**

All sides, edges and corners are polished to remove all saw marks.

©Manthorpe Slate & Stone Ltd
There are three basic edges, as shown in the diagram, a chamfer (bevel), half round and “sharpness removed”.

**Chamfer** – this can be of any size from 2 mm to 10 mm and is at 45° to the top of the hearth. We would recommend either a “small” chamfer of 2-3 mm, a “medium” chamfer of 5-6 mm, or a “large” chamfer of 8-10 mm.

**Half round** – this is only suitable for polished/honed hearths, not riven. With a riven finish the run out of the edge tends to be an untidy, wiggly, line due to the slight surface undulations of a natural riven surface.

**Sharpness removed** – this is about 1 mm, the minimum possible necessary to remove any slight chipping resulting from the sawing.

When a plinth is specified the underside edge is also given a slight chamfer to remove saw chipping.

All finishing is included in the basic price of the hearth. Any variation, such as a full rounded edge may incur a small additional cost.

Any corner may be applied to any hearth material. The options are the same as the edges except that a radius or chamfer may be somewhat larger, if desired, up to a radius/chamfer of 50 mm. Above 50 mm a small charge may be made.

When deciding on the corners, the size is a matter of aesthetics unless they are near to a walkway, in which case a larger rather than small corner may be less painful in the long run.

**Options**

- **ROUND EDGE**
- **BEVEL EDGE**
- **SHARPNESS REMOVED**
A plinth is a way of raising the hearth surface, say when a gas appliance is involved, or to make the hearth more chunky in appearance. Often referred to as “boxed and lipped” because the plinth is a box on which the hearth sits, where the hearth overlaps the plinth to create a “lip”.

It has an overlap, “B” as a matter of style, so it does not look like a box made at night school or a 50's tiled hearth.

Any overlap from 5 mm upwards is acceptable and we recommend 15 mm all round.

All plinths up to 75mm tall, “A”, are the same price.

It is recommended to fill the plinth with mortar or concrete, skimmed off flush with the top of the plinth to provide good support and heat transfer for the hearth. However certified stoves where the hearth temperature does not exceed 100 °C do not need an infill, though adequate support must be incorporated to take the weight of the stove. This could be a wood frame.

For hearths with curved fronts a curved plinth is possible if 20 or 30mm tall. For taller plinths the solution is a multiple piece plinth with a number of straight sections following the curve, like the old 3d (thrupenny piece) coin or similar to the current 50p piece.

**Curves and other shapes**

Hearths may be any shape limited only be the imagination and cost. The rear of the hearth may also be profiled to fit an existing fire surround such as the complex Victorian iron fires.
SPECIFYING THE HEARTH

Measurements and tolerances

- We would ask that the customer specifies the size of the HEARTH required not the LOCATION.

- Where the hearth fits in a recess allow at least 3mm clearance on all sides that butt to a wall.

- Where there is a recess, check that the walls are straight, parallel to each other, and at 90° to each other in the corners. A simple way to do this is to use a large book – say a Road atlas – to check squareness and straightness.

- Beware of measurements that deceive – see sketch on next page.

If there are any doubts either make the hearth a bit smaller or supply a template. A template is a copy of the proposed hearth cut from board or card. Thin card or stiff brown paper can be rolled up for sending in a postal tube (available from Post Offices)

**NOTE: MARK ON TEMPLATE WHICH SIDE IS - TOP!**

Slight errors are also possible with the ubiquitous Tape Measure, whether it is a ‘good quality one’ or 99p from B&Q. The tab on the end is loose and should have sufficient movement to compensate for its thickness when comparing use with the end hooked over with that when the end is pushed up. Just see how loose your end is – most are excessive.

- Measurements can be in inches or mm/cm.

- Hearths made from several pieces can have the slabs butted up to each other or a grouting allowance. The choice is yours. If not specified, we always cut assuming that they will be butted up. If you want to have grouted joints we would suggest 5mm.

The tolerances on cutting are:

- up to 1000mm : +/- 2mm. 1000 - 2000mm : +/- 3 mm. Over 2000mm: +/- 4mm
Measurements that deceive

Out of square – both boxes have the same dimensions but are different shapes

Tapered but which one? - all the boxes have for practical purposes the same dimensions

Solution: make a template, i.e. cut the shape out from thick paper or thin card. MARK TOP SIDE

Checklist

When ordering a hearth please ensure that you can specify the following.

- Hearth material and finish, vis: riven, honed or polished

- ALL dimensions of the HEARTH – not the HOLE

- If more than one piece – whether they are to be butted up (pushed together) or need allowance for grouting

- The finishing of the edges and corners, plus WHICH edges and corners.

- If a riven hearth with a “grain”: which edge, or axis, should the grain be parallel to, Our default is the grain parallel to the longest edges.

- If the hearth is in a corner of a room: which direction is the “grain”? Our default is parallel to the front edge i.e. running across the corner.

NB1 It is cheaper, using less slate, if parallel to one wall, but doesn’t look as nice.

- Height and setback of a plinth. Dimensions “A” and “B” (see section on Plinths)

- Delivery address and a contact telephone number for the pallet carrier

©Manthorpe Slate & Stone Ltd
DELIVERY

Hearths may be collected in person or using your own pallet carrier. Alternatively we can organise delivery to anywhere in the world. Throughout the UK this is by pallet carrier on a standard economy delivery of 2-3 days.

If there is some reason why the delivery is either urgent or has to be at a specific time this can be arranged but will incur a cost penalty.

Typical enhanced services are: Next Day, AM or PM delivery, Timed Delivery and Saturday deliveries.

Most pallet carriers will contact you prior to delivery to avoid wasted journeys but this is not guaranteed. However deliveries may be “booked” where prior contact is made but might slow down the process.

All deliveries must be off the public highway to avoid liabilities if someone trips over the goods. Delivery is by truck and we always request a “tail lift” function so that the pallet/crate is off loaded on a hand pulled pallet truck. This has limited mobility and can be dragged onto a gravel drive but little further.

All consignments have to be signed for by the Customer or neighbour, unless prior arrangement is made by ourselves with the pallet company for the Customer to accept liability for damage/theft after delivery.

Pallet carriers generally will not remove hearths from crates or carry them into premises.

ORDERING & PAYMENT

Orders may be made in person, by phone or email.

We will then send you an invoice and delivery date if known. Please check and confirm that it is correct and it will be in the plan.

Payment should be made and cleared prior to cutting material which is normally 2-3 days before despatch.

Payment may be by cheque or online banking, our details are on the invoice. We are currently investigating card transactions which should be up and running in 2012.

GUARANTEE

We guarantee all hearths excluding off- cut disposals against material and manufacturing defects for 10 years from date of receipt. Subject to the installation of the hearth being to our recommendations.

Damage in transit is also covered providing that any such damage is notified within 7 days of delivery.

©Manthorpe Slate & Stone Ltd