



Australian Concrete Enterprises Pty Ltd

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2nd March, 2016
ACE Stockists &
Distributors

Warranty Claims

All warranty claims are to be discussed with Australian Concrete Enterprises Pty. Ltd, also known as ACE Sleepers and no work shall be carried out without the companies express permission. Any work carried out by the Installer, shall be at the installers' expense and may void any warranties.

Fit for purpose

ACE Sleepers are engineered for use in retaining walls. Some retaining walls may require an Engineer to design it, along with Council Permits and Soil Tests. Retaining walls built within 1 km from the ocean are required to be 40Mpa. Failing to fulfill these requirements may void warranty.

Cracks & chips

Chipping occurs when concrete sleepers are handled carelessly, this may be due to poor transport or installation procedures. ACE does not warrant its concrete sleepers against chips.

Some small, hairline cracks can develop in concrete sleepers; this is not detrimental to the integrity of the sleeper. These can occur naturally, or be caused by careless handling techniques.

Length

It is inevitable that ACE sleepers, from time to time will be required to be cut to length. Warranty will be void if the cut end is not sealed with the appropriate sealer like Fosroc Nitoprime Zincrich, a zinc rich epoxy resin, or similar. This is to prevent corrosion to the exposed steel.

Thickness

The nature of the “80mm” concrete sleeper will always be a close tolerance fit with the 100UC galvanized post and ACE never guarantee that all sleepers will fit in all posts. The thickness of both the steel post and the sleeper will always vary and sleepers may be a tight fit; some trimming of the sleeper may be required from time to time. This may not always be because the sleeper is oversize.

Even though ACE aim for 80mm, the tolerance for ACE 80mm Concrete Sleepers is 75-85mm.

Steel

There is a vast variety of 100UC galvanized steel posts on the market and it can vary between 82-87mm. A quality Australian galvanized steel post will be mostly better than some imported pre-galvanized variants. Some imported pre galvanized steel can also be tapered in its flange, which is not recommended for concrete sleepers. ACE concrete sleepers will not fit properly in this steel and damage to the sleeper may occur and this will void your warranty.

Installation

Concrete sleepers once delivered should be installed within 1-2 weeks. This will ensure constant colour and weathering to occur evenly over all concrete sleepers and reduce the possibility of damage due to storage. Concrete sleepers will still be fit for purpose and are still under warranty as long as all other conditions are met

Returns

We are not required to provide a refund or replacement if you change your mind. But you can choose a refund or exchange if an item has a major problem. This is when the item:

- has a problem that would have stopped someone from buying the item if they had known about it
- is unsafe
- is significantly different from the sample or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed

Kind regards

Simon Cox

Australian Concrete Enterprises Pty Ltd