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CI/SfB	Yq4



For additional information including product and safety data sheets please contact your local sales representative or our marketing department on 01902 382 632

Other mortar brochures available from Tarmac include:

- dry silo mortars
- lime mortars
- coloured mortars
- technical specification sheets
- lime mortar yield

the mortar specialists



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**Health and Safety Note** Due to the alkaline nature of cement, prolonged contact with mortar can cause minor skin irritations and in extreme cases, burns. Parts of the body that may come into direct contact with wet mortar should therefore be kept covered. If contact does occur, wash immediately and thoroughly with clean water.

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# dedicated to excellence



**no two jobs  
are the same  
so why should  
you expect the  
mortar solution  
to be the same  
every time?**

'Dedicated' is a word you'll read a lot over the coming pages of this brochure introducing you to Tarmac's mortars – and in all the other literature that we produce about our products. We make no apology for it.

Tarmac is the only company with teams dedicated to such a wide range of mortar service methods, full of committed staff with an undiluted knowledge of mortar and with a determination to help you choose the right product for every job you encounter.

Ours is a company built on a strong history that goes back to 1939 and incorporates highly respected names such as LSM Ltd and Tilcon. Tarmac's factory mortars benefit from over 60 years knowledge and experience passed down through these pioneers of our industry. We are continuing their commitment to excellence and innovation.

Tarmac's mortar experts have earned the respect of developers, architects and site managers thanks to their unrivalled technical and commercial expertise: their advice is invaluable. No two jobs are the same so why should you expect the mortar solution to be the same every time? The only similarity you'll see is the use of lime in all our mortars (unless you request otherwise) simply because the inclusion of lime produces the finest mortars.

Our approach means our customers get exactly the right product, delivered in the perfect method for the job in-hand. Thanks to Tarmac's massive investment in both traditional and new dry silo plants, we'll ensure you have the ideal product efficiently delivered to you, whatever the method. We supply coloured mortars too, with a broad palette from which to choose. Our network of strategically placed, dedicated plants means that wherever you are, we will find a solution for you.



# the mortar specialists

**mortar-only factories** and a dedicated team of experts means there's no one better.

Factory production of mortars in dedicated plants means that we consistently supply a high quality product whose mix is rigorously quality controlled – therefore already complying with increasingly tough European regulations. Being mortar-only factories, mortar production will never be interrupted to make way for other products and contamination is not an issue.

Additionally, with a constant programme of research and development, we are always looking for new methods and new products to improve our service to you.

Not only is Tarmac's mortar produced in dedicated factories, but we also have dedicated technical people. Part of our service to you is our commitment to

come on-site, understand what you are building and the materials being used, then work with you to decide the best products, timetable and delivery system to ensure you can complete your work efficiently and to the highest standard. With specialists for each and every product, who will take into account site location, water and electricity supply, workforce, the environment and so on, you will always receive the best advice for your unique situation.

We understand the pressure to complete jobs on time and within budget: we work with you, advise you and give you all the information you require from start to finish. Unrivalled availability of product also means delivery schedules are easily devised and adhered to. You will have a consistent point of contact which will



**we work with you to decide the best products, timetable and delivery system to complete your work**

save you time on both procurement and dealing with technical issues; Tarmac will look after everything to do with mortars – we'll even colour-match your existing mortar by post! A well planned and executed job is one that sees fewest unexpected problems and consequently is likely to finish on time and on budget.

Our commitment to Best Practice also encompasses health and safety. We have a stringent zero-tolerance policy on accidents and will always give advice on the safe use of our products. Many customers are surprised that we even come back to silo sites and conduct safety reviews on installed silos. In addition, we are aware of, and will comply with, your requirements and the safety standards you demand from your suppliers.

## why use lime?

**Tarmac adds lime to all its mortars** but can't claim to be using an all-new theory: structures such as Hadrian's Wall and the Great Wall of China were built using lime mortars – and they seem to be holding up OK.

As explained in our separate **lime brochure**, the use of lime brings many crucial practical advantages to the building on which it is used and, equally importantly, is **favoured by builders** for its workability and ease of use.

Additionally, all of our mortar products are manufactured in compliance with **BS EN ISO 9001:2000**

# delivery

## choosing the right method



While some people prefer to stick with what they know, others want to try something new. We can advise on the best mortar delivery method based purely on your individual circumstances.

We can establish this with a site visit and discussion with you: it may even be that methods are combined or changed at different stages to suit the nature of the site at the time.

### Our methods include:

<b>Truckmixer colour ranger</b>	Ready-to-use mortar is delivered in specially designed truckmixers, capable of dispensing natural or coloured mortar as required. Retarded for a minimum of 36 hours.
<b>Skip, tipper and bag</b>	Factory produced Lime: Sand mortar is delivered – via skip, tipper or bag – to site, where cement is added. A number of sizes are available.
<b>Dry silo</b>	Tarmac's silos, which require on-site power and water, contain all constituent materials in the perfect mix but completely dry. Simply connect the silo to the water and power for automatically mixed quantities of ready-to-use mortar.



## meeting your standards

We set unusually high standards for our customer service, as well as for our products and technical expertise. These standards are constantly measured through structured customer surveys and informal feedback. We also try to discover how Tarmac can improve its service to you and

we undertake various initiatives, such as our 'Customer First' programme, to this end. Should your standards not be met by us in any situation, we'll seek to rectify the problem immediately.

## training – all part of the service

as the market leader in mortars, we take our responsibility to set standards very seriously.

Our training operates on several levels. We train our own staff to keep them informed about our products and services so they, in turn, can help you.

Secondly, we are involved in the continuing professional development of specifiers and developers, whom we advise on many issues from the best mortar for a given situation to the impact of forthcoming legislation.

Finally, our total commitment to our customers means we train people on-site to use our products. People may be unwilling to ask questions, but eliminating errors – and therefore wastage – saves so much time and money in the long run that we are happy to answer queries and come on-site as many times as we're needed. We're always happy to help a customer stay safe and efficient – and you incur no additional costs for this service.