



SUMNER SCHIST Cladding System (v. October 16Th, 2014)

MAXIMUM Porcelain on SUMNER Tile System (v. July 28th, 2017)

## **Original Stone Ltd**

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**Original Stone Limited**  
**Auckland**

**Location: Ellerslie**

## **POLICY**

Original Stone Limited will import the finest quality materials / products for the New Zealand market ensuring quality of these products are suited to their intended use.

Original Stone Limited will provide materials/product to our distributors under this Building Product Quality Plan.

Original Stone Limited requires competent Natural Stone or Tile Installers with experience with the installation of Stone or Tile Facade systems to be able to meet it's obligations as set out in this Building Product Quality Plan.

## **INTRODUCTION**

Original Stone Limited was formed in 1981 due to demand for certain products for the New Zealand Industrial and building markets.

In 2011 we decided that our materials / products needed to have an appraisal from a suitably experienced testing house and we asked the Building Element Assessment Laboratory (BEAL) to carry out an appraisal of our product. The appraisal would demonstrate to councils, clients and our distributors that the materials / product covered by the appraisal when installed according to our technical manual, would comply with the relevant clauses of the New Zealand Building Code.

## **Contact**

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**REFERENCE DOCUMENTS**

1. Building Act 2004 and amendments
2. Building Regulations & Building Code
3. Compliance documents supplied by the Department of Building and Housing
4. BEAL Auditing Services Ltd.'s Standard for a Building Product Quality Plan
5. Suppliers Technical Literature or documents
6. Technical manuals supplied by Original Stone Limited
7. Technical literature supplied by Original Stone Limited
8. Original Stone Installer / Applicator Agreement
  
9. Original Stone Installer / Applicator Training Manual (Original Stone relies on installers with experience installing natural stone.)
10. BEAL Appraisal document(s) BTS1108
11. Copy of Warranty Document
12. Copy of User Maintenance Instructions

**LIST OF PRODUCTS AND KEY RISK ISSUES**

	Product Type	Description
1	Natural Stone Veneer Cladding Facade	Thin stone 30mm thick adhered to a Built cavity or external house cladding
2	Maximum Porcelain	Large format porcelain tiles
3		

Note: Other products to be added as they are introduced to the market

**Key risk issues covering supply, assembly or manufacture, distribution, and installation or application:**

- Materials supplied to us not meeting the relevant specification (included with our order)
- Materials supplied to us not properly identified
- Materials supplied to us damaged
- Materials supplied by us to a distributor not properly identified
- Technical manual(s) not up to date and displaying the version number
- Installation drawings not up to date and displaying the version number
- Training Manual(s) not up to date and displaying the Issue number
- Check Sheets not being properly completed by the Installer or Applicator as per Licensed Applicator Agreement and this BPQP (frequency)
- Lack of instructions to the end-user / owner on the proper maintenance of the product\*\*
- An Internal Audit of our BPQP not being carried out on a six monthly basis
- An External Audit of our BPQP not being carried out at least once a year

By BEAL Auditing Services (BAS)

**Procedure to minimise Significant Risks**

SUMNER Primer - Thorough mixing (10 mins )of bulk supply prior to decanting.

SUMNER Screws - Inward goods inspection and documentation of screw length and stainless grade (316)

Hitli-Fixings - Inwards goods inspection for correct product. Ensure 'R' for stainless.

SUMNER Grip - ~~Batch testing by supplier DRICON. Get batch testing report with delivery.~~

- Individual bag numbers added 2 to 80 to identify defective ones at either the start or  
ens of batch. First bag always discarded.

**NOTE:**

1. Continued in more detail on next page.
2. Refer to REGISTER OF PROCEDURES TO MINIMIZE SIGNIFIGANT RISK (kept in warehouse).
3. Template or this register is kept in this divider of the BPQP manual.

## **PROCEDURES FOR LIMITING RISK ARISING FROM USE OF AT RISK ITEMS**

### **SUMNER Primer**

SUMNER Primer is mixed in-house using a 50/50 mix of Nuplex and potable cold water.

The Nuplex product is delivered in a 200L container and this is stored in the warehouse. The date of delivery, batch number and any other identifying factors are noted in the register.

An electric pumping machine is used to pump 10L volumes of the Nuplex product into multiple 20L plastic containers. 10L of potable water is added to each of these plastic containers to give the final 50/50 mix.

The full 20L containers are stored in the warehouse with the bottles numbered and the mixing date noted in the register.

As and when required, one litre and two litre plastic bottles are filled from the 20L containers with the contents of each 20L bottle used shaken and/or stirred for one minute prior to filling the smaller bottles.

The smaller bottles are then labelled with a SUMNER sticker and identified as SUMNER Substrate Primer.

### **SUMNER Adhesive**

SUMNER Adhesive is made locally by Dricon in Wiri using a SUMNER approved recipe and is delivered on pallets of forty 25kg bags per pallet.

The adhesive is stored in the warehouse. The date of delivery, batch number and any other identifying factors are noted in the register.

Periodic testing of the SUMNER Adhesive is performed in-house with one randomly chosen bag from every 6 pallets delivered being chosen.

### **SUMNER Screw Fixings for timber**

Sumner Screw Fixings for timber are sourced locally from Anzor in East Tamaki. The codes are

- 10G x 1-1/4 316 RIB CSK SQ PART BRD T17
- 10G x 1-1/2 316 RIB CSK SQ PART BRD T17
- 10G x 2-1/2 316 RIB CSK SQ PART BRD T17

These are delivered and stored in the warehouse.

On delivery, the fixings are checked to ensure the correct type and size. If any of the supplied stock is incorrect, the supplier is contacted to replace and the incorrect stock separated to ensure no cross contamination.

**SUMNER Screw Fixings for masonry**

Sumner Screw Fixings for masonry are sourced locally from Hilti in Penrose.

The code is

- HPS-1 R 6/40x65. Part number 260362

These are delivered and stored in the warehouse.

On delivery, the fixings are checked to ensure the correct type, code and size. If any of the supplied stock is incorrect, the supplier is contacted to replace and the incorrect stock separated to ensure no cross contamination.

## **MATERIALS SUPPLIED TO US, & TEST DATA**

### **For the SUMNER Schist Cladding System**

A list of complete components can be found in the Original Stone Technical Manual for the Original Stone Veneer Cladding System. ( also refer to manufactures technical specification for each component)

In order to ensure that we receive these materials that meet the agreed quality specification, we do the following for each material:

- a. Original Stone Veneer Cladding 30mm
  - i. The supplier, ( Alnex, Dricon, China Shaanxi, Anzor, Hilti ), carries out the Quality Program as outlined in there attached quality program.
  - ii. For every batch number of product produced, a record of the test results is filed in their manufacturing manual.
  - iii. From each order placed by an Applicator the sheets are examined visually for any defects or damage when the orders are packaged.

Quality programs are written up under Appendix 1

As all products received into New Zealand are carefully packaged by the supplier, it is not practical to break the packaging to test random sheets. The quality of sheets are checked and guaranteed by the suppliers and cannot be checked until they are packaged for despatch.

The sheets are also completely masked so only visual checks to the masking can be made by Original Stone staff and Applicators prior to installation. Once panels have been fabricated and installed the masking is finally removed. At that stage the Applicator must make a final inspection of the panels. If any defects are noted at that stage the panels must be removed and replaced.

### **For Maximum and CDK Porcelain Systems**

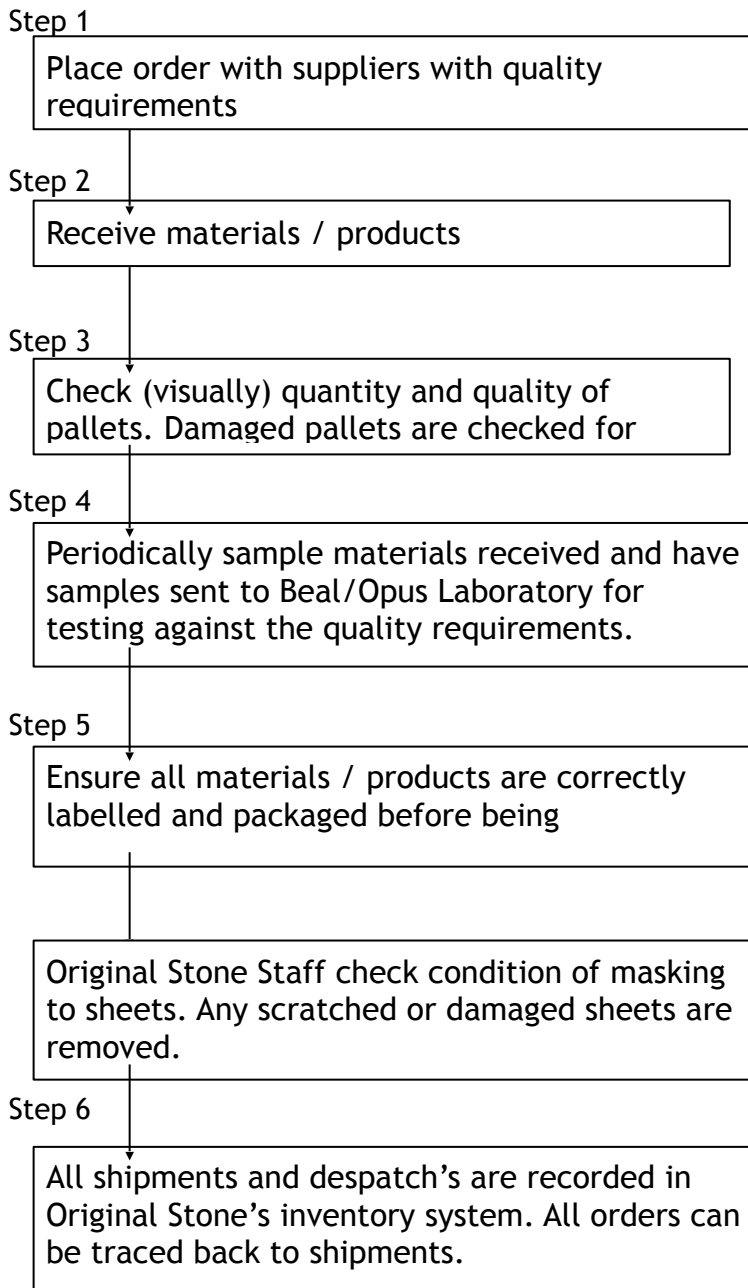
SUMNER will commission local batch testing of tiles prior to project supply as local tile distributors cannot provide ISO10005 certification. This will be conducted by the testing facility across the road.

Tests undertaken will be:

1. Adhesion testing - by way of a flatwise tensile test - on an annual basis and then every third year before and after accelerated ageing;
2. Water Absorption - by way of EN ISO 10545-3 - annually.





**FLOWCHART FROM ORDERING, TO RECEIPT, TO DISTRIBUTION****1. ORIGINAL STONE VENEER CLADDING SYSTEM:  
COMPONENTS AND GENERAL SPECIFICATION**

**veneer cladding 30mm:**

STONE: Loose pieces or perforated panels varying from 50mmx50mm up to 700x250mm. Thickness 20 - 60mm.

PORCELAIN TILE: 3000x1500mm to 750x375mm. Thickness 6 - 12mm. Tiles in various colours.

A copy of the manufacturer's specification for each high and medium risk component material is filed at the back of this BPQP document and/or in the technical manual supplied by Original Stone Limited.

**Quality Inspections:**

Quality inspections of each material are conducted on shipping of local orders to customers by the Original Stone dispatch staff. These inspections are made against a written inspection procedure described in Appendix A.

**Testing:**

Testing is an essential step in maintaining ongoing and continuous quality.

Samples of material 1 (Veneer Cladding 30mm) are tested once a year by Beal laboratory.

The testing is to ensure the performance requirement under our appraisal document is maintained continuously. This includes ( e.g. *workability, strength, flexibility and durability*). These tests are made against a written sampling and testing procedure described in Appendix B.

**Acceptance Criteria:**

<u>ITEM</u>	<u>RISK</u>	<u>CHECKS/TESTS</u>
<u>Components list</u>		
Original Stones Veneer	MED	as per appendix A

- SUMNER Board
  - SUMNER Primer
  - SUMNER Screws 32mm,40mm,63mm.
  - Hilti Fixings HPS-1 R 6/40x65mm
  - Galvanized class3 countersunk 10gx65mm with wings
  - SUMNER VERMINI BATTENS
    - a) Vertical Battens 1200x45x18mm (White)
    - b) Horizontal Battens 550x45x18mm (Grey)
  - SUMNER L-Fixings (SUMNER Schist Cladding System only)
  - SUMNER Grip Adhesive 25kg
  - SUMNER Tape
- 
- RAI-FIX hooks (MAXIMUM Porcelain on SUMNER Tile System only)
  - SPAX 5x30 css A2 FT (MAXIMUM Porcelain on SUMNER Tile System only)

## **STORAGE AND DISPATCH**

- Product is stored in a clean dry area until truck arrives to deliver to the nominated destination.
- The dispatch is completed in Original Stone's inventory system with customer address and products dispatched.
- The top copy of the dispatch note goes with the product to the customer and the other copies stay with Original Stone to be invoiced the next day.

### **Items Supplied to Clients - Specifications**

The following list of items that we supply our clients, have the following quality specifications (where they differ from the specification used for purchasing):

1. Product 'i' - Date stamp and Batch Number, check that there is no damage.
2. Product 'ii' - Date stamp and Batch Number, check the colour is correct and that there is no damage.
3. Product 'iii' - Weight, Date stamp and Batch Number, check that there is no corrosion.

In all cases items despatched to clients will have a packing slip with our relevant code numbers, batch.

## **RECALL PROCEDURE**

Upon receiving the notice of product falling outside the specification the following action is taken:

- Place all packed product on hold, clearly marking so.
- Take samples and if possible determine why the product failed.
- Trace back to isolate the failure.
- Take corrective action to prevent future product failure.
- Inform all staff of the action taken.
- Implement all necessary action.
- Verify that all actions taken are working.

## **DEFECTS AND COMPLAINTS AND INCIDENTS**

We ensure that all advised defects and any complaints are recorded to enable the appropriate corrective action by the appropriate person (usually the Manager) to be taken.

Head Office and each Applicator/Distributor has a file by supplier in which defects and complaints are recorded. Every record shall include the date and time (if available), relevant parties involved and a thorough description of the issue. The person receiving the notice of defect or complaint shall sign the record and a copy shall be forwarded to Head Office at the earliest opportunity.

Refer to the Items / Product recall Procedure for dealing with defective materials.

### **Process for Complaints (Internal or External)**

- Received by staff and forwarded to Manager if significant.
- BEAL notified if the complaint concerns defective component/s.
- Complaint entered into separate Complaints Register and must include but not be limited to:
  - Project Name, The Parties associated, The Issue, Resolution, Correspondence, Result.
  - On completion of the above a copy must be sent to BEAL if there is a defective component.

## **TRAINING**

Distributors - Explain to distributors that all products must be installed by licensed applicators only.

Applicators - All applicators are trained and certified and have completed a Licensed Installer / Applicator Agreement.

A Training Manual describes the training required.

All staff members are trained in the following areas.

1. Forklift driving
2. Safe work practices
3. Distribution practises
4. Product Training

### **The Installer's (Applicator's) Training Manual**

We ensure that the items and systems supplied by us are installed and applied according to the Technical manual and Installation drawings by competent tradespeople.

### **Ensuring Competence**

To ensure that only competent tradespeople install or apply our items or systems, we provide training based on the experience of our company and that of our technical advisors. Training is provided by approved trainers, (usually supervisors).

### **Training Manual**

A Training Manual is used as the basis of providing consistent training.

The training manual covers what materials are used, where they are to be sourced from, how they are to be installed or applied, the correct sequence (if relevant) and checks that need to be made during the work to ensure that the material or system has been installed or applied correctly.

## **TRAINING AND QUALITY RECORDS**

### **Training Records**

A record of the training for each person employed by us or by one of our Distributors (Franchise Holders) based on the Training Manual is kept.

### **Quality Records**

A record of key risk issues or tasks FOR EACH JOB is kept in the Job Site Diary / Record Book along with a copy of signed Check Sheets.

### **Advice Records**

A record of all queries about a job made to Head Office or other party, FOR EACH JOB, is also kept in the Job Site Diary / Record Book.

## **WARRANTY PROCEDURE & REGISTER**

1. Completed Checklists received from LBP Builder and SUMNER Trained Installer.
2. Checklists reviewed by manager or senior staff to verify workmanship has been completed in strict adherence to the SUMNER System.
3. SUMNER Installers approved to 2028.
4. Documents signed by manager and emailed to relevant parties.
5. Original copies of documents kept on file
6. Warranty Date added to register.



## **BPQP REVIEW PROCEDURES**

The overall responsibility for ensuring that this BPQP is kept current, is the Managing Director.

The person at head office responsible for ensuring the periodic reviews of this BPQP document and attachment's, is David Salenius.

Each Original Stone Licensed Applicator / Owner shall be responsible for the on-site application of this BPQP as it applies to their work and shall be responsible for having periodic reviews of their documentation and diary notes that are related to the BPQP.

Original Stone's BPQP will be audited by BEAL Auditing Services **annually**.

This BPQP will be reviewed **every six months** at head office and the BPQP of each Licensed Applicator / Owner **every twelve / eighteen months**.

Use will be made of the checklist at the back of the BEAL Auditing Services Ltd. Standard document.

Records of each audit completed will be filed in the BPQP folder under the tab entitled Original Stone BPQP.

A copy of each audit record shall be forwarded to the Managing Director as soon as practical.

Where there is a non-conformance found, a note for the reason shall be written into the checklist.

Where the non-conformance is seen to be important (such as for a high or medium risk material) then a meeting with the relevant management people shall be held as soon as practical to:

- d) determine the importance of the non-conformance;
- e) determine who shall be responsible for correcting the non-conformance;
- f) determine whether or not there needs to be a correction or addition to the BPQP documents;
- g) write up a record of when the non-conformance was dealt with and the names of any other parties that may have been involved in achieving the corrective action. These notes should be filed in a manner that enables them to be easily found in the event that there is a repeat of the non-conformance.

## **APPENDICES**

### **APPENDIX A- method for checking receipt of pallets Veneer Stone and Adhesive**

1. Check for any visual damage to product
2. Check thickness and confirm dimensions of panel
3. Use PSP Inwards form to notify damage or defects
4. Any defective sheets isolated so they can't be distributed.
5. Select product as required to be tested at least 3 times per year or every other shipment a minimum of 3 random sheets from different pallets, and send to BEAL or a local Opus lab\* for testing. (\*Copy results to BEAL).

### **APPENDIX B - method for checking Quality of Original Stone Veneer Cladding 30mm**

1. Check for any visual damage to product
2. Check thickness and confirm dimensions of panel
3. Use Original Stone Test criteria for Testing product and checking for defects
4. Use NZ standards for checking and testing product.
5. Select product as required to be tested at least 3 times per year or every other shipment a minimum of 3 random sheets from different pallets, and send to BEAL or a local Opus lab\* for testing. (\*Copy results to BEAL).

## SUMNER PROFESSIONAL CLADDING

APPROVED APPLICATOR LIST Nov 2016

Please make contact with your local installer and book them for your upcoming project

<u>NAME</u>	<u>LOCATION</u>	<u>Schist System</u>	<u>Tile System</u>	<u>PHONE</u>
		Date of training/ approval		
Trevor Davidson	Far North			021966912
Brent Pascoe	Whangarei	01.09.14		021322200
Brendon Webster	Auckland North	12.09.16		021494512
Matt Carter	Auckland North	24.07.16		021 1587504
Chris Court	Auckland North	02.03.15		0220812675
Michael Panko	Auckland	15.09.15		0211591975
John Perry	Auckland	18.06.16		5795467
Sam Lim	Auckland	20.12.15		
Josiah Cook	Tauranga	11.11.16		0275524858
Ian Grey	Tauranga	18.06.16		021377187
Andrew Carr	Tauranga	26.06.16		0274398758
Paul Harborne	Tauranga	20.02.17		021465524
Glenn Bendall	Taranaki	-		02102698418
Pete Munroe	Palmerston North	-		021790335
Karl Haywood	Palmerston North	08.06.17		0275416313
Marcel Wynands	Wellington	24.02.16		021677962
John Cunningham	Nelson	18.06.17		0274812481
James Birkbeck	Christchurch	18.06.13		0210512897
Jason Philips	Christchurch	18.06.13		021368650
Grant Matherson	Wanaka, Queenstown	13.05.16		0212319725
Nigel Bryant	Wanaka, Queenstown			02040885422
Ian Huddleston	Dunedin	18.06.13		0274158822
Marcus Wainwright	Dunedin, Fairlie, Oamaru, Timaru	16.06.17		021876572
Craig Holden	Timaru, Oamaru, Twizel	16.06.17		0276777577
Aaron	Gore	18.06.13		0272864933
John Ivanov	Invercargill	30.01.17		0276850950

PLEASE DOWNLOAD MOST RECENT LIST FROM [www.sumnerschist.co.nz/installers.pdf](http://www.sumnerschist.co.nz/installers.pdf)

**APPENDIX C - INSTALLER CHECKLISTS**

~~APPENDIX D - INSTALLER NAMES and TRAINING DATE~~

~~COPY OF WARRANTY DOCUMENT(S) & COPY OF USER MAINTENANCE  
INSTRUCTION(S)~~

**CORRECTIVE ACTIONS**

FRONT PAGE OF MANUAL, CODEMARK CERT, SUPPLIER INFO