

THE BRICKERY®

Technical Helpline Policy

JULY 2022

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Introduction

The Brickery take pride in the technical helpline support that they provide architectural designers, builders, bricklayers and all their customers, who specify and use their brick products, project specific.

It is important to state and understand that this unique service to the brick industry has limitations on time spent, complexity of enquiry and most importantly, legal liability covered in our 'Disclaimer'.

What We CAN Help With

1. Enquiries regarding poor bricklaying.
2. Brick quality.
3. Interpretation of the Acceptable Solution E2/AS1 Masonry.
4. Compliance with E2/AS1 Masonry.
5. Providing 'Alternative Solutions' to E2/AS1 by our consultant, where possible and practical to do so. (Note, a cost may be involved in most cases).
6. Providing comment on upto 3 specific details.
7. Providing guidance on where 'control joints' should be considered by the designer.
8. Understanding Design Note TB1 – The 2 Storey System.
9. Understanding Design Note TB2 – The Stack-bond System.
10. Details on The Brickery website.

What We CANNOT Help With

1. Approving your design and detailing. We can voice an opinion and provide guidance on how we would approach the situation, but the final design, responsibility and liability for that design, rests with the trained professionals, the architects, Façade engineers and structural engineers.
2. The role of any BCA is to review working drawings attached to a building consent, for compliance with the NZBC, and all relevant standards and requirements associated with that process. This is NOT the role of any brick manufacturer, and councils should be made aware of this fact, when they tell specifiers to get the approval of the brick manufacturer for their designs and detailing – it is not our responsibility, it is theirs.
3. Completely review the set of plans for your project. Apart from what has already been stated, there are often hours of work involved in reviewing the working drawings for any project. The roll of the technical helpline is to help address issues that can be addressed or advised on, in a 15-minute timeframe. If you require your project to be peer reviewed, either engage another architect to do so, or a façade engineer who has been trained in brick veneer construction, that is their speciality.
4. The Brickery has BRANZ approved systems, such as the 2 Storey, Stack-bonding, and Fire Resistance Rating systems, all of which have clearly defined limitations, as explained in our brochures. We are unable to give advice on designs that exceed these limitations. Eg. 3 Storey veneers.