

CORE PRODUCT CATEGORIES

1 Steel Reinforcement Bars (Rebar)

- Sizes: T8, T10, T12, T16, T20, T25, T32, T40 (8mm to 40mm diameter)
- Grade: High Tensile, compliant with BS4449 standards
- Sold in standard lengths (6m, 12m) and custom cut-to-size on request

2 Reinforcement Mesh - DETAILED SPECIFICATIONS

STANDARD MESH TYPES:

- **A142:** 6mm bars, 200mm centers, 3.6m x 2.0m sheets
- **A193:** 7mm bars, 200mm centers, 3.6m x 2.0m sheets
- **A252:** 8mm bars, 200mm centers, 3.6m x 2.0m sheets
- **A393:** 10mm bars, 200mm centers, 3.6m x 2.0m sheets

HEAVY DUTY MESH:

- **B385:** 10mm bars, 3.6m x 2.0m sheets
- **B503:** 12mm bars, 3.6m x 2.0m sheets
- **B785:** 12mm bars, 3.6m x 2.0m sheets
- **B1131:** 16mm bars, 3.6m x 2.0m sheets
- All mesh is BBA certified and meets BS4449 standards

3 Structural Steel Sections

- Beams (UB), Columns (UC), PFC Channels
- Hollow Sections: SHS, RHS, CHS
- Mild steel flats, angles, and unequal angles

4 Groundworks & Civils

- Trench sheets, mesh spacers, damp-proof membranes
- Formwork systems and Cellcore ground heave protection
- Gas venting systems and accessories

5 Accessories & Fixings

- Rebar spacers (various sizes for different cover requirements)
- Protection caps (plastic end caps for safety)

- Tie wire (soft annealed, 1.6mm diameter)
- Dowel bars, sleeves, expansion joint foam
- Concrete curing agents and formwork release oils

Quality Standards:

- All steel meets BS4449 British Standards
 - Certified and tested materials
 - Professional compliance documentation
 - BBA certified mesh products
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WHAT AGENTS CAN SAY - EXPANDED

Product Specifications (FREELY SHARE):

- "A142 mesh has 6mm bars at 200mm centers"
- "A252 mesh uses 8mm diameter bars"
- "A393 is our heaviest standard mesh with 10mm bars"
- "All our mesh sheets are 3.6m x 2.0m standard size"
- "T16 rebar is 16mm diameter high tensile steel"
- "Rebar comes in 6m or 12m standard lengths"

Stock Information:

- "We stock A142, A193, A252, and A393 mesh"
- "Rebar available from T8 (8mm) to T40 (40mm)"
- "All products meet BS4449 British Standards"
- "We have spacers, tie wire, and safety caps in stock"

Technical Details (FACTUAL ONLY):

- "A393 has 10mm bars at 200mm spacing both ways"
- "Our tie wire is 1.6mm soft annealed steel"
- "Mesh sheets weigh approximately X kg" (if known)
- "All our steel is high tensile grade to BS4449"

Pricing Structure:

- "Our sales team provides detailed quotations"
- "We offer competitive pricing across our range"
- "Dynamic pricing with discounts for larger orders"

- "We beat any written quote from competitors"
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🚫 WHAT AGENTS CANNOT SAY

✗ NO Product Recommendations:

- Never suggest which product to buy
- Never say "you need A393 for that"
- Never say "typically you would use T16"
- Never advise on suitability for projects

✗ NO Technical Advice:

- Cannot advise which mesh is suitable
- Cannot recommend bar sizes for loads
- Cannot suggest quantities needed
- Cannot provide engineering calculations

✗ NO Project-Specific Guidance:

- Cannot say what's suitable for specific projects
- Cannot recommend based on project type
- Cannot advise on application suitability
- Cannot make engineering decisions

✗ NO Pricing Specifics:

- Cannot quote actual prices over phone
 - Cannot make pricing commitments
 - Cannot negotiate pricing terms
 - Cannot provide exact delivery costs
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🛡 SAFE PRODUCT RESPONSES

- ◆ "Which mesh do I need?"

→ "Your structural engineer will specify what's needed. I can tell you we stock A142, A193, A252, and A393 - would you like to know the specifications of any of these?"

- ◆ "What's the difference between A252 and A393?"

→ "A252 has 8mm bars while A393 has 10mm bars, both at 200mm centers. Your engineer will specify which is suitable for your project."

- ◆ "How much mesh do I need?"
→ "I can't calculate quantities - your engineer will specify that. Our mesh sheets are 3.6m x 2.0m if that helps with your calculations."
 - ◆ "What's suitable for a garage base?"
→ "Your structural engineer will specify what's suitable. We stock various mesh types from A142 to A393 for different applications."
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CRANE DELIVERY SERVICE

Available Services:

- Standard delivery: To site for customer offloading
- Crane delivery: Available on request for additional fee
- Crane provides curbside offloading only
- Must be arranged through office for pricing

Customer Response:

"We can arrange crane delivery for an additional charge. The crane provides curbside offloading. Would you like our office to call you with pricing for crane delivery?"

Important Notes:

- Space limitations mean crane does curbside only
 - Sites usually have machinery/manpower for offloading
 - Crane service adds cost - customer should be aware
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PRODUCT ORDERING PROCESS

What Agents Can Do:

- Confirm product specifications
- Verify stock availability
- Arrange sales team callback
- Gather requirements for RFQ
- Provide dimension information

What Agents Cannot Do:

- Process actual orders
- Calculate quantities needed
- Recommend specifications

- Provide technical drawings
 - Make engineering assessments
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 RELATED FILES:

- See nds-compliance-rules.txt for safety boundaries
- See nds-delivery-terms.txt for availability and timing
- See nds-lead-qualification.txt for RFQ gathering
- See nds-objection-handling.txt for pricing questions

This file helps agents speak accurately about NextDaySteel's offerings without making unsupported claims or giving dangerous advice.