

RAHNS **CONCRETE**

READY-MIX & PRECAST

TIPS FOR ORDERING CONCRETE

At RAHNS Concrete (RAHNS) our number one goal is to provide you with friendly and knowledgeable customer service. Our motto is, *Promises Made, Promises Delivered*. For over 45 years, we have been providing excellent service and delivering on our promises to you the customer.

When placing a Ready-Mix order please contact our Central Dispatch Office at:

Local: 610-528-4060

Toll Free: 1-800-CONCRETE

When placing a Precast order please contact:

Local: 610-226-4061

Hours of Operation / Dispatch Availability

Summer Hours: Mondays - Fridays 6:00 am to 5:00 pm

Winter Hours: Mondays - Fridays 6:00 am to 4:00 pm

Delivery Hours

Mondays - Fridays (Normal Hours): 6:00 am to 3:00 pm

Mondays - Fridays (After Hours*): After 3:00 pm

Saturdays** 7:00 am to Noon

* Additional charges may apply.

** Saturday hours start in early Spring and run through late Fall.

Please Note: Our normal hours of delivery are from 6:00 am to 3:00 pm Monday through Friday. Beginning in Spring, depending on weather and business demand, we will open on Saturdays from 7:00 am through 12:00 pm. Our Saturday delivery schedule normally goes until the start of bad weather in late October. Make sure you call ahead in early Spring and late Fall to check on the schedule. Earlier and later times are available Monday through Friday with notice. Additional charges may apply. Delivery times earlier than 6:00 am are always available.

DISPATCH TIPS

Whether ordering concrete for the first time, or if you are a seasoned pro, it can be a bit difficult at times, so we want to give you a few tips to help the process. RAHNS wants to make your experience with RAHNS smooth and easy.

Please note: Cell phone connections can make it difficult to hear, so we ask that when speaking to our dispatchers you speak slowly and clearly.

ORDERING CONCRETE

Once you're ready to go, it's easy. Simply call the dispatch office and begin the order. Our dispatchers can answer most questions to provide a smooth experience. Delivery schedules fill up quickly, so it is very important that you place your order at least 3 to 4 days in advance. When you call to place an order, it is also extremely important for you to be able to provide dispatchers with as much information as possible. When placing your order, the dispatcher will want to know:

1. Contact Information

- Name
- Company
- Phone Number(s)

2. Date & Time

- Delivery schedules can fill up fast. It works best to place order 3 to 4 days in advance, if possible. We will try to accommodate day before and same day orders.

3. Delivery Information

- Job Site Address
- Nearest Intersection
- Zip Code

4. Project Description

- Sidewalk, Garage Floor, Patio, etc.

5. Mix & Slump

- RAHNS Concrete's friendly dispatchers can help you determine the proper mix and slump based on your project type.

6. Quantity

- Make sure to double check your figures and always consider ordering extra concrete to compensate for settling, an uneven sub-base, and spillage. Then, we would advise rounding your order up to the nearest 1/4 to 1/2 yard.

7. Truck Intervals

- If your project needs more than one truck load, you will need to determine how long it will take you to unload each truck. Dispatch can help if you let them know how you are planning to place the concrete.

8. Value Added Products

- Colored Concrete, Fibers, Admixtures, etc.

9. Order Status ('Go' (Released) Or 'Will-call')

- A 'GO' order means that a truck will deliver your order at the specified time. If you have to cancel, you will need to let dispatch know at least 24 hours before your delivery time. If your order has been sent and you need to cancel, you will be charged for the load.
- A 'WILL-CALL' order for the next day means that a delivery time has been scheduled for your order. Whether your order is for first round next day or later in the day, you must call to release at least one hour before your scheduled delivery time. Trucks may be delayed or unavailable for a later delivery time if orders are not released on time. If an order is canceled on the same day it is due to be delivered, less than 2 hours ahead of the scheduled delivery time, a cancellation fee may be charged.

HOW MUCH CONCRETE DOES YOUR PROJECT/ORDER REQUIRE?

Make sure to allow extra for uneven sub grades and spillage, then round up to the closest 1/4 to 1/2 yard. Our trucks haul a maximum of (10) cubic yards per delivery when fully loaded, so remember that smaller loads often have extra delivery charges. As a result, it is usually cheaper to order a little extra rather than run the risk of running short and having to pay additional delivery charges for the balance load.

ARE YOU READY?

Make sure you are ready when the truck arrives. We charge extra for longer deliveries (in excess of 7 minutes per yd.), so it is important to have enough help in order to be prepared. We try our best to get as close to your desired delivery time as we can, and are usually within fifteen to thirty minutes of the requested time. Delays in delivery are normally due to circumstances out of our control i.e. traffic, delays on previous job, etc. Time and temperature affect the performance and ability to pour the concrete from the truck, so please understand the need for an organized job. Using our Quality Concrete will help produce a quality result.

IS YOUR PROJECT ACCESSIBLE?

Our trucks are big vehicles, often weighing up to 73,280 lbs. when fully loaded. We try not to leave the street and curb line unless necessary and then only with your permission. **Carefully plan how the truck can access the job; electrical overhead wires, trees and a narrow driveway can make the process very difficult.** Soft terrain or landscaped yards also present a real problem when a 73,280 lb. vehicle tracks across it. Driver discretion will be used when placing truck beyond curb line **Think Safe! Be Safe!**

TALK TO US...

Talking to our dispatchers can be a big help with any of these questions. Overworking the mix is also a problem that creates issues for our products. The easier concrete can be placed and worked, the better the long-term durability. There are retarding chemicals that can slow the set if you need more time and there are accelerating chemicals that can speed it in the cold. These are all issues you should consider before ordering. **Adding water after concrete is first mixed is concrete's worst enemy. Adding water past the normal designed amount can reduce the strength and wear potentials of the mix.** There are additives that can be added to your mix that will increase the place ability without effecting the strength or durability the concrete.

Truck Specifications

Ever wonder how big those concrete trucks really are? Here are some specs you will want to keep in mind when ordering concrete, to ensure RAHNS trucks will fit on your site.

- Length: 35'
- Width: 9' 6"
- Height: 13' 6". Some trucks are higher so be aware of overhead obstructions.
- Weight (with 10-yard load): 73,280 lbs.
- Weight (empty): 32,500 lbs.
- Turn Radius: 37'
- Maximum chute length: 18'
- Extra chutes cannot be added to our trucks for safety
- Conveyor Trucks are available for hard to reach areas (Schedule 4 or more days in advance)
- Conveyor trucks 38' straight out and to the side
- Conveyor trucks can reach 20' in height