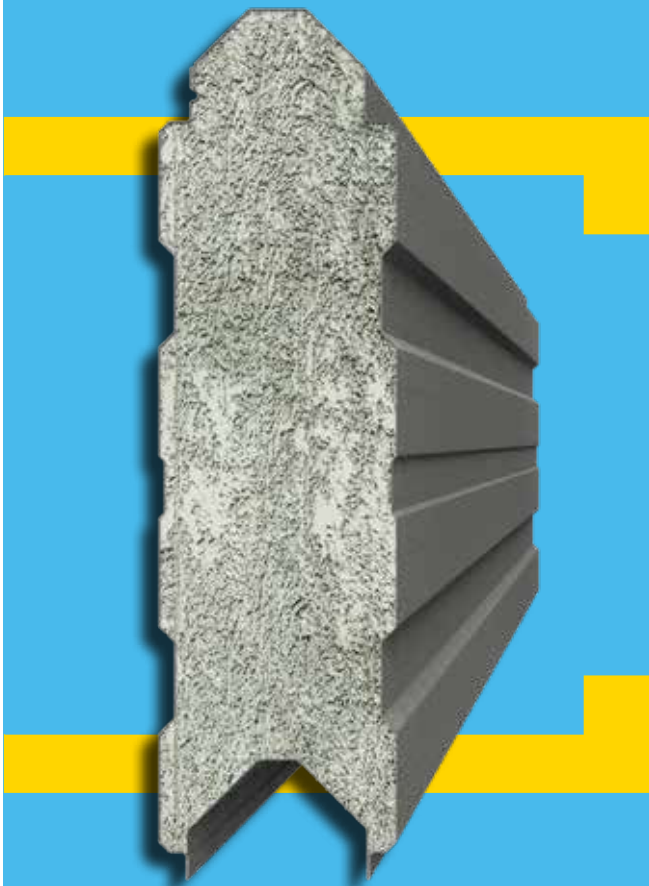




KOROK 
FIRE AND ACOUSTIC WALL SYSTEMS

Effective from 1st May 2024.

KOROK® Building Systems NZ Ltd, 22 Norris Ave, Te Rapa, Hamilton 3200

KOROK® Building Systems NZ Ltd, PO Box 20182, Te Rapa, Hamilton 3241

For technical support or to place orders please contact KOROK®:

0800 773 777 info@korok.com orders@korok.com www.korok.com

KOROK®

March 2025

**KOROK® panel, components,
accessories & freight**

Orders and ETA enquiries

Marijana **021 242 8564** orders@korok.com

Estimation Support

Spencer **027 443 3504** spencer@korok.com

Installation Support

Daryl **021 193 7609** daryl@korok.com

KOROK® ORDERING INFORMATION

Beware of Substitution

All KOROK® systems have been designed and tested to ensure they are suitable for New Zealand conditions and provide specific resistance to fire and noise transmission. Each system has been BRANZ Appraised ensuring that if the KOROK® system is installed as specified in the KOROK® technical literature, it will meet the requirements of the New Zealand Building Code (NZBC).

As such, tested KOROK® panels and components where specified, must be used in the construction of each KOROK® system, ensuring that the finished wall will meet its performance specification.

Customer Support Services - Marijana Stevanic

KOROK® Customer Order Support is available between 8am – 4pm Monday to Friday to assist placing your orders and ETA enquiries, on either **021 242 8564** or email orders@korok.com

Estimation Support Services - Spencer Allmark

KOROK® Estimation Support is available between 8am – 4pm Monday to Friday to assist with the calculation of quantities, on either **027 443 3504** or email spencer@korok.com

Installation Support Services - Daryl Stroebel

KOROK® Installation Support is available between 8am – 4pm Monday to Friday to assist with installation enquiries, on either **021 193 7609** or email daryl@korok.com

KOROK® Deliver to Site Services

Services included in freight.

1. Standard delivery allows for the delivery of an order to site, with KOROK® panels on pallets, on the back of a flat-bed truck.
2. The customer is responsible for up-lifting the order from the truck, unless specifically arranged.
3. KOROK® deliveries should be unloaded on the pallets supplied. Failure to do this may result in the crushing of the male or female connectors on the KOROK® panels. KOROK® Building Systems NZ Ltd is specifically not responsible for damage caused during unloading by others.
4. Standard delivery allows for a 1-hour wait time on site while the order is removed from the back of the truck. Additional time is charged at \$180 per hour.
5. While a freight component can be estimated from the guides below, final pricing will be provided by KOROK® when an order is placed.

Hiab orders require a weeks notice.

KOROK® Sustainability and Returns Policy

KOROK® is a high performance product with minimal impact on the planet.

KOROK® is made to order, ensuring minimal on-site waste.

KOROK® is fully re-usable and fully recyclable.

KOROK® is manufactured in NZ.

KOROK® does not accept product for credit unless specifically authorised. You will need to send a request by email to orders@korok.com for authorisation.

KOROK® will only credit for re-saleable product.

There is a 20% restocking fee to cover inspection and handling, once product is returned to our Hamilton depot at your cost.

Terms of Ordering

All accounts are due for payment on the 20th day of the month following the month in which the goods, or any portion of the goods, are either delivered, or the Requested Delivery Date is met, whichever is the earlier.

Where changes/cancellations are made to deliveries within 48 hours of planned delivery date/time, additional costs may be passed on to the customer.

REQUESTING AN ESTIMATE

Please contact spencer@korok.com for estimates.

KOROK® estimation is based on the information provided to us. While we make every effort to accurately assess the project requirements, it is imperative that the client thoroughly review and confirm all panel sizes and quantities, and components. Any discrepancies or changes to these specifications may result in adjustments to the final cost and timeline. We encourage open communication and collaboration to ensure the successful completion of the project.

PLACING AN ORDER - GALV

Please place your orders by emailing orders@korok.com

1. If you are ordering from an estimate, please state the estimate number up front.
2. Upon confirmation of your order, an estimated delivery date will be provided. Once our logistics team receives your order from manufacturing, they will promptly contact you to schedule the delivery.
3. Standard average lead time, from date of order confirmation to delivery date, is approximately 4 weeks.
4. Please state the required delivery date when ordering.
5. If you're looking for a shorter lead time, we may be able to fulfil from stock - please ask when ordering.
6. Don't forget to order your components and accessories for your project.
7. It is imperative that the client thoroughly review and confirm all panel sizes and quantities, and components.
8. All KOROK® panels provide 250 mm coverage.
9. KOROK® 78 mm panels come in packs of 13.
10. KOROK® 51 mm panels come in packs of 20.
11. **Split packs will be filled from the nearest stock length. Only 1 split pack per order.**
12. KOROK® made-to-measure panels are produced to an accuracy of +/- 2 mm in length.
13. The minimum order for galv is one pack, unless ordering stock lengths.
14. Galv orders are produced with no protective film unless specified on the order for seen walls. This is to minimise the impact of the plastic film on the environment.
15. Orders for KOROK® made-to-measure panels are scheduled for production once you have confirmed your order to KOROK®.
16. KOROK® products can either be delivered to site, or collected from KOROK®, Hamilton depot by prior arrangement with the KOROK® logistics team.
17. Prices for KOROK® made-to-measure panels can be found on your price list.
18. All prices for KOROK® products are exclusive of freight and GST.

For KOROK® Stock Orders please email orders@korok.com

1. If you are ordering from an estimate, please state the estimate number up front.
2. Upon confirmation of your order, an estimated delivery date will be provided. Our logistics team will promptly contact you to schedule the delivery.
3. Standard average lead time for stock, from date of order confirmation to delivery date, is up to 1 week.
4. It is imperative that the client thoroughly review and confirm all panel sizes and quantities, and components.
5. The stock lengths in the table below may be available. Please enquire when ordering.

KOROK® Stock Sizes

51mm Galv KOROK 600kg/m3	3.0 m	3.2 m	4.0 m	5.0 m
78mm KOROK Gen 2 400kg/m3	3.2 m	4.0 m	5.0 m	6.0 m

6. Please state the required delivery date when ordering.
7. KOROK® Stock panels are produced to an accuracy of +/- 2 mm in length.
8. All KOROK® panels provide 250 mm coverage.
9. Delivery date of stock orders will be confirmed by KOROK® logistics team.
10. Prices for KOROK® Stock panels can be found on your price list.
11. All prices for KOROK® products are exclusive of freight and GST.

PLACING AN ORDER - COLOUR

Please place your orders by emailing orders@korok.com

1. If you are ordering from an estimate, please state the estimate number up front.
2. Upon confirmation of your order, an estimated delivery date will be provided. Once our logistics team receives your order from manufacturing, they will promptly contact you to schedule the delivery.
3. Standard average lead time, from date of order confirmation to delivery date, is up to 8 weeks.
4. If you're looking for a shorter lead time, please ask what colours we have available in stock.
5. It is imperative that the client thoroughly review and confirm all panel sizes and quantities, and components.
6. Please state the required delivery date when ordering.
7. KOROK® can supply both Endura and Maxx paint finishes. Please ensure you order the correct product for your project.
8. **Make sure your coloured components and accessories are ordered with your panels as they are customised products and will be made specifically for you.**
9. KOROK® 78 mm panel comes in packs of 13.
10. **Split packs will be filled from the nearest 78mm colour stock length (see table). Only 1 split pack per order.**
11. Colour KOROK® panels are available in the full range of ColorSteel colours.
12. Colour KOROK® made-to-measure panels are produced to an accuracy of +/- 2 mm in length.
13. Minimum colour order size for your chosen colour is 50m². For smaller order sizes, please check what colours we have in stock.
14. Delivery dates are confirmed by the KOROK® logistics team once the order has been produced.

15. KOROK® products can either be delivered to site, or collected from KOROK®, Hamilton depot by prior arrangement with the KOROK® logistics team.
16. Prices for colour made-to-measure KOROK® panels can be found on your price list.
17. All prices for KOROK® products are exclusive of freight and GST.

KOROK® Colour Stock Sizes

78mm KOROK Gen 2 400kg/m ³	3.2 m	4.0 m	5.0 m	6.0 m
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What colour would you like?

1. For the standard available colour range please see our website:

[KOROK® 78mm Panel](#)

2. For additional colours, please see the ColorSteel website:

[COLORSTEEL® Roof Colours - Iron Roofing Colours NZ | COLORSTEEL® » COLORSTEEL®](#)