

Why CORE Root Protector?

By using CORE Root Protector, you are getting tried and tested tree root protection of the highest quality that out performs competitors, offering total peace of mind.

Top quality raw materials and intuitive design ensure the roots of the trees you want to protect will not be damaged by traffic or footfall.

By simply following our recommendations and adopting industry standard installation practices, you can rest assured you are not only choosing the best possible system, but also getting the best value for money.

With CORE Root Protector you have the option of obtaining a comprehensive written guarantee for an additional fee. CORE Root Protector is one of the few systems available in today's market with this option. Independently tested, it offers unrivalled protection for your tree roots, and has been used throughout the world for years without failure.

Complete Control

As every good businessman knows "nothing is truly for free" in business so we prefer to offer you the option of paying for the written guarantee.

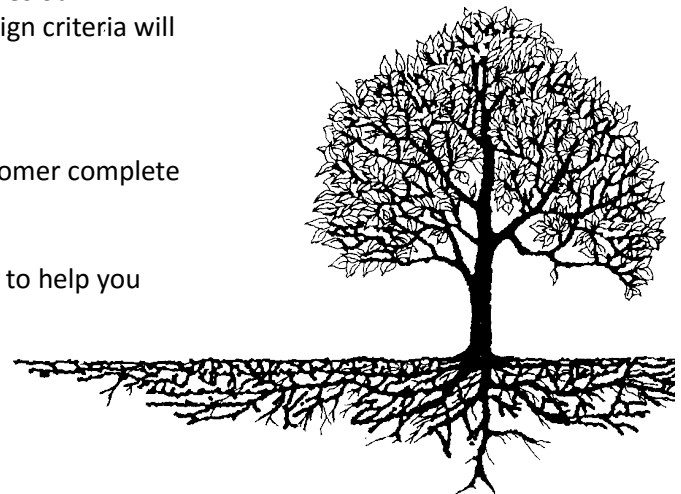
In our experience not everyone requires a guarantee so this allows us to offer you the best possible price for your CORE Root Protection system.

We will specify and quote your requirements using exactly the same great product with or without the warranty. We will then advise you on the cost of the optional warranty, if you require one.

Either way the protection the roots receive is the same, so you have the option of how you spend your resources. With expert guidance from our arboriculturalists and design engineers, CORE Root Protector gives our customers the assurance that specific site requirements and design criteria will be achieved.

The optional warranty covers the replacement of not only the CORE Root Protector system but also the tree(s), giving the customer complete peace of mind.

Our engineers will offer site specific technical recommendations to help you obtain the best results for the best possible price.



How to Obtain a Warranty?

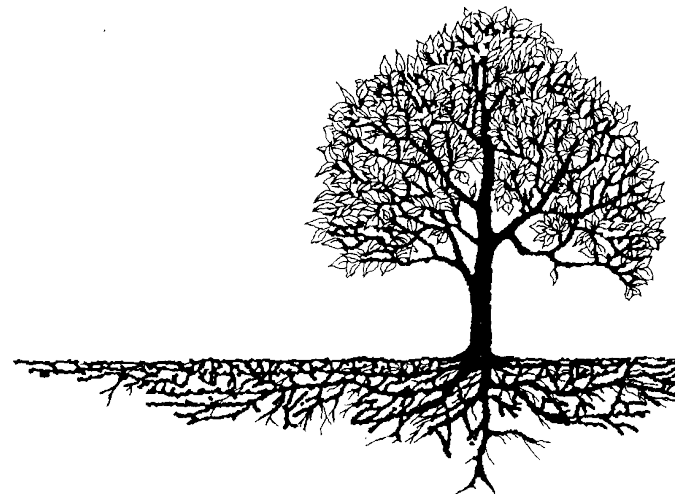
Site Survey | Provide us with a copy of the Arboricultural Report for the site. [If a report hasn't already been produced, we would advise approaching an Arboricultural Association registered consultant to have a full survey completed].

Technical Recommendation | We can offer all of our client's engineering advice and services. On all guaranteed projects, we provide full technical recommendations and calculations.

Scope Agreement | Once we have received the arboricultural report and produced our technical recommendation, we will advise on which trees can be covered under the warranty using a scoping agreement. We will then advise on the cost of the warranty.

Straightforward Installation | By following our installation guide and technical recommendations the works should be carried out adhering to basic industry guidelines. Once completed, the customer signs, agreeing to the terms and conditions of the warranty.

Certification | Once your signed agreement is received by us, we will send out a pack containing your guarantee certificate with full details of your purchase.



Frequently Asked Questions

What is covered under the warranty? | The guarantee covers the replacement of dead tree(s) within the protected area, up to a value of £10,000.00. The guarantee also covers the replacement of the CORE Root Protection system which has failed up to the value of £50,000.00. The guarantee is valid for 10 years from date of invoice.

How to Make a claim for loss of a tree? | In the unlikely event that a tree dies within the 10 year guarantee period, you will need to notify us as soon as discovered. We will carry out a full investigation into the actual cause of death. Once our investigation has identified the cause we will establish what remedial action is required.

How to Make a claim for material failure? | In the unlikely event that your CORE Root Protection system fails within the 10 year guarantee period, you will need to notify us as soon as discovered. We will carry out a full investigation into the actual cause of failure. Once our investigation has identified the cause we will establish what remedial action is required.

Can I alter the *CORE Root Protector* system? | The system is created and designed using only high quality raw materials that outperform many of our competitors. This manufacturing process creates a truly unique system. Our installation guides and technical recommendations ensure the complete success of the project therefore we can only offer the warranty if the full system has been installed with no alterations, additions or omissions.

Can I pass the warranty on? | Yes, the warranty is owned by the landowner. This can be transferred should the ownership of the land change, provided we are given notice of the transfer.

