

# Carriage & contact

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# Delivery charges

## UK Domestic Parcel Rates (Parcelforce)

<b>Service 15</b>	48 hour delivery	<b>£8.00</b>
<b>Service 1</b>	Non guaranteed next day	<b>£8.50</b>
<b>Service 2</b>	Next working day by noon	<b>£16.99</b>
<b>Service 3</b>	Next working day by 10am	<b>£24.72</b>
<b>Service 4</b>	Next working day by 9am	<b>£41.20</b>
<b>Service 5</b>	Saturday delivery (Anytime)	<b>£26.78</b>
<b>Service 6</b>	Saturday delivery by 10am	<b>£36.38</b>
<b>Service 7</b>	Saturday delivery by 9am	<b>£44.80</b>

## Non UK Domestic Parcel Rates

<b>Service 8</b>	Islands & Scottish Highlands*	<b>£16.48</b>
<b>Service 9</b>	Northern Ireland 24	<b>£20.05</b>
<b>Service 10</b>	Northern Ireland 48	<b>£15.73</b>
<b>Service 11</b>	Southern Ireland by surface	<b>£29.38</b>
<b>Service 12</b>	Channel Islands	<b>£18.93</b>
<b>Service 13</b>	Isle of Man 24	<b>£25.34</b>
<b>Service 14</b>	Isle of Man 48	<b>£16.99</b>
<b>SAMEDAY</b>	Same day delivery/collection	<b>£Call</b>

\* Highlands postcodes are: G83, G84, IV1-IV40, IV52-IV54, IV63, KW1-KW14, PA21-PA38, PH21-PH26, PH30-PH41, PH49-PH50

Maximum parcel weight - 30kg

## Convenient collect (NEW)

Should you require an alternative delivery address we are able to delivery to your local Post Office for you to collect when suits you best.

## Key points

- 10,500 collection points
- 10,193 open Saturdays
- 3,707 open Sundays
- 93% people live within 1 mile of your local Post Office



## International Parcel Rates

<b>Belgium</b>	<b>£43.94</b>	<b>Italy</b>	<b>£41.90</b>
<b>Corsica</b>	<b>£43.94</b>	<b>Monaco</b>	<b>£31.42</b>
<b>Czech Rep.</b>	<b>£50.14</b>	<b>Norway</b>	<b>£38.15</b>
<b>Denmark</b>	<b>£31.42</b>	<b>Poland</b>	<b>£38.15</b>
<b>Estonia</b>	<b>£71.52</b>	<b>Portugal</b>	<b>£43.55</b>
<b>Finland</b>	<b>£50.14</b>	<b>Slovenia</b>	<b>£45.18</b>
<b>France</b>	<b>£31.42</b>	<b>Spain</b>	<b>£41.90</b>
<b>Germany</b>	<b>£31.42</b>	<b>Sweden</b>	<b>£45.18</b>
<b>Greece</b>	<b>£43.55</b>	<b>Turkey</b>	<b>£79.79</b>
<b>Holland</b>	<b>£43.94</b>		

\* Delivery prices may alter with fuel costs

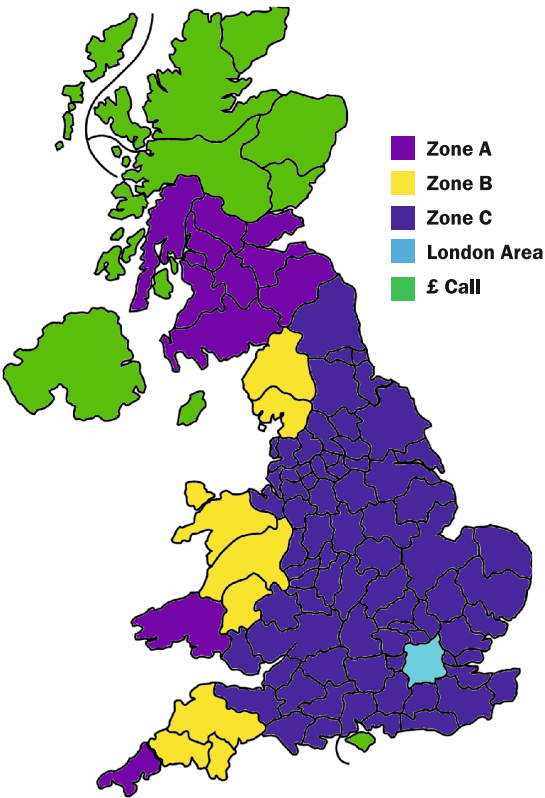


# Delivery charges

## UK Domestic Pallet Rates

Service P1	Zone A - Next Day	£59.99
Service P2	Zone A - Two/Three Day	£49.99
Service P3	Zone B - Next Day	£63.86
Service P4	Zone B - Two/Three Day	£53.56
Service P5	Zone C - Next Day	£69.01
Service P6	Zone C - Two/Three Day	£58.71
Service P7	Zone A - Specified Time Delivery	£20 surcharge
Service P8	Zone A - A.M. Delivery	£12 surcharge
Service P9	London Area - Next Day	£69.01
Service P10	London Area - Two/Three Day	£58.71
Service P11	Saturday Delivery	£45 surcharge

Full size pallet: 1,200kgs - 72" high



## International Pallets

Southern Ireland	£86.00
Italy	£150.00
France	£150.00





# Discount structure/patments

## Discount Structure

**We have two discount structures in effect; account holders and non-account holders.**

Those who have a credit account with Pole Star receive a set discount rate for all orders regardless of the quantity ordered. If there are items which you use on a regular basis then specific product discount rates may apply.

Those who are not account holders are subject to a quantity discount.

Order Quantity	Discount %
1-4	0%
5-9	10%
10-24	15%
25-49	25%
50+	Please contact us

**All products are subject to the discount policy, only carriage charges and labour are not subject to discount.**

## Pricing Information

- The prices shown are nett, ex-works and exclusive of value added tax.
- This price list supersedes all previously published price lists.
- The prices charged are those that are ruling at the time of despatch.
- All transactions are subject to our terms and conditions.
- We reserve the right to amend prices and discounts at any time and without notice.
- Credit terms, subject to approval are strictly nett monthly.
- There are no minimum order quantities or minimum invoice values.

## Payment Methods

**We at Pole Star are pleased to offer a varied selection of payment methods to all our customers.**

### ■ Cheque/Post

Please make all cheques out payable to "Pole Star Products Limited"

### ■ BACS (Electronic Transfer)

#### GBP Account

If you are making an electronic payment please use the following information

Account Number – 0604 5570

Sort code – 12-24-82

BIC: BOFSGBS1BBB

IBAN: GB48 BOFS 1224 8206 0455 70

#Reference – Your account number, eg. ABC.001

#### EURO account

Account Number – 86563558

Sort code – 12-24-82

BIC - BOFSGBS1BBB

IBAN: GB03BOFS12248286563558

#Reference – Your account number, eg. ABC.001

### ■ Debit/Credit Card

We accept all major credit and debit cards including American Express, however American Express cards are subject to a 4% surcharge. Please call 01526 399711 to supply the card details.





# Contact

## General Enquiries

Tel: +44 (0)1526 399711 (Main)

Tel: +44 (0)1526 399733 (Overflow)

Fax: +44 (0)1526 399744 (Main)

Fax: +44 (0)1526 399722 (Overflow)

## Sales Office

[sales@psp.uk.com](mailto:sales@psp.uk.com)

Mike Cook	Sales & Operational enquiries	<a href="mailto:m.cook@psp.uk.com">m.cook@psp.uk.com</a>
Adam Pinnell	Order enquiries	<a href="mailto:a.pinnell@psp.uk.com">a.pinnell@psp.uk.com</a>
Chris Beck	Order enquiries	<a href="mailto:c.beck@psp.uk.com">c.beck@psp.uk.com</a>
Katie Chapman	Email enquiries	<a href="mailto:k.chapman@psp.uk.com">k.chapman@psp.uk.com</a>

## Accounts office

[accounts@psp.uk.com](mailto:accounts@psp.uk.com)

Vicky Bryant	Account enquiries	<a href="mailto:v.bryant@psp.uk.com">v.bryant@psp.uk.com</a>
Carol Cook	Statements	

## Purchasing

[purchasing@psp.uk.com](mailto:purchasing@psp.uk.com)

Tony Cowood	Purchase enquiries	<a href="mailto:t.cowood@psp.uk.com">t.cowood@psp.uk.com</a>
Chris Kloed	Goods inward/despatch	<a href="mailto:c.kloed@psp.uk.com">c.kloed@psp.uk.com</a>

## External Sales

David Cowood	Sales / site visits	<a href="mailto:d.cowood@psp.uk.com">d.cowood@psp.uk.com</a>
	Display motors & literature	

## Marketing department

[enquiries@psp.uk.com](mailto:enquiries@psp.uk.com)

Debbie Downs	Marketing	<a href="mailto:d.downs@psp.uk.com">d.downs@psp.uk.com</a>
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## Warehouse

Stuart Prior	Goods in
Liam Tuppen	Goods out

## Production/modification

Scott Coombes	Motor modification
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**W** [www.psp.uk.com](http://www.psp.uk.com)  
**T** [PoleStarMotors](#)  
**f** [Pole-star Motors](#)  
**BT** <http://polestar.bttradespace.com>  
**S** [psp-sales](#)



# IP explanation & rating

## Enclosure types

**EN 60529 outlines an international classification system for the sealing effectiveness of enclosures of electrical equipment against the intrusion into the equipment of foreign bodies (i.e. tools, dust, fingers) and moisture. This classification system utilizes the letters "IP" ("Ingress Protection") followed by two or three digits. (A third digit is sometimes used. An "x" is used for one of the digits if there is only one class of protection; i.e. IPX4 which addresses moisture resistance only.)**

### Degrees of Protection - First Digit

The first digit of the IP code indicates the degree that persons are protected against contact with moving parts (other than smooth rotating shafts, etc.) and the degree that equipment is protected against solid foreign bodies intruding into an enclosure.

0	No special protection
1	Protection from a large part of the body such as a hand (but no protection from deliberate access); from solid objects greater than 50mm in diameter.
2	Protection against fingers or other object not greater than 80mm in length and 12mm in diameter.
3	Protection from entry by tools, wires, etc., with a diameter of thickness greater than 1.0mm.
4	Protection from entry by solid objects with a diameter or thickness greater than 1.0mm
5	Protection from the amount of dust that would interfere with the operation of the equipment.
6	Dust tight.

### Degrees of Protection - Second Digit

The second digit indicates the degree of protection of the equipment inside the enclosure against the harmful entry of various forms of moisture (e.g. dripping, spraying, submersion, etc.)

0	No special protection
1	Protection from dripping water.
2	Protection from vertically dripping water.
3	Protection from sprayed water.
4	Protection from splashed water.
5	Protection from water projected from a nozzle
6	Protection against heavy seas, or powerful jets of water.
7	Protection against immersion.
8	Protection against complete, continuous submersion in water.

# Useful information

## Conversion data

Length	metric to imperial	Imperial to metric
	mm x 0.394 = ins	ins. X 25.4 = MM
	m x 3.281 = feet	feet x 0.3048 = m
	m x 1.094 = yards	yards x 0.9144 = m
	km x 0.6214 = Miles	miles x 1.609 = km

Area	cm <sup>2</sup> x 0.155 = sq ins	sq ins. X 6.452 = cm <sup>2</sup>
	m <sup>2</sup> x 10.76 = sq ft	sq ft x 0.929 = m <sup>2</sup>
	m <sup>2</sup> x 1.196 = sq yards	sq yards x 0.8361 = m <sup>2</sup>
	km <sup>2</sup> x 0.386 = sq miles	acres x 0.4047 = hectare

Volume	cm <sup>3</sup> x 0.061 = cu ins	cu ins x 16.39 = cm <sup>3</sup>
	m <sup>3</sup> x 35.32 = cu ft	cu ftx 0.283 = m <sup>3</sup>
	m <sup>3</sup> x 1.308 = cu yards	cu yards x 0.7645 = m <sup>3</sup>
	litres x 1.76 = pints	pints x 0.568 = litre = dm <sup>3</sup>
	litres x 0.2205 = gallons	gallons x 4.546 = litre - dm <sup>3</sup>

Flow Rates				
Units	CFM	M <sup>3</sup> /hr	L/min	L/Sec
10 CFM	10	17	283.3	4.72
10 M <sup>3</sup> /hr	17	10	0.6	0.01
30 L/min	0.35	0.6	10	0.17

HP - watts		Inches - mm	
1	745.69W	1/16	1.6mm
3/4	559.27W	1/8	3.2mm
5/8	466.06W	1/6	4.8mm
1/2	372.85W	1/4	6.4mm
3/8	279.63W	5/16	7.9mm
1/3	248.56W	3/8	9.5mm
1/4	186.42W	7/16	11.1mm
1/6	124.28W	1/2	12.7mm
1/8	93.21W	9/16	14.3mm
1/16	46.61W	5/8	15.9mm
		11/16	17.5mm
		3/4	19.1mm
		13/16	20.6mm
		7/8	22.2mm
		15/16	23.8mm

## Approximate power outputs

1PH PSC Motors			
Amps	Watts out	Watts in	Poles
0.50	35	110 (2MF)	4
0.65	50	145 (2.5MF)	4
0.75	75	165 (3.15MF)	4
1.00	100	180 (3.15MF)	4
1.20	150	280 (4.5MF)	4
1.40	180	310 (5MF)	4
1.60	210	350 (6.3MF)	4
2.10	250	230 (10MF)	6
3.00	370	600 (12MF)	6
3.60	550	990 (16MF)	6
5.10	735	1200 (20MF)	6

Shaded Pole Motors		
Amps	Watts inc	Stack
0.20	32	13.5mm
0.21	35	20mm
0.23	38	21mm
0.45	65	25mm
0.52	73	30mm
0.68	95	40mm
0.87	120	45mm

NEMA Insulation Classes		
Insulation Rating	Max. Operation temp	
	C	F
A	105	221
B	130	266
F	155	311
H	180	356

## Choosing the correct fan

In order to select the correct fan please find below recommended air changes per hour in normal conditions for the following buildings:

Banks	2-4	Lauderettes	24-40
Bars/Cafes	10-12	Living Rooms	4-6
Pool/Games Rooms	6-8	Hospitals	5-7
Classrooms	2-4	Offices	5-7
Conference Rooms	8-10	Restaurants	10-15
Dark Rooms/X-ray	10-15	Shops/supermarkets	4-6
Fish & Chip shops	25-40	Swimming Pools	25-30
Kitchens (domestic)	10-15	Toilets/bathrooms	10-15
Laboratories	5-10	Canteen	6-10





# Terms & conditions

- A. General – (1)** These documented terms and conditions of sale supersede all other terms and conditions, undertakings or representations made by the buyer or the seller. Nothing written or spoken verbally between the buyer and seller has contractual or other legal effect unless incorporated in this document.  
**(2)** No agreement shall be effective to vary this contract unless agreed upon in writing and signed by a representative of the seller duly authorised in writing.  
**(3)** Special attention is drawn to the warranty below.
- B. Description of Goods – (1)** “Goods” means, subject to this clause, goods of the description ordered or contained in the quotation and to be delivered hereunder.  
**(2)** The Seller reserves the right to make without notice to the buyer any improvement or alteration in the material, specification, dimensions, or design of the goods which it thinks reasonable or desirable or which it is required to make by law and such improvement or alteration shall not affect the validity of the contract.
- C. Drawings, Prints and Specifications –** Any technical drawings, prints and specifications supplied by the seller under or in connection with the quotation, or the contract, shall remain the property of the seller. The buyer shall not copy them without the consent of the seller and shall comply with the seller's reasonable requirements to their use, return and otherwise.
- D. Patents –** The seller gives no indemnity in respect of any actual or alleged infringements of the patents, registered designs, design copyright, or any other industrial property right relating to the goods.
- E. Delivery – (1)** The place of and the date of delivery are as agreed between the buyer and the seller.  
**(2)** The date for delivery is the seller's best estimate based on present information. The seller shall not be liable for delay in delivery in any circumstances whatsoever (even if caused by negligence of the seller, its servants or agents) nor for any loss, damage, or expenses which the buyer may suffer by reason of such delay.  
**(3)** Claims for goods received in a damaged condition will only be considered if notified by telephone within 3 days of receipt and confirmed in writing within 14 days of receipt.  
**(4)** Where the Goods cannot be examined the carrier's note or such other note (as the case may be) shall be marked by the Buyer at the time of delivery “not examined”.
- F. Cancellations – (1)** Orders/ Part orders cannot be cancelled without the prior agreement and written consent of the seller. Returned goods must be in a new and unused condition, in the original packing where possible. Credit for returned goods may be subject to a restocking charge of from 10% at the discretion of the seller.  
**(2)** Goods will only be accepted if they are in brand new and unused condition;  
**(3)** Packaged items will only be accepted if the package remains unbroken and in reasonable condition  
**(4)** Goods will only be accepted if returned within three weeks of the date of collection or delivery;  
**(5)** In every case a restocking fee charge will be made  
**(6)** In every case the invoice number and date together with the reason for return must be stated.
- G. Property and risk – (1)** Property in the goods shall not pass to the buyer until the buyer has paid the whole of the price of the goods in full to the seller.  
**(2)** The risk shall pass to the buyer as soon as one of the following events occurs:-  
(i) The Buyer pays the price in full.  
(ii) The buyer takes delivery of the goods  
(iii) The seller notifies the buyer that the goods are ready for delivery and delivery has not taken place within 7 days thereafter for whatever reason.
- H. Jurisdiction –** The law governing the contract shall be the law of England. Any dispute arising out of or in connection with the contract shall be submitted to the jurisdiction of the English courts, except that the seller may elect and be entitled to proceed in Scotland, Wales or Northern Ireland or any foreign jurisdiction whatever proceedings may lawfully be brought against the buyer.
- I. Notices –** Any notice may be served by either party on the other by leaving it at, or sending it by, post, cable, telegram, fax or telefax to the address of that party contained in the contract. Such notice shall be deemed to be served when it would be received by either party in the normal course of transmission of post or otherwise.
- J. Liability of the Seller – (1)** The seller shall not be liable if manufacturer or delivery is prevented, hindered or delayed by reason of strikes, sit-ins, trade disputes, lock-outs or any other actual or threatened industrial action or by difficulty in obtaining labour, plant, materials or bought in components, or by breakdown of plant, or machinery (including transport), or by interruption of power supplies, or by fire or by legal action by a third party (whether or not any of the aforesaid are caused by the negligence of the seller, its servants or agents) or by reason of any circumstances outside the seller's control which shall included, but not be limited to war, civil riot, intervention by the government and all other cases of force majeure.  
**(2)** If the manufacture or delivery of the full quantity due hereunder is prevented, hindered, or delayed by reason of any circumstance within sub-clause **(1)** then without prejudice to the exemption from liability under **(1)** the seller shall be entitled either, to apportion goods of the contract description as its discretion between the buyer and other customers of the seller and to deliver the quantity so apportioned to the buyer, delivery of which quantity shall constitute delivery in full, or to withhold delivery, until such time as the full quantity can be and is delivered hereunder.
- K. Termination of the Contract – (1)** The contract shall automatically terminate if the buyer (being an individual or, in the case of a firm, any member thereof) commits any act of bankruptcy or has a receiving order made against him or has any process of distress or execution levied upon his goods or makes any arrangement with his creditors, before the property in the goods has passed to the buyer hereunder.  
**(2)** If the buyer (being a limited company) has a receiver appointed of its assets or goes into liquidation whether compulsory or voluntary or ceases to carry on its business, or if the seller reasonably considers that any of the said events is about to occur, before the property in the goods has passed to the buyer, then the seller may terminate the contract forthwith by notification of writing.  
**(3)** In the event of termination under sub-clause **(1)** or **(2)** above the buyer shall cease to have any interest in or right to possession of the goods and the seller for the purpose of exercising its rights as unpaid seller and under this contract shall be entitled to enter any premises where the goods are situated and to remove them as the buyer's expense.
- L. Variations – (1)** The seller agrees to carry out any reasonable variations to the previously agreed specifications and drawings which is requested in writing by the buyer or his agent and accepted in writing by the seller  
**(2)** When specified or agreed materials are not readily available, the seller in addition to its rights under clause (B) shall be entitled to substitute other materials which it deems suitable without prior notice to the buyer.
- M. Site –** When deliveries are made direct to site the buyer will warrant to the seller that the site will be readily accessible to normal road transport at the time and date of delivery, and that the buyer or his agent will be ready to accept the goods.
- N. Price –** The price shall be that ruling according the seller's price list where applicable and in force at the date of the seller's notice that the goods are ready for delivery, unless otherwise agreed in writing by the seller and the buyer.
- O. Payment –** Payment terms for approved credit accounts are strictly nett monthly i.e. payment in full to be received no later than the last day of the month following the month during which the goods were dispatched, (an invoice from 1<sup>st</sup>, 15<sup>th</sup> or 30<sup>th</sup> April would fall due for payment on or before 31<sup>st</sup> May, and would become overdue on 1<sup>st</sup> June). The agreed terms of payment must be strictly observed. If any sum due thereunder is not paid in full by the due date or if before such date the buyer is unable or unwilling to make such payment in full then the seller shall have the right to terminate the contract forthwith whereupon clause K **(3)** shall apply. A minimum charge of £10.00 may be applied. Orders of a lesser value must be paid for by cash or cheque in such circumstances.
- P. Indemnity –** The buyer will indemnify the seller against any claims made by a third party arising directly or indirectly out of the contract.
- Q. Warranty – (1)** All goods are guaranteed against defects in manufacture and materials for a period of 12 months from the date of dispatch. Goods will be repaired or replaced free of charge within the period provided they are returned to our works carriage pre-paid, securely packaged and providing our inspection shows such goods to be defective due to the above causes. The seller's liability arising out of the supply of goods and their use shall not exceed the cost of rectifying defects within them as noted above. The seller shall not be liable for any costs incurred by the buyer in removal or replacement of defective goods in their use; neither shall the seller be liable in any event for any other indirect or consequential damages. The warranty will be invalid in the case of goods that have been subject to neglect, misuse, misapplication, incorrect connection, have not been properly packed for return to the seller, or have been altered or repaired in any way outside our works. Subject as contained in this warranty, all express or implied warranties or conditions statutory or otherwise as to quality or fitness for any purpose of the goods are hereby expressly excluded.  
**(2)** The Buyer shall be responsible for ensuring the Goods are fit for purpose for which it wishes to use them and the Company gives no warranty (and none shall be implied) that the Goods are fit for purpose for any particular purpose; and the defect in question shall have appeared within 12 months (or such longer time period (if any) as may be provided for in any guarantee given or on behalf of the manufacturer of Goods) after the Buyer shall have taken possession of the Goods or performance of Services has been completed and shall have been thereupon promptly notified in writing to the Company.  
**(3)** Any Goods alleged to be defective shall, if so required by the Company, be promptly returned at the Buyer's risk and expense to the Company's work for inspection, and the Company shall in its reasonable opinion consider them to be defective solely by reason of faulty design materials or workmanship; and  
**(4)** No attempt shall have been made by the Buyer or by any third party to remedy any defect before, if so required by the Company, the Goods in question shall have been returned to the Company for inspection.  
**(5)** Apart from such reimbursement repair or replacement the Company, its employees and agents shall be under no liability to the Buyer or any third party for any injury, loss or damage of any kind whatsoever, howsoever and wheresoever arising or arisen, and whether direct or indirect, including without limitation any injury, loss or damage arising.

## Notes

## Notes



## Notes