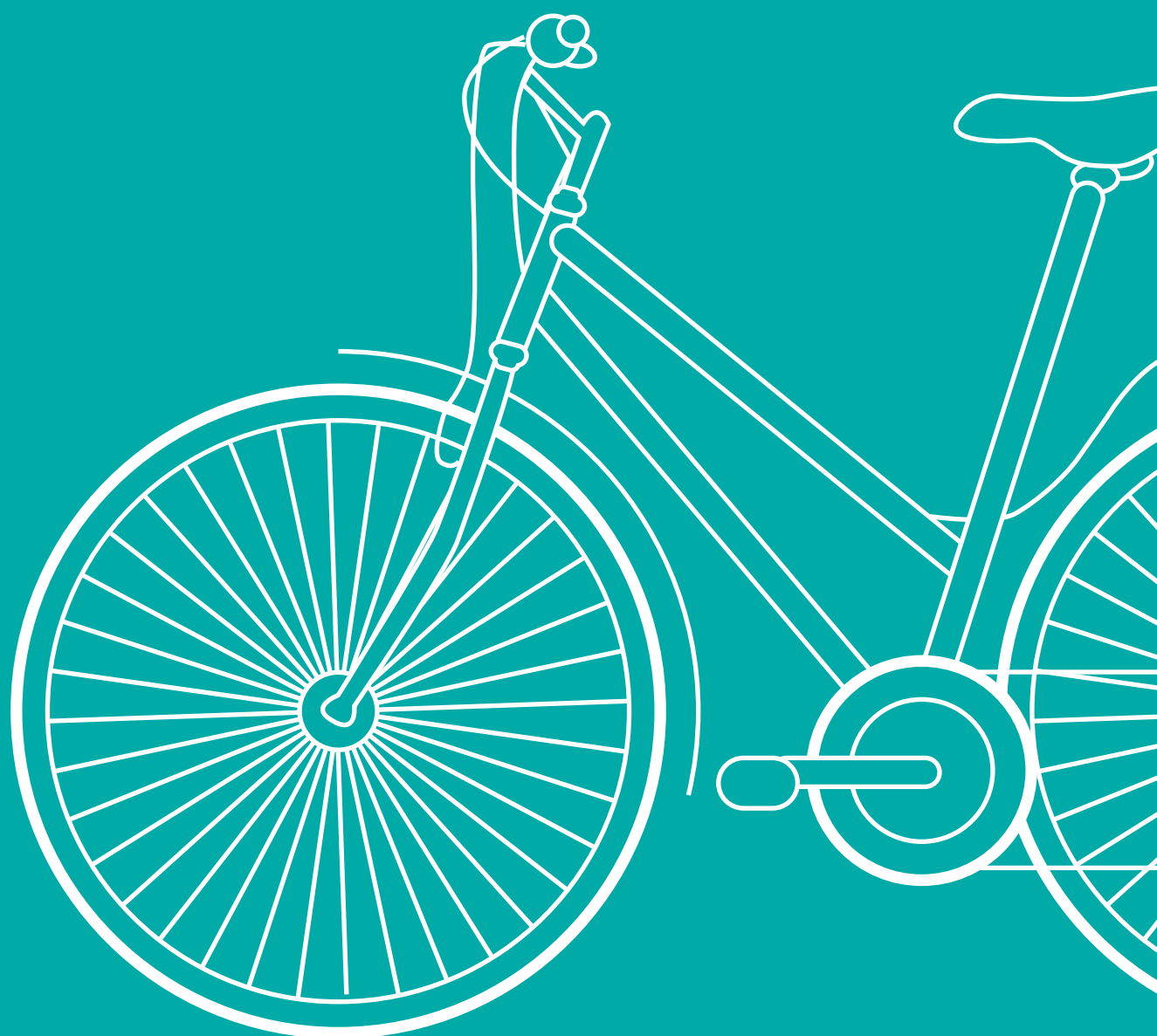


# General information



## General information

### This section provides information about further aspects of Corus' products and services.

#### Service and support

Corus believes that service and support are vital factors in meeting its customers' requirements. All employees in Corus are focused on delivering world-class customer service and support, together with top-quality products.

#### Service

Corus puts close relationships with its customers at the heart of its business. Experienced teams of highly skilled people work closely with customers to ensure that the right product is supplied for each application. Every product is manufactured, packed and despatched through a carefully managed supply chain at Corus.

Service does not stop there. Customers can rely on Corus to provide after-sales technical support and to look at ways of making the supply chain work more effectively and efficiently. Shortening the gap between order and delivery is one way that Corus improves the availability of its products. The business also makes and stocks certain popular specifications and offers them on a special-option basis in less than normal lead time.

The e-SURE on-line order-management system allows customers to manage many aspects of their orders. The web site of Corus Strip Products UK is a useful tool for customers. It offers information about products and services, useful contacts, and access to product literature.

#### Technical support

Corus is committed to adding value to products made from its steels. Highly-trained support engineers work with the customer on concept validation, material selection and vetting of parts. The aim is to make optimum use of the material's properties and to produce the best possible finished product for the customer.

Technical support carries on after delivery. It ensures that the material continues to meet the customer's requirements, provides a rapid problem-solving resource, and looks for ways of improving in-service performance. This support also ensures full compliance with all applicable legislative and environmental directives.

Specialists in the major markets share their in-depth knowledge across sectors for the benefit of all customers. Corus' technical helpline provides information about specifications, applications, performance, health and safety and much more.

Product and market development programmes help Corus and its customers anticipate and meet future market requirements.

#### Research and development

Corus is focused on innovation in the development of its processes, products and applications. World-class research and development facilities in the UK and the Netherlands draw upon a wealth of expertise and experience in metallurgy, steel making, rolling, coating, joining and forming to create new and better products and new ways of using them. The result is consistent, high-quality products that complement modern processing technologies and achieve the greatest advantage from material properties.

Large-scale testing and processing facilities recreate the conditions of major manufacturing processes. These facilities, together with advanced modelling and simulation techniques, help Corus to predict how metals will respond during customer processing and in use as finished products by the final customer.

In pursuit of its aims to provide the best service for its customers, Corus works closely with universities and research institutes all over the world and shares technical and research knowledge across all of its operations.

## Quality

Corus Strip Products UK is third-party approved to ISO/TS 16949 : 2002, the global automotive standard for quality management systems, and was one of the first steel businesses to achieve this prestigious award. The standard, based on BS ISO 9001 : 2000, together with customer-specific criteria, defines quality management system requirements for the automotive supply chain.

Formal approvals result from Corus' continuous improvement programmes, which are designed to achieve the highest level of customer satisfaction. Recognising that excellence is re-defined almost daily by competition, technological development and the marketplace, Corus is committed to raising its performance standards and providing product and service excellence. This is achieved by measuring internal processes against quantifiable objectives and benchmarking performance with other companies.

Quality management also applies to Corus' employees. A continuous programme of personal development and competence improvement ensures that all employees have the training and qualifications to carry out their roles effectively. This is supported by a comprehensive internal communications programme that keeps everyone aware of customers' requirements and key business issues, such as the importance of quality.

Quality is just as important from suppliers. Corus is helping them develop equally high standards in quality management.

## Corus Service Centres

Corus has an extensive European service centre network, which is committed to providing innovative material solutions to all sectors of industry. These service centres create bespoke packages of products using the latest processing technologies, including laser cutting and welding, multi-strand, trapezoidal and press blanking, powder coating, slitting, sawing and profiling. The products are supplied cut and finished to exact size and specification, ready for immediate fabrication or assembly. The service is supported by the latest e-commerce, stock management and logistics facilities to ensure the efficient operation of the supply chain, from initial order to delivery.

## Inspection documents

Corus can provide inspection documents that meet the requirements of EN 10204. The criteria for some of the more common certificates are shown below.

- 2.1 *Certificate of compliance with order*  
This document certifies that the products supplied comply with the specification ordered.
- 2.2 *Test report with cast analysis only or with mechanical properties and cast analysis*  
This document certifies that the product supplied complies with the specification ordered. It provides *non-specific* test results, i.e. based upon Corus' procedures for determining that the manufacturing process produces the product specified in the order.
- 3.1B *Inspection certificate*  
Corus' authorised representative reports the test results based upon the specific product supplied.
- 3.1C *Inspection certificate*  
The purchaser's authorised representative validates the test results based upon the specific product supplied.

## Packing and transport

### Labels

Products bear an ODETTE transport label, which contains information about the product and its destination. This is in the form of both printed characters and bar code.

Customers can scan the bar code label to capture the data and record it in their information systems without manual entry. This process facilitates electronic data interchange (EDI) and eliminates the clerical effort and administrative hold-ups caused by re-entering basic data.

### Packing

Packing can be adapted to suit the customer's requirements, method of transport and destination using one of the following standard packs.

#### *Hot-rolled and pickled & oiled coils*

##### – Plain banded

A minimum of two circumferential bands and one radial band. Additional banding can be provided.

##### – Pickled & oiled

Banding as above, with edge protection and paper wrapping if requested.

##### – Fully protected

Coil secured with internal bands. Paper-wrapped and fully metal-wrapped with galvanised sheets, plus fluted metal edge protection and plastic bore protector. Externally banded with three circumferential and four radial bands.

#### *Cold-rolled and hot-dip galvanised coils*

##### – Plain banded

One circumferential band and a minimum of two radial bands. This pack can be supplied with edge protection.

##### – Paper wrapped

One circumferential band and four radial bands, plus bore protection and crane protection.

##### – Film wrapped

Machine-wrapped with one circumferential band, plus bore protection and crane protection.

##### – Unit load

One circumferential band and four radial bands. The coil is paper or film wrapped with full edge and bore protection and a scuff pad on the bottom of the coil.

##### – Fully protected

The coil is secured with one circumferential band and paper or film wrapped. It is then fully metal-wrapped and secured with three circumferential bands and six radial bands.

### Transport

Corus is highly experienced in arranging appropriate transport of its products, including the necessary documentation.

Corus can calculate the most suitable arrangements in relation to the modes of transport that the customer can accept and the coil weights that constitute the order. The mode of transport is an important consideration in determining coil weight. The maximum weight of coils transported by road is limited by the maximum load weight for each vehicle.

### Order item weights

If an order weighs less than 100 tonnes, the total weight for that order must be a multiple of the feasible coil weight.

The weight tolerance for any one item on an order is  $\pm 10\%$  of the specification.

## Health and safety information

Product health and safety data sheets for the products in this catalogue are available from Corus.

The company's health and safety data sheets comply with the Chemicals (Hazard Information and Packaging for Supply) Regulations, which ensures compliance with the EU Dangerous Substances and Dangerous Preparations Directives.

## Contacting Corus

Corus has offices in many countries around the world, each with in-depth knowledge of the local markets and access to the full commercial, technical and distributive resources of Corus.

### Corus Strip Products UK

*Sales to service centres*  
Corus Strip Products UK  
Midland House  
New Road  
Halesowen  
West Midlands  
B63 3HY  
UK  
T: +44 (0)121 585 5522  
F: +44 (0)121 585 5241

### *Sales to the sectors shown below*

Corus Strip Products UK  
PO Box 10  
Newport  
South Wales  
NP19 4XN  
UK

#### Automotive sector:

T: +44 (0)1633 755201  
F: +44 (0)1633 755287

#### Tube, re-roller and general engineering sectors:

T: +44 (0)1633 755279  
F: +44 (0)1633 755002

#### Drum and radiator sectors:

T: +44 (0)1633 755279  
F: +44 (0)1633 755002

#### Export sales:

T: +44 (0)1633 755054  
F: +44 (0)1633 272061

### *Technical enquiries for all sectors*

Customer Technical Services  
Corus Strip Products UK  
PO Box 10  
Newport  
South Wales  
NP19 4XN  
UK  
T: +44 (0)1633 755171  
F: +44 (0)1633 755177  
E: strip.enquiries@corusgroup.com

### *Publications*

T: 0800 0563365  
F: 0800 0563375

These '0800' numbers operate in the UK only and calls are free.

Outside the UK, use the numbers shown on the back cover of this brochure.

### Corus Ireland

T: +353 1 6310600  
F: +353 1 6765413

### Corus France

T: +33 1 41 47 33 15  
F: +33 1 40 85 11 49

### Corus Germany

T: +49 211 4926-0  
F: +49 211 4926 282

### Corus Spain

T: +34 91 425 2910  
F: +34 91 572 1295

### Corus Service Centres

*UK and Ireland*  
T: 0800 008 400  
T: +44 (0) 1902 484000 (outside UK)  
F: +44 (0) 1902 484049  
E: customer-services@corusgroup.com

### *Germany*

Corus Degels – Neuss  
T: +49 2131 74950-0  
F: +49 2131 74950-999

Corus Service Centre –  
Gelsenkirchen  
T: +49 209 9846-0  
F: +49 209 9846-299

### *France*

UC2 – Gennevilliers  
T: +33 1 41 47 33 30  
F: +33 1 40 85 11 46

Unitol – Epinay-sous-Senart  
T: +33 1 69 39 23 00  
F: +33 1 69 39 23 29

Unitol – Corbeil  
T: +31 1 69 39 23 00  
F: +31 1 69 39 23 29

### *Netherlands*

Corus Namascor – Moerdijke  
T: +31 168 393400  
F: +31 168 327904

Corus Feijen/Corus Multisteel –  
Maastricht  
T: +31 43 3688444  
F: +31 43 3636828

### More information

For full details of Corus' offices and agents worldwide, visit:  
[www.corusgroup.com](http://www.corusgroup.com).

## Glossary of symbols

### Symbol Definition

≤ Less than or equal to

< Less than

≥ Greater than or equal to

> Greater than

**R<sub>eL</sub>** Lower yield strength: lowest value of stress during plastic yielding, ignoring any initial transient effects.

**R<sub>eH</sub>** Upper yield strength: value of stress at the moment when the first decrease in force is observed.

**R<sub>p</sub>** Proof strength, non-proportional extension: stress at which a non-proportional extension is equal to a specified percentage of the extensometer gauge length.

**Note:** The symbol used is followed by a suffix, giving the prescribed percentage, e.g. R<sub>p0.2</sub>.

**R<sub>m</sub>** Tensile strength: stress corresponding to the maximum force (F<sub>m</sub>).

**A** Percentage elongation after fracture: permanent elongation of the gauge length after fracture, expressed as a percentage of the original gauge length.

**Note:** In the case of proportional test pieces, only if the original gauge length is other than 5.65√S<sub>0</sub>, where S<sub>0</sub> is the original cross-sectional area of the parallel length, the symbol A should be supplemented by an index indicating the coefficient of proportionality used.

In the case of non-proportional test pieces, the symbol A should be supplemented by an index indicating the original gauge length used, expressed in millimetres, e.g.:

A<sub>80</sub> Percentage elongation of a gauge length of 80mm

L<sub>0</sub> Original gauge length

L<sub>0</sub>=5.65√S<sub>0</sub> Proportional test piece

L<sub>0</sub>=80mm Non-proportional test piece

### Symbol Definition

**R<sub>a</sub>** Surface roughness measured in micrometres

**Note:** In the symbol R<sub>a0.8</sub>, the suffix represents the cut-off point used when measuring the surface roughness.

**r** Plastic strain ratio

**Note:** The symbol r shall be completed by index figure x giving the orientation of the test piece relative to the rolling direction.

**$\bar{r}$**  The weighted average

**Note:** The weighted average value is calculated using the formula:

$$r = \frac{(r_0+r_{90}+2r_{45})}{4}$$

**n** Strain hardening exponent

**Note:** the symbol shall be completed by an index figure x giving the orientation of the test piece relative to the rolling direction.

**$\bar{n}$**  The weighted average

**Note:** the weighted average is calculated using the formula:

$$n = \frac{(n_0+n_{90}+2n_{45})}{4}$$

**BH** Bake hardenable

Steels that demonstrate an increase in proof strength following heating in the region of 170°C for 20 minutes.