

Distribution and Sales Channels

Do you sell to homeowners or private parties?

We do not sell direct to homeowners or private parties. At AS&D, we provide quality building materials to licensed contractors and businesses throughout the continental US and Canada. We are always happy to connect homeowners with one of our trusted installers or contractors.

Will-Call Pick-up

What kind of truck or trailer do I need for pick-up?

Railing: AS&D rail products come in 20' lengths. You will need a pickup truck or a van with a rack or a 20ft. trailer capable of handling these material lengths.

Patio: It will depend on the longest extrusion or other parts you are picking up, for example 24', 32', etc. For most orders, 24' and under, a truck with a rack on top is sufficient. For longer loads, you may need a flatbed truck.

Do you offer shipping?

Shipping is available with UPS, LTL, and dedicated freight carriers throughout the US and Canada.

Installation

AS&D does not provide installation, we are strictly a material supplier. We are happy to provide contact information for some of our most trusted installers and contractors. They provide a project quote directly to you. AS&D offers detailed installation instructions on our website.

Railing

What is the typical delivery time after receipt of order?

At AS&D, we aspire to complete orders in 4-9 business days. Delivery time for custom orders will vary.

How do I get a quote?

You can call, email, or come by for a visit. Please prepare the following information to ensure an accurate and timely quote. We typically provide a quote within 24 hours. Use our quote form to guide you through the process. Our form will ask you to specify these things:

1. Outline the dimensions of your deck, patio, or walkway
2. Choice of top rail style: Round Top: TR100, Flat Top TR200, Add-A-Top TR400, Square Top TR600, Elliptical Top TR999
3. Infill type (Cable, Glass, Picket, Perforated/Mesh, Midrail Design)
4. Railing height (36" or 42")
5. Rail mounting style (surface, flush, fascia w/brackets, core)
6. Color choice: black (stock), white (stock), brown (stock), anodized (stock), custom color available upon request and special quote

What warranties do you offer?

Anodized, Baked Enamel, Powder Coating - 10 years from date and time of receipt
AS&D Stainless Steel Hardware and Cable - 10 years from date and time of receipt
View our website for detailed information regarding warranties.

Why don't you pre-drill the cable stair posts?

Stairs are built to site specific conditions. There are several variables such as: stair angle, tread size, and riser height, in addition, the installer has to measure the strike points onsite for the lowest cable. With all of these site-specific variables, pre-drilling stair posts is not possible. AS&D offers a post drill template to assist with on-site drilling and correct hole spacing.

Patio

What colors are available for patio covers?

Our stock color for patio cover framing is white. The framing can be powder coated in a variety of colors including black. Alternately, the framing can be wrapped in any of these 10 colors: Beechwood, Driftwood, Ebony (black), Maplewood, Pewter, Rosewood, Sandalwood, Siennawood, Slate, and White.

What type of engineering documentation is required for patio covers?

Engineering documentation may be required depending on the size of the Patio Cover, the kind of installation configuration, and the local building codes.

What type of engineering is required?

There are two common types of engineering for Patio Covers:

- A.** Standard engineering packet - This is engineering supplied by the manufacturer (AS&D/Duralum) that will address most installation applications but may not cover all of the necessary specifics that a building department may require. Standard engineering packet is included in the cost of the patio cover.
- B.** Site-Specific Engineering – This will be engineering required by some building departments that outline the specific details of the installation, and an engineer provides the calculations for each element of the materials and installation application.

Do I need to hire an engineer?

Site-specific engineering will require hiring an engineer. You may hire an independent structural engineer or AS&D can provide site-specific engineering for an additional cost.

How much does site-specific engineering cost?

The cost will vary depending on the project's scope and the amount of work needed. Prices can range from \$2,000-\$5,000 for residential applications. Commercial applications can cost more.

How do I get a quote?

You can call, email, or come by for a visit. Please prepare the following information to ensure an accurate and timely quote. We typically provide a quote within 24 hours.

1. Desired patio cover style: V-Pan, Flat Pan, Insulated, PolyPanel
2. Approx. size: projection from house (structure) x width
3. Attachment type: attached to house (structure) or freestanding
4. Attachment method: roof-mounted, wall-mounted, fascia-mounted
5. Approx. height of patio cover
6. Are posts mounted on top of concrete slab or will they be set in concrete footings?
7. Finished color: white or one of the 10 lattice wrap colors available: *Beechwood, Driftwood, Ebony, Maplewood, Pewter, Rosewood, Sandalwood, Siennawood, Slate, and White*

What is the typical delivery time upon receipt of order?

3-5 days if materials are in-stock. 2-5 weeks if certain materials must be ordered.

Can I mount lights or fans to the patio cover?

Yes, using roof beam panels, you can mount lighting or ceiling fans on Flat Pan and Insulated patio covers. PolyPanel, V-Pan, and Lattice Pergola **do not** allow for this application.

Can I mix and match roof panel styles?

Yes, you can! For example, mixing Poly Panel skylights with Flat Pan allows light to filter in below adding ambience and character. Share your vision with your AS&D Sales Representative so they can put together the perfect quote for you.