

# FAQ



## TECHNICAL ASPECT

### **1 PRODUCT**

Q1 Where is this product made?

A1 This product is made in Malaysia. Our brand is Litewalk.

Q2 What's so different from other brand?

A2 Litewalk has 4 major features. That is:-

- Lighter by 35%
- Stronger by 12%
- Competitive price
- Safer to walk on

P/s: Pls draw the customer to the product leaflets for more info

Q3 Is this product also made in other countries such as China?

Q3 Nope. This product is only made in Malaysia.

Q4 My project is in America. You mean to say this product is shipped from Malaysia to America?

Q4 Yes. You place an order with us and we will ship the grating to you in any major port in America.

P/s: Price, MOQ, delivery are discussed on page 5 and 6 Commercial aspect

### **2 INDUSTRIAL STANDARD**

Q5 To what industrial standard is your products conform to?

A5 Litewalk is conformed to British Standard for a load test. The procedure BS 4592

P/s: Draw the customer to see the load table on the Litewalk Technical spec sheet

Q6 Have you got any American standard on your product?

A6 Not at this moment. But we can do one if it is really necessary.

### **3 WEIGHT ADVANTAGE**

Q7 You claim your product is the lightest grating in the world. Can you attest to that?

A7 There are other types of grating such as aluminium and FRP which are lighter due to its material. But as far as steel grating is concern, Litewalk steel grating is the lightest in the steel category

Q8 FRP grating is way much lighter. Why should I use your product?

A8 We agree that FRP grating are much lighter than Litewalk. But it also has its disadvantage. When fire catches on FRP grating, it produce toxic fume. People are known to have died inhaling that poisonous fume.

Q9 Isn't aluminium grating lighter than Litewalk?

A9 Yes aluminium grating is lighter than Litewalk grating. But again, aluminium grating has its own weakness. It is a fact that when two different metals are in contact in a corrosive environment, aluminium grating will experiences accelerated galvanic corrosion.

### **4 STRENGTH ADVANTAGE**

Q10 Litewalk is made from thin plate. It's hard to believe that it is stronger than common grating

A10 The design of the load bearing bar for Litewalk is unique. It is engineered to withstand a heavier load over weight ratio. A lot of research has been put-in while creating the best design for Litewalk.

Q11 I see this model is just for the used for human walking purpose. Do you have other models for heavier load? Like for truck to drive over a drain?

A11 You are right, this model is designed for human to walk-on with a load rating of 5 kN/m<sup>2</sup>. Pls let us know your application and we can design heavier load for you.

**5 ANTI-SLIPS**

Q12 Don't you think the embossed ring will wear-off one day? And when that happens, it will become slippery?

A12 On normal usage, the embossed ring will take a long time to wear-off. Perhaps a couple of million steps on the same spot before you can see some wear and tear on the embossed rings.

Q13 You claimed Litewalk give us a good grip. Can you tell me more what do you mean by that?

A13 In the common steel grating, the load bearing bars are serrated. A person gets a feel of the traction by walking perpendicular to these serrated load bearing bars.

While, walking on the Litewalk grating gives you a completely different experience. The embossed rings are perturbed up (outwards) from the load bearing bar. This gives you a good grip when you walk on. The body mass weight of a person gives the foot wear a good traction when he walks on the embossed rings.

P/s: Pls lead the customer to step on a piece of Litewalk grating to feel the traction

**6 ANTI-CORROSION**

Q14 To what industrial standard is Litewalk conformed to?

A14 All Litewalk grating panel goes through hot dip galvanising (HDG) using procedure ISO 1461 with a minimum zinc coating of 45 micron

Q15 Have you done any test to say how long it can last before it become corroded?

A15 A renowned university in Kuala Lumpur has carried out an intensive corrosion test on Litewalk grating using procedure ASTM G44-99 (2005) standard practice for exposure of metal and alloy by alternative immersion in neutral 3.5% sodium chloride solution. And the result obtained from this test was favourable. HDG Litewalk steel grating has proven to be resistance to corrosion.

**7 SAFETY ISSUE**

Q16 Is there any safety standard comply to?

A16 Every batch of Litewalk grating is tested before leaving our factory. A mill certificate is issued to certify that the product is manufactured strictly adhered to the industry standard.

Q17 The embossed ring may cause people to fall and trip over

A17 A person is likely to fall and trip over only when he runs. If he is walking at normal pace, he won't fall

**8 GENERAL QUESTION**

Q18 Is there a fire rating on Litewalk grating?

A18 Litewalk grating is made of steel. Like other steel grating, the fire rating is not required

Q19 Do you have API or UL listing on Litewalk?

A19 Nope. It is not necessary

Q20 I like the grating to be powder coated. Can it be done on Litewalk?

A20 Yes, we can do that for you. Pls give us your spec

Q21 May I know which project has used Litewalk grating?

A21 Litewalk has been used in a few projects in Malaysia. Such as on a skid for an oil rig, chemical plant, bear conservation center, gangway for a power plant, stair tread for oil tankers

P/s: Pls show pictures of past project to customer

Q22 Besides steel grating, what other products do you have?

A22 We have 2 other main products. That is:-

- a) Flanges for pipes and pumps (Pls provide flanges leaflets to customer)
- b) Litewalk fencing (currently under development)

# FAQ



## COMMERCIAL ASPECT

Q23 What is the price for Litewalk?

A23 Price for Litewalk is as follows:-

	STANDARD PANEL FOR EXPORT	CUSTOMISED PANEL
Dimension per panel For export	W960mm X L5800mm (5.568m <sup>2</sup> )	customised
Weigh per panel	Approx. 124.16kg/panel	customised
Price for Litewalk grating panel FOB Malaysia	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>
Price for M-bracket (c/w clamp with bolt and nut)	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>

Foot note:      1 ton = approx.. 45m<sup>2</sup>                      1m<sup>2</sup> = approx. 22.3kg



TYPE	STANDARD WIDTH AND SPAN OF TREAD		
	WIDTH x SPAN	WIDTH x SPAN	WIDTH x SPAN
<b>Price for Litewalk MST stair tread FOB Malaysia</b>	195mm x 750mm 240mm x 750mm	195mm x 960mm 240mm x 960mm	195mm x 1190mm 240mm x 1190mm
	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>
<b>Price for Litewalk BST stair tread FOB Malaysia</b>	195mm x 750mm 240mm x 750mm	195mm x 960mm 240mm x 960mm	195mm x 1190mm 240mm x 1190mm
	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>	Please Contact us or email to <a href="mailto:sales@mastek-ot.com.my">sales@mastek-ot.com.my</a>

Q24 What is the minimum order quantity (MOQ)?

A24 The MOQ is 1 X 20ft container

Q25 What is the quantity per container?

A25 One 20ft container can stuff about 80 pieces of standard export panels 5800mm X 960mm (5.568m<sup>2</sup>)  
Or approximately 445m<sup>2</sup> (445 X 22.3 = 9.9 tons)

Q26 What is your production lead time?

A26 For normal order of 1 to 10 containers production lead time is 45days. However, it takes a longer lead time for larger quantity. Please check with us.

P/s: Kindly take note, our factory is currently going through major renovation. Therefore, the delivery may take longer. Pls check with factory Manager.

Q27 What is the cost for ocean freight from Malaysia to America?

A27 During low period it cost about USD5k and on peck period USD6k. But we encourage you (customer) to seek for cheaper rate from your end (in America)

- Q28 Exactly how do we know how many panel of grating do I need for my project.
- A28 Please refer to the Litewalk technical spec sheet to learn how to calculate the dimension of each panel you need. And also how many panels are required for your project.
- Q29 How long is the product warranty?
- A29 Litewalk grating is manufactured to industrial standard. And all Litewalk products carry a product warranty of 1 year from the date it leaves our factory.
- Q30 I'm interested to be your sales distributor?
- A30 Let's talk and please contact us.