Technical Manual

Low Rise Residential External Walls

July 2018. Version 6.0

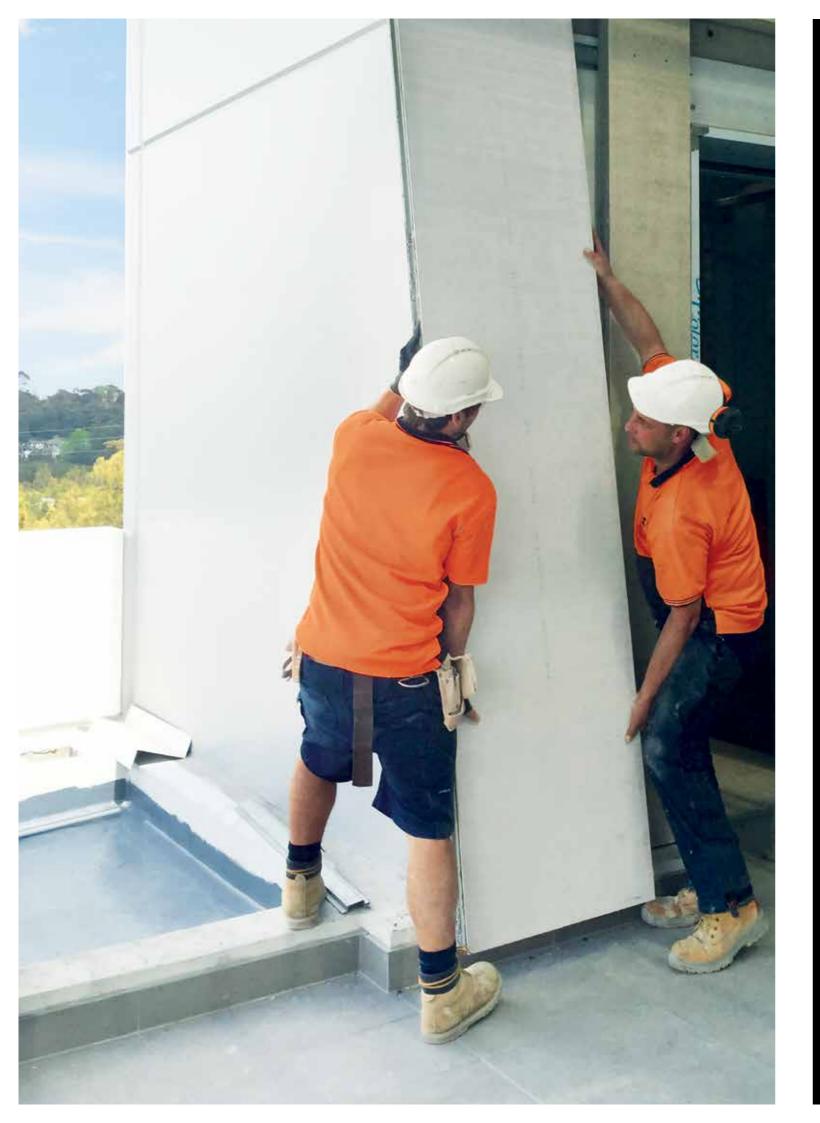
EUR

FASTER

STRO

NGER.





Pronto Panel[™] Technical Manual **Contents**

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FASTER. BETTER STRONGER.







Lightweight



15 year Warranty



installation



Introduction

Building with Pronto Panel

Pronto Panel is a lightweight concrete composite panel suitable for use as external cladding system. The non-load bearing panel system has been designed and tested to Australian conditions and satisfies Australian Standards and the National Construction Code. Pronto Panel is durable, lightweight and simple to assemble, making it perfect for low rise residential projects.



Lightweight Pronto Panel is simple to use.

Effective acoustic insulation



High pull-out strength



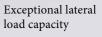


Fast and simple

19191512985



Exceptionally low water permeability





Minimal components



System Information

Compliance and Quality

Peace of mind

To provide peace of mind when using Pronto Panels, extensive testing has been undertaken and strict quality control measures have been put in place to ensure the panels meet the design and construction requirements for the Australian market.

CodeMark[™] Certification

CodeMark is a building product certification scheme. The CodeMark scheme supports the use of new and innovative building products by providing a nationally and internationally accepted process for products to be assessed for compliance with the requirements of the building codes of Australia and New Zealand. The scheme provides confidence and certainty to regulatory authorities and the market through the issuing of a Certificate of Conformity.



National Construction Code

Pronto Panel meets the provisions of the NCC Performance Requirements as an Alternative Solution. It has been identified for structural adequacy, fire resistance, acoustic performance and weathertightness. Thorough testing has been conducted to verify these requirements using registered testing authorities and expert judgement by professional engineers.

Quality

Pronto Panel is manufactured under licence by a company with full ISO 9001 accreditation. This ensures that all materials, processes, quality control and quality assurance are rigorously checked and verified.

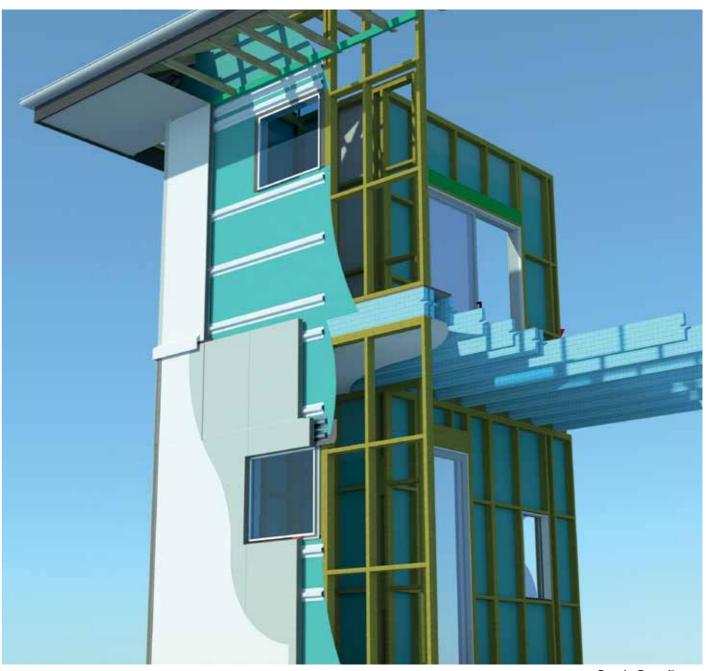
Pronto Panel has achieved CodeMark Certification, an independent accreditation to further ensure the quality and consistency of the product.

Pronto Panel has numerous quality checks, both during manufacture and before dispatch, to ensure only the highest quality product reaches the market.

Each batch of Pronto Panel can be traced and verified by its batch number to its original raw materials.

Intention

This manual is intended to be used by experienced and qualified builders, engineers and architects. No responsibility is taken for inappropriate, incomplete and incorrect use of the information in this manual. Pronto Panel is an external façade system designed for framed structures, ranging from single storey to multi-storey construction. Pronto Panel thermal properties, as well as details for fire resistance for wall system combinations, are outlined in this manual. Details of support and fixing for various wind conditions have also been provided. This manual contains various construction details, as well as guidance on installation of Pronto Panels. Pronto Panel installation must be carried out by qualified panel installers. No responsibility is taken for incorrect installations of Pronto Panels.



Scope and Applications

Product Range

Pronto Panel

Pronto Panel comes in various lengths.



Panel size (mm) (L x W x T)	Dimensional Tolerance (mm)	Mass (kg)	Mass Tolerance (kg)	
2,440 x 610 x 60	±5	77	±5	
2,700 x 610 x 60	±5	85	±5	
2,850 x 610 x 60	±5	90	±5	
3,000 x 610 x 60	±5	95	±5	

Pronto Panel Adhesive

Pronto Panel Adhesive comes in 20kg bags.



Pronto Panel consists of a composite of lightweight aggregates bonded into a cementitious matrix. The panels are sheeted with a Calcium Silicate board. The panels have been designed in such a way that they can be cut to size on site as required, without compromising its structural capacity.

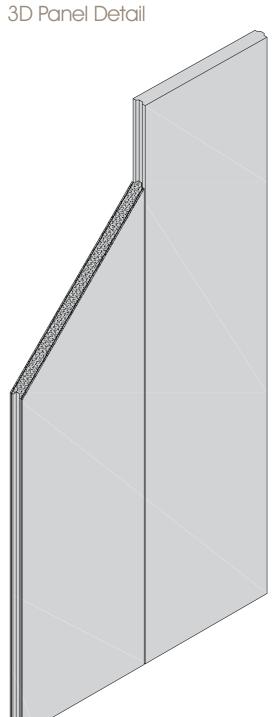
Pronto Panel Material Properties

Properties	Value
Weight	52kg/m ²
Dry Density	770kg/m³
Water Absorption	<5 %
*R-Value	0.253m ² .K/W

*The panel is tested in accordance with the Australian and New Zealand Standard AS/NZS 4859.1.

See Thermal Properties' section for system R value.

Material Properties



Structural Properties

Pronto Panel can be use as a non load-bearing façade where by vertical Pronto Panels are fastened onto horizontal lightweight structural top hats. As a facade, Pronto Panel would come in contact with various environmental factors. These factors include imposed wind action, wet weather, bush fire and heat transference. Extensive testing has been undertaken to ensure that the façade constructed using Pronto Panels performs in accordance with National Construction Code.

1. Weathertightness

The weathertightness of façade systems has become a vital part of construction in recent years. Pronto Panel has undergone a full scale water penetration test in accordance with NCC V2.2.1 at CSIRO. It was found that the system with its prescribed construction details could maintain watertightness up to the serviceability requirements for a category 2 cyclone.

Pronto Panel acts as an excellent rain screen as the panel itself is not water permeable. Also when external wind pressure acts upon the Pronto Panel facade, the weep holes in the façade system reduce the pressure differential between the cavity of the panel and the external environment, thus prevent the ingress of water into the cavity.



2. Fixtures

When correctly installed, 8g screws embedded 50mm into the Pronto Panel would have a capacity to hold 120kg of weight per screw.

3. Mechanical Properties

Pronto Panel was subject to a 4 point bending test, pull out test and shear test at the University of Newcastle. The test results have been used to determine the batten of the system. and screw requirements of the

Pronto Panel System in different the internal plasterboard linings do not contribute to the strength







Structural Properties

wind categories. It is assumed that

Structural Properties

4. Wind Load

When correctly installed, Pronto Panel is suitable for use in buildings subjected to design wind speeds as defined in AS 4055. The Pronto Panel System is able to perform in wind zones up to and including N5 and C3. The following tables show the number of top hats that are required per panel and the number of screws per panel. In all cases the strength of the supporting structure must be independently confirmed as sufficient to support the Pronto Panel System.

Panel supported at base

Number of top hats per panel

Wind	Ultimate Wind Pressure (kPa)		Stud	Number of top hats per Panel								
Category			Spacing (mm)	Panel Length (mm)								
	Away Within from 1200m	1200mm		≤2 4	140	≤ 2 7	00	≤28	350	≤30	000	
	Corners	of Corners			Panel Loo		ocation					
	(Typical)	(Corner)		Typical	Corner	Typical	Corner	Typical	Corner	Typical	Corner	
N1	+0.62/-0.53	-0.94	450/600	3	3	3	3	4	4	4	4	
N2	+0.86/-0.74	-1.30	450/600	3	3	3	3	4	4	4	4	
N3	+1.35/-1.16	6 -2.03	450	3	3	3	3	4	4	4	4	
IND IND	+1.33/-1.10		600	3	4	3	4	4	4	4	4	
N4	+2.01/-1.72	-3.01	450	3	4	3	5	4	5	4	5	
N5	+2.96/-2.53	-4.44	450	4	4	5	5	5	5	5	5	
Cl	1 00/ 1 00		450	3	3	3	3	4	4	4	4	
CI	+1.80/-1.80	-2.70	600	3	4	3	4	4	4	4	4	
C2	+2.68/-2.68	-4.02	450	3	4	3	5	4	5	4	5	
C3	+3.94/-3.94	-5.91	450	4	4	5	5	5	5	5	5	

Notes:

1. 24mm top hat batten (Min. 0.42 BMT)

2. Top hat 250mm from end of Pronto Panel

4. Wind Load

Panel supported at base

Number of screws per panel per top hat

Wind	Ultimate Wind Pressure(kPa)		Stud	Number of Screws per Panel per top hat Panel Location					
Category			Spacing (mm)						
	Away from Corners	Within 1200mm of Corners		Typical		Typical Corners		ners	
	(Typical)	(Corner)		Ends	Middle	Ends	Middle		
N1	+0.62/-0.53	-0.94	450/600	2	2	2	2		
N2	+0.86/-0.74	-1.30	450/600	2	2	2	2		
N3	+1.35/-1.16	-2.03	450	2	2	3	3		
ING			600	2	2	2	2		
N4	+2.01/-1.72	-3.01	450	2	2	2	2		
N5	+2.96/-2.53	-4.44	450	2	2	3	3		
Cl	+1.80/-1.80	-2.70	450	3	3	4	4		
CI	+1.00/-1.00	-2.70	600	3	3	3	3		
C2	+2.68/-2.68	-4.02	450	4	4	3	3		
C3	+3.94/-3.94	-5.91	450	3	3	4	4		

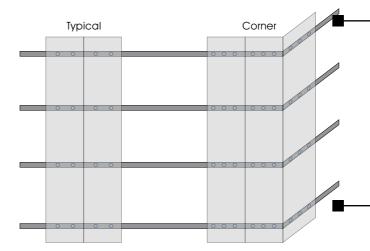


Illustration of top hat and screw requirements on 3m Pronto Panels supported at base with 450mm stud spacing in a N3 wind region

Structural Properties



Top hat 250mm from end of Pronto Panel

4. Wind Load

Panel suspended from batten

Number of top hats per panel

Wind	Ultimate Wind		Stud	Number of top hats per Panel									
Category	Pressure (ki	Pressure (kPa) spacing (mm)		Panel Length (mm)									
	Away from			≤24	140	≤27	700	≤28	350	≤30	000		
	Corners	of Corners		Panel L		ocation							
	(Typical)	(Corner)		Typical	Corner	Typical	Corner	Typical	Corner	Typical	Corner		
N1	+0.62/-0.53	-0.94	450/600	4	4	4	4	4	4	4	4		
N2	+0.86/-0.74	-1.30	450/600	4	4	4	4	4	4	4	4		
N3	+1.35/-1.16	-2.03	450/600	4	4	4	4	4	4	4	4		
N4	+2.01/-1.72	-3.01	450	4	4	4	4	4	5	4	5		
N5	+2.96/-2.53	-4.44	450	4	5	5	6	5	6	5	6		
C1	+1.80/-1.80	-2.70	450	4	4	4	4	4	4	4	4		
C2	+2.68/-2.68	-4.02	450	4	4	4	4	4	5	4	5		
C3	+3.94/-3.94	-5.91	450	4	5	5	6	5	6	5	6		

Notes:

1. 24mm top hat batten (Min. 0.42 BMT)

2. Top hat 250mm from end of Pronto Panel

4. Wind Load

Panel suspended from batten

Number of screws per panel per top hat

Wind	Ultimate Wind Pressure(kPa)		Stud Spacing (mm)	Number of Screws per Panel per top hat						
Category				Panel Location						
	Away from Corners	Within 1200mm of Corners		Typical		Corners				
	(Typical)	(Corner)		Ends	Middle	Ends	Middle			
N1	+0.62/-0.53	-0.94	450/600	2	2	2	2			
N2	+0.86/-0.74	-1.30	450/600	2	2	2	2			
N3	+1.35/-1.16	-2.03	450/600	2	2	2	2			
N4	+2.01/-1.72	-3.01	450	2	2	3	3			
N5	+2.96/-2.53	-4.44	450	3	3	3	3			
C1	+1.80/-1.80	-2.70	450	2	2	3	3			
C2	+2.68/-2.68	-4.02	450	3	3	4	4			
C3	+3.94/-3.94	-5.91	450	4	4	4	4			

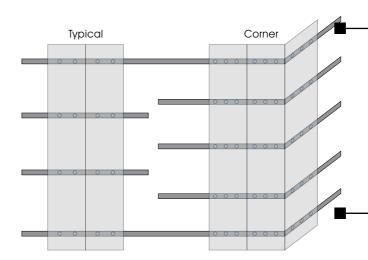


Illustration of top hat and screw requirements on 3m Pronto Panels suspended from batten with 450mm stud spacing in a N4 wind region

Structural Properties



Top hat 250mm from end of Pronto Panel

Structural Properties

5. Fire resistance

When used as a façade, Pronto Panel has shown to be able to satisfy all six Bush Fire Attack Levels including BAL-FZ (Flame Zone) for external cladding in accordance with AS3959. Pronto Panel has under gone a full-scale fire test in accordance with AS1530.4 where by it achieved a FRL of -/60/60. During the test, a 3m x 3m wall built from Pronto Panels was exposed to a temperature over 1000°C. Pronto Panel is also deemed as a non-combustible material as determined by testing in accordance with AS1530.1 for combustibility of material. In the test, Pronto Panel was exposed to heat flux in a controlled chamber, during which no flame was observed.

BAL Description **Requirement for External Walls** Pronto Panel Minimum attack from radiant heat and flame. Some Low No special construction requirements. attack by burning debris is possible. 12.5 Attack by burning debris is significant with radiant heat Non-combustible material required to not greater than 12.5kW/m². Specific construction base of external walls up to 400mm requirements for ember protection and accumulation of above ground or decks. debris are warranted. 19 Attack by burning debris is significant with radiant Non-combustible material required to heat not greater than 19kW/m². Specific construction base of external walls up to 400mm requirements for embers and radiant heat are warranted. above ground or decks. 29 Attack by burning debris is significant with radiant Non-combustible material heat not greater than 29kW/m². Specific construction requirements for ember and higher radiant heat are warranted. Some flame contact is possible. 40 Radiant heat levels and flame contact is likely to Non-combustible material or tested significantly threaten building integrity. for bushfire resistance to AS 1530.8.1 FZ Significant radiant heat and significant higher likelihood Non-combustible material with a (Flame Zone) of flame contact from the fire front will threaten building minimum thickness of 90mm or integrity. an FRL of -/30/30 when tested from outside or to be tested for bushfire resistance to AS 1530.8.2

6. Thermal Properties

Pronto Panels have been designed to provide excellent thermal performance when used as a system with wall wrap, insulation and plasterboard.

The following systems are based on 60mm Pronto Panels with 90mm studs, single sided reflective wall wrap, 10mm plasterboards and 24mm top hats.

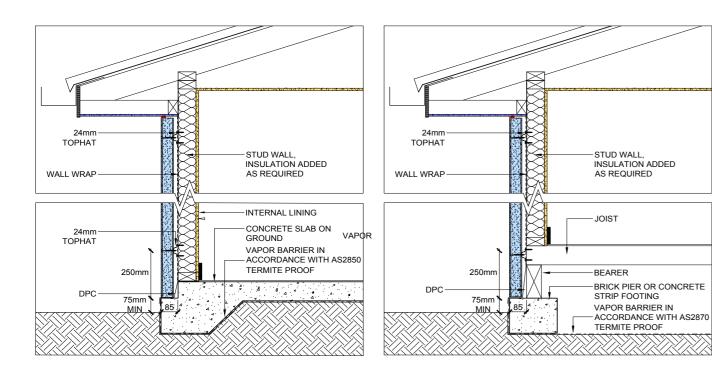
System	Components	R value (m².K/W)		
		Winter	Summer	
1	Pronto Panel + Top hat + Wall Wrap + R2.5 Wall Batts + plasterboard	3.285	3.015	
2	Pronto Panel + Top hat + R2.5 Wall Batts + plasterboard	3.081	2.828	
3	Pronto Panel + Top hat + Wall Wrap + R1.5 Wall Batts + plasterboard	2.234	2.065	
4	Pronto Panel + Top hat + R1.5 Wall Batts + plasterboard	2.030	1.878	
5	Pronto Panel + Top hat + Wall Wrap + plasterboard	0.658	0.641	

Structural Properties

The details in the following sections show the common junctions of the Pronto Panel walls with other building elements, such as concrete floors and soffits, and intersections of walls.

The details in this manual are for illustration only. Studs can be timber or steel. Battens can be metal top hats or timber battens. Refer to installation section for specification of components labelled in the details.

1. Typical Wall



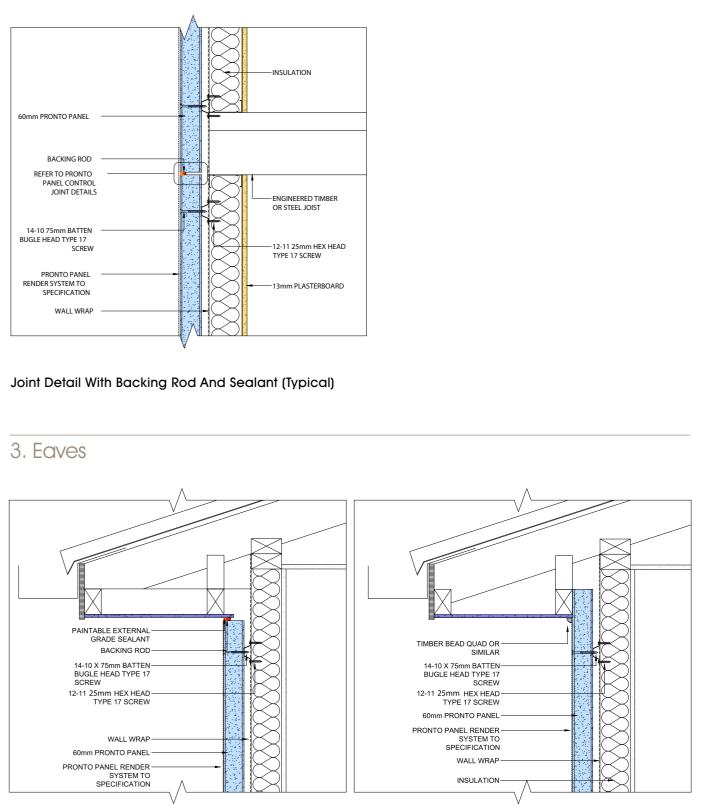
Wall Onto Slab On Ground

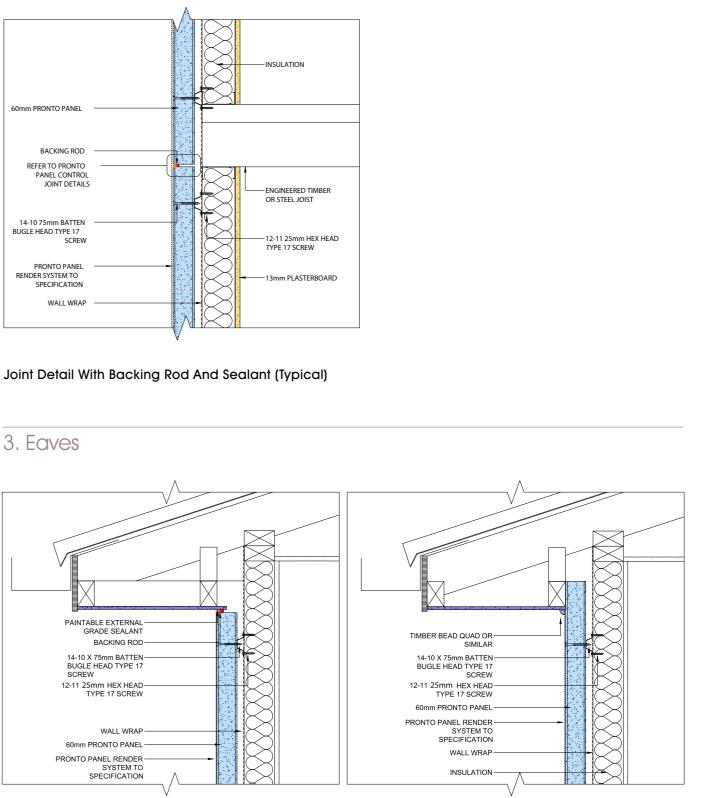
Wall Onto Bearers And Joists

Note: To comply with NCC variations for NSW and SA:

- 1. The vapour barrier must be a high impact resistant damp-proofing membrane in accordance with AS 2870.
- 2. The DPC shall be in accordance with AS/NZS 2904 except that metals and bitumen coated metals shall not be used.





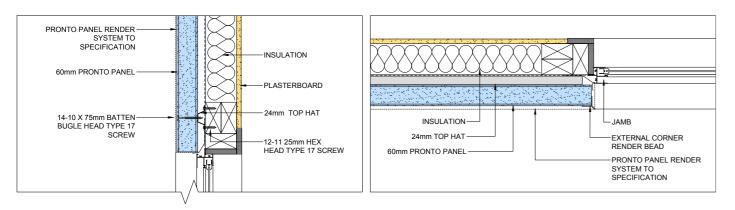


Eave Above Pronto Panel

System Details

Eave Butting Up To Pronto Panel

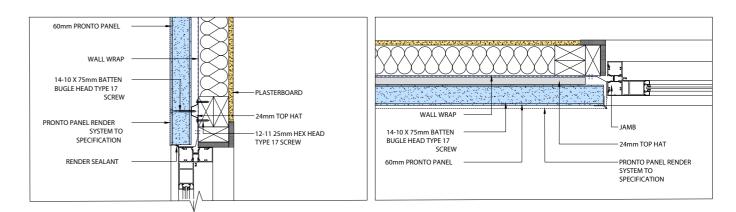
4. Window



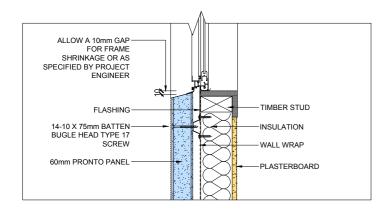
Head Detail

Jamb Detail

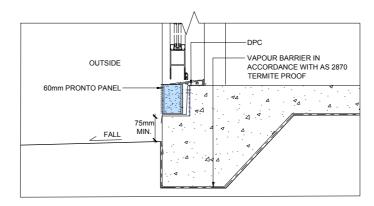
5. Sliding Door



Door Head



Sill Detail



Door Sill

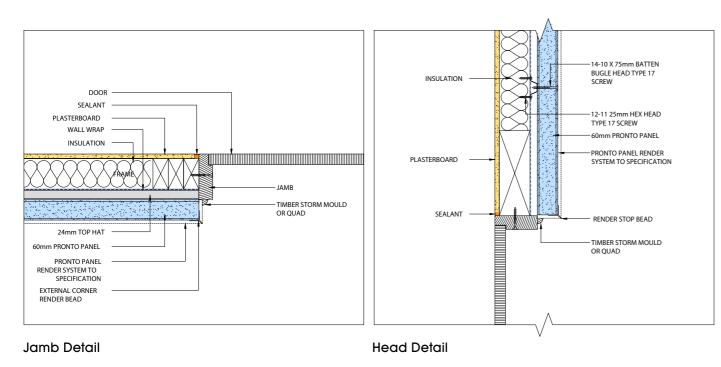
Note: To comply with NCC variations for NSW and SA:

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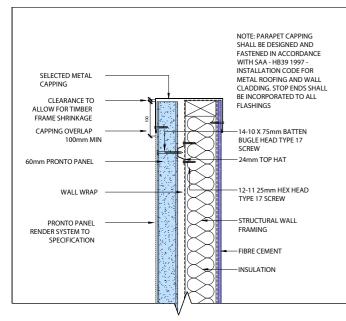
System Details

Door Jamb

6. Timber Door

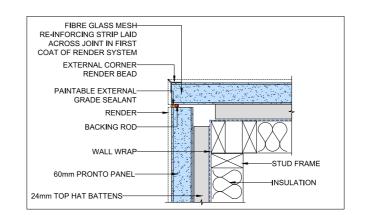


7. Parapet

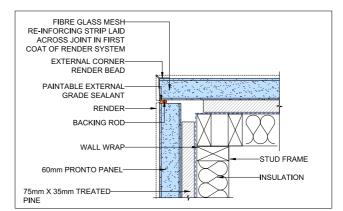


Parapet Detail

8. Corners

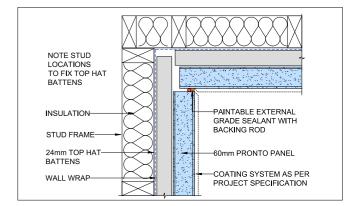


External Corner Detail Option 1

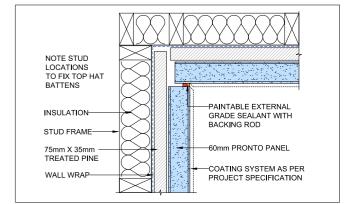


External Corner Detail Option 2

System Details

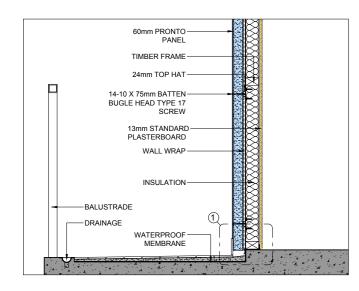


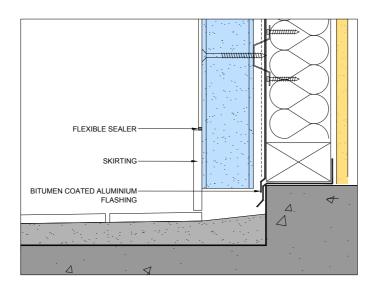
Internal Corner Detail Option 1



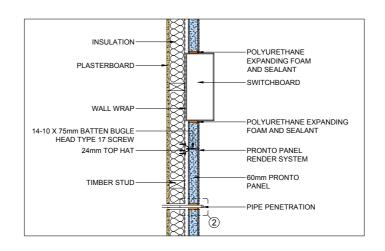
Internal Corner Detail Option 2

9. Balcony





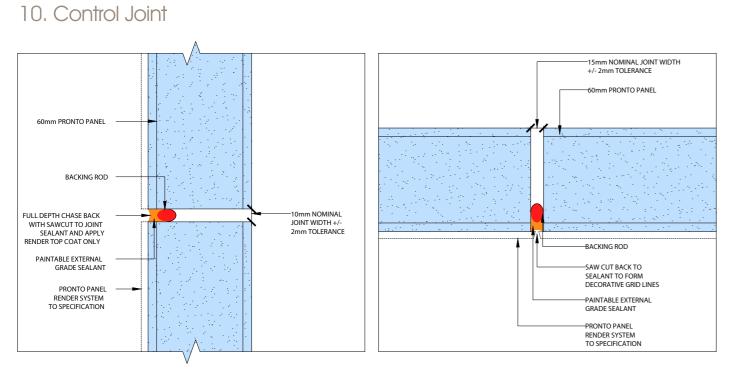
11. Penetration



Switchboard Box Detail

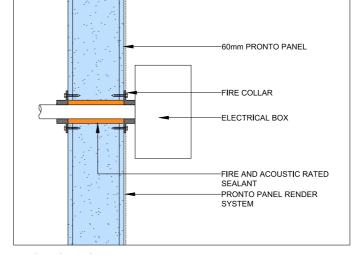
Overview

Flashing



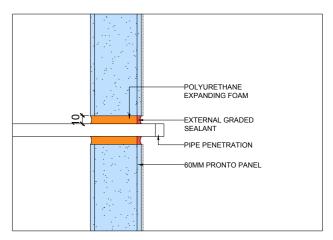


Vertical V-Groove



Electrical Box Detail

System Details



2. Pipe Penetration Detail



Delivery on Site

Pronto Panels are wrapped and strapped on pallets for delivery to site. Each pallet, containing 12 panels, is loaded by forklift onto trucks for delivery.

Pronto Panel can be unloaded either by forklift or a boom crane. The panels must be stored on site in areas where they will not be immersed in pooled water and clear of possible damage that could be caused by site movement and construction. The packs of Pronto Panels come wrapped with plastic sheeting and should remain covered during site storage.

Pronto Panel Adhesive bags are plastic wrapped and packaged on a pallet and must be stored in dry conditions. Shelf-life of Pronto Panel Adhesive is 12 months.



Pronto Panel Safety

1. Panel Content

Pronto Panel contains no toxic or volatile components. While the product contains polystyrene aggregates, they are coated with sufficient cement based matrix that they do not burn or emit dangerous volatile compounds in a fire situation.

2. Cutting/Drilling

Cutting or drilling of the panels will liberate dust which must be controlled by suitable means. A suitable saw is a Makita 5057KB 1400W 185mm (7-1/4") Fibre Cement Dustless Circular Saw. It should be attached to an appropriate dust extraction system for minimal dust generation whilst cutting.

- contains both cement powder and fine sand. This may constitute a hazard during use. Suitable respiratory protection, eve protection and hand protection must be worn when using this product.
- Pronto Panel weighs between 85 and 95kg, depending on length. We recommend the use of a cradle trolley to transport the panels from the pallet to the worksite. If a Pronto cradle trolley is not available the panels may be transported flat on a pallet jack or similar.

Installation

3. Pronto Panel Adhesive

The Pronto Panel Adhesive

4. Safe Handling of Pronto Panel

The panels do not have to be completely lifted into place for installation. The panels are to be placed with the base on the floor and the top end raised to meet the slotted angle. This reduces the load to be lifted and allows two operators to rotate the panels into position.

Safety Data Sheets for these products are available from the Pronto Panel website www.prontopanel.com.au or by contacting 13 PANELS (13 726 357)

Please see the installation section for full details of installation.

Installation

1. System Components

Pronto Panel

Pronto Panel comes in various lengths.

Panel size (mm) (L x W x T)	Dimensional Tolerance (mm)	Mass (kg)	Mass Tolerance (kg)
2440 x 610 x 60	±5	77	±5
2,700 x 610 x 60	±5	85	±5
2,850 x 610 x 60	±5	90	±5
3,000 x 610 x 60	±5	95	±5



2. Fixings

Pronto Panel to building frame

24mm tapered top hat or 35mm treated pine battens are fixed to the building frame. Pronto Panel is then fixed to the top hats or treated pine.

The top hats are to be G550, Z275 grade steel with tapered leg such as: 24mm DEEP STUDCO M304 (0.75 BMT), or 50mm DEEP STUDCO TH50 (0.75 BMT). Pine battens are to be 35x75 MGP10 H3 treated battens (as per Acronem Consulting Australia Report ACA 150905).



Pronto Panel Adhesive

Pronto Panel Adhesive (supplied in 20kg bags) is used to fill in the cavity between adjacent Pronto Panels.



- Chalklines for marking out wall element locations
- Electric drill mixer (recommended)
- Mixing buckets
- Trowel
- Grinder/steel cutting saw



4. Installer

Pronto Panel installation must be carried out by qualified panel installers.

No responsibility is taken for incorrect installations of Pronto Panel.

Battens to building frame fixings

12-11 x 25mm timber screws are used to fix top hats battens to timber building frame.

12-14 x 20mm self tapping metal screws are used to fix top hats battens to metal building frame.

All screws used shall be in accordance with A\$3566.1 and A\$3566.2



Pronto Panel to top hat

14g x 75mm or 14g x 90mm Bugle Head Type 17 Batten Timber Screws with countersunk ribbed head are used to fix Pronto Panel to top hats or treated pine battens. Do not use impact driver to fix screws to panels.

All screws used shall be in accordance with A\$3566.1 and A\$3566.2



Installation

3. Tools Required for Installation of the Pronto Panel System

- Electric screw gun
- Sealant gun and fire resistant acrylic sealant
- Davco Tile and Grout Cleaner
- Metal mechanical fasteners
- Electric power saw with diamond blade



Installation

5. Installation Procedures

Step 1: Complete frames and truss

Step 2: Install all windows and doors



Step 3: Install flashings and damp proof course (DPC)

Ensure DPC material specification is compliant to AS/NZS 2904 and is 100mm above the bottom of concrete slab.

Fix DPC to bottom plate of the complete frame.

Overlap DPC at corners.



Step 4: Installing wall wrap

The wall wrap shall be in accordance with AS/NZS 4200.1 and installed in accordance with AS/NZS 4200.2 as the vapour control barrier.

Fix wall wrap onto timber frame with appropriate fixings. Overlap and tape wrap as per manufacturers specifications.



Step 5: Fixing top hats to frame

Check the number of top hats required. Install the top hats above and below openings. Top and bottom top hats are to be installed 250mm from the end of Pronto Panel.

Ensure top hats are discontinuous at control joints.



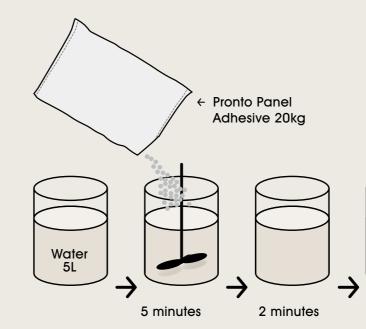
5. Installation Procedures

Step 6: Preparation

Move Pronto Panels to a convenient location on site.

Step 7: Adhesive

Mix a 20kg bag of Pronto Panel adhesive with an electric mixer in a 20L bucket with 5L of water. Adhesive coverage is approximately 40m2 / 20kg bag.



Slowly add the contents of the 20kg bag of adhesive to 5 litres of water while stirring continuously. Continue stirring until the consistency is smooth. Leave mixture for 2 minutes to allow for hydration before mixing again for another minute. The adhesive has a pot life of 2 hours at 25°C.



CAUTION: For handling of adhesives, personal protection such as safety glasses to A\$1337 and chemical gloves must be worn. P1 or P2 dust mask is also recommended. Please refer to the SDS for more details.

Installation



1 minute

Installation

5. Installation Procedures

Step 8: Install Pronto Panel

To minimise cutting on site, plan out panel layouts, take into account openings and penetrations.

It is good practice to start the installation of the panel from the corner of the building.

Check the number of screws required.

Fix Pronto Panels to top hats using 14-10x75mmm Type 17 Bugle Batten Screw with countersunk ribbed head.

Ensure screws are countersunk into panel and is covered by adhesive.

Apply Pronto Panel Adhesive to vertical joints.

Install next panel.

Check control joint layout.

Care should be taken in selecting the correct grade of screws for various corrosion environment. All screws used shall be in accordance with AS3566.1 and AS3566.2.



5. Installation Procedures

Step 9: Control Joints

Control joints shall be located in walls to accommodate the reactivity of the site soil on which a building is built on. Refer to AS 2870 for the various soil classifications.

As a minimum, control joints shall be located at spacing no greater than as required by AS4773-2015 (Parts 1 or 2) for external rendered and/or painted finish.

E.g. M class soil requires that control joints be spaced at every 5.5m, which is at every 9 Pronto Panels.

Control joints shall also be located at points of stress concentration. Examples of these locations are listed below:

- At changes in height or thickness of wall
- Near door and window openings
- Near corners and intersecting walls

Control joints must be filled with appropriate sealant and backing rod. See system details on control joints.

It is vital to consult engineers and architects to determine the width and locations of control joints.

Step 10: Sealant

Where a fire rated sealant is required it shall be TBA Intumastic Sealant, Promat Acrylic AN, Bostick Fireban One or Sika Fireate Acrylic Sealant.

Step 11: Penetrations

Where possible all penetrations through Pronto Panel walls should be treated as per window detail, incorporating flashing tape and polyurethane sealant. This is particularly important for electrical meter boxes and the like. Extra mesh tape is required around the penetration for added reinforcing during the render process.

Installation

Step 12: Termite management

Termites do not eat or nest in Pronto Panel. However termite protection is still a mandatory requirement. Pronto Panel is ideally suited to the 75mm exposed edge method of perimeter protection. It is the builder's responsibility to ensure that all council and Australian code. Requirements are fully adhered to in regard to the design of the house for preventing termite attack. Refer to NCC 2015 Vol. 2 Part 3.1.3 and reference code AS3660 requirements for the management and termite risk.

Step 13: Coating System

A number of rendering systems have been specifically engineered to be used with Pronto Panel. Depending on the project, aesthetic requirements and budget, specifications are available from select coating system manufacturers to suit Pronto Panel.

All systems must be applied in accordance with guidelines as outlined by the coating system manufacturer and as per the relevant Product Data Sheets and specification.

All costing systems are required to have meshing between Pronto Panel joints unless coating suppler permits otherwise.

Details of the preferred coating systems can be found on **www.prontopanel.com.au**.

Warranty

Our tradition, experience and financial strength have made Brickworks Building Products the first choice for many architects, builders and designers. Brickworks Building Products continued commitment to quality and innovation ensures that our products will remain the benchmark for excellence for many years to come. Pronto Panel has a warranty of 15 years as per Brickworks Building Products' Warranty.



Brickworks Building Products is one of Australia's largest and most diverse building material manufacturers. Under the Brickworks Building Products umbrella are some of Australia's best known building materials brands. Our products include bricks, pavers, masonry blocks, retaining wall systems, precast concrete panels, concrete and terracotta roof tiles, timber products, terracotta façades and specialised building systems.

With a broad product portfolio and manufacturing and sales facilities across Australia, Brickworks Building Products is uniquely placed to service the demands of the building industry.

With over 1,200 staff across Australia and New Zealand, we pride ourselves on our commitment to product, service excellence and our leadership position.

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nubrik

terraçade

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The product images shown in this brochure give a general indication of the actual colour for your preliminary selection. We recommend that all customers see actual product samples at a selection centre prior to making final selections.