

# Frequently asked questions

Dufferin Aggregates, making it easy to do business with us!

*Whether your project is big or small Dufferin Aggregates wants to be your first call! We're here to help with pricing, arranging delivery and to guide you through the aggregate ordering process.*

*Please call us 1-855-CALL-DFA (225-5332). We're looking forward to hearing from you!*

## FAQ's

### 1. What is Aggregate?

Aggregate is the technical name for stone, sand and gravel used in construction.

### 2. Where does Aggregate come from?

Aggregates are surface mined in Sand & Gravel pits and Limestone quarries across Ontario. Limestone Quarries are large, naturally occurring deposits of rock. Sand & Gravel Pits are in areas where ancient rivers and glaciers left behind clean deposits of Sand & Gravel.

### 3. Who decides what product is best suited for each application?

For custom applications, Engineers and Designers are typically hired to specify the product for a given project based on the applicable building codes & specifications. In addition to this, some regions and municipalities have pre-approved designs and materials for common applications such as driveways, granular backfill and drainage stone.

Dufferin Aggregates produces a wide range of products to satisfy the various national, provincial, regional, and municipal building codes and specifications. For this reason, it is important to understand what the applicable specifications for any product are when placing an order.

### 4. What is the difference between Gravel Granular A and Limestone Granular A?

The Ontario Provincial Standards and Specifications (OPSS) are probably the most referenced guidelines for aggregate products by different regions and municipalities. OPSS 1010 defines the aggregates to be used on Base, Subbase, Select Subgrade, and Backfill material for applicable projects.

Technically speaking, OPSS 1010 Granular A is a well-graded mixture of sand, crushed gravel, or rock, that could contain reclaimed Portland cement concrete and/or reclaimed asphalt pavement. It is mostly used as a leveling case material prior to application on hot mix asphalt or ready-mix concrete and/or for surface or roadways, parking areas and driveways.

OPSS 1010 allows for this material to be produced from either limestone quarries or gravel pits, both variants are a 100% passing by mass through the 26.5mm (1 inch) sieve. However, the limit for fines is 8% on gravel sources and 10% on quarried material; additionally due to their specific nature, Limestone Granular A has greater crushed material percentage.

**5. What is the difference between LI Granular A and 19mm (¾ inches) Crusher Run?**

While these two products have similar looks and performance, they are not interchangeable. In essence, Granular A complies with all the applicable physical and gradation requirements listed on OPSS 1010. In contrast, 19mm (¾ inches) Crusher Run Limestone is a non-specified product that is commonly used in Ontario for non-engineered applications.

**6. What material can be used for my driveway with no finish, just stone?**

Aggregates are an ultra-local product and therefore, the specifications vary from country to country and region. Aggregate standards and specified products such as OPSS 1010 – Granular A are mostly used in heavy civil construction and engineering projects, however, for some non-engineering residential landscaping applications there are non-specified products that have been used by homeowners with great success over time, such as:

- 19mm (¾ inches) Crusher Run Limestone, which provides both stones and fines that helps achieve a high degree of compaction
- Asphalt millings (recycled asphalt) are bits of recycled asphalt. This material is placed and compacted to form a driveway. We can think of this product as half-way between a “gravel” and an asphalt driveway.

Please note that these are non-specified products that are commonly used as a driving surface only. The grading and water management of the site/project might require 3<sup>rd</sup> party engineering design.

**7. How much or how big is a cubic yard? Dufferin Aggregates sells all materials by the metric tonne. 1 Cubic yard = 1.5 Metric tonnes**

Mathematically speaking, 1 cubic yard measures 3 feet long by 3 feet wide by 3 feet high. Geometrically speaking, 1 cubic yard is slightly larger than the size of a kitchen stove.

**8. I don't have an account. Can I still purchase material from Dufferin Aggregates?**

Yes, you can! We can help coordinate delivery out to residences or arrangements to pick up material can be made. We accept Mastercard, Visa or Debit as payment.

**9. I don't know how much material I need; how can I calculate it?**

Follow the link to calculate your own tonnage with our [volume calculator](#) or you can contact our Customer Experience team at **1-855-CALL-DFA**.

**10. Does Dufferin Aggregates accept Concrete?**

Yes, Dufferin Aggregates accepts clean concrete, upon approval. To be accepted, concrete must be free of clay, bricks, garbage, debris, etc.

**11. What types of trucks are available for delivery?**

Our tri axles are most commonly used for home deliveries and can hold between 1-22 tonnes. Minimum load charges will apply.

**12. Can the driver spread the material?**

There are some options available upon request, depending on geographical location and trucking availability. Inquire with our Customer Experience team for more information.

**13. Am I able to drive in and pick up material with a truck and trailer?**

Yes, if the following requirements are met and upon approval:

1. Trailer must be double axle
2. Trailer must have side boards/walls
3. Must be registered as a commercial vehicle, owned by a company with insurance card
4. Must have a gross weight registration
5. Mesh covering to prevent any fall out in travel
6. Must be a dump trailer

**14. Does Dufferin Aggregates have Recycled Products?**

Dufferin Aggregates has the following recycled product offerings: Recycled Granular A, Recycled 19mm Concrete, Recycled Asphalt Product.

**15. How much room do I need for a truck to unload the material?**

The unloading area must be at least 15 feet wide and 30 feet high. It's important to identify any low hanging tree branches or wires that may obstruct the truck from being able to dump.

**16. Does Dufferin Aggregates sell material in bags?**

Dufferin Aggregates does not sell bags of material; however, Tri Axles can carry a minimum of 1 Metric Tonne. Minimum load charges will apply.

**17. Dufferin Aggregate Product Catalog**

Follow the link to see what our products look like! [Products - Dufferin Aggregates](#)

**18. Can your trucks dump on public roads?**

Dufferin Aggregates will not dump on public roads. Our material must be unloaded on private property. Exemptions may apply if permits are presented.

**19. Does Dufferin Aggregates accept Cash?**

No. We accept only Mastercard, Visa, or Debit payments. Dufferin Aggregates drivers do not carry cash or change.

**20. Are there any delivery risks that I should be aware of?**

1. If the truck needs to drive on asphalt or concrete like a sidewalk there is a risk of breakage and cracking from the weight of the truck.
2. Lawn damage can occur if the truck is required to drive off the laneway.
3. Delivery charges will apply if the driver cannot unload due to the homeowner not being onsite.
4. The driver has the right of refusal – if they deem the unloading area is unsafe, they do not have to unload the material.