Product Handling and Storage Recommendations

To maintain the structural integrity and aesthetics of our windows and doors during the shipping and storage process, we have compiled the following list of handling recommendations. Please follow these guidelines when handling and storing Brand products. If you have any questions, please contact your sales representative.

Damage or non-conformity caused by improper installation, storage, handling or maintenance are not covered by the applicable Warranty for the purchased Products.

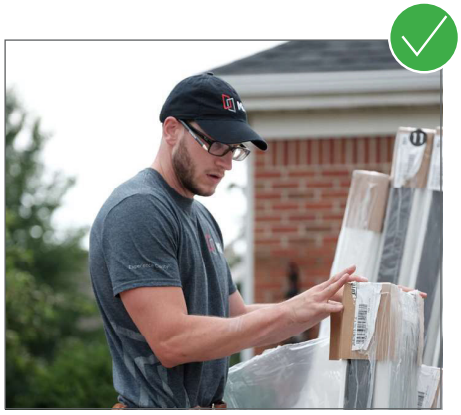
Windows and Doors can be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to lift, carry and install Windows and Doors to avoid injury and Product damage.

INSPECTION

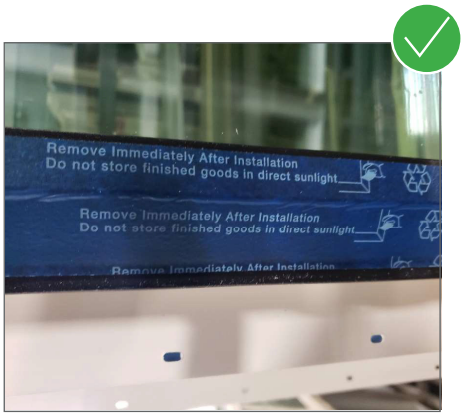
- At the time of delivery, conduct a thorough inspection of the product for size, type, operation, rating and damage.
- Ensure the product will fit the opening prior to removing the existing product.

PROTECTIVE PACKAGING

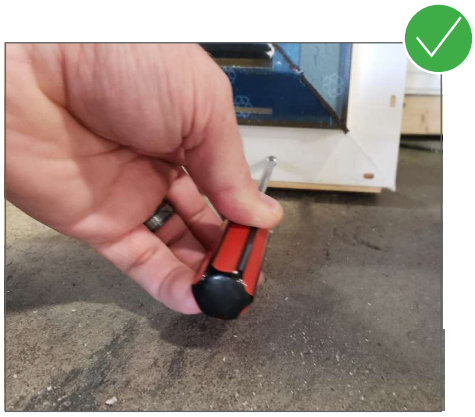
- Follow directions on product labels regarding proper packaging removal. Replace any packaging that is temporarily removed to verify dimensions and conditions of contents. Packaging should not be permanently removed until just prior to installation.
- If not fully packaged, keep free of damage, dust, and protected from environmental elements.
- Remove protective film from laminated products immediately after installation.
- Remove shipping blocks on sills using a screwdriver to preserve the integrity of the mounting flange. Do not use a hammer to remove.



1 Promptly and thoroughly inspect products when they arrive.



2 Remove film immediately after installation.



3 Carefully remove shipping blocks using a screwdriver. **DO NOT** use a hammer to remove the shipping blocks.

STORAGE

- Support the entire length of the sill so that it remains flat to prevent frame bowing or deformation. Keep the operating sash locked to support the sill.
- Windows and Doors shall be stored out of the direct sunlight in a clean, dry, low traffic area that is protected from the elements (e.g. areas prone to flooding, high wind).
- **DO NOT** lean Windows and Doors in unstable angles or more than 10 degrees.
- Keep products stored upright (vertical) on a flat surface. Improper storage may cause undue stress on the insulated glass and frames.
- **DO NOT** store Products in poorly ventilated Cargo Shipping Containers or closed trailers. Product damage may occur in warm or hot uncontrolled temperatures.
- **DO NOT** stack Products in a row against each other in the sun as the insulated glass can get extremely hot.

SHIPPING AND HANDLING

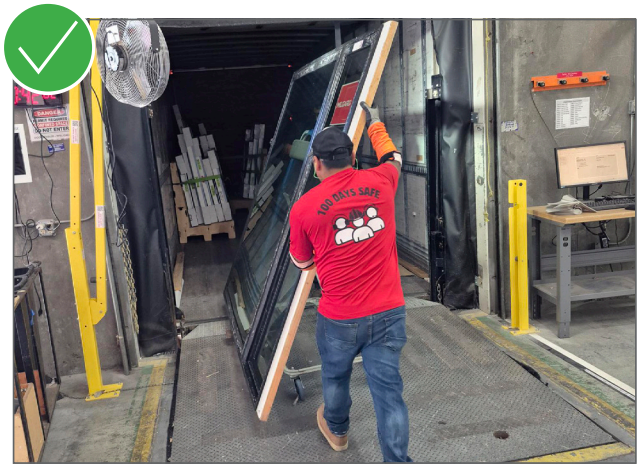
- Clean gloves and appropriate PPE should be worn when handling new windows and doors. **Avoid touching the glass.**
- Make sure operable windows and doors are locked prior to installation.
- Provide full support under the sill while storing, moving and installing the Product.
- **DO NOT** lift the Product solely by the head frame or pull from the jamb frame.
- Due to the size and weight, a minimum of two people is required for installation. Large, heavy or mull products should have additional personnel supporting the ends and each mullion or intermediate rail connection to prevent accidents or damage to the products.
- Handling the windows and doors may cause gaps or cracks in the manufacturer's applied sealant. Inspect all products mechanically joined corners and mull end connections. Follow the manufacturer's Installation Guidelines and reseal all outside joints of mechanically joined frames and the ends of the Mull connections (drip cap/butyl tape edges).
- **Only use recommended cleaners**. Visit the respective brand's website for further Care and Maintenance details.

BEST PRACTICES - WHAT TO DO

- Following these best practices will help ensure your safety and the integrity of the product.

Allow for ventilation when storing products in a trailer

Transport products perpendicular to the ground.

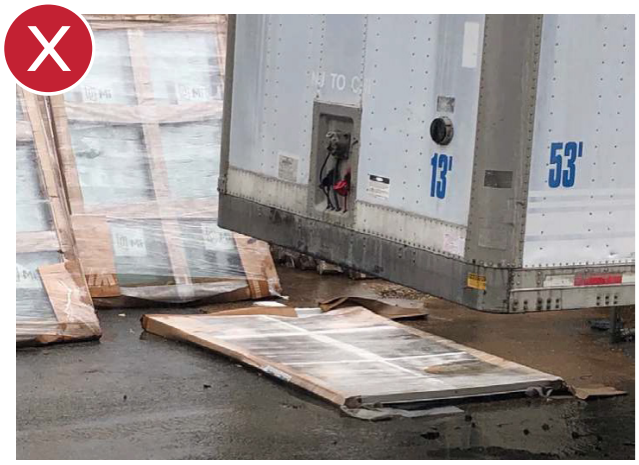


Use team lifts for larger units.

When unable to load to a dock, always support the windows fully if using a forklift or other lifting device.

BEST PRACTICES - WHAT NOT TO DO

- Doing these things can result in the harm of you, your team/equipment, or the product.



DO NOT lay products flat. Keep products out of traffic areas.

DO NOT sit window on uneven surfaces or without supporting the entire still.

DO NOT stack other construction materials against products.

DO NOT store or transport windows or doors on carts that don't fully support the sill.

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