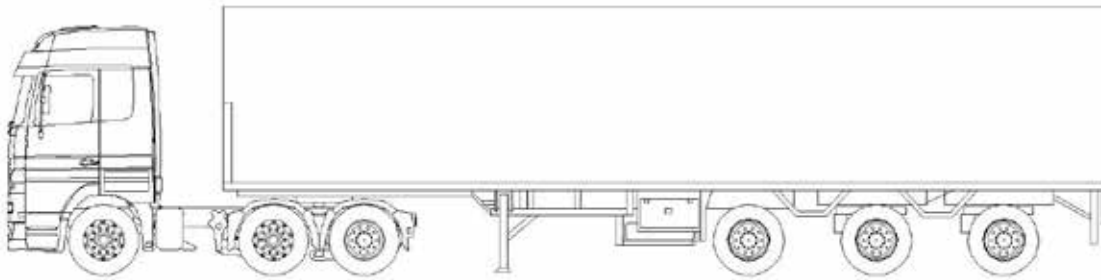


DELIVERY VEHICLE

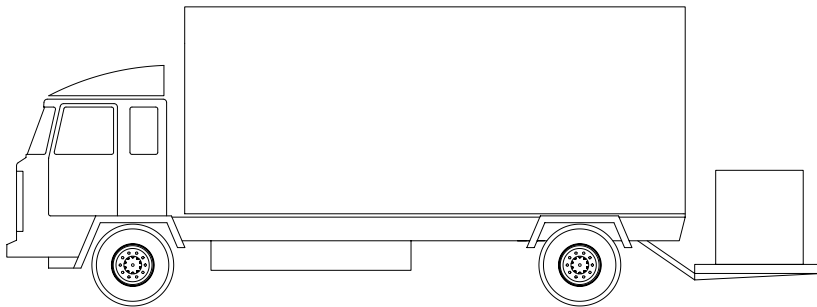
Your orders will normally be delivered either on an 18m articulated lorry or on a 13.6m rigid vehicle. At order stage, please confirm any difficult site conditions or traffic restrictions. Please request a smaller vehicle if you have any doubt about access issues. If you are using a crane or Hiab to lift the pallets then please ask for crane-offload pallets, otherwise never lift a standard pallet.

The cost of this articulated lorry is already included in your order total. We can arrange for delivery via a smaller vehicle but this may result in additional costs.

Additionally there should be a forklift or crane available on site for unloading purposes.



Example of 18m articulated lorry

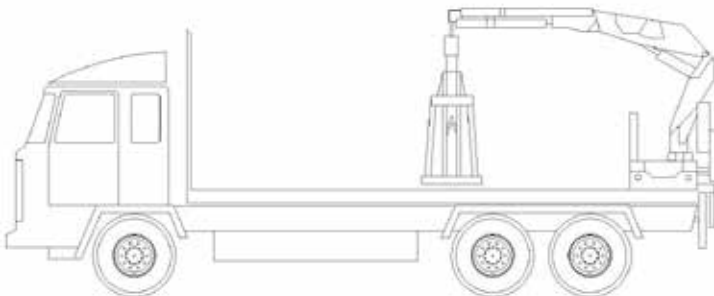


Example of 13.6m rigid lorry with tail lift

Note:

maximum pallet size for tail lift
= 2250mm width, 2100mm high

Rigid vehicles can also be provided which have a tail lift. Pallets can be taken down to ground level from where they can be moved by pallet truck.



Example of 13.6m Hiab lorry

If there isn't a crane or forklift available on site then we could deliver your order on a rigid vehicle with Hiab equipment. The truck's own crane can take a pallet weight of 700 kg and will reach 6 metres from the truck (under stable ground conditions).

Always explain your site details to the carrier in order that they can provide the right vehicle for delivery.

UNLOADING THE VEHICLE

PRIOR TO UNLOADING:

- Always ensure operatives are fully trained and competent to carry out the proposed task.
- Inspect the pallets whilst on the vehicle for any signs of damage to the pallets or pallet protection.
- Confirm that the pallets have been strapped to the deck of the vehicle and have not moved during transportation.

DURING UNLOADING:

- Always ensure the load is safe to lift and the equipment to be used is suitable for the activity. Do not lift unbalanced loads under any circumstances.
- Ensure that lifting forks are inserted completely underneath the whole pallet to avoid damage to frames when forks are tilted. (see picture on page 10)

Unloading by Forklift: We would recommend that the pallets should be unloaded by forklift. Care should be taken not to damage the underside or faces of the windows. We strongly suggest that you also place protection on the forks to avoid damage to the frames. Forks should be a minimum of 1200mm long to reach under entire pallet.

Unloading by Crane-lift: Due to site restrictions off-loading by crane may be the only option. If we have been advised at order stage, your pallets will have been packed specifically for crane off-loading with additional bracing. If you require crane off-loading please remember to select a sliding roof articulated vehicle or Hiab / Flat-bed when placing your order.

Unloading by hand: To unload by hand, pallets will need to be 'broken down' on the lorry and individual frames manually off-loaded. The windows and doors are heavy and great care should be taken when off-loading manually. We recommend you undertake a risk assessment before proceeding, and ensure you take account of the current regulations for manual handling and working at height. There are time limits for unloading so please ensure you have the equipment or manpower available when organising your delivery time.

Unloading by Tail Lift and Pallet Truck: When delivery is arranged by rigid vehicle, it will be equipped with a tail lift. A pallet truck (provided by the haulier) can manoeuvre most pallets on to a hard standing area.

AFTER UNLOADING

Count the number of pallets delivered and reconcile the quantity with the consignment note. Re-inspect the pallets for signs of damage that may have occurred during transportation and take photographs if applicable.

In the event of any damage being identified, note on the Driver's delivery documents, details of the damage before signing the delivery note. Under no circumstances should delivery be signed 'unchecked' as this may invalidate any future claim.

Report the circumstances to both the carrier and your supplier.

In the case of ancillary items such as handles, trims, flashings, cover mouldings and vents packed in separate boxes, the consignee must check for missing or damaged items and report any issues within 3 days of receipt of goods.



PALLETS

BREAKING DOWN

Pallets will arrive film wrapped (not waterproof). When removing the protection, take care not to damage the contents of the pallet.

Remove frame corner protectors. These should pull off but the use of pliers may help release the staples.

Unscrew retaining screws that fix the windows to the pallets and the bracing timber. Use a T20 Torx head bit and cordless drill.

As you remove individual window frames, make sure the remaining windows are still secured in a safe upright position.

MANUAL HANDLING

The first rule of manual handling: Mechanise wherever possible.

If this is not possible / practicable –

- Reduce the size of the load.
- Calculate / Know the SWL (safe working load).
- Get a suitable amount of people around the load.

It is always good practice to get a breakdown of the weights of the windows/doors. 25kgs per man (**window weights are on your delivery note**) is the benchmark for manual lifting, however this is not always practical. Kinetic lifting practices must be used at all times to prevent injury and damage to products. Always remember, never continue with a lift if one member of the team is not comfortable.

Other things you need to remember:

- Ensure the correct PPE is available and worn. (PPE gloves, eye protection, hat, boots)
- Use mechanical lifting equipment where possible.
- Make sure the route to destination is clear.
- Check the final storage point is ready.
- Ensure safe access and egress to the workplace.
- Ensure all persons involved with lifting understand what is required.

In the event of any glass units being broken, dispose of glass using the following guidelines:

- Glass should be removed directly to a designated skip wherever possible.
- Utilise steel/plastic bins if carrying glass to the skip.
- If possible, apply self adhesive film to the glass before breaking/removing.
- Always wear gloves, goggles/glasses and wrist protection.

STORAGE

Westcoast Windows always recommend storing products in a dry and secure area and out of the way from potential damage whenever possible. Whilst this is not always convenient, please be aware of the points below to ensure your windows and doors remain in the condition that they left the factory.

Make sure your window is stored securely to avoid the risk of theft.

Your window should be stored on a firm and level standing within a building if possible and clear of any hazardous areas or walkways.

If stored outside, the window is best kept on its pallet or if removed then units should be placed on bearers to ensure that it is clear of the ground and any groundwater or contaminants.

Necessary care must be taken to prevent water from contaminating your timber frame mortice joints, any fixing holes and ironmongery components.

If the unit must be stored under the tarpaulin then please ensure that the tarpaulin covers the top and sides of the window to protect against the rain. Please ensure there is adequate ventilation around the unit in order to reduce the risk of condensation forming and excess heat building up from the exposure to direct sunlight.

Do not use transparent material to cover the windows as they tend to increase the risk of condensation to the underside of the covering material and the product underneath it. Excess humidity is also best kept a minimum.

Timber frames must be protected from direct sunlight during storage as this can also result in differential colour change.

Any separate glass units should be stored under a roof structure or preferably inside away from potential harm. Fittings and other items delivered separately should also be stored indoors.

The window should remain wrapped and protected until it is ready to be installed to protect from moisture, dust and debris. Do not use chemical or pressure washers to remove site debris. In any event, do not place heavy weights on top of your unit.

Your window will be unprotected during installation so please ensure that hazardous operations, (i.e. welding, abrasive wheels or similar) should not take place in the vicinity of the unit unless it has been adequately protected. The window must not be exposed to paint, plaster or other corrosive materials. Do not use plastic film or tape to protect the window. Only use masking tape which is intended for this purpose and remove it immediately after work has finished. Do not leave the window open for a long period of time after installation to prevent damage from moisture.



WARNING!

DO NOT ALLOW INTERNAL TIMBER PROFILES TO BE EXPOSED TO RAINFALL OR DAMP CONDITIONS. EXPOSURE WILL LEAD TO EXCESSIVE MOISTURE CONTENT IN THE WOOD, THE POTENTIAL FOR SWELLING, THE DISTORTION OF JOINTS AND FINISHES, WHICH MAY EFFECT THE PROPER OPERATION OF OPENING LIGHTS AND DOORS.

PROTECTION!

TYPICAL EXPORT PALLET

An example of a typical **Export** pallet. Only suitable for a forklift or telehandler offload. If crane offloading is required then please ask for a **Crane** pallet.

**Always make sure that the load is balanced before lifting and moving.*

