

Key Steps to Follow When Receiving Products

- Inspect all pallets before signing Bill of Lading (BOL) and releasing the truck.
- If any damage is observed, pictures **MUST** be taken first — while units are on the pallet **inside** the truck, and with their original packaging.
- After unloading, review all pallets again. If any damage is observed, contact your Business Developer at INTUS Windows immediately.
- Remove safety tapes 1 month after installation, but no later than 12 months after delivery.

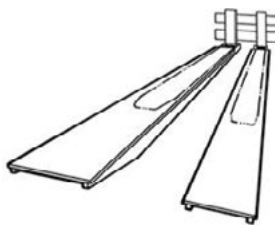
Product Unloading Guide

Products are heavy and fragile. Special care, sufficient manpower, tools, and equipment shall be used for unloading, transporting, warehousing, and installing the products. Some of the products can weigh up to 2,000 lbs. and pallets with products can weigh up to 5,000 lbs. The following equipment and tools are required to unload the container:

- 1 forklift with fork extensions (if unloading at a warehouse with a ramp). When using only 1 forklift, it **MUST** have fork extensions, as pallets are tall, long, and narrow).
- 2 forklifts (for job site deliveries)
- 2 forklifts for large doors
- 2 impact screw guns, straps, chains
- Industrial strength cargo straps
- Moving pads
- Heavy duty suction cups
- Pallet jack for moving pallets inside container
- Adequate manpower (in some occasions 8 strong men or more)

Unloading Tips

Four hours of free unloading time is offered by INTUS Windows. Before truck arrival, clean and prepare the site along with all equipment.



Most pallets are up to 10 ft. long and some might be as long as 30 ft. (lift & slide doors). Therefore, fork extensions **MUST** be used for all forklifts. All dimensions and weights are accurately specified on BOL. Please make sure to verify all details prior to the delivery.

Two forklifts should be used to unload container on job site. The first forklift pulls it out; the second one lifts it up and secures it from the side.



When moving doors and windows, lift and carry; **DO NOT drag**. Doors and windows should be stored on a level and dry surface. Failure to do either of the above can result in damage to the window/door frame and/or glass.



ATTENTION: Industrial straps (at least 5,000 lbs.) **MUST** be used to unload large pallets:

1. Use chains to pull pallet from the back of the container.
2. Use straps to tie pallet to the forks to make it stable on forklift. Corner protector at strap/window location should be used in order to not damage window frames.



Heavy duty suction cups are useful when units are very heavy or need to be lifted to a higher elevation.

