

Instructions on the delivery of OKALUX glass products

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Please observe the following information aimed at protecting you and your customers from damage and so as not to endanger any claims for compensation and warranty claims. The following information is designed to draw your attention to specific details which are often overlooked, but are important, and therefore must be considered. As such recommendations are of a general nature, and not aimed at each specific case, they do not lay claim to completeness. All valid laws, directives, standards and recognised technological regulations must also be observed. Please refer to the separate enclosures for product-specific information. Please contact us if there is any doubt. Non-compliance with this information will endanger any claims for compensation or warranty claims.

1. Incoming goods

1.1 Delivery by carrier

If, upon receipt, it is evident that the goods have been loaded or handled incorrectly (e.g. crates fallen over, destroyed packaging) and this could infer damage to the contents, **any damage must be recorded immediately**. Any facts relating to the damage must be briefly recorded on the consignment note or delivery note copy that has been submitted to the recipient **before receipt of the shipment is acknowledged**. Insurance protection cannot be guaranteed if this is not carried out. If necessary, contact our dispatch department.

1.2 Unloading

Unloading is the sole responsibility of the consignee, unless otherwise agreed in individual cases. The goods should be unloaded on an appropriate base using suitable lifting apparatus. Crates must either be suspended **individually** in a sling or loaded using a forklift truck, provided this seems suitable. There must be no lateral pressure.

1.3 Storage

Wooden crates containing glass must be transported upright and secured against falling over. Because of the risk of glass fracture in the glass stack due to the accumulation of heat, with crates and especially with open rack packing, it is essential to make sure that the glass is not exposed to the sun without protection and is protected from other sources of heat such as fire places, air heaters and bitumen kettles etc.

If there is a risk of frost, insulating glass which is stored in a stack, whether packed in crates or on racks, must be sufficiently protected from direct exposure to frost, otherwise the shock cooling effect on the edges of the glass may lead to thermal fractures in the glass.

Because of the low temperature resistance of wired and wired mirror glass, it is particularly important to take this into consideration with such combinations of insulating glass. Repacking with film or corrugated paper is available subject to charge.

2. Installation

To prevent the danger of heat accumulation, the crates must be opened on the side facing away from the sun (north). Panes in opened crates, or those mounted on the racks or freely, must also be protected from direct sunlight.

3. Edge joint

So as not to damage the edge joint, the insulating glass must only be put down on a suitable support.

4. Broken panes

Glass which is broken during transport or glass with other visible damage must not be installed without our agreement.

5. Labels

Any labels, cork chips or adhesive tape used for transportation safety purposes must be removed immediately after installation. They are really difficult to remove later on and leave a sticky residue behind. Removal is even more important in the case of glazing coated at position 1, as the adhesive can affect the coating. In the case of longer storage times for which the customer is responsible, it may be necessary to use considerable force to remove the adhesive residue. We cannot be held responsible for the extra work required in this case. Despite the removal, the position of the sticker may continue to be visible on account of differing wetting behaviours. – Refer to the general OKALUX cleaning instructions.

6. Glass rack

Glass racks are the property of OKALUX. They are an important production aid and are taken back after they have been emptied. They must be cleared of packaging material or remaining panes, broken or otherwise. They must be made ready for collection at a collection point which is safe and accessible for lorries.

Once ready, please notify us immediately of the location where the racks can be collected.

Unless otherwise agreed in individual cases, the loading of empty racks is the sole responsibility of the customer.

The racks may be used for 49 days rent-free. After this period has expired, a contractual penalty of 20 € net per started week and per rack will be invoiced via Gestellpool.

The contractual penalty is limited to the agreed values of the racks in accordance with our special terms and conditions.

7. Dangers with glass damage

Where we are unaware of the circumstances under which our insulating glass is being used, we assume that it is being used under normal conditions. Normal conditions are defined as humidity and air temperature conditions which generally prevail in areas used by people.

Both the inner pane and the outer pane must be ventilated over their entire surface. Care must therefore be taken with frame designs, dummy glazing bars, wall connections, blackout systems inside and screening systems outside.

The following damage can be caused after moving the glass, due to:

- inside or outside dimming and shading systems which have not been agreed beforehand
- partial or total covering or adhesion of glass surfaces from inside or outside
- hot asphalt and hot bitumen work outside or inside
- heating pipes in the frame area, hot air escaping in the glass area and other sources which could unevenly heat up the pane areas
- spotlights, ovens, foundries
- welding and flexing work

- lime, cement, mortar and silicon residue
 - glass stickers that have not been removed
 - improper cleaning, aggressive or abrasive cleaning agents
- Please contact us if there is any doubt.

8. Other printed matter

If you do not have the following printer matter, please request it directly from OKALUX or download it from the Internet at www.okalux.com:

General terms and conditions of business
Product-specific information texts

As well as these, there are the following customer notes:

Customer notes on offers
Customer notes on delivery
Customer notes alarm glass
Customer notes screen printing
Customer notes Structural Glazing / Edge deletion
Customer notes on heat-soak test
Customer notes on glazing
Customer notes SIGNAPUR®
Customer notes OKAWOOD tolerances
Cleaning instructions for OKALUX gen.
Cleaning instructions OKACOLOR
Guideline for visual quality