



D R E A M G L A S S G R O U P
est. 2005

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Date: 07/07/2017 rev. 01

SHIPPING

If no preferred carrier is specified, DreamGlass® panels for domestic customers will be shipped through our ground carrier. For overseas customers, specifying whether the freight should be shipped via Air or Sea is necessary. Where available, it is recommended to have your own agent to take care of the shipping and customs clearance issues.

Due to the difficulty in estimating the accurate weight and dimensions of the crate at the time of giving a quotation, the panels will be shipped Freight Collect with the full value insured.

LOADING TO MOTOR VEHICLE

When loading DreamGlass® panels on a pick-up or truck, the latter should have a special rack mounted on it where glasses should be placed. There should be also a soft cushion material in between DreamGlass® and the rack.

DreamGlass® panels should be also secured from breaking loose from the racks and from external elements that may cause damage.

RECEIVING

Keep the crate upright at all times while removing the front covers which is labeled "Open this side only". Remove the panels carefully, one at a time, using the appropriate lifting methods.

If damage to the crate/package has occurred, the strongest position for filing a freight claim is to open a crate and inspect each panel in the presence of the driver. If you fail to inspect the shipment, the carrier and Dream Glass S.L. are not responsible for damage.

Before signing for and accepting the shipment from the carrier, inspect the crate(s) for visible damage.

If there are any indications of possible damage, you should immediately, in the presence of the carrier, open the crate(s) and inspect each DreamGlass® panels for damage. If damage to any of the panel(s) is found, the shipping documents should be so noted and the driver's signature obtained as a witness. You should inform Dream Glass S.L. immediately of any damaged panels. Photographs should be furnished within 24 hours. A freight claim should be filed to the carrier as early as possible.

PHYSICAL HANDLING

Personnel handling the DreamGlass® panels should be wearing the prescribed gloves, boots and other safety wear and equipment. DreamGlass® panels should be carried by at least two personnel. Carrying panels incorrectly or in flat position may cause damage to the glass.

STORAGE

The crate should be kept in an upright position or tilted at 5-7 degrees from vertical at all times. Panels stored more than the specified reclined or flat position may cause damage to the glass. If the glass is to be stored on the job site or in warehouse conditions, proper blocking and protection should be maintained at all times. As other flat glass products, DreamGlass® panels must be stored where the relative humidity is less than 80% to prevent the glass from staining.

The temperature should be nearly constant to prevent moisture condensation on the panels. Storage temperature range to be at room temperature; recommended 20 – 30 Celsius.



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SETTING BLOCKS

Panels should always be placed on two EPDM or neoprene setting blocks. These blocks should have a durometer hardness of 85 ± 5 . They should be centered at the bottom quarter points (at an equal distance). These blocks should be $1/16''$ narrower than the channel width.

UNEXPECTED BREAKAGE

"Unexplained" glass breakage may occur after all precautions have been taken. Such breakage is beyond the control of the manufacturer and therefore not warrantable. This includes but is not limited to the following items:

- Thermal stress
- Damage during sand blasting by third party
- Damage during double glazing by third party
- Handling or storage problems
- Excessive wind loads
- Objects and debris striking the glass damage by persons/objects at the construction site