

## **IMPORTANT: PLEASE READ BEFORE UNLOADING**

### **Guide for Receiving, Storing and Inspecting Architectural Panels**

#### **Receiving**

- Before unloading the architectural panels from the delivery truck, a complete inspection must be performed to ensure that they have not been damaged in transit.
- It is the responsibility of the unloading crew to note any damage to the panels on the freight bill and to notify the carrier immediately. The operator must also take photos of any damage and immediately notify the customer service team at Norbec Architectural. Failure to do so shall result in Norbec Architectural being unable to replace the panels.
- Please refer to the unloading procedure (see QR code) before unloading shipments from the vehicle.
- Always handle one package at a time.



#### **Storage at the Work Site**

- Packages should be stored on a flat, well-compacted surface to evenly distribute the load over all packaging materials and to avoid excessive load concentrations on the bottom panel.
- A slight drainage slope (+/- 3%) along the panel length is recommended to drain rainwater.
- We recommend not stacking bundles of panels at the construction site to avoid the risk of the top bundle sliding off. If space limitations at the construction site make stacking necessary, do not stack more than two bundles high, and ensure that the storage surface is level.
- Panels should be stored away from high-traffic areas to avoid accidental damage.
- If the panels are to be stored outdoors for a period exceeding three (3) months from the date of manufacturing, the protective films and sheets on the top of the package must be removed and the panel surfaces must be cleaned before reuse. This storage time can be extended for up to six (6) months if these tips are followed:
  - Cover the panel with a protective cloth that filters UV rays without blocking panel ventilation.
  - Maintain a storage temperature between 45 F and 90 F.
- Beyond this period, the protective film will become difficult to remove and glue may remain on the panels' painted surface.

#### **Inspection Prior to Installation**

- Prior to delivery, panels are manufactured by a fully automated process and have been subjected to rigorous factory inspection to ensure quality control.
- **It is the installer's responsibility to thoroughly inspect each panel before installation. The installer must ensure that the panel surface shows no apparent defects in the steel or finish.**
- If the panel has a protective film, remove this film prior to installation to inspect the panel surface thoroughly and to avoid trapping the film in the joint.
- Panels should be installed in their order of production, following the sequence indicated on the cut list, to minimize possible variations in color.
- If any irregularities are noted on the panels, they should not be installed. The installation team should set these panels aside and immediately notify the customer service department at Norbec Architectural Inc.
- Upon inspection of rejected panels by a Norbec Architectural Inc. representative, panels deemed non-compliant will be replaced free of charge.

#### **Handling Prior to Installation**

- Individual panels must be handled adequately to prevent damage.
- Panels resting on a flat surface should not be lifted from the joints, as this could delaminate the metal.
- Very long panels should be handled with care to avoid distortion caused by excessive bending.
- Both ends of the panels may have sharp edges due to factory cutting. For this reason, panels should never be slid over each other to avoid scratching. Always handle panels with gloves and eye protection to avoid injury.

**Norbec Architectural Inc. shall not be held responsible for any damage to panels or for the cost of replacing panels found to be non-compliant if the instructions detailed in this document are not followed.**

For all claims or questions regarding receiving and storage of architectural panels:

Customer Service  
☎ 1 (877) 667-2321  
✉ service@norbec.com