

DELIVERY, STORAGE & HANDLING of LAMINATED GLASS

Special care while storing and handling Glasshape laminated glass products should be taken. Irreparable glass and interlayer (laminated) damage can occur from improper storage and handling, exposure to chemicals and leaching agents, prolonged exposure to moisture, mechanical attack and breakage, damage related to adjacent construction activities and improper cleaning methods.

DELIVERY:

Upon delivery of the crated glass, check that the outside of the crate is not damaged or showing signs of impact that may have damaged glass inside. If damage to the crate is discovered, take photos including and Tilt Watch markers that may have been activated.

IMPORTANT: If the crate is a 'stand up crate', ensure that it is securely leaning against a firm wall/frame on a 10 degree angle before opening the side. Failure to tilt the crate back against a solid surface may result in injury from glass falling from the crate when the side is removed.

Once the crate has been safely opened, check for any obvious damage by visual inspection before attempting to unload glass. If damage/ breakage is discovered, take photos of the damaged glass before removing from the crate. Edges and corners of glass are particularly vulnerable to damage so these should be checked with special attention. If it was noticed that materials were delivered in damaged condition, then these steps have to be done immediately:

- Inform the driver of the carrier vehicle;
- Take photographs of found damage;
- Make notes about found damage
- Send a notice to Glasshape within 24 hours to advise of the damage and follow the terms and conditions for warranty claims noted on the Glasshape website.

Check marks and labels on the packing or glass to ensure compliance with the delivery notes and specification. Always use appropriate PPE when unloading crates of glass to ensure safety of all persons involved. Safety gloves, hard hat, safety glasses, suitable footwear with steel cap toes are recommended as a minimum requirement for handling glass.

STORAGE:

Temporary or permanent storage may only be in a vertical position in wooden crates, on suitable racks or other appropriate fixtures. If the glass is being stored on static racks, it is recommended that the angle/lean from the vertical would be 3-6°. All metal or similar hard parts that will be in direct contact with the glass units have to be lined with rubber or other cushioning material. If several panes are stored together intermediate layers (e.g. intermediate cork or paper pads, stacking layers and similar) are required. Glasshape strongly recommend tempered and laminated glass to be stored inside, in a dry and well-ventilated place. If glass is to be stored outside, it must be protected from exposure to moisture and direct sunlight by means of a suitable full-size cover otherwise production can be permanently damaged. Prolonged exposure to moisture and/or direct sunlight can result in delamination/ moisture ingress in between the glass layers. Proper ventilation of goods, even packing and weight distribution, has to be assured at all times in order to avoid possible glass staining or damage. Temperature for storage of laminated and insulated glass units must be lower than 40°C and higher than 5°C, relative humidity – always below 70%. Crates and racks with glass can be stored only on flat solid ground.

WARRANTY:

Glass that suffers damage of any sort as result of improper handling, storage or cleaning is void of any warranty. For more detailed information regarding warranty and recommended cleaning procedures for laminated, tempered and insulated glass units, please refer to [WARRANTIES](#) and [CLEANING AND INSPECTION](#)

Glasshape Contacts:

For any further information or questions regarding the information contained within this document, please contact the Team at Glasshape, who will be only too happy to help you out.

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