

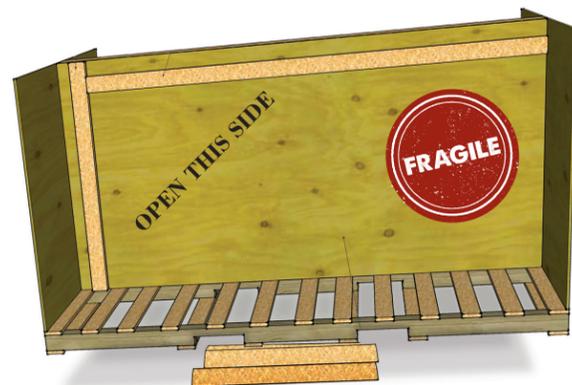
01 Receiving & inspection

RECEIVING

Sensitile® Slabs usually ship in foam lined wooden crates within which they are placed on their edge. Unless otherwise arranged, orders will ship via common carrier and will need a forklift or pallet jack along with a commercial receiving dock in order to be safely unloaded. For residential deliveries and deliveries to a job site without a loading dock or forklift, a truck with a lift gate may be requested.

INSPECTION

When the order is received, we recommend that the crate be inspected for any visible signs of shipping damage - in the rare event that there is obvious visible damage to the crates please do not accept the shipment and notify us immediately. If no damage is noted on the crate, please accept shipment and inspect the material **promptly** to ensure that they meet the specifications of the order. If any discrepancies or concealed damage are found, we need to be notified immediately.



Before opening crate tipping it back on some wooden blocks will prevent slabs from falling out.

Sensitile® products are carefully packaged in foam lined crates where they are placed on their edge.



Action check-list if visibly damaged crates are received

- Clearly note damage on both delivery receipts- driver should validate your observations in writing.
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- Take images.
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- Notify Sensitile® immediately.
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- Uncrate contents without delay-if possible have the trucker wait.
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- Document concealed damage if found with pictures (date and time-stamped) and provide to shipping@sensitile.com within 24-72 hours after receipt.



02 Handling & Storage

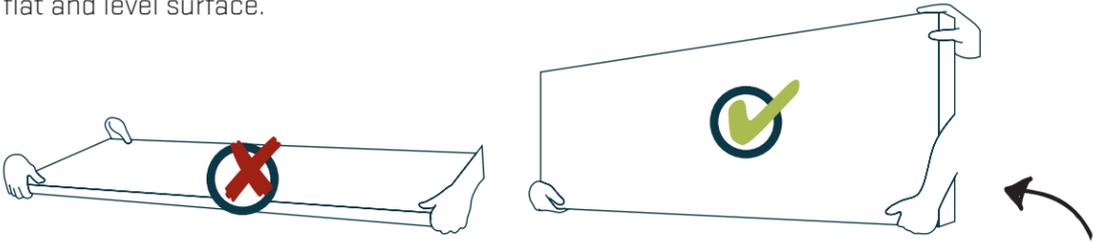
HANDLING

Sensitile® slabs should be allowed to come to room temperature before installation takes place. Slabs have a factory applied protective clear coat. Care should be taken not to scratch or damage this. We recommend handling and carrying slabs on edge as is typical for glass or stone. Please note that slab edges may be sharp and it is recommended that textured rubber gloves be used to avoid injury. Alternatively, slab carrying clamps or vacuum clamps may also be used. All clamps should be padded and it is recommended that the pads be wiped clean of any foreign bodies that may leave marks or scratches on the slab's surface. For interior transport, carpet lined drywall carts are commonly used. Slabs can be temporarily stored in the original crates that they were shipped in. They can also be stored horizontally, face-up on a flat and level surface.

STORAGE

Sensitile® manufactures products that are finished materials and typically ordered and installed when the project is in its final stage. However, if the project schedule is such that long term storage, lasting several weeks or months, is necessary then it is crucial that the materials be stored properly.

Our crates are designed for safe transport of the materials not for long term material storage. Thus we recommend that the materials be removed from the crates and stored on edge, **indoors**, in a clean, dry, **temperature and humidity controlled** environment that does not have wide and sudden temperature fluctuations, is void of, condensation and or leaks.



Tops must be handled, shipped, and stored on edges like glass panes; carrying flat may cause damage to the slabs.

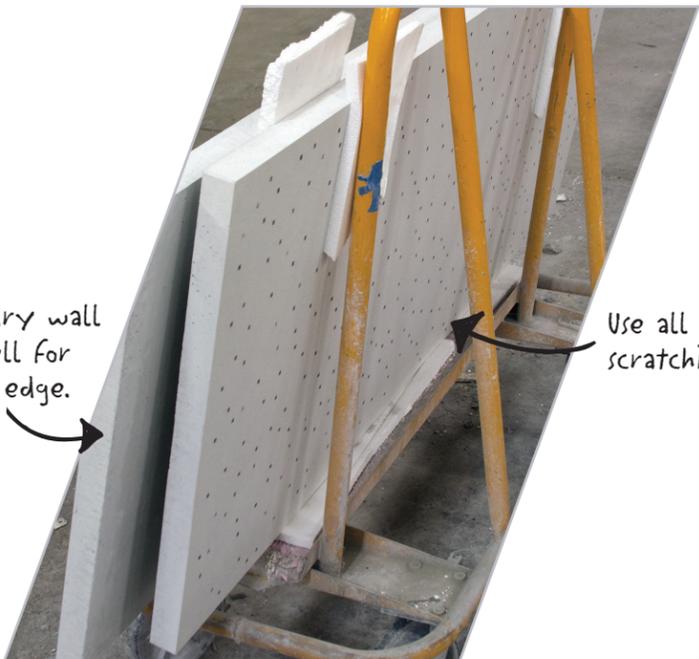
Smart Tip

Heavy. Lift with care.
Terrazzo 1-5/8" weighs 20.5 lbs/sq. foot



Edges may chip if not handled with care.

Well-padded dry wall cart works well for moving slab on edge.



Use all necessary precautions to prevent scratching the protective clear coat.