

Important Reminders

ITEMS ARE SHIPPED FOB SHIPPING POINT AND THAT THE TITLE TO THE GOODS TRANSFERS TO THE BUYER UPON SHIPMENT. CLAIMS FOR DAMAGES OR LOST ITEMS MUST BE FILLED BY THE BUYER (YOU) WITH THE FREIGHT COMPANY.

The information below is intended to generally cover the receiving, handling, and storage of flumes from **Openchannelflow**, not all suggestions will apply to all situations.

RECEIVING: INSPECT FOR DAMAGE

⚠ IF THE ITEM HAS BEEN DAMAGED DO NOT ACCEPT DELIVERY. ⚠

ACCEPTING DELIVERY OF VISIBLY DAMAGED GOODS GREATLY EXTENDS THE CLAIMS PROCESS, INCURS ADDITIONAL COST FOR YOU, AND DELAYS OUR ABILITY TO ASSIST AND GET YOU UP AND RUNNING.

**TAKE PHOTOGRAPHIC EVIDENCE AS SOON AS IT IS APPARENT.
CAPTURE BOTH THE DAMAGE IN GENERAL AS WELL AS SPECIFIC DETAILS.
A VARIETY OF DIFFERENT ANGLES IS GENERALLY BEST.**

It is important to thoroughly inspect all parts upon delivery to your site, noting any missing items or visible damage on the freight carrier's delivery report. While **Openchannelflow** packages our products in a manner and method most consistent with minimizing or eliminating damage in transit, damage can still occur.

For larger palletized items, the visual inspection can usually be easily accomplished. Pay particular attention to the flanges, anchoring clips and dimensional bracing. Also, take a moment to look inside the flume to make sure that nothing else was shipped inside the flume to save room in the freight company's truck. Should it appear that any items that may have been strapped to the pallet are missing (either by wear marks or loose strapping not holding anything) stop and investigate further.

For smaller boxed items make sure to verify that all packaging seals are in place and that there is no visible damage to the packaging. Should any seals be loose, missing, or retaped, open the box immediately to further investigate.

INVESTIGATE ORDER CORRECTNESS & COUNT

Once the order has been received, it is important to take a moment to review the packing slip against what has been received. Should any items not appear to be present or the configuration of the items received does not seem to match with the description on the packing slip, contact **Openchannelflow** immediately. As with inspections for damage, photographic support is always valuable.

Items which are not integrally molded or otherwise permanently attached to a flume can include:

- Ultrasonic mounting brackets
- Flexible couplings
- Bubbler tubes
- Detached stilling wells
- Sampler tubes

These items are zip tied to pallets or shipped inside boxes with the products.

INVESTIGATE ORDER CORRECTNESS & COUNT (CONTINUED)

Items which are integrally molded or otherwise permanently attached to the flume can include:

- Approach sections (HS / H / HL)
- End adapters (Parshall, Trapezoidal, Cutthroat, and Montana)
- Bulkheads (HS / H / HL)
- Attached stilling wells
- Grating
- Covers
- Wing walls (typically attached, but on larger flumes may ship detached)

Small connection hardware (nuts, bolts, etc.) that is not attached to the flume ships in individual boxes—with the contents of the boxes clearly marked. Special care should be taken to secure these and any other small items that can be easily misplaced on a job site.

Claims for shortage must be conveyed by the Buyer to the **Openchannelflow**, in writing, no later than (10) calendar days from the date of the receipt of goods. Claims for shortage beyond this period will not be accepted nor will they be adequate reason for the delay or diminishment of payment to **Openchannelflow**.

HANDLING

The products sold by **Openchannelflow** are specialty items and are fabricated to strict dimensional tolerances. It is important to remember that although they are rugged and designed for a long service life, they must be handled with care. Flow surfaces are particularly important and in handling products this should always be kept in mind.

When cranes, hoists, and other machinery are used to lift flumes or flume sections, spreader bars and lifting straps should always be used. When performing any overhead lift, all lifting eyes must be used in conjunction with good rigging practices. Rigging and lifting sequences and schedules of equipment are solely the responsibility of the buyer. Chains, ropes, and the like should never be used to move or position any fiberglass item as they may serrat the fiberglass laminate or compromise the protective gel coat surfaces.

STORAGE

If flumes are not to be installed soon after delivery, they may be stored until the site is ready for their installation.

Flumes should only be stored in a location that is clean and level. When shipped on pallets, the flumes should be left off those pallets until such time as they are needed. Otherwise flumes should be stored upside down so that the flow surface is protected. The equipment should then be covered as an additional protection for the flow surfaces.