



Information, research, and solutions for open channel flow

Receiving and Storage of Openchannelflow Fiberglass Consoles

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

Remember that 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.

Receiving

Inspect for Damage

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.

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!

Consoles are palletted and cardboard wrapped when shipped via LTL freight line. When inspecting the unit make sure to remove any wrapping so that the entire unit can be inspected, pay particular attention to door handles/latches and the exterior surfaces. 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.

It is helpful in damage claims to take photographic evidence as soon as it is apparent. You want to capture both the damage in general as well as specific details. A variety of different angles is generally best.

Investigate for Order Correctness and 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.



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Special care should be taken to secure these and any other small items that can be easily misplaced on a job site. It is recommended that these items remain inside the console, or if moved a note be made as to the description, quantity, and storage location of the items.

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 import to remember that although they are rugged and designed for a long service life, they must be handled with care.

Should overhead lifting be necessary, spreader bars and lifting straps should always be used. When performing any overhead lift make sure the load is secure and that good rigging practices are used. 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 serrate the fiberglass laminate or compromise the protective gel coat surfaces.

Storage

If consoles are not to be installed soon after delivery, they must be stored upright and on their original shipping pallets until such time as they are needed.

Tarp or cover any console to be stored for an extended period of time before installation.