

## HANDLING INSTRUCTIONS



### HANDLING

Anyone who will be handling or installing a Glenview Door must read and comprehend all the guidelines below before the door arrives. If there are any questions, please contact Glenview Doors immediately for clarity. Glenview Doors is not responsible for any damage or injury that results from mishandling of a Glenview Doors product.

- Make sure you always have enough able-bodied people on hand before attempting to move or install the unit. Use the guidelines in the next section.
- Handle doors with clean hands or clean gloves.
- Doors may arrive pre-hung, or with the slab removed based on the size of the unit.
- When doors arrive pre-hung, it means the door slab(s) are hinged to the frame, but they are generally not secured on the lock side of the door which means they could swing open resulting in damage and/or injury. **If hardware is pre-installed, please ensure you lock the door with the key before handling and moving the doors. Doors should be carried at a slight angle, hinge side up, to allow the door slab to rest on the door frame in the closed position and prevent it from swinging open.**
- If you must lean the door, or set it down at any time, ensure the doors are well protected from damage and debris.
- The door unit should never be dragged or pulled.
- Never lift or hold the door by the handles or hardware when moving it.
- Refer to our installation guides before beginning installation.

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### MANPOWER

Make sure there are always enough able-bodied people to handle the door before attempting to move or install the unit. Here are some guidelines to determine how many people are needed, but use your own judgment based on the conditions of your project and environment.

- Single doors should be handled by approximately 2-4 people.
- Single doors with sidelights should be handled by approximately 2-6 people.
- Double doors should be handled by approximately 2-4 people.
- Oversize doors, pivot doors, and specialty doors should be handled by approximately 6-8 people.

# INSPECTION

The customer will need to inspect the door unit for freight damage and manufacturing errors as soon as it arrives.

- The customer must look over the shipment while it is still wrapped/crated, and again once it is unpacked.
  - The customer must photograph any damage or errors they see. The photographs must be as detailed as possible and show the issue both up close and from far away. This allows us to see both the extent of the damage and the context.
  - Photographs should be forwarded to Glenview Doors along with the **sales order number** so Glenview Doors can file a claim with the freight company. The customer may be contacted for additional photographs or information.
  - A door cannot be returned or exchanged once it has been installed. **Do not install the door if damage is found.**
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# UNLOADING

Most freight companies only offer curbside delivery, which means the customer is responsible for unloading the unit when it arrives. The delivery driver travels alone and cannot risk injury to themselves, so they do not assist with offloading. The doors usually arrive on a pallet, so you can use a forklift to unload them if you have access to one, however, it is not required for most orders. **REFER TO THE HANDLING NOTES AT THE TOP OF THIS DOCUMENT.**

**LIFT GATES:** Most Glenview Doors are too heavy or large for lift gates. They must be offloaded by hand or with a forklift. Some freight companies will sell lift gate services to the customer without looking at the details of the order and then the driver will deny lift gate services at the jobsite. For this reason, **the customer must have an offload plan that does not rely on a lift gate before the unit arrives.**

# STORAGE

It is best to install your door as soon as possible after delivery. If you must store it, please follow the directions below.

- Keep the unit in a temperature-controlled environment. 55 – 65 degrees Fahrenheit, 40-50% humidity.
- Do not leave in direct sunlight.
- Store vertically on a level surface with supports to prevent tipping.
- Do not lean against a wall because this could cause warping.
- Protect the door from damage, debris, and dust.
- Do not cover the door in plastic wrap, adhesives, or sticky materials.

For any questions, please contact Glenview Doors at 877-379-DOOR (3667).

