

- WARNING -

***Ordinary Tap Water Contains
Minerals That May Discolor
Smooth-on Adhesive!***

Durcon recommends using a clear isopropyl alcohol or clear thinner for smoothing joints and general cleanup.

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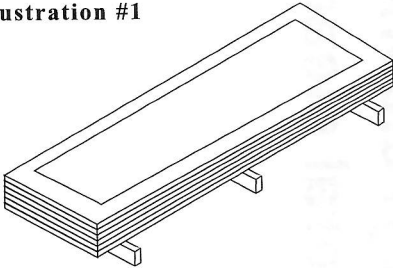
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WORK SURFACE STACKING/STORING GUIDELINES

The following illustrations demonstrate safe epoxy resin work surface stacking practices.

Pallets are shipped with protective cardboard strips placed between the slabs approximately 18" apart for protection during moving and handling.

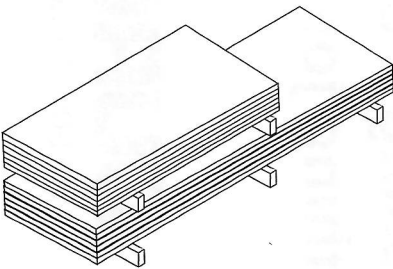
Illustration #1



- When surfaces are to be stored with no pallets, place 2" x 4" blocks vertically 8" to 12" in from each end under the stack to allow forks on lift trucks to go under the stack. The maximum spacing between the 2" x 4" blocks should be no greater than 36".

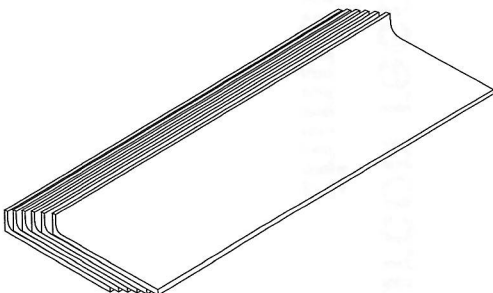
Illustration #2

- When stacking one load on top of another, separate with 2" x 4" blocks. Be sure to align the blocks on the same vertical plane (see illustration #2).



- Be sure to protect the top slab surface on the bottom stack with cardboard or a scrap slab to prevent blocks from damaging the molded surface of the slab.
- When stacking loads/pallets, no more than one load should be placed on top of another load. Also, consider the weight of the pallet being placed on top. If the load is too heavy don't stack it.

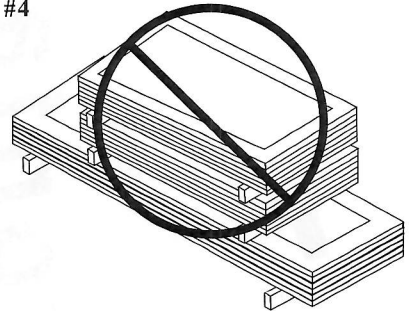
Illustration #3



- Work surfaces with integral curbs should be step stacked no greater than six slabs to a stack and no more than three stacks high.

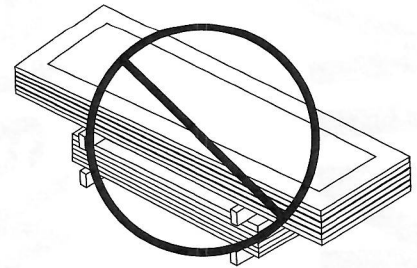
The next illustrations show how not to stack surfaces.

Illustration #4



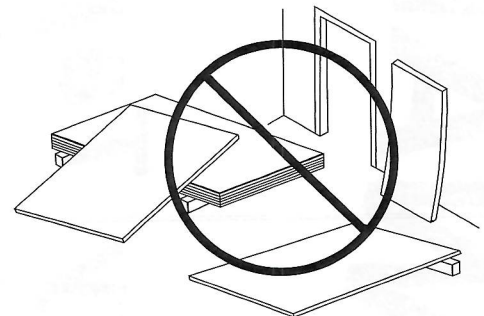
- There is a lack of support in the center of the bottom stack and the blocks are spaced more than 36" apart.
- The 2" x 4" blocks on the upper two stacks do not align vertically with the bottom stack's blocks.

Illustration #5



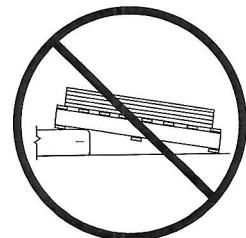
- There is a lack of support at the ends of the upper stack.

Illustration #6



- Leaning work surfaces may cause bowing and is a work area safety hazard.

Illustration #7



- Uneven pallets may cause work surfaces to slide off. This creates a work area safety hazard and will damage slab surfaces.

Helpful Hints to Aid Installers of Epoxy Resin Work Surfaces

- 1.) Carriers are not supposed to stack pallets. The number of pieces, their size and their weight are used in determining pallet weight and size. If pallets are stacked on top of each other either by the freight carrier or at the job site, excessive weight on the bottom pallets in many cases may result in damage to pallets and possibly work surfaces.
- 2.) Do not break metal bands on pallets with breaker bars. Always cut the bands with tin snips, etc. A breaker bar will apply excessive pressure on the metal bands thus resulting in damage to the banded material.
- 3.) If the material must be removed from the pallets at the job site and restacked, ensure the stack rests flat on a level surface.
- 4.) Do not discard the heavy protective paper layered between the pieces. Re-use it by placing it between each layer when re-stacking to prevent scratching of work surfaces from dragging the rough underside of slabs in the stack across the finished top surfaces of other pieces.
- 5.) Do not drag corners of work surfaces across the work surface below it. This will result in gouging, scratching and marring of the lower surfaces.
- 6.) Do not support the stack by the ends or at the center as warping will be induced into the material. Material must be stored flat and be evenly supported to remain flat for installation.
- 7.) Our epoxy work surfaces are not unlike other materials in that if they are not properly supported they will twist and/or warp. Epoxy resin tops should not be allowed to hang over the edges of casework for prolonged periods.
- 8.) Install the work surfaces and curbs per the Job Site Installation Drawing(s). Each work surface has a Piece Identification Label placed on it. Each piece is color and gloss matched at the factory to its abutting piece. There is a possibility that there may be a number of identical pieces in the order. If they are not placed in the order as shown on the job site drawings provided with the

shipment the color and gloss may not be a good match.

- 9.) When placing epoxy work surfaces on the casework, experienced installers align the front edge of the work surfaces by shimming between the aft edge of the work surface and the wall (the installation of curbs at the aft edge hides this small gap). They can then adjust the gap between abutting pieces.
- 10.) Some shimming under the bottom of work surfaces before gluing them down may be necessary over cross-member supports at abutting edges to compensate for floors and supporting casework not being straight and/or level.
- 11.) If seams are not flush, use large c-clamps and waxed blocks (or block over polyethylene sheets) to bring seams in line. Abutting edges between work surface tops should have a gap. This gap is filled with an epoxy grout after work surfaces are glued in place.
- 12.) After installation cover all surfaces with clean cardboard or the thick paper shipped between the work surface layers. Clearly mark all work surfaces as "off limits" to avoid mars and scratches from other contractors at the job site. It is not uncommon for your freshly installed work surfaces to be used as platforms or workbenches by tradesmen performing other tasks. This must be prohibited. It is much easier to thoroughly protect the work surfaces than it is to remove mars and scratches after work surfaces have been damaged due to others poor work practices.
- 13.) Before filling joints with grout, mask off adjacent work surfaces with tape and paper. This will keep the grout compound from coming into contact with the visible work surfaces and altering their appearance. Smooth out the joint and remove the tape before the grout cures. When using beige and pearl colored grout in joints, we discourage the use of tap or demineralized water for smoothing out the joint as both these materials discolor the grout. Our in-plant testing has revealed that Isopropyl Alcohol or thinner does a better job without discoloration.
- 14.) Wait until joint grout has fully cured before wiping surfaces down with clean rags and any solvents. If it is not fully cured the joint grout will be dragged onto adjacent work surfaces creating swirl patterns and /or hazy work surfaces. These are extremely difficult to remove.
- 15.) When you are done with your installation keep all work surfaces protected until all contractors working in the area are finished. Prevention is the best policy here.



This manual provides instruction on general installation, as well as common care & maintenance. For more detailed instruction on specific aspects of the installation process, we encourage a visit online to Durcon's YouTube channel to view our library of informative "How-to" video guides - simply search "durcon" & look for the Durcon logo.

IMPORTANT:

FREIGHT CLAIM INFORMATION

DURCON Incorporated inspects each sink and worksurface section for defects before shipment. Occasionally damage occurs in transit. Please remember that you are responsible for all freight claims and the cost of all replacement pieces for each shipment you accept. *Inspect each shipment very carefully before acceptance.*

Carefully inspect each pallet or crate upon arrival. If a shipment is damaged when delivered, be sure to have the driver note all damage on the delivery receipt. This is essential or your claim may be denied. Also, if pallets are stacked, please note "Stacked Pallets" on the delivery receipt. Durcon is not responsible for pallets stacked at carrier terminal. Any unloading difficulties or damage due to stacked materials are the carrier's responsibility. If freight damage is discovered please refer to the following guidelines in order to process an effective freight claim:

CARRIER NON-PERFORMANCE

- Durcon is not responsible for carrier non-performance including but not limited to: appointment not set, missed appointment, late delivery, lost shipment, freight damage. Durcon will not pay any expenses associated with these issues.

ACCEPTED FREIGHT WITH NOTED DAMAGE

- Have delivering driver make notation of damages on delivery receipt.
- Contact delivering terminal to arrange for a claim form and inspection report to be faxed or mailed to you.
- Keep all damaged pieces and packing material until claim is resolved between you and the carrier.
- Notify Durcon which pieces you need replaced.
- Durcon will provide to you an order acknowledgment that includes value of items in claim (less freight amount).
- Durcon will invoice you for replacement materials and Durcon's standard payment terms will apply.

ACCEPTED FREIGHT WITH CONCEALED DAMAGE

- Contact the carrier immediately upon discovery of damage.
- Carrier will determine inspection needs based on value and time elapsed.
- Notify Durcon which pieces you need replaced.
- Durcon will fax to you an order acknowledgment that includes value of items for claim (less freight amount).
- Durcon will invoice you for replacement materials and Durcon's standard payment terms will apply.

UNACCEPTED FREIGHT

- If substantial damage is noted upon inspection you have the right to refuse pallets or all of a shipment. Do not unpack pallets or crates with damaged materials. Individual pieces cannot be refused. You must refuse the entire pallet or accept the freight with noted damage at time of delivery (see above).
- The carrier will take the refused material back to their terminal and get authorization from Durcon for disposition.
- Notify Durcon which pieces you need replaced.
- Durcon will handle all freight claim procedures for refused pallets or shipments only and process a replacement order for your company for the damaged pieces.

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SHIPPING INFORMATION

***IMPORTANT
DOCUMENTS
ENCLOSED***

- DO NOT DISCARD -

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