



## Technical Bulletin

Corporate: P.O. Box 397 • Fortson • Georgia • 31808 • 800-755-0825 • FAX 706-569-6704

**MW# 127-210101**

### **Topic: Shipping and Storage of Master Wall® Materials**

#### **Cold Weather**

Master Wall pail materials can be affected by cold weather. As cold weather approaches additional care is needed in the shipping, storage, and application of our products. If the material freezes it is virtually guaranteed that the product is unusable.

Applicators may want to change their product selection slightly in cold weather. Master Wall® dry bagged products are freeze stable in their dry form. Finishes and other pail goods must be stored in a temperature-controlled location.

#### **Shipping**

When shipping during the winter, vulnerable materials will be labeled "Keep From Freezing" and bills of lading will carry the same warning. Freeze sensitive items are shipped via carriers who include "freeze protection" in their published tariffs. If the customer arranges for a pick-up of delivery, the customer will be held responsible for the shipment.

During prolonged periods of extreme cold, heated equipment is in greater demand and long delays can be experienced. Where destinations are remote and one or more transfers are involved, equipment requirements and overnight or weekend storage protection can be overlooked by the carrier. These, unusual conditions require longer lead-time orders and the scheduling of shipments to avoid storage over weekends or holidays.

You can minimize the frequency of such problems by increasing your stocks of freezable goods before the onset of cold weather or by ordering in quantities sufficient to carry your operation for longer periods.

#### **Disclaimer**

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Here are some suggestions to follow in the event you suspect a shipment has frozen:

- Inspect several containers immediately from different pallets (before signing the delivery receipt). Get a thermometer reading on the material.
- If ice crystals are present in the product, damage is virtually certain.
- Where the condition of the product is doubtful, write "EXCEPTION" on all copies of the carrier's delivery receipt, telephone the carrier's nearest agent, and ask for an immediate inspection.
- Be certain to protect the goods from further damage until the carrier's representative arrives.

Some carriers have also adopted a policy where freezable items are picked up only on Mondays or Tuesdays for delivery during the same week. None may be picked up on any day when the temperature is at or below 10°F (-12°C) at either point of origin or destination.

If you discover a frozen shipment, we at Master Wall will do everything possible to make replacement material. Please note that our responsibility for the condition of the materials ceases when materials leave our plant or warehouse docks. It is your responsibility to initiate claims for damage with the delivering carrier.

### **Hot Weather**

While not as common, hot weather requires similar attention to shipping and storage. The maximum storage temperature is 110°F (43°C). Above that temperature the material can break down.

When shipping, make sure care is used to prevent extended periods of high temperatures. In hot climates tarp pails to prevent solar heat gain or store them indoors.

### **Title Responsibility**

Master Wall's products are shipped F.O.B. origin (plant or warehouse). This means title passes to you when the initial carrier accepts the goods at our dock by executing the Bill of Lading. At this point, the carrier becomes responsible for delivering the material to you in a usable condition. Your shipments are in good hands, but accidents do happen. Tractors break down, heaters fail, and the weather forecasting is not always reliable.

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