

## SPIRAL PACKAGING

For all KD (Knocked-Down) spiral stair models and sizes:

1. Stair parts are fastened to a wood pallet and arranged to fit. *See Image 1.*
2. After stair parts are secure, the pallet is wrapped with a sturdy cardboard shell that is fastened to pallet. *See Image 2.*
3. The unpainted center column ("The Pipe") is shipped separately and unpackaged. *See Image 2 lower right.*

TYPICAL PACKAGING (*Applies to most D100, D224, D105 stairs up to 60 inch diameter*)

- Package height (on pallet): 88 inches (max height that fits in standard enclosed trailer by common carrier)
- Pallet size: 4x4 feet (Fits up to 60 inch diameter. Can be extended for other sizes and stair models.)

Additional pallets are usually required for stair models with panels, large diameter or extra tall stairs, and extra railing.



Image 1



Image 2

## SPIRAL SHIPPING AND RECEIVING

Most KD spirals ship via common carrier (such as FedEx Freight). Standard KD spiral packaging shown above is designed for that method. When your spiral arrives, please pay attention to the notice label affixed to the box (pop-out in Image 2 and text below).

### **BEFORE you accept delivery, read this notice**

The manufacturer is not responsible for damage that occurs once the product leaves the factory. This includes shipment, on or offsite storage, or damage that occurs during installation.

1. **If there is visible damage** or missing product upon arrival of the shipment, note any shortage and/or damage to the product and/or packaging on the freight bill.
2. **If there is severe damage to the packaging**, even if no scratches or dents are evident, there can be bent or twisted metal components that will make installation difficult, if not impossible. If you receive freight with severe damage to the packaging, you can refuse the shipment, and have it returned to the factory for evaluation and repair.
3. **If your shipment arrives damaged** in any way:
  - Take digital photos of damaged packaging and any damaged product.
  - Contact your sales rep to discuss options for claims and repairs.