

ACOUSTIC REMEDY

FINAL STEPS AND
PREPARATION FOR DELIVERY
OF YOUR CLIMACAB(S)





If you've ordered a ClimaCab, or ClimaCabs, from Acoustic Remedy, you will receive an email around 4-6 weeks from the shipping date that will have a link to this document. Contained within you will find information about the final steps in the production process and preparing for delivery.

FINAL ITEMS NEEDING COMPLETION

- **Finish**

- stain (if applicable) and 3 coat lacquer matte finish occurs at a separate Amish shop and requires delivery/pick up of the ClimaCab
- We expect this to take approximately 10 -14 days to complete the ClimaCabs in this batch

- **Glass/Hardware**

- This takes approximately 1 day per ClimaCab and we will be finishing them based on order date.
- The handles will be removed prior to shipment, but the holes are pre-drilled for easy installation

- **Function Testing**

- LED lights, storage components (i.e doors, drawers, etc. for the lower section), the humidification unit(s), locks (if applicable), and the hermetic seal

- **Photography**

- We photograph every ClimaCab leaving the shop and this process will be completed simultaneously with the crate being built so that it will not hold up the process

- **Cleaning**

- The ClimaCab will be cleaned to the best of the abilities of the workers in the Amish shop.
- There may be some small debris or dust that is extremely difficult to remove in that environment, but in the very least the wood and glass surfaces will be wiped clean

- **Crating**

- A crate will be built which protects your ClimaCab from our shop to your location. It's made from durable 3/4" plywood and foam lined. Dimensionally, the crate is extremely precise to eliminate unwanted shifting in transport. The base unit of the crate includes 6" "feet" which allow for material handling equipment to adequately lift from the bottom
- Attached to the base unit are front, back, side, and top panels which come apart with a standard cordless drill and #2 square bit

- **Shipping Quotes/Insurance**

- We will obtain shipping quotes from our broker and let you know the options/pricing for each. The ClimaCab will ship via common carrier LTL and eventually will arrive at your residence in a smaller box truck
- All shipments include prepaid insurance, so in the event damage were to occur we will process the claim and work with you to determine next steps in fixing or replacing the ClimaCab. This is very unlikely and there will be no additional out of pocket expenses for you



- **Types of Delivery Service**

- Curbside - they leave it at the end of driveway or curb and you're responsible to get to the house or interim storage location
- Garage Delivery - they get to the garage safely and place in desired spot
- White Glove or Deluxe Service: suspended indefinitely due to Covid19
- NOTE: We strongly recommend Garage Delivery unless you have the ability to safely store the crate until movement into the house

- **Approximate Weights of Crate/ClimaCab**

- The weights on the ClimaCab and crate vary by the size of the cabinet, wood type, glass type, and other modifications to standard components. Generally speaking, these items weigh between 400-700 pounds

- **International Shipments**

- If you live in Canada or other international location, we have some options to arrange for customs clearance brokers. In some instances, our shipping broker cannot book the shipment until certain information is provided from the clearing house. Please allow for extra time in processing these requests and we will work with you to get the information needed back to the broker

- **Final Invoice**

- Once the shipping service level has been determined, we will generate the second invoice which will include the balance on the order plus shipping/crating charges. In order to keep the process moving, we ask for prompt payment of the second invoice
- We strongly recommend purchasing adding a three pack of extra wicks for your humidifier and two 4 oz. bottles of bacteriostat. We can add this to the final invoice and will ask you prior to preparing the invoice. In addition, purchase a couple of gallons of distilled water to fill up of the reservoir on the humidifier. Generally speaking, we don't include this in the shipment because of risk of breakage/leakage during shipment

PREPARING FOR DELIVERY

Below you will find some information in preparation for receiving delivery of your ClimaCab. We've tried to cover all aspects of a normal configured cabinet. Any customization may end up rendering certain portions of this list obsolete or different and we will communicate those changes as needed.

- **Shipping Updates**

- You will receive text message updates from a (203) area code. These text messages are coming from an automated text system by our shipping broker and each time notes are inputted into the system, a new text will be sent. The texts will provide a website link, which should be clicked to track progress of the shipment
- You will also receive email updates from Freight Run, which will contain similar links to the text message updates



- **Delivery**

- The delivery will occur during a window of time (for example, between Noon and 2 PM). They will contact you via the provided phone number and tell you the date and time frame. Please call them back quickly if you miss a phone call from the shipping company as this will ensure the most seamless delivery possible.
- In the event they cannot reach you, they will often store 24 hours for free before charging a daily rate to store the freight. We have no control over these charges and cannot work with them to remove, so please plan accordingly

- **Moving Into Final Location**

- We recommend hiring a moving service in your area to prevent damages and injury moving the ClimaCab into your house. They typically carry additional insurance should anything be dropped, scuffed, or broken during that portion of the process. If you elect to complete this portion on your own, have extra help and take your time!
- We recommend removing the bottom doors on the ClimaCab to reduce weight and give a solid hand hold for moving. Instructions on how to do this can be found on our Document Downloads page <https://www.acousticremedycases.com/pages/document-downloads>. Select ClimaCab and follow onscreen instructions of how to access.
- The insurance we purchase on the freight covers the ClimaCab from our shop to your curb or garage and ends when the paperwork is signed by you upon receipt.

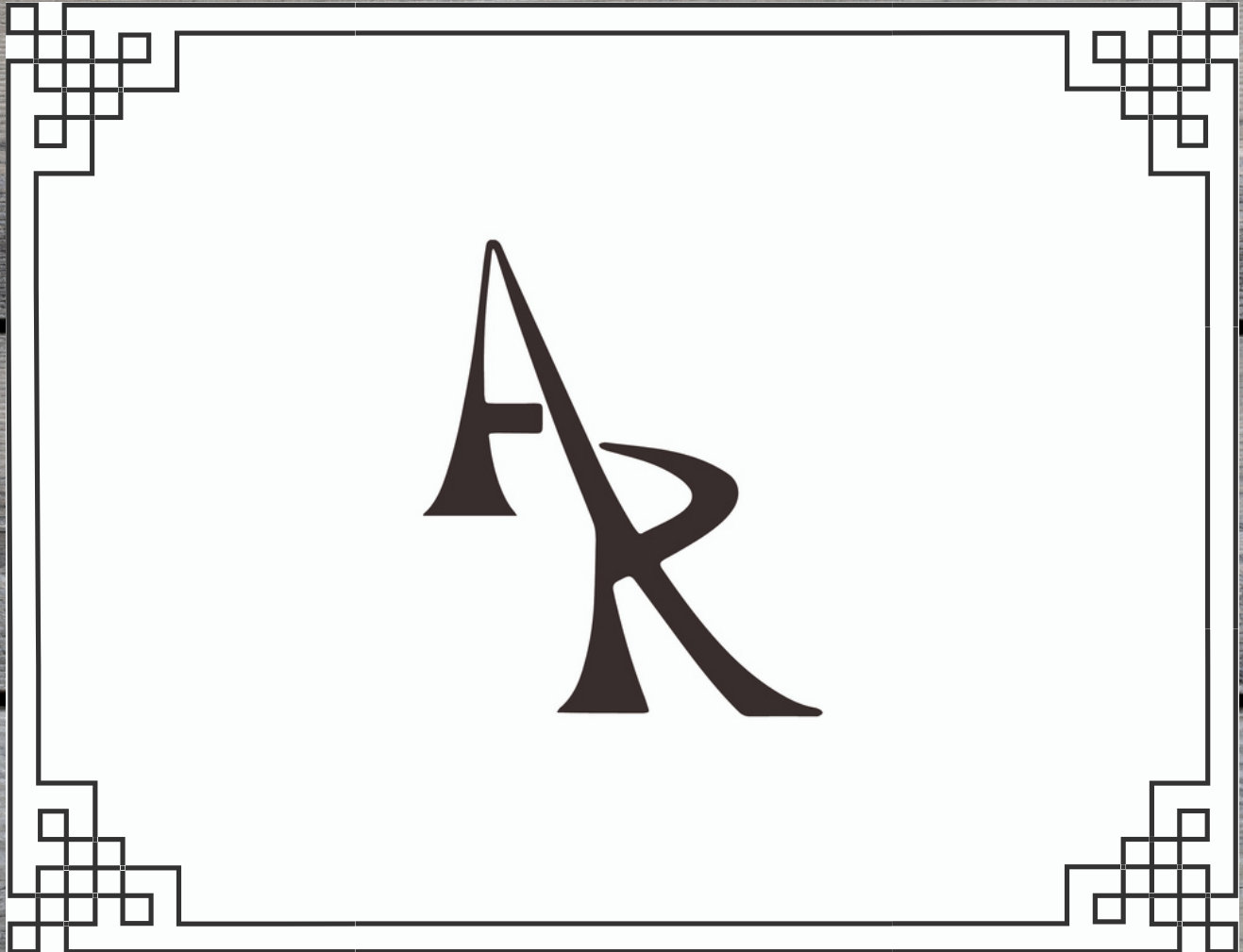
- **Uncrating**

- Once you receive the ClimaCab, begin by removing the front, back, side, and top panels one at a time to expose the ClimaCab sitting on the base of the crate.
- A handheld, powered drill and #2 phillips or #2 square bit (preferred) will fit into the screw heads. The screw heads are a hybrid to accept both bits; however, we've found that the #2 square bit is better to prevent slippage or stripping of the screw head

SET UP AND USE

Under most circumstances, the ClimaCab is pretty much ready to use and will require no assembly. If you elected to have the ClimaCab shipped in two parts or need to disassemble, please follow the link below to access instructions on assembly/disassembly.

You will receive a small card in the box with the accessories. On this card will be a link (via QR code) to the ClimaCab Set Up & Use Instructions and the Vigilant Humidifier Owner's Manual. In the event you lose the card or would like to review the instructions prior to the ClimaCab(s) arriving, please visit our Document Download page to locate an electronic copy. <https://www.acousticremedycases.com/pages/document-downloads>. Select ClimaCab and follow onscreen instructions of how to access the Set Up & Use Instructions.



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