



CAST IRON COLUMN RADIATORS - DELIVERY INSTRUCTIONS

To ensure the Safe and legal delivery, of your radiator, the following information within this guide is important, **please read carefully**, failure to follow this advice and its conditions may result in a failed delivery.

Delivery of your radiator is conducted by a third-party delivery company, a video of the method of delivery can be found at <https://youtu.be/Fhunek9nU-A> ,

1. All deliveries are kerbside, on street delivery,
2. The safe delivery space required is 15 meters long.
3. The delivery company is only contracted to deliver to the safest, legal, and most convenient accessible point.
4. They are not contracted to carry any goods into a property or unload the pallet contents.
5. It is the retailer and end-users' responsibility to ensure that there are no access or parking restrictions.
6. Failure to inform your retailer of any access restrictions, could result in a failed delivery attempt, any following delivery will be charged at the same rate.

Examples of access restrictions

- Gravel or cobbles driveway that a pallet truck cannot safely manoeuvre.
 - Height restrictions, on roads leading to address. Includes bridges or low-lying tree branches.
 - Narrow lane or streets, a good indicator for this, is if a normal refuse lorry can fit.
 - Double yellow lines or restricted parking
 - Driveways or unloading areas less than the required 15 meters.
 - Delivery area is on a hill, pump trucks are only safe to use on level ground.
7. The driver will at the time of arrival make a risk assessment regarding the safety and legality of the delivery area.
 8. Controlled zones, has a high likelihood that parking tickets could be issued, we must be informed beforehand if the delivery is within a controlled zone. The delivery may still proceed, however, any liability for parking tickets must be borne by the retailer and end user.

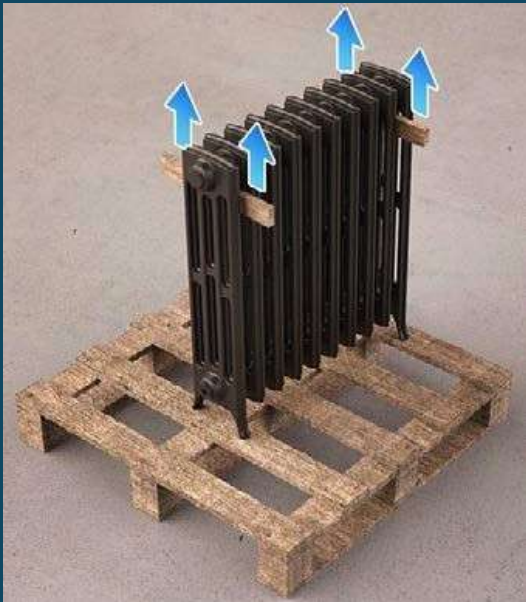
Handling Guidelines

- Delivery of your radiators is curbside delivery via contracted haulers. The company is only required to deliver to the safest and most convenient accessible point they are not contracted to carry into a property or unload the pallet contents.
- Cast iron radiators are VERY HEAVY so please ensure you have sufficient help to unload

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your order when it is delivered to you. It is important that the full length of the radiator is supported, and the product is always carried upright

- A common cause of leakage is due to strain on the gasket seals caused by carrying the radiator flat without supporting the middle sections or dragging the radiator. The longer the radiator the greater the strain imposed on the water tight seals. Two strong pieces of wood can make good handles when inserted between the last 2 sections at either end.



Paint chipping:

- Due to the weight of the product and transportation methods, Paint chipping is sometimes unavoidable when carrying into position and fitting. This is one of the main reasons most manufacturers of Cast Iron radiators, paint the surface of the radiator rather than powder coat
- We provide, free of charge, initial touch up paints with every order. The touch up paints are easily applied and don't require a professional service. If more touch up is required, we can also provide this at a minimum charge

Minor paint chipping is not a reason for a warranty claim or refusal of delivery.

- Part of the beauty of Cast Iron are the surface imperfections, and that it does not have the smooth surface normally found on steel. Cast Iron will have natural blemishes such as, pits, pimpling and fettling grind marks, to differing degrees and depending on model. This is caused during the pouring and fettling stages. Each section will have unique marks which forms the textured surface found in Cast iron. Chameleon's manufacturer will endeavour to remove or fill any deep pitting before painting, with the exception of Primer orders. Pimpling cannot be removed as this occurs during the casting process.

Painted Finishes

- Chameleon's manufacturer has a full painting department with qualified painters providing a high-quality finish
- However there are limitations with the Genuine Farrow & Ball paints as they are mostly water based so can be marked

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Touch up paint Guide:

- Each painted order will come with 1 bottle of paint. Before opening, please ensure all safety requirements are carried out
 - Well-ventilated room
 - Disposable gloves must be worn
 - Appropriate painters mask
 - Eye protection to be used. Avoid paint getting into eyes. If this happens, please seek medical help
 - Pour the paint into a disposable cup
 - Apply with small brush to any areas that need touching up.

Full safety data sheets can be supplied upon request.