

Offloading, Handling and Storage



AKV ensure all products are carefully packed and protected to ensure the product arrives on site in first class condition. AKV produce a vast range of products varying from simple flashings and insulated gutters to complex fabrications. The packing, off-loading and site handling will vary depending on the products being delivered to site at the time. There is however a number of common principles which must be adopted to ensure the products remain in first class condition up until the moment of installation. Some products require additional care and specific instructions for these products are outlined below.

Common Principles

- It is the customer's responsibility to arrange lifting equipment and labour to unload materials
- Offloading of materials will usually require the use of a forklift to unload materials.
- Whilst off-loading, care should be taken to avoid damage to any element of the materials with particular attention to the edges of a pack.
- Whilst offloading using a forklift, ensure the ground is relatively even to ensure the tines are level and do not damage the bottom or side of the pack.
- Where possible store materials under cover
- Where materials are not palletised, use timber bearers to ensure the pack is stored off the ground
- Do not store packs in the path of foot or vehicle traffic.
- Ensure materials are clean and dry prior to installation, (this is imperative where sealants are to be applied)
- It is the customer's responsibility to advise AKV if a flat-back transport is required to assist with offloading. Unless advised, materials may be transported to site via curtain-sided vehicle.

NOTE: Please ensure all packs are intact prior to unloading and before signing the delivery note. AKV can not accept responsibility for packs damaged after off-loading.

Standing Time

Please be aware that AKV reserve the right to levy a charge for standing time if a transport is kept on site for over an hour.

Powder Coated Materials

Powder coated materials will often be shrink-wrapped to protect the materials during transport and during on site handling. Once delivered to site however, remove the shrink wrap within seven days and store in a clean, dry environment. While wrapped, powder coated materials may react badly to a combination of heating, cooling, condensation and other moisture when exposed over long periods. If the shrink-wrap is punctured and allows water into the pack, the effect may be exacerbated.

Removal of Strippable film


Similar to shrink wrapped products, some products such as PVF2, Celestia and some polyesters are applied with strippable film to protect the surface of the materials during transport and on-site handling. Once delivered to site, the strippable film should be removed within seven days and the product stored in a clean dry environment. (If the product is shaded from direct sunlight, the reduced Ultraviolet radiation may enable the film to survive longer without the film's tack increasing to a damaging level. Please be aware that under these circumstances AKV even then recommend removal of the film within seven days). Alternatively, if the products have been fitted to the building within this seven day period, remove all strippable film as the product is installed.

Overnight/Independent Carriers

AKV do their best to provide a premium service to their customers often turning around product in a very short space of time. In some instances we understand timing is paramount; a single item may be needed to complete a project. In such cases, we always try to accommodate the customer where possible, producing the item immediately and shipping it that night. There are rare occasions where despite our efforts to produce the product, the overnight carrier fails to deliver by the expected time. AKV have no recourse in this instance; the carriers will not accept claims for late delivery citing the myriad difficulties and problems that can cause a late arrival. Regrettably, in turn, we must make it clear; AKV can not accept claims for late delivery for any product delivered by non-AKV transport.

Goods delivered by independent carrier that turn up damaged may be claimed for if the person taking receipt of the goods makes sure notification of damage is clearly stated on the delivery paperwork when the goods are signed for. Please be aware that claims may be made for the value of the product only; claims can not be made for loss of time, inconvenience, labour charges or any other consequential loss.

If you have any queries regarding the handling, off-loading or storage of products, please contact the AKV sales department.

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