

ATTENTION!

Failure to follow these instructions may result in substantial injury to personnel, and/or damage to the product.

UNLOADING

1) If you receive a shipment with multiple pallets, the packing list will typically be on the pallet marked "1 of _". Please note the number of pallets shown, and confirm all pallets are delivered.

2) When you receive your shipment, you must:

- INSPECT the entire shipment for damage
- COUNT the number of pieces you receive
- NOTE any visible outer damage or shortages on the carrier's delivery receipt – this is critical in helping us get you credit with the freight company

3) We do our best to package your order to prevent any concealed damage in shipping.

However, shipments are occasionally damaged in transit. In order to file a concealed damage freight claim with the shipping company, we request that you notify us immediately if there is evidence of damage to the planters. Take photographs of the shipment, packaging (before packaging materials are removed), and the damage. If there are any concealed damage issues, please keep all packaging, and call Tournesol Siteworks within 24 hours. Tournesol Siteworks is not responsible for concealed damage claims after 7 days.

4) A forklift with a capacity 25% greater than weight of heaviest component, (see website for weight) equipped with fork extensions is required to off-load transfer and place the GFRC planters. If receiving the units on a flatbed truck, a forklift with extended forks is required for unloading larger units. A spreader is required in some cases. If delivery is by common carrier, you will need either a loading dock, pallet jack, forklift or manpower (assume 1 man per 100 lb. of weight). Please coordinate with carrier.

5) If a crane is required for unloading, contact Tournesol Siteworks prior to shipping for discussion on rigging and packaging. Make sure chokers do not put compressive load on cast parts by being too short. A spreader with outriggers allowing direct vertical lift on all pick points is desirable. The capacity of strapping or cabling should exceed the heaviest planter weight. **WARNING! Under no circumstances are internal placement straps to be used for crane lifting.**

6) It is recommended to place the complete pallet close to the planter installation site. Cover with a disposable tarp if inclement weather is expected.

PLACEMENT

TO BE DONE AT TIME OF INSTALLATION

1) Cut the tie down straps that secure the planter to the pallet, and remove protective wrapping.

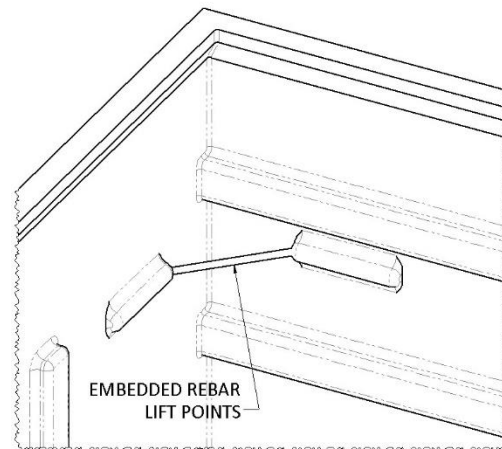
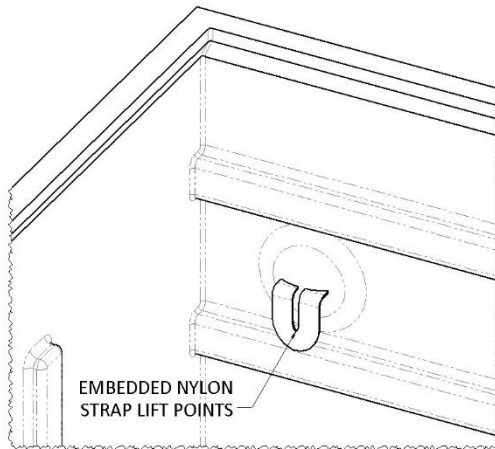
2) Planters stacked on a pallet will come labeled as such. Those stacked upside-down will have nylon picking loops wrapped around the planter to enable picking off of the pallet, placing on a second pallet or other non-abrasive surface, and then rolling or flipping to an upright position. Wherever possible a lifting beam or spreader bar should be used with the nylon picking loops.

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3) All planters 36" and larger will have embedded lifting points on the interior of the planter. The lift points will be either nylon placement straps or embedded rebar. Use these for placing on the site (see No. 4 below). **Do not lift over 6" off the ground or for a period of longer than 5 minutes using these placement straps.** Straps can be cut and removed prior to planting, if desired.



4) Pick planters stacked on pallet – use lift points for those right-side-up, and picking loops for those stacked upside-down. Place upside-down units onto a second pallet or other non-abrasive surface, then roll or flip to an upright position.

5) Locate the lift points inside the planter. Take a lifting chain or heavy duty strap, attach to the end of the forks of the forklift, then hook it to the lifting points. Slowly lift the planter and maneuver into position. Make sure there are two people, one at each end of the planter to balance, avoiding damage to the planter. **Do not lift over 6" off the ground or for a period of longer than 5 minutes using placement straps. NOTE: Comply with ASME B30.9 Sling Standard.**

6) If your planter is one of a line of planters with scoop-outs, review your installation plan to verify the placement is correct. There may be markings on the inside of the planter to identify which of multiples it is or measure the outer dimensions to compare to the installation plan.

CLEANING AND MAINTENANCE

For normal dirt and residue, surfaces clean very well with a good detergent, bristle scrub brush and copious amounts of water. It is important to use plenty of water to carry the residue out of the pits of textured surfaces. Smooth surface finishes clean easily with detergent, sponge, and drying cloth.

You can find information about caring for Tournesol products and materials by visiting: <https://tournesol.com/care> where you can download Care & Maintenance documents.

Tournesol Siteworks' Limited Three-Year Warranty

Tournesol Siteworks, LLC warrants to the initial purchaser of its products that they will repair or replace product that contains a defect in material or workmanship for a period of three years from the date it is delivered to the initial purchaser.

This limited warranty does not include those parts which fall under standard regular maintenance of the product, including but not limited to parts which are subject to periodic replacement. The warranty does not

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apply to conditions resulting from misuse, abuse, failure to follow directions for use, unauthorized modifications, neglect, accident or other hazard or the like. ***The remedy under this warranty is limited to repair or replacement, at Tournesol Siteworks' option, of the defective parts of the warranted product.*** Repair or replacement of a part does not extend the warranty beyond the initial warranty period.

This is the only written warranty applicable to the product. The duration of the implied warranty on the product is limited to the three year duration of this express warranty. ***In no event shall Tournesol Siteworks be liable for any incidental or consequential damages, including but not limited to damage to any plants which may have been planted in the product.*** Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.