

DMD General Product Handling and Care

Inspection: Prior to shipping, DMD individually inspects and photographs each element for QC control and approval. Products are then shipped via common carrier. Always inspect the material prior to and during unloading. Any damage or shortage must be noted as an exception on the bill of lading and your supplier and carrier notified immediately. Before installing, be sure the product is the correct profile and dimension. Any product found to be damaged or defective should not be installed. If you encounter any such product, contact DMD immediately.

Storage: Due to their weight, geometry, and pre-finished nature, our products are packed tightly into crates, it's important that they are stored in a clean and dry area prior to installation. The protective packaging that is used to separate the components can trap moisture in an anaerobic environment which can alter a natural product.

Handling: Extreme consideration has gone into preparing and achieving the organically oxidized surface. As such, the crates and products must be handled by their intended attachment points, augmented by clean, non-abrasive straps when necessary. When installers must touch the visible surface of the product, new gloves that are free of any contaminants should be worn. Grease and other contaminants common on rigging and safety gear can leave hard to remove residue on the natural weatherized finish, which can alter the trajectory of its oxidation path. If damage does occur, contact DMD immediately for guidance on the possibility of field repairs or the necessity of a full replacement.

Field Cutting: While field cutting should be avoided, if possible, new cut areas may be sealed with application of a qualified metal sealer. Contact manufacturer about specific best practices.

Cleaning: DMD metal surfaces can be cleaned of dust, dirt, debris, and many scuffs via a buffing process. To buff a DMD panel, use a 6" dual-action random orbit buffer with a 3M Scotch-Brite 7448 Pad covered by a clean microfiber cloth. When the panel is dry, lightly buff the panel affected area until the debris is removed.

Replacement: If damage does occur during logistics, installation, or in it's ultimate installed location, contact a DMD rep to determine what remediation or replacement option is optimal for the project.

Graffiti Removal: On most products, you can use lacquer thinner, acetone, or MEK to clean the affected area. Contact manufacturer about specific best practices.

Iron Stain Removal: Iron staining can occasionally occur when ferrous panels are cut, punctured, or otherwise modified and exposed to weathering. To clean any iron leaching from GFRC or hardscape, use a product called Iron Out. <http://www.ironout.com> Apply it to the stain and let it soak in for 3 minutes and then wipe it off. Repeat as needed. You may hose it off for an even greater washing effect. Prevent the Iron Out from washing onto the weathering steel as it has the same effect on DMD panels as it will the hardscape.

General: This guide is provided as a reference. The end-user is responsible for proper installation and maintenance of this product. The products must be installed in accordance with all applicable building code requirements and regulations. If not specifically covered by this document, the product must be installed in accordance with generally accepted construction practices.