

**ROBERTS GORDON®**  
I n f r a r e d   H e a t i n g

# Receiving and Handling Information

**FREIGHT CLAIM INFORMATION:  
REFER TO SECTION 4.3**

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## SECTION 1: SAFETY

Your safety is important to us! Safety symbols are used throughout the information booklet to notify you of possible hazards. Please pay special attention when reading and following the warnings in these sections.

## SECTION 2: BEFORE YOU BEGIN

Thank you for purchasing a ROBERTS GORDON® Infrared Heating product! The information in this booklet is an abbreviated guide meant to inform our valued customers the many different ways that ROBERTS GORDON® Infrared Heating equipment can ship. As an industry leader, we feel that it is important to educate our valued customers so the necessary precautions can be taken when receiving and handling ROBERTS GORDON® equipment. Please read this information booklet carefully and direct any questions, comments or suggestions to Roberts Gordon LLC or your ROBERTS GORDON® independent distributor.

## SECTION 3: EQUIPMENT SHIPMENT METHODS

ROBERTS GORDON® Infrared Heating equipment can ship in a number of different ways. Equipment packaging will vary depending on how the components are ordered. The two most common methods of shipment are "Bulk" shipments and "Carton" shipments.

### 3.1 Bulk Shipments

A bulk shipment would be defined as a large volume of individual components bundled together. An example would be tubes that would ship in bundles of 19 (See Page 2, Figure 1) or reflectors shipping in 20 packs (See Page 3, Figure 3).

### 3.2 Carton Shipments

A carton shipment would include all components needed for a complete unitary heater (hanging chain and vent stack provided by others). A carton shipment consists of the burner box (See Page 4, Figure 5) a core package (See Page 3, Figure 3), and when applicable an extension package (See Page 3, Figure 3). Unitary heaters of 40' (12 m) or less require only a Core Package. Unitary heaters of 50' (15 m) or more require a Core and an Extension Package. The Core and Extension packages contain all necessary components to construct the referenced length of heat exchanger. Such as radiant tubes, reflectors, and other components.

Please consult ROBERTS GORDON® or your Roberts Gordon LLC independent distributor for information regarding how your heating equipment will be shipped.

**Note: Bundles of tubing can ship via boxed trailer or flatbed. All cartons are shipped inside of a boxed trailer only.**

## SECTION 4: RECEIVING

### 4.1 Receiving

Ensure correct quantities and types of packages that are on the bill of lading (ie: boxes/skids) match what is off-loaded by your receiver.

Unless requested, Core and Extension packages are not palletized. They are hand loaded into a boxed trailer.

**Non-palletized cartons should not be moved with a forklift. Fork extensions are required to handle Core and Extension packages that have been palletized.**

**Note:** To avoid equipment damage, it is recommended that when strapping down Core and Extension packages to use corner protectors and to not over-tighten the straps

### 4.2 Inspection

Carefully check all boxes/skids for damage. Immediately note any visible shortage or damage on bill of lading and submit a claim to the carrier. If additional damage is found after further inspection, immediately submit another claim to the carrier. These steps must be taken to preserve your right to reimbursement from the carrier.

### 4.3 Resolving Shipping Damage

Roberts Gordon LLC ships FOB factory. If damage has occurred to ROBERTS GORDON® equipment during shipment, the following instructions should be followed:

1. Make specific notation describing damage on freight bill.
2. Take pictures of damage.
3. Immediately report all claims of shipping damage to delivering carrier.
4. Keep damaged material in same condition as it was received. It is receiver's responsibility to provide reasonable evidence concealed damage was not incurred after delivery.
5. Notify your ROBERTS GORDON® independent distributor of damage and arrange for repair. Do not attempt to repair ROBERTS GORDON® equipment without consulting Roberts Gordon LLC or a ROBERTS GORDON® independent distributor. Roberts Gordon LLC is not responsible for shipping damage.

**SECTION 5: HANDLING BOXES AND SKIDS**

**⚠ WARNING**



**Crush Hazard**

Use proper lifting equipment and practices.

Failure to follow these instructions can result in death, injury or property damage.

**⚠ WARNING**



**Falling Hazard**

Use proper safety equipment and practices to avoid falling.

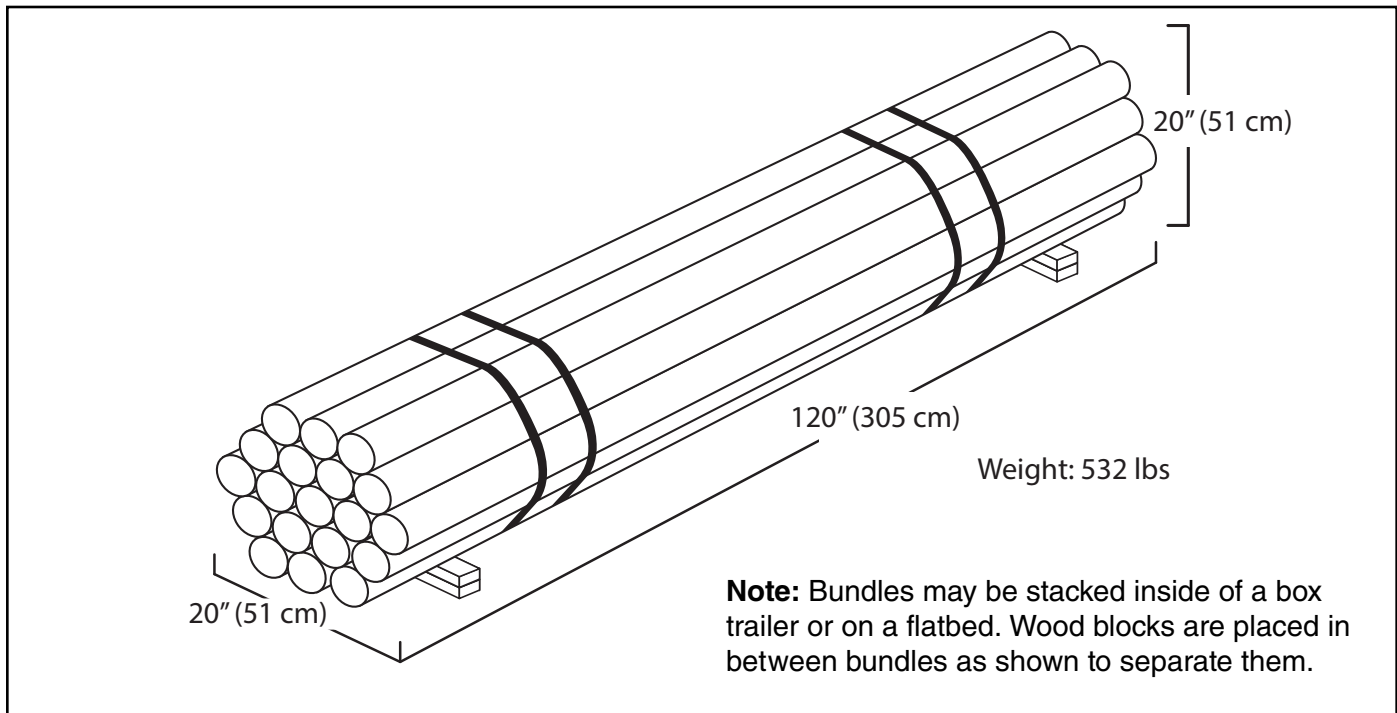
Failure to follow these instructions can result in death, injury or property damage.

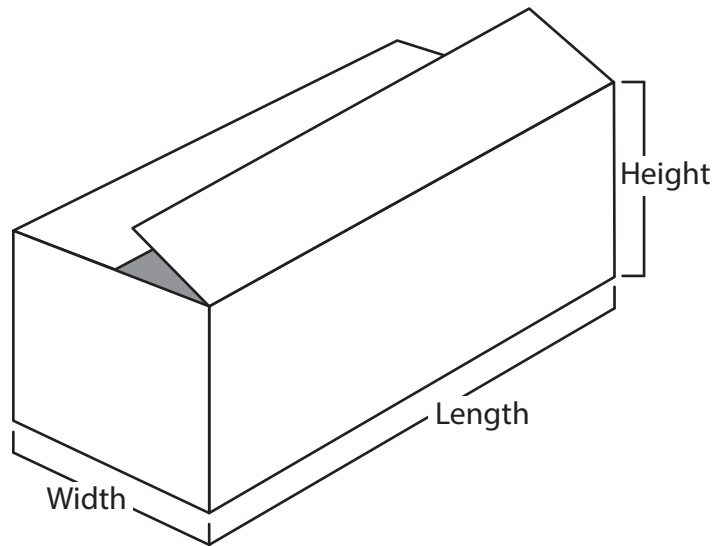
**5.1 Lifting and Moving**

Use proper equipment to move boxes and skids.  
Use proper equipment when moving bundles of tube.

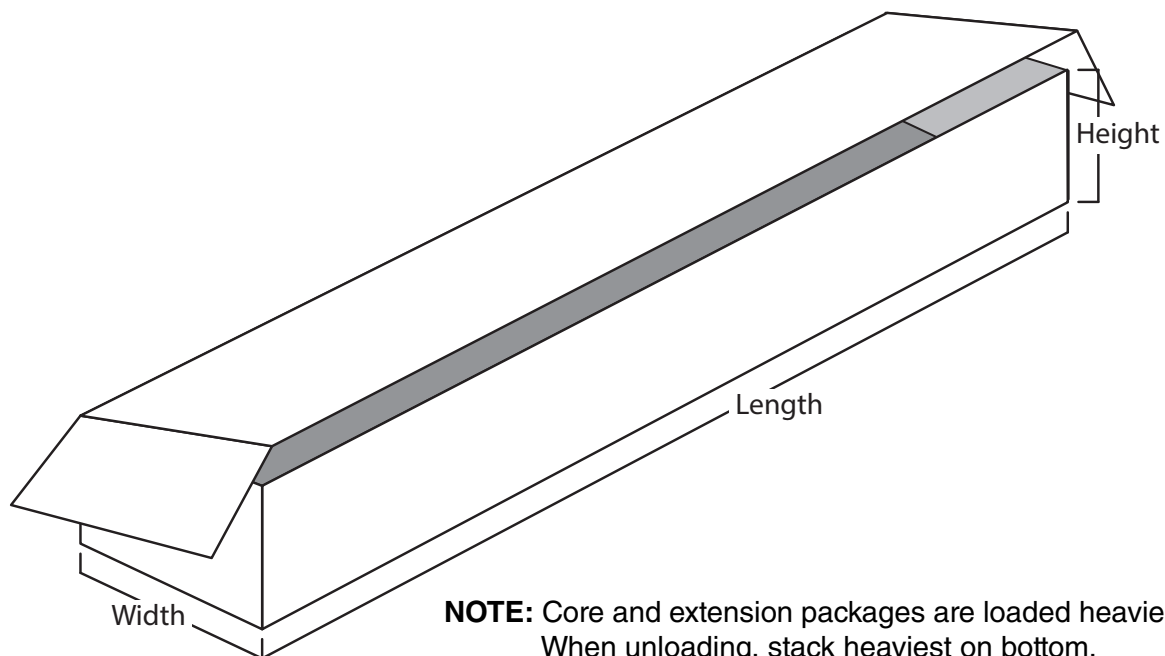
Tubes are shipped 19 pieces per bundle. The bundles are 10' long and weigh 550lbs.

**FIGURE 1: Tube Bundles**



**FIGURE 2: Combustion Chamber**

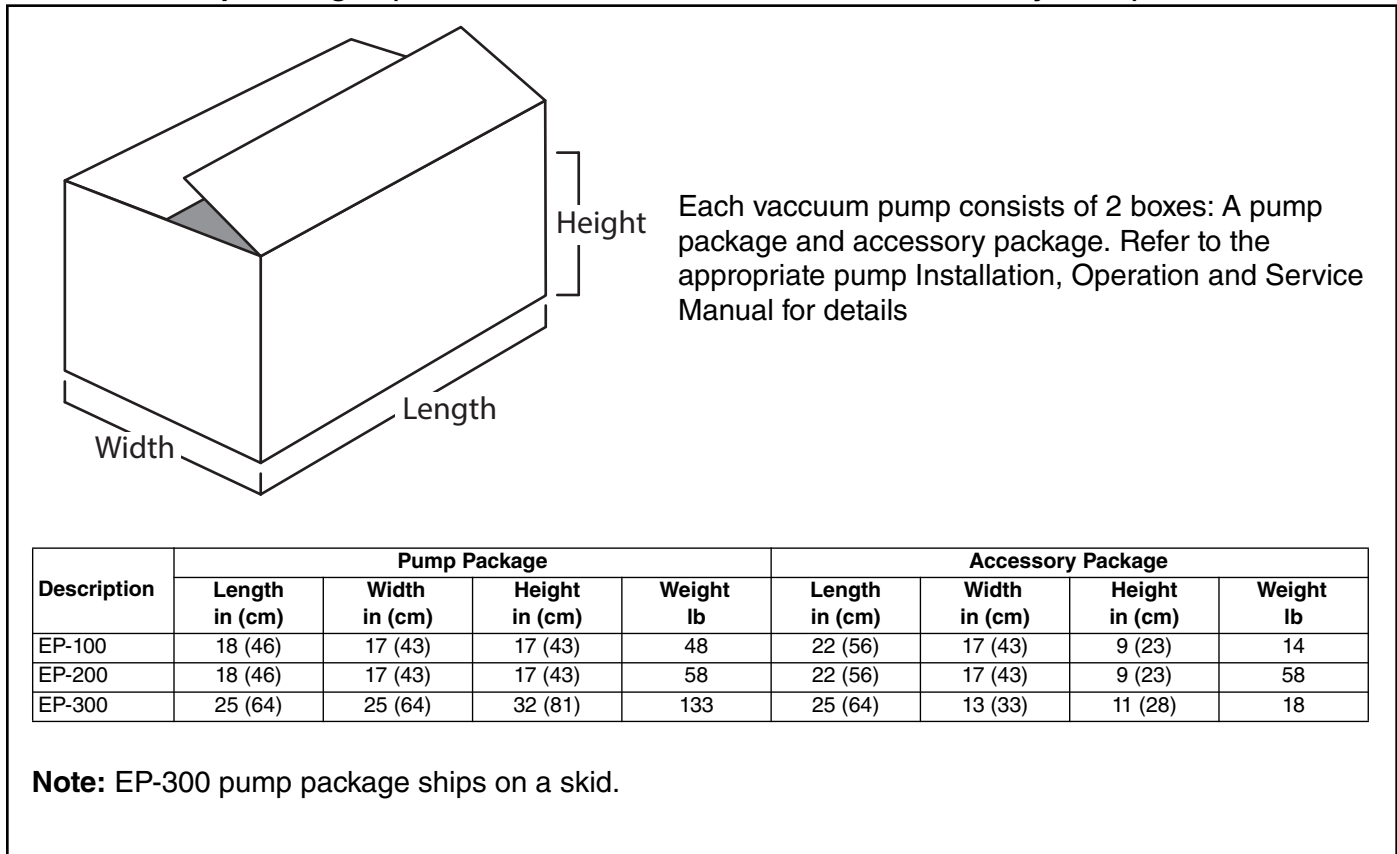
Description	Length in (cm)	Width in (cm)	Height in (cm)	Weight lb
Combustion Chamber - Package of 1 (Alum and HRS)	21 (53)	8 (20)	5 (13)	4
Combustion Chamber - Package of 4	21 (53)	17 (43)	8 (20)	23
Combustion Chamber - Package of 1 (Cast Iron)	15 (38 cm)	9 (23)	7 (18)	26

**FIGURE 3: Core Package and Reflector Boxes**

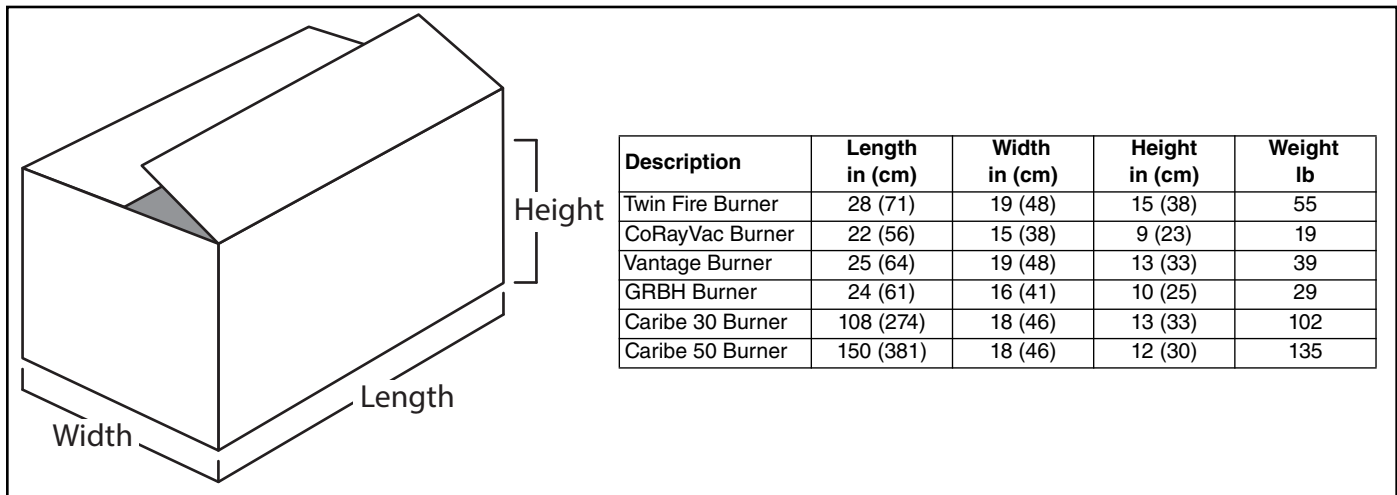
**NOTE:** Core and extension packages are loaded heaviest on bottom.  
When unloading, stack heaviest on bottom.

Description	Length in (cm)	Width in (cm)	Height in (cm)	Weight lb
Core and Extension Package 10'	123 (312)	18 (46)	11 (28)	52
Core and Extension Package 20'	123 (312)	18 (46)	11 (28)	86
Core and Extension Package 30'	123 (312)	18 (46)	11 (28)	120
Core and Extension Package 40'	123 (312)	18 (46)	11 (28)	161
Core and Extension Package 10' Stainless Steel	123 (312)	18 (46)	11 (28)	72
Core and Extension Package 20' Stainless Steel	123 (312)	18 (46)	11 (28)	15
Core and Extension Package 30' Stainless Steel	123 (312)	18 (46)	11 (28)	152
Core and Extension Package 40' Stainless Steel	123 (312)	18 (46)	11 (28)	209
20 Reflectors	97 (246)	15 (38)	8 (20)	106
20 Reflector Side Extensions	97 (246)	15 (38)	8 (20)	66

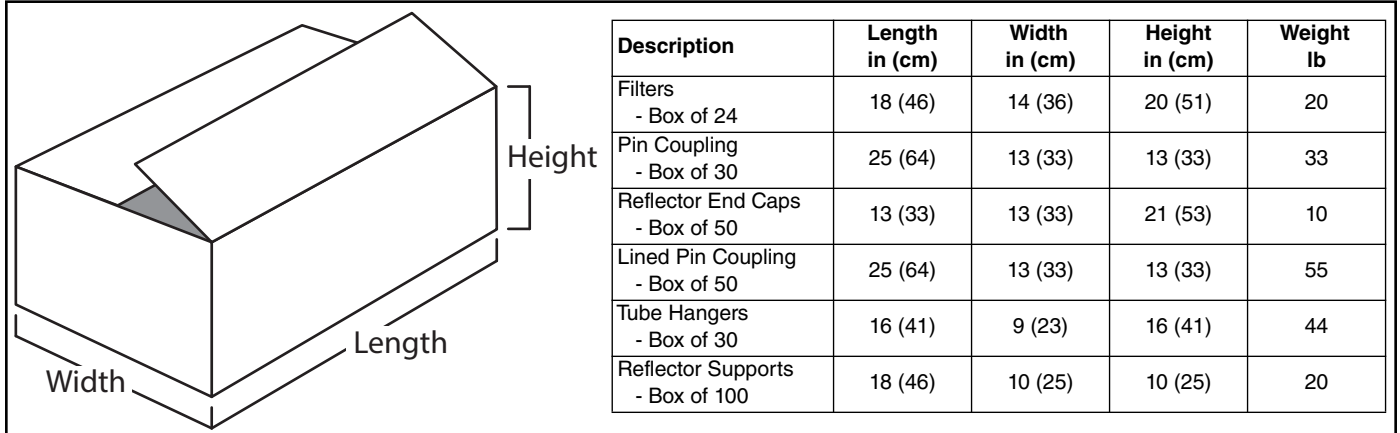
**FIGURE 4: Pump Packages (CORAYVAC® and VANTAGE® NP Multiburner Systems)**



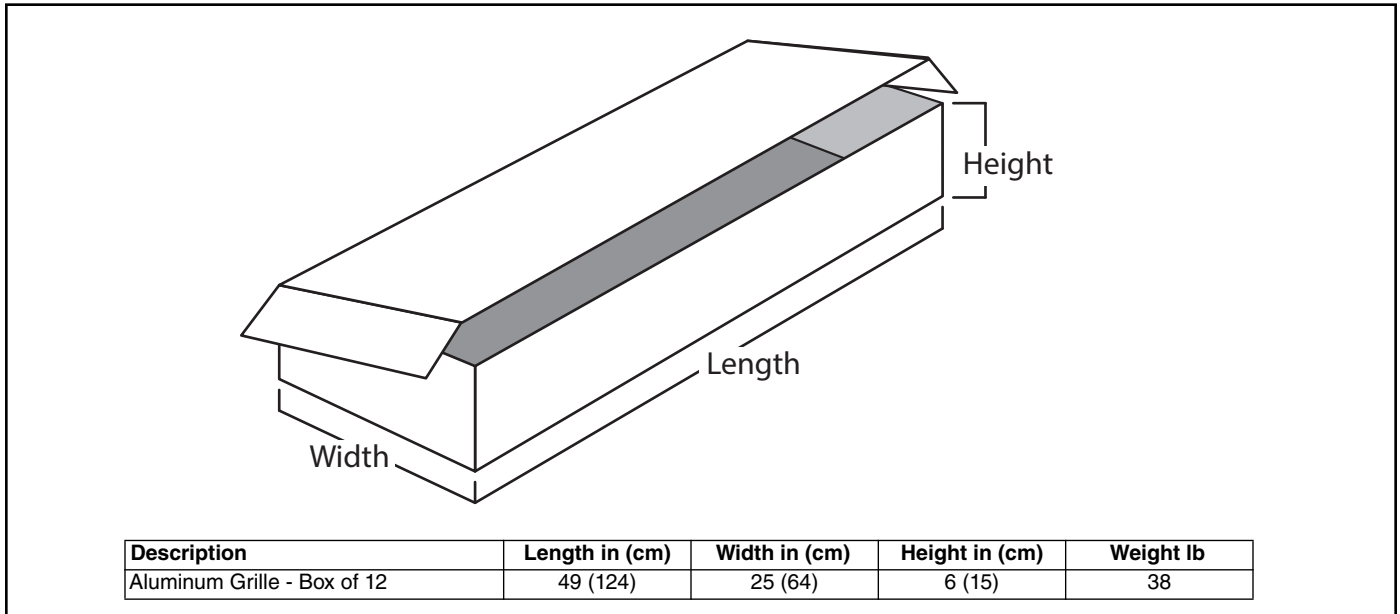
**FIGURE 5: Burner Boxes**



**FIGURE 6: Small Accessory Boxes**



**FIGURE 7: Deco Grille Boxes**



# **ROBERTS GORDON<sup>®</sup>**

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Thank you for purchasing  
**ROBERTS GORDON<sup>®</sup> Products!**

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