

### Labeling

All parts to be coated should arrive at Suntech well labeled with your part number and name or company name.

### Purchase Orders

**Purchase Orders must arrive prior to, or with your order and need to be sent via email.** Parts will not be placed into our paint schedule until purchase order is received. Parts will be painted and shipped with a lead time of 5 business days starting the day after parts and purchase order have arrived at our facility. For example, parts received on Monday will be painted and delivered no later than the following Monday. (Parts that require additional cleaning such as sandblasting will have a standard lead time of 7 business days) Any orders that require an earlier lead time will result in a rush fee of \$500.00. Orders must include a detailed description of parts to be coated i.e., quantity, color, part number(s) if applicable, and any special packaging instructions. This will ensure that your material is easily identified and helps complete your coating job more efficiently.

### Packaging

When requesting a pickup, please ensure parts are packaged and secured to the pallet **before** our truck arrives. Please ensure that the packaging, containers, or skids you supply with your product provide proper protection against damage. (For example, if your material is placed on a skid, it should not be larger than the skid or “hang over” the sides of the skid.) Material will be repackaged in the packaging containers you provide. Therefore, packages must provide suitable protection against damage to the material as well as the coated finish.

### Freight

Order pickups over \$1500.00 qualify for free pickup and delivery within 100 km of Winnipeg. All other orders will have a \$100.00 freight charge. Our trucks can fit 14 regular sized skids (40'x48").

### Minimum Order Requirement

Minimum charge per order is \$200.00. This charge may not apply to customers with continued business. Orders under \$2000.00 that require a specific color not in our regular schedule will have a \$300.00 setup charge.

### Markers

All material to be coated should be free of inks, such as those from mill applied lettering, markers, or other writing materials. These inks can show through the finished coating (especially when the parts are coated in lighter colors), and therefore should be avoided whenever possible. Additional charges may apply if parts arrive with described markings.

### Weld Spatter

For a smooth finish all welds should be mechanically cleaned, and the surrounding areas should be free of weld spatter. The heat involved during welding can not only change substrate properties, but also incorporate contaminants into the part surface. Our pre-treatment process is only designed for removal of surface contaminants and is not a suitable substitute for mechanical cleaning. This will invariably compromise the integrity of the final powder coating as manifested by bare spots, bumps, and pinholes in extreme cases.

### Tape

While our hangers inspect parts as they are hung on the line, certain problems are hard to detect. A major culprit has been tape of various sizes and sorts as it is nearly impossible to detect, especially in high volume orders. Melted tape on the substrate will result in coating failure (e.g., zero powder adhesion or a distorted, uneven finish). If you remove tape

from the substrate, be sure to remove the adhesive residue with paint thinner, alcohol, etc., as the adhesive left on the surface will result in the same failures as the tape itself.

### **Oxidation, Hot-Rolled Steel, and Laser Scale**

Any type of oxidation (e.g., rust, white rust, etc.), mill scale or laser scale will affect the final product quality in a negative manner. Our pre-treatment process cannot remove oxides or scale, and if a substrate is severely corroded (or has been lying around in the shop for an extended period) the end product will have predictably less corrosion resistance, a decreased level of powder adhesion and a lower quality finish. The only solution is mechanically cleaning the surface (sandblasting, media blasting, sanding, etc.) to remove the oxidation or scale. Additional charges will apply if these services are needed.

### **Galvanized and Zinc Substrates**

Powder coating on top of galvanized steel and zinc coatings adversely affects the final product. In no way is Suntech liable for lesser coating quality (such as roughness, pinholes, or decreased powder adhesion) on these substrates. Ultimately, the customer is responsible for the condition of the substrate before it arrives at our site.

### **Drainage**

All parts fabricated from tubing should have drain holes, as powder will not adhere to a tube with water trapped inside. Also, air and water trapped inside the tube expands when heated and can cause pin holes, bare spots, or discoloration at the points of exit. All parts must be hung on the line and as such the configuration of the part must be considered each time a new part is introduced to our process. Please contact us if you require any advice on avoiding this particular issue.

This is a guideline for you, the customer. Suntech is always willing to assist you and address any concerns that you may have. In certain circumstances one or more of the above situations may be unavoidable, but we will work with you to make your product as coating friendly as possible. The purpose of this notice is to inform, and in some cases delegate responsibility. Through increased awareness of these potential pitfalls, quality, and efficiency of service to you can only be improved.

We greatly appreciate and value your continued business.