



BelleVier
WINDOWS + DOORS

PROJECT SUPPORT PACKET

Receive carefully. Protect the package.

General checklists for delivery preparation, unloading, inspection, storage, care, maintenance logging, and warranty or service intake.

01 / BEFORE DELIVERY

Prepare the site before the truck arrives.

Large glazed units require a coordinated route, trained personnel, properly rated equipment, a protected staging area, and shipment-specific instructions.

- ☐ Confirm delivery date and arrival window
- ☐ Verify site address and receiving contact
- ☐ Clear the route, gate, and unloading area
- ☐ Check ground conditions and overhead hazards
- ☐ Confirm equipment capacity and attachments
- ☐ Schedule trained operators and glazing personnel
- ☐ Prepare glass-handling gear and protective materials
- ☐ Establish a level, dry, protected staging area
- ☐ Review weather and wind conditions
- ☐ Have paperwork, camera, and damage forms ready



Safety controls the handoff

The project safety plan, carrier requirements, shipment-specific instructions, equipment limitations, and trained operator judgment take precedence over this general checklist.

02 / UNLOADING

Keep every unit supported and controlled.

Follow the handling orientation, lift points, packaging instructions, and equipment requirements supplied for the shipment.

Do	Avoid
Use rated equipment, trained operators, and the planned lifting method.	Do not improvise lifting points, forks, slings, or suction arrangements.
Keep units secured and supported in the instructed orientation.	Do not twist frames, drag units, rack corners, or set weight on hardware.
Control movement, wind exposure, and personnel clear zones.	Do not stand below suspended loads or between an unsecured unit and a fixed object.
Move units to the prepared staging area promptly.	Do not leave units unsupported, exposed to traffic, or resting on uneven ground.
Stop when packaging, frame, glass, or load stability appears compromised.	Do not continue handling a damaged or unstable load without a revised safe plan.

Receiving lead notes

Carrier / driver

Arrival time

Equipment used

Crew lead

Weather

Exceptions

03 / INSPECTION

Document the condition before signing.

Inspect the shipment promptly and follow the carrier and order documents for noting visible or concealed damage and reporting deadlines.

Photograph

- | | |
|--|--|
| ☐ Truck and overall load before unloading | ☐ Overall unit condition |
| ☐ Packaging and labels | ☐ Close details of glass, frame, finish, sill, and hardware |
| ☐ Every visible puncture, crush, shift, or wet area | ☐ Delivery paperwork with written exceptions |

Record

- | | |
|---|--|
| ☐ Project and purchase reference | ☐ Observed issue and exact location |
| ☐ Unit mark / opening mark | ☐ Date and time |
| ☐ Quantity received | ☐ Carrier acknowledgment |
| ☐ Packaging condition | ☐ Names of receiving personnel |

If damage is observed

- | | |
|---|---|
| + Stop and make the load safe | + Retain packaging and loose components |
| + Photograph before moving or removing packaging when practical | + Separate affected units without causing additional damage |
| + Write specific exceptions on the delivery record | + Contact BelleVier promptly with the documentation |

04 / STORAGE AND PROTECTION

Protect the unit until installation is complete.

Storage requirements vary by shipment and project conditions. Use the product and packaging instructions issued with the order.

Control	General practice
Support	Keep units on stable supports in the instructed orientation. Prevent frame distortion, point loading, and contact with sharp edges.
Moisture	Use a dry, ventilated, weather-protected area. Prevent trapped condensation and direct contact with wet concrete, soil, or standing water.
Sun + heat	Avoid prolonged heat buildup under non-breathable covers and protect finish, sealants, gaskets, and packaging from excessive temperatures.
Traffic	Create a protected zone away from cutting, welding, painting, masonry wash, moving equipment, sparks, debris, and other trades.
Security	Keep units stable and secured from tipping, unauthorized movement, or removal of protective components.
Inventory	Track opening marks, hardware boxes, screens, loose accessories, documents, and observed exceptions.

Do not use window or door units as work surfaces, scaffolding supports, material racks, tie-off points, or temporary barriers.

05 / ROUTINE CARE

Clean gently and keep designed paths clear.

Always follow the finish, glass, gasket, hardware, and cleaner documentation issued for the order. Test products in an inconspicuous area when appropriate.

Frames + finishes

Use clean water, mild soap, and a soft cloth or sponge.
Rinse thoroughly and dry with a clean, non-abrasive cloth.

Glass

Use a glass-cleaning method compatible with coatings, tints, laminates, films, sealants, and adjacent finishes. Avoid blades and abrasive tools unless expressly approved.

Tracks + drainage

Vacuum or lift out loose debris. Keep tracks, sill pockets, and visible weep paths clear. Do not paint, caulk, or block designed drainage openings.

Hardware + seals

Inspect handles, locks, rollers, hinges, gaskets, fasteners, and operation. Use only compatible lubricants and adjustment procedures for the specific hardware.

Avoid

- ☐ Abrasive pads, powders, or metal scrapers
- ☐ Aggressive solvents or unknown chemicals
- ☐ Pressure washing seals, joints, or drainage paths
- ☐ Painting gaskets, hardware, tracks, or weeps
- ☐ Forcing a binding sash or panel
- ☐ Mixing incompatible cleaners or lubricants

06 / MAINTENANCE LOG

Inspect operation before a small issue grows.

Frequency should reflect exposure, use, climate, coastal or chemical conditions, and the order-specific instructions.

Date	Opening mark	Item checked	Observation / action	Initials

Suggested checks

- | | |
|---|---|
| ☐ Smooth opening and closing | ☐ Drainage / weep openings |
| ☐ Locks and handles engage | ☐ Glass and edge condition |
| ☐ Rollers, hinges, and restrictors | ☐ Frame finish and perimeter sealant |
| ☐ Gaskets and visible seals | ☐ Screens and screen hardware |
| ☐ Tracks and sill pockets | ☐ Loose or missing fasteners |

07 / WARRANTY AND SERVICE INTAKE

Build the service request around evidence.

The written warranty issued for the order is the controlling source. This packet does not replace, extend, or modify that coverage.

Include

- | | |
|---|---|
| ☐ Project name and address | ☐ Overview photos |
| ☐ Original purchaser and contact | ☐ Close detail photos |
| ☐ Order / invoice / proposal reference | ☐ Video of operation when useful |
| ☐ Opening or unit mark | ☐ Relevant delivery or care records |
| ☐ Observed condition | ☐ Current access and safety conditions |
| ☐ Date first noticed | ☐ Requested contact method |

Project reference**Opening mark****Date observed****Description****Temporary action****Files attached**

Do not disassemble, alter, force, or apply unapproved products to a unit when doing so may create a safety issue, cause additional damage, or affect review of the condition.

08 / CLOSEOUT CONTACTS

Keep the project package together.

Retain approvals, order documentation, drawings, delivery records, care instructions, hardware information, finish references, and the written warranty supplied with the order.

SERVICE INTAKE	info@bellevierwindows.com
CALL	(612) 270-8121
PROJECT RESOURCES	bellevierwindows.com/resources
OFFICE	15625 95th St N, Stillwater, MN 55082

Important

This packet provides general project guidance. Shipment-specific instructions, the site safety plan, equipment requirements, installation documents, care instructions, and the warranty issued with the order take precedence. BelleVier does not expand product ratings, installation scope, or warranty coverage through this guide.