

Protect from Freezing

Procedures to Follow

Questions and Answers

SEPTEMBER 4, 2019

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Overview

Special care must be taken when shipping, handling and storing our product to ensure it is not exposed to freezing temperatures.

Each year from October 15th until April 15th, we take precautions when shipping, whether it be insulated packaging for parcel shipments, or temperature controlled trailers for LTL and Truckload shipments.

Our many years of experience in shipping water based adhesives and coatings all over the world has helped us and our clients to have peace of mind in even the most extreme conditions.

If you expect that a shipment has arrived frozen, it is extremely important that you contact us immediately so that we can guide you.

Please direct questions or comments regarding this document to

Simalfa support: support@simalfa.com

KulKote support: support@kulkote.com

Telephone: +1.973.423.9266

Websites

Simalfa: www.simalfa.com

KulKote: www.kulkote-inside.com

Parcel Shipments (UPS, FedEx, DHL)

Parcel shipments include individual 44lb/20kg boxes shipped via a small package carrier such as UPS, FedEx, and DHL.

Simalfa container sizes: www.simalfa.com/techinfo/containerizes

KulKote container sizes: www.kulkote-inside.com/technical/container-sizes

None of these parcel carriers offer any sort of freeze protection guarantee, so there is always some risk for clients when placing small orders during cold weather periods. Careful planning can help ensure the safe arrival of your order.

From October 15th to April 15th, each container is placed in an additional box with 2 inches of EPS foam insulation on every side. This offers quite a bit of protection as it contains heat and blocks cold. That said, it may not resist the most extreme cold conditions, especially for longer transit times.

In light of this, clients have a number of options when planning shipments during the winter. Please contact us so we can guide you as to the best option.

Options

1. Place the order to ship same day, understanding the risk particularly if you need the product.
2. Place the order, and specify a ship date based on more favorable weather conditions.

Our weather: www.weather.com/weather/today/l/07506:4:US

Your weather: www.weather.com

3. Place the order with instructions to ship via overnight/next day service. Although costlier, air service provides a much better chance of it arriving OK due to less time in transit.
4. Increase your order quantity to allow for LTL shipping with guaranteed freeze protection.
5. Order a larger quantity in the fall to hold you through the winter.

LTL or Truckload Shipments

From October 15th to April 15th, all LTL or Truckload shipments are sent on heated trailers, with the carrier guaranteeing protection from our door to your door. We will not ship on a non-heated trailer without your written authorization.

Your order will arrive containing a Freeze Watch/Sticker on each pallet and a Temperature Data Recorder on pallet marked #1.

If the Freeze Watch/Sticker and/or Temperature Data Recorder shows exposure to freezing temperatures, it's very important to follow the receiving procedures. This way, the freight carrier will be responsible for the any damages.

Freeze Watch

How the freeze watch works

When the Freeze Watch is exposed to freezing temperatures, the liquid in the ampule will solidify, causing it to fracture. As thawing occurs, the white background paper behind the ampule will become irreversibly stained by the liquid. This indicates that the shipment was subjected to freezing temperatures.

How to identify exposure

The Freeze Watch should be in an area above freezing for at least 15 minutes to ensure an accurate reading if shipment was stored or transported in extremely cold temperatures.

Upon delivery, inspect the Freeze Watch to see if it was frozen. If the shipment was exposed to freezing temperatures the indicator paper will be stained with color. If the indicator paper shows no color indications, remove indicator from package. Vigorously tap bottom edge of indicator, three times, on a hard surface. If the paper becomes stained after tapping, the shipment was exposed to freezing temperatures. Tapping will not cause color staining in an unexposed indicator.



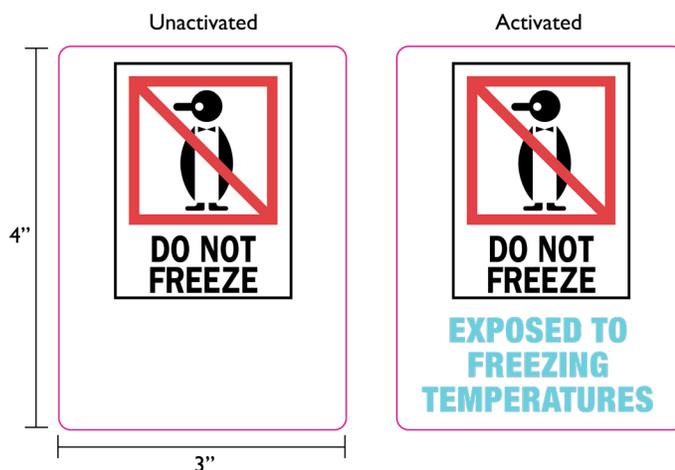
Freeze Sticker

How the freeze sticker works

When the Freeze Sticker is exposed to freezing temperature, the text “EXPOSED TO FREEZING TEMPERATURES” will be displayed below the penguin in bright blue color. The text will not change after thawing. This indicates that the shipment was subjected to freezing temperatures. If the text is barely legible and/or off-white in color the shipment has not been exposed.

How to identify exposure

Upon delivery, inspect the Freeze Sticker to see if it has been activated. It is usually located on the front of the pallet or tote on a vertical surface. If the “EXPOSED TO FREEZING TEMPERATURES” text is easily readable and blue in color the shipment was exposed to freezing temperatures.



Temperature Data Recorder (CARGO DATA Model)

How the recorder works

The Temperature Data Recorder is designed to provide reliable temperature monitoring for domestic and overseas shipments. It records temperature every few minutes so that we can review later to see exact temperature during transport. This way if the shipment was exposed to freezing temperatures we would know for exactly how long, and can easily determine if the material is damaged.

How to identify exposure

Simply locate the Temperature Data Recorder on your shipment (pallet #1 behind BOL or in a separate packing envelope) and press the stop button. The LCD will display the minimum and maximum exposure temperature from the time it left our facility until the stop button was pressed.

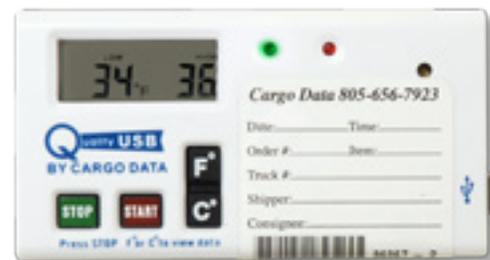
If the recorder shows exposure to freezing temperatures, then download the full data report and send to us for analysis (see next page for instructions).

Download recorder software

www.cargodatacorp.com/categories/koldlink-software-download-uplink-data-retrieval/

Learn more about the recorder

www.cargodatacorp.com/product/quality-usb/



Temperature Data Recorder (CARGO DATA Model)

Important procedures to follow (LTL and Truckload)

1. While the delivery driver is present, check the Freeze Watch/Sticker(s) for exposure.
2. If the Freeze Watch/Sticker(s) show exposure to freezing temperatures, make a note on the BOL indicating the shipment was exposed to freezing temperatures. Be very clear.
2. Have the delivery driver sign the BOL (all copies). Request that the delivery driver contact the necessary individuals within his organization as to the potential damage.
3. Accept the delivery.
4. Retrieve the Cargo Data recorder on your shipment (pallet #1) and press the stop button. The LCD will display the minimum and maximum exposure temperature from the time your order left our facility until the stop button was pressed.
5. Connect the Data Recorder to the USB cable, press the Download button. Follow steps until completely downloaded and data is shown.

If you don't have the reader software installed on your computer, please have your IT person download and install immediately. It is recommended that the software be installed on the receiving department's computer. See Temperature Data Recorder page of this document for downloading software.

6. Click File > Save as PDF File > ALL
7. Email us the PDF for analysis - support@simalfa.com

The data recorder will tell us exactly the amount of time the shipment was exposed to freezing temperatures. This way we can easily determine if the product is usable, or needs to be replaced.

Temperature Data Recorder (SWITRACE Model)

How the recorder works

The Temperature Data Recorder is designed to provide reliable temperature monitoring for domestic and overseas shipments. It records temperature every few minutes so that we can review later to see exact temperature during transport. This way if the shipment was exposed to freezing temperatures we would know for exactly how long, and can easily determine if the material is damaged.

How to identify exposure

Simply locate the Temperature Data Recorder on your shipment (pallet #1 behind BOL or in a separate packing envelope) and press and hold the on/off button until the display signifies recording has stopped. Press the on/off button to see the minimum and maximum exposure temperature from the time it left our facility until the stop button was pressed.

If the recorder shows exposure to freezing temperatures, then download the full data report and send to us for analysis (see next page for instructions).

Download recorder software

<https://switrace.com/download/>

Learn more about the recorder

<https://switrace.com/i-plug-pdf-logger/>



Temperature Data Recorder (SWITRACE Model)

Important procedures to follow (LTL and Truckload)

1. While the delivery driver is present, check the Freeze Watch/Sticker(s) for exposure.
2. If the Freeze Watch/Sticker(s) show exposure to freezing temperatures, make a note on the BOL indicating the shipment was exposed to freezing temperatures. Be very clear.
2. Have the delivery driver sign the BOL (all copies). Request that the delivery driver contact the necessary individuals within his organization as to the potential damage.
3. Accept the delivery.
4. Retrieve the SWITRACE recorder on your shipment and press and hold the on/off button until the display signifies the recording has stopped. After pressing the on/off button again the display will show the minimum and maximum exposure temperature from the time your order left our facility until the on/off button was pressed.
5. Plug the recorder into a computer. It will show up as a USB drive. Copy the PDF file on this drive and email it to us if it shows exposure to freezing temperatures.
6. Download the SWITRACE software and run it on your computer.

If you don't have the reader software installed on your computer, please have your IT person download and install immediately. It is recommended that the software be installed on the receiving department's computer. See Temperature Data Recorder page of this document for downloading software.

7. Click the Upload Temperatures button > Yes. A web browser should open showing a chart and each temperature data point. Copy the URL and email it to Alfa Adhesives if it shows exposure to freezing temperatures.
8. Email us the PDF for analysis - support@simalfa.com

The data recorder will tell us exactly the amount of time the shipment was exposed to freezing temperatures. This way we can easily determine if the product is usable, or needs to be replaced.

Common Questions

If the Freeze Watch indicates that our shipment has been exposed to freezing temperatures, does that mean the product is destroyed?

No, not necessarily! The Freeze Watch will freeze long before our product. It simply indicates further inspection is needed before use. This is why the Cargo Data recorder is included.

We use our own freight carrier, what do we do to ensure the material doesn't freeze?

When contacting your freight carrier, you must insist your shipment be protected from freezing. This type of protection varies among freight carriers, so we recommend climate-controlled trailers and not trailers where space heaters or electric blankets are placed near material. We further recommend that the carrier clearly understands they are liable for frozen and/or damaged product. Our policy is not to ship via non-heated trailers during periods of possible freezing.

How can you help us with freeze protection?

There are a number of things we do such as package design, clearly marking the bill-of-lading "Do Not Freeze", and educating the freight carrier as to the importance of freeze protection.

What happens if we don't have the driver sign the delivery documents noting exposure?

This can be challenging, as the freight carrier will likely deny a claim. Considering the risk involved, it is always best to fully inspect each shipment at time of delivery while the freight carrier is still present.