



# UNCRATING & INSTALLATION

Best Practices

## STICKERS AREN'T FOR DECORATION

- Carefully read the stickers on the outside of the crate, and follow all relevant safety procedures (**Fig. A**).

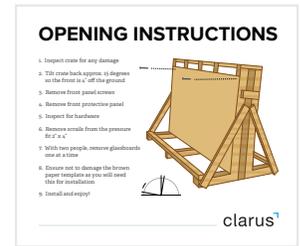


Fig. A

## SIGNING FOR YOUR CLARUS BOARDS

- Your signature for your glassboards is “Subject to Inspection,” which means that you shouldn’t sign for your boards until after you have inspected the crate and glassboards for visible damage. Your signature allows you to recover the costs of any damage that happened during shipment. Before you sign the receipt, the shipper owns the boards; but when you sign, you acknowledge that any damage found later is your responsibility.
- Clarus will honor our commitment to high quality glassboards and help with damage claims. However, Clarus is not obligated to replace boards with hidden damage, and boards damaged during installation will not be replaced free of charge. Chips and scratches are not usually quality control related.

## INSPECTING YOUR BOARDS

- Inspect your glassboards upon delivery. Clarus glass goes through more than 30 quality checks before leaving our doors, which ensures the boards are free from scratches and other defects. Accidents may happen during the shipping process that may damage the board, and in this case, freight claims will need to be filed.
- When inspecting your boards, you should find a sticker on the plastic packaging surrounding the glassboard. When purchasing glassboards, customers have the option to designate the final location of the board, like a certain room or floor of a building. If the client specified the board’s final installation location, the location will be listed in the upper left-hand corner of the board’s sticker, in a section called “TAG.”

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## PREVENTING COMMON REPORTED DAMAGES

- Glassboards are tempered to be strong and durable, but their edges are still damageable. Take care to protect the glassboard's edges from contact with other boards, sharp objects, or hard surfaces. If glassboards' edges are subjected to sharp impact, the glass may break.
- Clarus products are known for their tempered durability and strength. While installation may require delicate handling, your glassboard will not break or become damaged if you follow the instructions. Even tempered glass requires careful protection of its edges to prevent damage during installation. Once your board is installed and immovable, it is strong enough to last a lifetime.

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## HARDWARE FOR YOUR BOARDS

- Use only the anchors and hardware Clarus supplies. Using non-Clarus hardware may void any warranty and damage claims.
  - Many installers use alternate anchors, screws, and hardware to install Clarus products, but other hardware usually damages glassboards during installation. Though other standard brands may “fit” into Clarus provided mounts, alternate hardware protrudes past the profile of the rails, scratches the paint or glass, and can even cause clicking and wiggling of the board after installation.
  - Clarus hardware is specifically engineered to protect our products from any damage and must be used to install all Clarus glassboards. Each anchor Clarus supplies is tested to withstand upwards of 130 pounds of sheer pressure. This means that our mounting hardware supports both your glassboard and any additional impact that may occur. Any alternate hardware use may compromise your glassboard.
  - Clarus supplies clear “T-trim” for butt-jointed Float boards. When boards are installed beside each other, they easily bump against each other, causing chips and cracks – T-trim helps prevent the boards from knocking against each other during installation. Clarus supplies clear “T-trim” for butt-jointed Float boards. When boards are installed beside each other, they easily bump against each other, causing chips and cracks – T-trim helps prevent the boards from knocking against each other during installation.
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## INSTALLING YOUR BOARDS

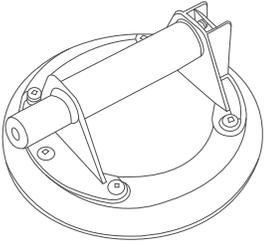


Fig. B

- Using vacuum-type glass lifters makes it easier to install glassboards and decreases the risk of damaging the board(s) (Fig. B).
- Ensure the wall surface is even before installing your glassboard. If your wall is uneven, the brackets on the board and the Z-Bars on the wall will not be able to connect. When the wall surface is uneven, place a shim between the wall and the Z-Bar. Do not force the glassboard brackets to connect with the Z-Bars, as this may damage the board. Ensure wall surface is even, install shims where necessary, and then install your board.
- Applying a small amount of white grease at bracket locations allows the boards to drop onto the Z-Bar and slide to center. The Z-Bars are engineered to pressure-fit with the clips on the back of the glassboard – so without grease, you will not be able to lift, slide, and shift the board as needed. By adding grease, you can slide your glassboard to the center without having to “lift and slide.”
- Though it rarely happens, the brackets may be misplaced on the back of the glassboard. If your brackets are unlevel, mount the Z-bar to fit the lowest bracket. This will allow the higher bracket to still touch the Z-Bar, though it may not drop fully into the hold. Since boards have more than two brackets, the other anchors and brackets will carry the rest of the load.

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## USING YOUR NEW GLASSBOARD

- Clarus glassboards should be cleaned with standard liquid or foam glass or window cleaner. Traditional whiteboard cleaner or “Expo” cleaner should never be used on Clarus glass, as this cleaner will leave a film on the glass and make it more difficult to erase.
- If you experience any performance issues, please give Clarus a call. In most cases, a Clarus representative will be available to make any repairs or adjustments, provide extra hardware, and support you in person. Our goal is always to have one delivery, a single installation, and ultimately, a satisfied client.