



PRODUCT CARE PUBLICATION

Product Care and Maintenance Guide

Conservative general guidance for receiving, handling, storage, fabrication cleanup, cleaning, inspection, and records.

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TS-CAR-200

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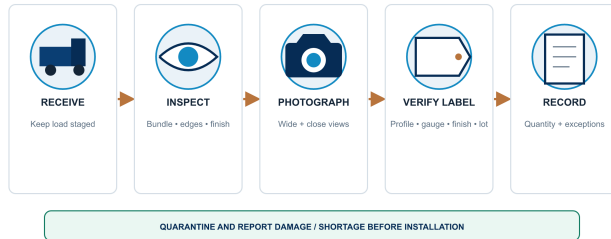
Delivery inspection and handling

Use this guide with the accepted product, order, and project requirements. Those requirements control where they are more specific. This publication is Terrashield conservative general care guidance. It is not supplier-tested coating instruction. Actual zinc is a separate material, not a steel paint finish; use written zinc-specific care requirements, not automatic PVDF/SMP assumptions. For express warranty coverage, TS-WAR-100 installation, registration, approval and care conditions apply, subject to statutory and existing-order rights.

Delivery inspection workflow

Inspect before acceptance, create a photo record and retain readable product identification

BASIS — CONCEPTUAL QUALITY-CONTROL WORKFLOW



Acceptance procedure, reporting window and required label fields follow purchase and project requirements.

TERRASHIELD • ILLUSTRATIONS V2

Delivery inspection workflow

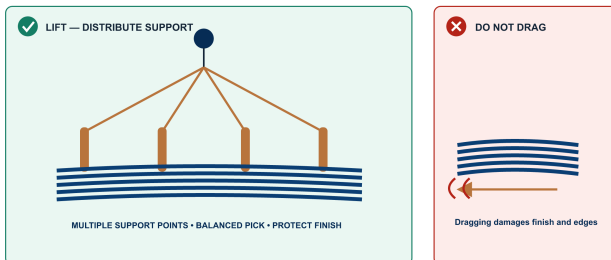
Basis: Conceptual general-care workflow. Source: Terrashield Illustrations V2.

Handle without avoidable damage

Bundle lifting — multiple support points

Lift evenly with a planned rig; never drag coated panels

BASIS — CONCEPTUAL SAFE-HANDLING PRINCIPLE



Lift plan, equipment capacity, sling protection and pick spacing must suit the actual bundle and site.

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Bundle lifting workflow

Basis: Conceptual general-care workflow. Source: Terrashield Illustrations V2.

STOP WORK

Do not unload or install if conditions are unsafe, labels or material do not match, damage may worsen, a bundle is wet, or the condition needs written disposition. Isolate the material, protect it from further damage, photograph it, and contact Terrashield.

Before release or unloading

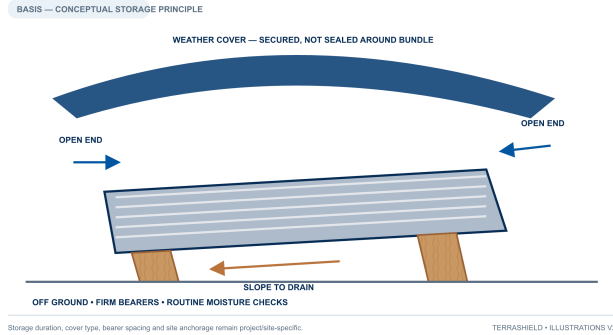
- Match bundle labels and paperwork: profile, finish, gauge, lengths, quantities, and bundle IDs.
- Inspect packaging, visible faces, ends, and edges for puncture, crushing, shifting, water entry, condensation, abrasion, bending, or fork damage.
- Take an overall load photograph, readable label photographs, and close photographs of each exception.
- Note visible exceptions on the carrier record where reasonably possible. Signature does not waive concealed defects or non-waivable rights.

Dry storage and wet-stack response

Covered indoor storage with dry airflow is preferred. For express warranty coverage, install within FOUR MONTHS AFTER PURCHASE and register within 30 days after installation for Terrashield approval. Longer storage increases exposure to condensation, moisture, impact, and contamination.

Ventilated sloped dry storage

Keep bundles dry, off the ground, sloped to drain, covered above and open at the ends



Ventilated sloped dry storage

Basis: Conceptual general-care workflow. Source: Terrashield Illustrations V2.

Storage controls

- Keep bundles off the ground on clean, dry, untreated supports, with enough support to prevent distortion.
- Slope bundles to drain without creating low spots. Keep a weather cover above the bundle, secured but not sealed tightly around it.
- Keep ends ventilated and keep bundles away from soil, wet concrete, treated or green lumber, salt, fertilizer, chemicals, vehicle spray, and construction debris.
- Inspect outdoor storage routinely and after weather for tears, puddles, snow, condensation, movement, or contamination.

Wet-stack response

Act now	Response
Make safe	Stop handling if the load, access, weather, or equipment creates a safety risk.
Document	Photograph packaging, water paths, labels, affected faces and edges, and the time discovered.
Open	Under cover and where safe, open the suspect bundle. Do not leave wet material closed.
Separate	Separate every affected sheet without dragging. Keep clean separators where needed.
Dry	Wipe gently with a clean soft cloth and provide clean airflow until each surface is dry.
Isolate and report	Keep affected material separate. Contact Terrashield promptly and do not install without written direction.

WHY URGENCY MATTERS

Moisture trapped between closely stacked sheets can cause wet-stack staining or corrosion. Prompt separation and drying limit avoidable progression but do not determine claim coverage.

Storage stop conditions

Stop and seek direction for standing water, persistent condensation, stained surfaces, corrosion product, damaged wrap with uncertain exposure, contamination, unstable supports, unsafe access, or a need to restack material without suitable equipment.

Protective film, cutting, drilling, and swarf cleanup

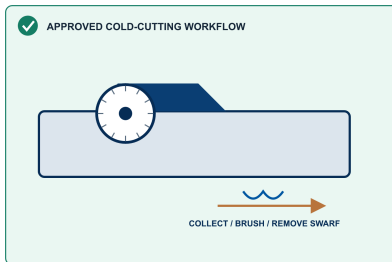
Protective film

- Confirm whether film is present. Follow the film label and accepted product/project requirements for removal and exposure.
- Prevent film from becoming trapped in joints, fasteners, flashings, sealants, or closures.
- Do not use a solvent or aggressive method on aged film or adhesive without written compatibility approval.

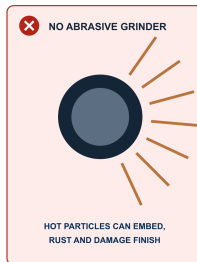
Cold cutting and swarf cleanup

Use approved cold-cutting methods; remove metal particles promptly; prohibit abrasive grinding

BASIS — CONCEPTUAL WORK-PRACTICE ILLUSTRATION



Confirm permitted tools, edge treatment and cleanup method in current product/project requirements.



TERRASHIELD • ILLUSTRATIONS V2

Cold cutting and swarf cleanup

Basis: Conceptual general-care workflow. Source: Terrashield Illustrations V2.

Cutting and drilling

- Prefer factory cut-to-length material and minimize field fabrication.
- Use the project/product-approved cold-cut method. This guide does not approve a particular cutting tool for every product or project.
- Support and protect the work. Direct chips away from finished faces, nearby panels, joints, gutters, and completed work.
- Do not cut or drill over completed surfaces unless they are fully protected. Do not use conductive markers such as graphite.
- Do not weld prepainted material without an approved written project procedure addressing safety, repair, and warranty effect.

Progressive debris removal

When	Action
During work	Collect chips and swarf as work proceeds. Do not walk or grind particles into the finish.
After each operation	Remove drill chips, rivet stems, screws, fasteners, offcuts, and metallic debris using a compatible non-abrasive method.
End of each work period	Inspect faces, joints, ledges, valleys, gutters, downspouts, corners, and drainage paths.
After initial exposure	Where appropriate, recheck for staining or missed debris. Preserve photographs and cleanup records.

STOP BEFORE REPAIR

Stop if particles are embedded, the coating is cut through or heat-damaged, a proposed repair may conceal evidence, or permitted edge treatment is unclear. Protect the area and request written direction before abrasive repair, broad repainting, or replacement.

Cleaning, compatibility, and exposure

Use a site-specific cleaning plan based on the accepted requirements, exposure, access, drainage, observed deposits, and confirmed product compatibility. For actual zinc, obtain material-specific written direction before cleaning, stain treatment or repair; do not assume painted-steel chemicals or methods are compatible. This guide approves no detergent, solvent, pressure or repair system and makes no patina promise.

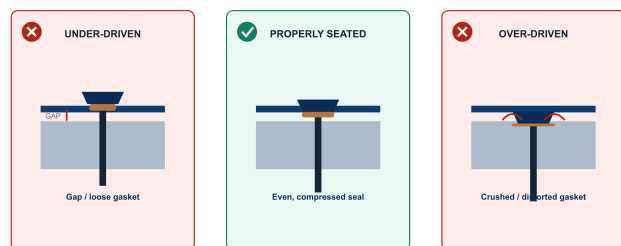
Conservative cleaning sequence

Step	General care action
Plan	Assign safe-access responsibility and confirm fall protection, weather, electrical, public protection, and surface-loading controls with the responsible parties.
Inspect and document	Photograph deposits and surrounding conditions before work. Identify drainage paths, sheltered surfaces, and possible sources.
Confirm compatibility	Check written approval for the exact cleaner, tools, water quality, adjacent materials, collection method, and exposure. Test only where the accepted requirements permit.
Clean gently	Use the least aggressive approved method. Avoid abrasion and prevent contaminated runoff from spreading to other surfaces.
Rinse and verify	Where the approved method requires it, remove residues and verify the completed condition. Record products, tools, contractor, weather, and photographs.

Gasketed fastener seating concept

Control driver depth so the gasket seals without remaining loose or becoming crushed

BASIS — GENERIC CONCEPT • NOT A PRODUCT FASTENER SCHEDULE



Use the project-specified fastener, gasket, tool settings, substrate and inspection criteria.

TERRASHIELD • ILLUSTRATIONS V2

Gasketed fastener seating concept. Inspection cue only; use project-specified criteria.

Basis: Conceptual general-care workflow. Source: Terrashield Illustrations V2.

Exposure-based review

Inspect and clean at least annually. Wash at least every 6 months in coastal salt spray or high industrial fallout; every 4 months for light windborne salt deposits. Use the shortest applicable interval. Remove noticeable deposits promptly; include sheltered surfaces. Keep a maintenance log and dated BEFORE AND AFTER photographs for every event (TS-WAR-150). Inspect after severe events when safe.

STOP CLEANING

Stop for unsafe access, unknown contamination, unapproved chemicals or tools, coating blistering or peeling, corrosion product, a scratch through the coating, uncontrolled runoff, or any method that could remove evidence. Stabilize immediate hazards and obtain written direction.

Compatibility and contact

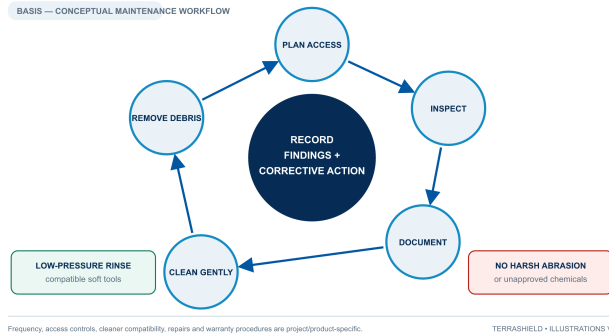
- Prevent direct contact with, and runoff from, copper and lead.
- Keep graphite, carbon-filled components, wet concrete, pressure-treated or green lumber, animal waste, fertilizer, salts, and incompatible chemicals away from the product.
- Use only project-approved fasteners, washers, sealants, flashings, and accessories. Compatibility includes the exact surfaces, cure chemistry, exposure, drainage, and service environment.
- Do not treat sealant as a substitute for flashing, slope, drainage, movement, or assembly design.

Maintenance, records, and escalation

Maintenance inspection + cleaning workflow

Plan safe access, document conditions, clean gently and verify completed work

BASIS — CONCEPTUAL MAINTENANCE WORKFLOW



Maintenance inspection and cleaning workflow
Basis: Conceptual general-care workflow. Source: Terrashield Illustrations V2.

Inspection focus

- Blocked drainage, trapped debris, standing water, persistent condensation, and sheltered deposits.
- Impact, scratches, staining, corrosion product, blistering, peeling, cracking, or unusual change.
- Loose, missing, distorted, or corroded attachments; failed accessories; new penetrations or adjacent alterations.
- Contact or runoff from incompatible metals, lumber, concrete, chemicals, animal waste, salts, or industrial fallout.

Record each visit

Record	Include
Identification	Project, order/invoice, product or area, repeatable location, date, weather, and person or contractor.
Evidence	Dated overview and close photographs, observed condition, possible source, and affected extent.
Work	Products and tools used, compatibility approval, method, rinse or collection details, invoice, and completion photographs.
Follow-up	Written direction, corrective action, retained samples, next review date, and correspondence.

Escalation and warranty relevance

For a possible claim, photograph the condition, prevent avoidable additional damage where safe, preserve removed material and labels, retain records, and contact info@terrashield.ca with the project and purchase reference, affected area, date observed, brief description, and available photographs. No particular form is required for initial written notice.

For express warranty coverage, required care, logs and dated BEFORE AND AFTER photographs are conditions. Failure may terminate voluntary express coverage subject to applicable law. Written claims are required within 30 days after discovery with signed certificate, purchase proof and maintenance/photos. Allow inspection before nonemergency repair; necessary safety work may proceed. Existing-order rights remain.

RELATED DOCUMENTS

TS-WAR-100 | Conditional Coating and Product Warranty

TS-WAR-120 | Warranty Claim Form

TS-WAR-150 | Maintenance Log and Photo Record

TS-DAT-210 | Current Product and Material Data Guide

TS-INS-300 | Architectural Wall Panels: Installation Planning and Field Coordination

Current records: <https://www.terrashield.ca/technical-documents>

Revision register | 00 2026-09-03: Original Issue 01 publication. (Terrashield) | 01 2026-09-04: Warranty cross-reference. (Terrashield) | 02 2026-09-04: Conditional coverage, required care and records. (Terrashield) | 03 2026-09-04: Official logo and clearer copy; obligations unchanged. (Terrashield) | 04 2026-09-11: Zinc care boundary; policy unchanged. (Terrashield)