

Invoice # _____

Dear Valued Customer:

We are pleased that you have selected our columns. Rest assured, you have purchased the finest columns available, and we want your experience with CHADSWORTH'S 1.800.COLUMNNS to be pleasant and convenient. This booklet contains some very important information. Please read it carefully and follow the instructions as they are vital to the longevity of your columns. **IT IS IMPERATIVE THAT YOU READ PAGES 2 AND 3 IMMEDIATELY.**

We have also included the specifics on handling the delivery of your order so that you can have the smoothest possible experience with the freight line. If your freight charges are collect, you will need to have a check for the carrier at the time of delivery.

Please make sure that you read the installation instructions now as well as give them to the person who will actually be installing the columns. It will be absolutely necessary to follow the information contained in them.

If you have any questions, please do not hesitate to call us. We sincerely appreciate your order and look forward to serving your architectural and design needs in the future.

Kind regards,

Sales Consultant
CHADSWORTH'S 1.800.COLUMNNS

P.S. Your column order is projected to **ship the week of** _____ and the balance due is _____ .

Your freight has been scheduled to ship: Collect, due upon delivery
 Prepaid by customer and will adjust after delivery
 Prepaid by Chadsworth

CHADSWORTH'S 1.800.COLUMNNS®
www.columns.com

SHIPPING INFORMATION

PROJECTED SHIPPING DATE - Due to the many manufacturing variables, please be advised that your shipping date is only a **projected date**. Your order may ship before that date; however, we will try to ship within the projected week. Because we are a manufacturing company and we schedule production of column sizes together, there is a possibility that your order could be ready earlier than projected. The date that we have given is the latest expected shipping date. Once your order has been shipped, the freight company should contact you by telephone to arrange for delivery if your order is for "Residential Delivery". You may also want to contact the freight line directly. Please call your Sales Consultant if you need information before calling freight line.

C.O.D. SHIPMENTS - The freight line charges a C.O.D. Collection Fee of 3-4% of the total balance due with a minimum fee of \$35.00. In order to receive a significant freight discount and to avoid the C.O.D. collection fee levied by the freight line, please immediately remit the balance to **P.O. Box 2618, Historic Wilmington, North Carolina 28402**. Should you choose to ship your order C.O.D., **a certified check is required for all C.O.D. balances**. On any stock order large enough for Chadsworth to pay the freight, C.O.D.'s are **not** allowed.

FREIGHT INFORMATION - The carrier will only move freight to the back of the truck; **you will be responsible for unloading**. If you need further help, please ask us about inside delivery. Again, if your order is "Residential Delivery," you should expect a call from the freight carrier so that you can be prepared and can arrange a time with the freight line Monday through Friday during business hours to receive your order. For "Commercial Delivery", the freight lines will only notify you upon request. We will notify you of your tracking information after your order has shipped.

PRODUCT ARRIVAL - Make sure the number of boxes/crates that is listed on the Bill of Lading is the same as the number that has arrived. Make sure you have proper equipment available for unloading the truck. A forklift or crane may be necessary to unload large columns or large quantities of columns.

MISSING PRODUCT - Please count the number of boxes/crates that arrive. If you did not receive the same number of boxes as listed on freight bill, note the number of missing boxes on the freight bill. Unpack all materials and see what is missing. Notify our sales office so that the new product can be sent out as quickly as possible. You must note that there is missing freight on the freight bill or the freight line will not be held responsible for replacement costs. Chadsworth is not responsible for freight lost during shipment. So, any loss must be noted directly on the freight bill. Please notify Chadsworth immediately should a problem occur.

CHECK FOR DAMAGES - In the unlikely event that your columns arrive damaged, please use the following instructions for visible and concealed damage for the best results.

VISIBLE DAMAGE - We cannot be responsible for loss or damage in transit. However, if visible damage should occur, we request that you refuse the damaged portion, write on the freight bill: **DAMAGED GOODS IN SHIPMENT - RETURN TO SENDER**, note the number of damaged boxes or columns and then sign it. At this point, Chadsworth will file a claim and reship your order. However, you must notify us of the problem.

CONCEALED DAMAGE - If there are concealed damages, please immediately call the freight line and ask them to send an Inspector to inspect the damages. You may then file a claim to either replace or repair the product. Please do not dispose of any damaged units or packing materials. The freight line will inform you of the procedure to follow for completing the damage claim. Our Customer Service Department will also gladly assist you. You have 15 days to file such a claim, but the sooner you file the claim, the better it will be for you.

RETURNED PRODUCT - In the unlikely event that you feel it necessary to return a product to Chadsworth, it is important for you to contact your Sales Consultant at once to receive the proper shipping instructions. You may incur additional shipping charges if this procedure is not followed. Custom or altered product may not be returned. We have a 20% +/- restocking fee.

Again, do not sign the freight bill until you are satisfied that all visible damage is noted and your order is complete. Once the freight bill is signed with no noted damage, you have accepted the merchandise, and Chadsworth cannot file a claim against the carrier. Also, please note on the freight bill if there is anything missing. A claim cannot be filed if the loss is not noted. Our Customer Service Department will be happy to assist you if you have any questions concerning shipping or filing a claim. **It is imperative that you thoroughly inspect the entire shipment before and after unpacking units.**

If the bill of lading is signed with no noted damage or missing items and you later file a claim, you will receive the following letter from the freight carrier:

We have completed our investigation of your claim. Unfortunately, we must respectfully decline payment of your claim.

Our records indicate your shipment was delivered to the consignee without any notations of loss or damage on the delivery receipt. It is the obligation of the consignee to count and examine the condition of the shipper's containers at the time of delivery. When the carrier is given a clear delivery receipt without any notation of loss or damage, it is the responsibility of the claimant to provide evidence the loss or damage occurred in transit. After examining the evidence presented, we were unable to establish any liability on our part.

We regret any inconvenience this incident may have caused. Please contact us if we may be of further assistance.

POLYSTONE™ COLUMN INSTALLATION INSTRUCTIONS

FINISHING & PAINTING

1. Make sure all surfaces are clean prior to painting. Use mineral spirits if oil or alkyd products are used. Warm soapy water should be used if latex products are utilized.
2. It is necessary to sand the column and caps and bases prior to priming and painting. Some surface filling may be required. Note: the surface on polyurethane caps and base/plinths must be thoroughly scuff sanded with 120 grit sandpaper and wiped clean prior to priming and painting.
3. Alkyd or oil based primer and paint are recommended. Latex products can be used, but additional sanding is required. Only alkyd or oil based primer and paint must be used on PolyStone™ columns, caps, astragals, and bases/plinths.
4. Use a good, high-quality exterior paint, at least one coat of primer and two coats of a final paint should be used.
5. Follow paint manufacturer's instructions concerning use within temperature ranges for best results.
6. Do not use paint or solvents containing acetone.

JOINING SPLIT COLUMNS - The Chadsworth Split Kit includes everything needed to install a split column. Columns that are split to surround structural supports should be installed similarly to un-split columns. However, the following procedures should be followed when putting the split halves back together:

1. Split columns are shipped from the factory with matching halves wrapped together. Keep the column halves together as packaged and mark the column halves by set numbers so that they cannot be mismatched. It is important to reassemble split halves as soon as possible after shipping. We do not recommend storing for an extended amount of time. Make sure column halves match before applying bonding adhesive. Level and check you measurements, and then install split halves around the structural support.
2. Tabbing is optional for PolyStone™ columns split for reassembly.
3. Rejoin the shaft using a high quality, exterior, waterproof construction adhesive suitable for fiberglass columns. Surfaces must be clean and dry prior to applying adhesive. Follow adhesive manufacturer's instructions concerning use within temperature ranges and working time for best results.

4. Align halves around the post or structural support and join together. Clamp and tighten uniformly until adhesive sets. (Alternatively, nylon reinforced tape wrapped very tightly around the column can be used.) The compression should be applied approximately every 12" along the length of the shaft.
5. Place aluminum plates across split at top and bottom of shaft. Mark and pre-drill holes using a 7/64" bit.
6. Screw down one side of aluminum plate and then the other side of the plate. The aluminum plates will bend around the shaft. This step should be done for all plates.
7. After adhesive cures, remove the clamps, straps or tape. Rough sand with 80 grit and finish sand with 120 grit or finer sandpaper.
8. Rejoin the caps and base/plinths with the same adhesive.
9. A fiberglass boat repair kit or "Bondo" may be used as a filler. Follow the instructions on the package.
Suggested Adhesives: CX-948, OSI Quickbond Multi-Purpose Adhesive, Macklandburg-Duncan Contractor's Choice Multi-Purpose Adhesive, 3M-5200 Adhesive, PL-400, Titebond, Maxbond, or Akemi APF7.

HOW TO SPLIT COLUMNS

1. Secure column to sawhorse or table using scotches. Scotches should be wrapped with cloth material to provide cushion and to avoid scratching column.
2. Place the scotches snugly against the column ensuring that the column will remain in place while being cut.
3. After column is secured, a chalk line should be applied to the column. To lay the chalk line, place a string over the base end diameter of the column to the center of the string ensuring that the string is centered. Mark the column on the top where the string is centered. Run the chalk line from the mark on the top end of the column to the mark on the base end and snap the chalk line.
4. To make the bottom line, use a circumference measuring tape and measure the circumference distance from the top mark and place a mark on the bottom of the column.
5. Once both chalk lines have been applied to the column, set the saw blade at the appropriate depth ensuring that it will pass cleanly through the bead/astragal.
6. Use a circular saw with an abrasive blade. (Make sure to use personal protective equipment.) Begin sawing from the base end moving to the bead/astragal end. Rotate column and repeat sawing on the bottom.

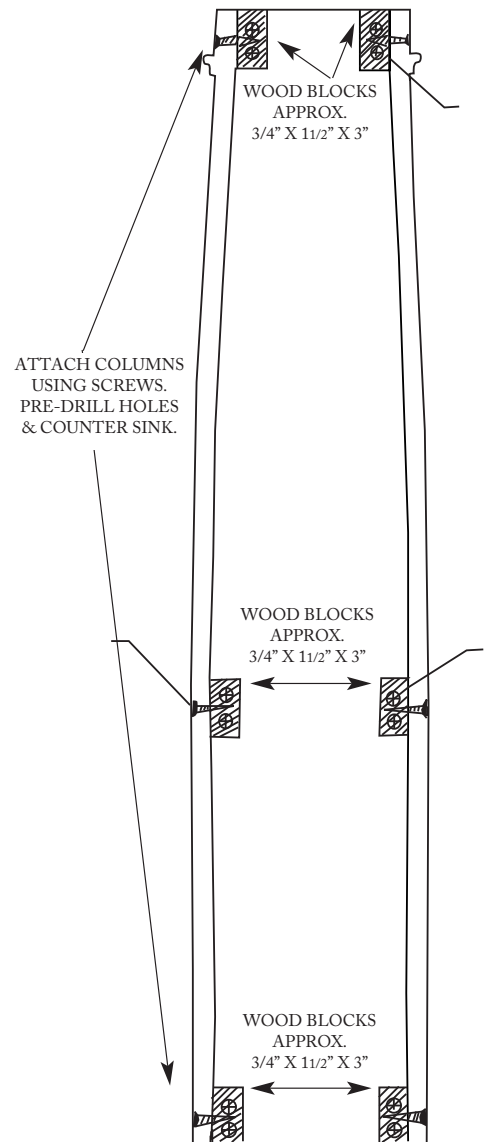
ALTERING COLUMNS

1. ***Cutting to Overall Length:*** Columns can be field trimmed to a specified length. When trimming a round PolyStone™ column shaft to length, make sure to always trim from the bottom end only. A circular saw with an abrasive blade can be used to make this cut. (Make sure to always wear personal protective equipment.) It is important to never trim more than the bottom 1/3 of any round Polystone™ column shaft. The round Polystone™ column has a true architectural taper. (The bottom 1/3 is non-tapered, the top 2/3 is tapered.) If more than the bottom 1/3 is trimmed, the base will not fit properly.
Chadsworth Square PolyStone™ Columns can be trimmed to any length because they are non-tapered.
2. ***Cutting Column at Bead:*** All Polystone™ columns used with decorative capitals should be trimmed flush above the bead/astragal. The capital should rest on top of the bead/astragal and will allow for a proper fit. Columns can be ordered from the factory cut at the bead, or this can be trimmed in the field. A circular saw with an abrasive blade can be used to trim a column at the bead/astragal. (Make sure to use personal protective equipment.) There are several considerations to be made when ordering Polystone™ columns used with decorative capitals. The cut at bead loss and the decorative capital height must always be taken into consideration. In addition, a PolyStone™ column used with a short decorative capital may require that a longer shaft be ordered.

Note: PolyStone™ columns are designed to be full round and load bearing. Splitting a column is a service that we provide for our customers. Reassembly will require field craftsmanship.

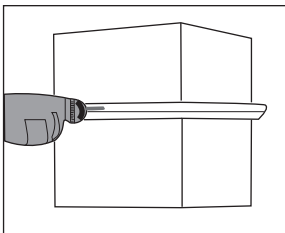
HOW TO ATTACH A SPLIT COLUMN TO A WALL AS A PILASTER

1. Select desired location and trace short lines at the top, midpoint, and bottom on both sides of the split column.
2. Gauge the thickness of the column wall and trace lines to show where the inside wall will be at the top, midpoint, and bottom.
Note: Wall thickness on Polystone™ columns at the top is widest because of the flare just above the bead.
3. Attach six wood blocks (two screws per block) to the building wall just inside the traced lines you marked in step two. The block dimensions should be approximately 3/4" x 1 1/2" x 3". Make sure that the top and bottom blocks are placed within the heights of the cap and base so that finishing will not be required with the countersunk holes.
4. Drill six holes in the column wall at the points where the screws will line up with the blocks installed in step three. Holes should be countersunk so that the head of the screw will be slightly below the surface of the column wall.
5. Place the split column in position and fasten it to the wood blocks. Screws should be snug. Do not over tighten because the column wall can be damaged.
6. Attach split cap and base/plinths using dry wall screws. Make sure to pre-drill holes. Fasten cap and base/plinth to wall, ceiling or floor.
7. Caulk joints and seam where the column edge meets the wall.
8. Patch over the countersunk screws at the midpoint of the column using a two-part filler (i.e. "Bondo", Fiberglass Boat Repair Kit). The cap and base/plinth will cover the counter screws at the bottom and the top.



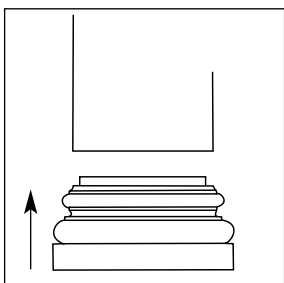
SQUARE POLYSTONE™ COLUMN INSTALLATION

NOTE: THE NECK MOLDING (ASTRAGAL) IS PROVIDED AS A SEPARATE PIECE FOR SQUARE POLYSTONE™ COLUMNS AND WILL NEED TO BE INSTALLED ON SITE.



1. Locate and mark the correct placement of the astragal by measuring down from the top of the shaft (4" for an 8" shaft, 4 5/8" for a 10" shaft and 5" for a 12" shaft). Use a square to make a line at this measurement on each side of the shaft. Slide the astragal over the top of the shaft until the bottom of the astragal reaches the lines. Pre-drill through the astragal and shaft for rust resistant screws and secure the astragal into place. Use automobile body filler to cover the screw heads and apply a bead of paintable silicone sealant at the joint between the shaft and astragal. After placement of the astragal, continue with the installation steps on the back.

ARCHITECTURAL POLYSTONE™ COLUMN INSTALLATION



1. The shaft is designed to sit on top of this base. This base must be included in your overall height when cutting the shaft to required length. Use a fiberglass epoxy to adhere base to shaft.

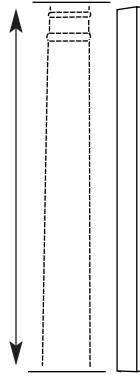
POLYSTONE™ INSTALLATION INSTRUCTIONS

FIBERGLASS COLUMNS

Step 1

Measure the overall height. Raise the soffit or porch slightly with brace for easy installation of the column.

**MEASURE
OVERALL
HEIGHT**



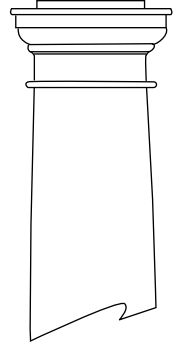
Step 2

Trim column shaft on bottom end only. Trim with either an abrasive saw, carbide-type blade, or fine-toothed handsaw. Finish both top and bottom of shaft with a rasp to assure conformance to adjacent surfaces and thereby an even load distribution around the entire circumference. If floor is not level, include any slope in your cut.



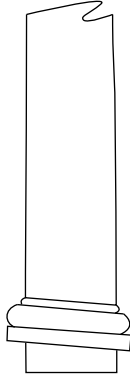
Step 3

Slide cap over top of column shaft. Let cap slide down to rest on neck mold (astragal) temporarily until shaft is correctly positioned.



Step 4

Slide base onto column shaft from bottom.



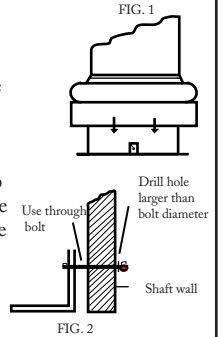
Step 5

Place column in a vertical position with load centered over column shaft with even distribution around bearing surfaces.



Step 6

If installation requires that columns be secured in place prior to bearing load, use small L brackets. Be careful to ensure L brackets don't interfere with seating of cap and base. **NOTE:** To secure bracket to column, drill hole in shaft and use through hole bolts. **DO NOT USE SCREWS.** *Hardware is not supplied with column. (*See Installation Notes)



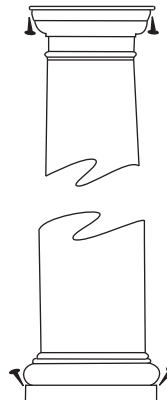
Step 7

Remove brace to allow load to bear on column shaft.



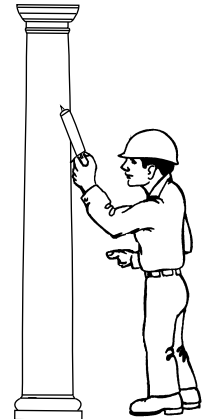
Step 8

Measure and pre-drill hole in capital and base for screws. Counter sink screws. Slide cap up to soffit and attach to soffit using corrosion resistant type screws. Attach base to floor using masonry fasteners or other appropriate fasteners. Fill holes with epoxy or polyester filler.



Step 9

Caulk between the cap and the shaft, and the base and the shaft, for finished appearance.



INSTALLATION NOTES:

- Be certain the load is evenly distributed over the bearing surface of the shaft.
- Please see your building codes for uplift protection requirements.
- To preserve and protect the column it is necessary to paint with one coat of high quality exterior primer followed by two coats of an exterior paint.
- 2nd floor balconies should NOT be attached directly to the side of any fiberglass column.
- Water should not be allowed to collect inside fiberglass columns. Flashing may be required to channel water away from the inside of the column. A drainage hole can be drilled in the bottom of the shaft and plinth if necessary.
- Concrete should never be used to fill fiberglass columns. This will void the warranty.

Decorative Capitals



Upon receipt of an exterior plaster-blend decorative capital, it must be primed, then painted with at least 2 coats of oil-based exterior paint.

Position capital on top of column and drill four pilot holes from column through the base of the capital. Secure capital with four rust proof screws. Lower soffit onto capital.

Use shims to lock capital into place for interior columns where the soffit cannot be lowered.

CHADSWORTH'S 1.800.COLUMNNS®

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