



PROJECT LIFECYCLE

On behalf of WEST-ECO SIPS, we would like to thank you for placing your confidence in our products. You have chosen what many in the building industry believe to be the future of building – SIPS! We feel you are purchasing the best structural insulated panels manufactured today.

The process used to create a structure using SIPS is a bit different than traditional construction. This document is designed to walk you through the steps in this process. As we work together to complete your project there will be steps that we work through together. Below is a summary of what you can expect during the lifecycle of your project. Please refer to these guidelines often as we progress through the milestones of your WEST-ECO SIPS project. We look forward to working with you!

THE PROCESS ... STEP-BY-STEP

1. Submittal of plans for an estimate:

Architectural or designer building plans are submitted to your WEST-ECO Representative to establish a Project Estimate (electronic file formats, such as a .PDF are appreciated). In most cases your WEST-ECO Representative will provide a project estimate within 5- 7 business days of receipt. The more detailed your building plans, the more accurate we can be in providing you an accurate estimate. However, WEST-ECO is providing an estimate based on the initial information provided. There are often changes made by the customer, architect, engineer or builder, as well as alterations to layout requirements that are very difficult to estimate prior to final SIP drawings being signed and approved.

2. Plan Deposit Agreement

The Plan Deposit Agreement is based on the most current estimate stated in the “ Agreement” and includes the terms and conditions from which both parties will be operating. It will be necessary to sign and return this document, acknowledging you understand these terms and conditions and that you would like WEST-ECO to proceed. For an Agreement to be approved and the project to begin, WEST-ECO requires the following:

- ❖ Signed Plan Deposit Agreement by authorized project representative.
- ❖ A non-refundable deposit equal to 10% of the estimated value of the project to initiate the drafting and project management process.

3. WEST-ECO Point of Contact:

You will be assigned a dedicated WEST-ECO Project Manager. Your “PM” will be your primary point of contact throughout the duration of your project. He or she will provide you with interpretive SIPs Layout Drawings (Shop Drawings), typically within 10 business days of WEST-ECO’ receipt of the completed elements in #2, for your review and approval.

4. Customer review of SIPs Layout Drawings:

Your review of the drawings is the most critical component of the entire process. It will set the stage for WEST-ECO manufacturing to fabricate the SIPs to your specifications. The SIPs Layout Drawings you receive from your PM are interpretations of the building plans you have provided. It is ultimately your responsibility to review these SIP Layout Drawings for accuracy and approve them by signing each drawing in the set. We strongly encourage you to utilize a lead design professional, either an architect or experienced builder, while reviewing your drawings.

5. SIPs Engineering:

If Engineering is required, an additional deposit may be required at time of service (Contact your PM). If some engineering cost was included as part of the estimate, when the actual engineering costs are determined, they will be included on the Contract of Sale (COS) with the additional deposit being applied against the total price on the COS.

6. Revision Process:

It is very likely you will have modifications to the drawings you receive from WEST-ECO. Once WEST-ECO receives your “red-lined” (marked-up) changes the **SIP** drawings, we will make every effort to get the drawings revised and back to you within 5 business days. A marked-up set of **SIP shop drawings** is the preferred method to communicate changes or corrections. Verbal changes or an emailed list may delay revisions or cause an additional set of revisions. Again, it is important to review your entire set of revised drawings, as a revision to one component may affect adjacent SIPs.

There are occasions where this process of revisions may take more than one cycle. Depending on the number of revisions made, the review process will vary in length. As the reviewer, you have a great deal of influence on the overall revision process and its effect on the total project lifecycle. Two rounds of revisions/edits are included in the initial pre-production services portion of the WEST-ECO estimate. Additional revisions may incur additional fees.

7. Receipt of final approved drawings:

Once the WEST-ECO PM receives the final approved and signed SIPs Layout Drawings, they are then turned into production-ready drawings, known as “Production Details” from which WEST-ECO SIPS will fabricate your SIPs. This step also requires “nesting” of the panels for best utilization; safe stacking; and any sequencing requirements you may have. Your PM determines the final material requirements based on these production drawings, develops a final “Contract of Sale” (COS) incorporating the final price (including revisions and any change orders). The COS will be submitted to you within 5 business days for your signed approval.

8. Approval to proceed with production:

Your approval and return of the signed Contract of Sale (COS), along with a down payment in the amount of 50% of the project’s contract price will initiate the production process. Projects will **NOT** go into production without this down payment. Payments can be made by wire transfer, e-transfer or by other means of EFT or by check if prior arrangements have been made. However, if paying by check, there is the possibility of delays based on the time it takes for the check to clear. Please keep this in mind as production will not begin until the check has cleared.

At this point, it is extremely important that you are completely ready to proceed. Your project is unique and custom fabricated, which means WEST-ECO is unable to resell or restock your products after manufacturing. As a result, by giving approval to manufacture, you will be liable for the project, even if for some unforeseeable reason you must cancel. If you have any questions, please contact your PM prior to submitting the COS.

9. Production:

After the signed COS & 50% down payment have been received and funds have cleared, the project will be put into the production schedule. **Important note: We need to have Signed Shop drawings, Signed COS (and down payment prior proceeding any further).** Projects will ship from our manufacturing facility based on our current lead time (Contact your PM). Lead time is determined from receipt of the signed COS and the clearing of funds (item #8). Once your project has entered production, any changes made to the project at this time may result in a delayed shipment (and additional charges), as changes cannot be made to SIPs once fabrication has begun.

10. Scheduling delivery of WEST-ECO Panels:

Within 10 business days of your project entering production, the WEST-ECO Shipping Manager will contact you to confirm/schedule your delivery date (based on the date in your COS). The final balance due must be paid in full BY MEANS OF EFT before the Shipping Manager can release your completed project for shipment unless other arrangements have been made and noted in the Contract of Sale.

11. Payment of outstanding balance:

Payment of the balance for the project is due prior to shipping unless previous arrangements have been made. Delays in payment may result in delays or cancellations of shipment, which in turn may cause additional charges as noted below in item #14.

12. Preparing for receipt of your SIPs:

The last two pages of the COS provide a detailed overview concerning the delivery of your SIPs. We strongly encourage you to revisit this document a few days prior to delivery to insure you are in position to receive the product. Unlike the many pieces used in conventional framing, SIPs can take up a large footprint so planning through this stage should make it easier for movement of the SIPs for installation.

13. Receiving your WEST-ECO SIPs:

It will be necessary to have someone on site to receive the shipment. This person must physically inventory the SIPs and other materials delivered based on the packing list provided with the shipment. If anything is missing or damaged, you must make note of it on the "Packing Slip" provided by the delivery driver. Then notify your PM immediately in order to assist with remedying the situation. There are occasions, due to the customization of each SIP and particularly with smaller SIPs, that it might appear a SIP is missing, when in actuality, it resides within the shipping load, but nested among other SIPs. Through our load diagrams and pictures taken during load-out of the trucks, our shipping staff should be able to help if something is believed to be missing. Again, it is critical to document damaged or missing pieces on the "Packing Slip" and to notify your WEST-ECO representative immediately if there are any possible concerns with the load.

14. Delays to delivery:

We recognize delays occur with projects. At the same time, it is very difficult for us to store and maintain projects in a protected environment once they have been produced.

To accommodate slight schedule delays, WEST-ECO will store panels up to 1 week beyond the scheduled delivery date at no charge. Beyond this period, there will be a weekly charge of \$300 (per truckload) per week for storage. If the project is delayed beyond one month, WEST-ECO will invoice the customer to pay the full balance due upon invoice receipt. Additionally, any delays to delivery within 48 hours of the scheduled shipment will result in an additional \$350 freight rescheduling fee. It is in no way WEST-ECO desires to pursue these fees, but the liability of storing and the inability to restock affects WEST-ECO' ability to operate effectively.

We hope these guidelines help layout the process from approval to proceed with drafting through the receipts of your WEST-ECO SIPs order. Typically, you can expect a project to take from 4-12 weeks. The customer review, permit process, engineering changes, customer approval and payment steps are elements over which, you as the customer, have control, and when not performed in an expedient manner, can add days, weeks, or even months to the project timeline.

It is our overriding mission to provide you with the product you want, when you want it, to the standards you expect. You have shown, by purchasing WEST-ECO SIPs, that you are willing to invest in the very best products available to construct your building envelope. We are honored to have the opportunity to be a part of this investment. Please contact us with any questions before, during, or after construction.