

WHY UNWRAP YOUR POLE?

All poles purchased through Acuity Brands come wrapped in materials like plastic wrap, bubble wrap and cardboard. This wrapping is for protection during shipping only and can cause finish damage if left on the poles. It **MUST** be taken off at the time of delivery and inspection **MUST** occur within the week.

Things to look for when inspecting the pole include but are not limited to:

- Scratches
- Dents
- Paint bubbling
- Discoloration
- Weld issues
- Proper placement of provisions

Any damage to the pole from the factory or during shipment will be noticeable at this time and should be reported to the customer for review.

Each pole comes with a brightly colored label similar to the one pictured to the right, warning and instructing the responsible party to remove all wrapping upon delivery.

For more information regarding inspection and storage, please see the [Metal Pole Installation and Maintenance Guide](#).



Frequently Asked Questions

Have poles always shipped wrapped?

Poles have been shipped for 10+ years with protective wrapping.

Why does wrapping cause damage to the finish?

If the pole is exposed to rain and/or climates conducive to condensation and high humidity, the plastic wrapping will hold the moisture against the pole causing stains and discolorations to the finish.

How long does a pole have to be exposed to water with the wrap on to cause damage, and how can we determine if the weather conditions during transit time don't have impact on this?

Based on the data we have, anything more than 3 weeks can accelerate deterioration of the pole finish and causes a striping effect. This window of time being as short as it is, is why it is so important to unwrap you poles immediately and report all findings upon delivery. This type of finish damage is unique to unwrapped poles sitting for 3 or more weeks. Any other finish damages that occur from the factory or during shipment will be noticeable upon delivery.



Does this type of damage affect steel and aluminum poles?

Though this does affect aluminum, it is more common in steel poles and the same inspections and report processes must be performed.