



An Orbia Connectivity
Solutions business.



Return of Wooden Drums

Quality Acceptance Criteria

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1. Purpose

The purpose of this document is to outline the quality acceptance criteria for wooden transportation drums as part of Dura-Line’s drum return program in Europe, India, and APAC. Please note that the program excludes plywood drums. To aid the user in making an assessment, each criterion is presented with a visual representation of a drum in an acceptable and unacceptable condition.

In order to maximize the number of wooden drums that can be reused, we ask that only drums that comply with the following criteria are returned using the drum return program. If a drum returned does not meet one or more of the criteria or is otherwise in a condition that cannot be reasonably reused, Dura-Line reserves the right to not accept the drum under the drum return program.



2. Responsibilities

Party	Responsibility
Dura-Line Account Manager	Share and agree the quality acceptance criteria as outlined in this document with customers
Dura-Line Logistic Representative	Share and agree the quality acceptance criteria as outlined in this document with third-party couriers
Dura-Line Plant Warehouse Supervisor	Escalate any issues regarding the condition of returned transportation drums to the Plant Quality Manager
Dura-Line Plant Quality Manager	Notify the third-part courier for any drums that have been returned in an unacceptable condition
Dura-Line Customer Service Representative	Main point of contact for the drum return program, responsible to support with regular communication
Third-Party Couriers	Collect transportation drums according to the acceptance criteria outlined in this document
Customer	Prepare transportation drums for collection by third-part couriers according to the acceptance criteria outlined in this document

3. Instructions

Visual Inspection:

- ✓ The wooden drums shall be sound and free from defects that weaken the structure.
- ✓ The wood used for drums shall be reasonably sound and free from knots, cross grains, free of barks and borers.
- ✓ Drums shall be free from excessive splitting by nailing.
- ✓ There should be no protrusion of nails or sharp edges of any component of drums.

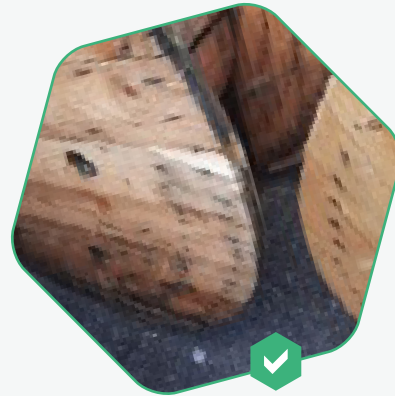
Dimensions and tolerance:

- ✓ As per drawing or agreed parameters

Acceptance criteria:

- ✓ Make sure the flanges are not broken and the screws are present.

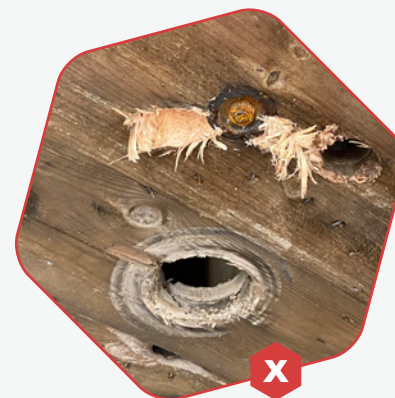
ACCEPTABLE



REPAIR THE DRUM



NOT ACCEPTABLE



Also check the completeness and shape of the core.

The maximum acceptable gap between boards in the core is **30 mm**.

For drums fitted with metal plates at the hub, check that plates are present on both sides and that they are also fastened.

Flanges should also be unbroken, though small gaps may be accepted provided all elements are secured and are not scratched.

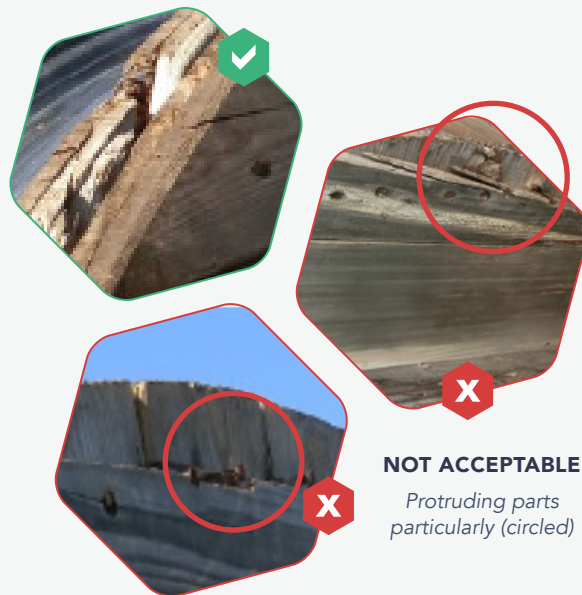
ACCEPTABLE

All boards are present and in good condition. 30 mm or less between boards.



NOT ACCEPTABLE

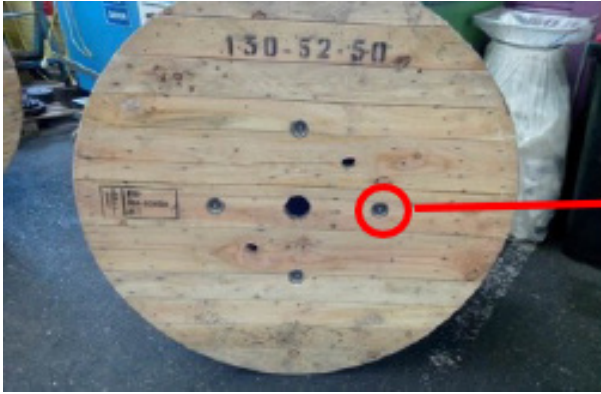
ACCEPTABLE



NOT ACCEPTABLE

Protruding parts particularly (circled)

Check that threaded screws, washers, and nuts on flanges are all present.



Check that flanges are straight, uncovered, and that nuts have been tightened ensure flanges are tight to the drum.

Lopsided drums are not acceptable.



NOT ACCEPTABLE

Loading Instructions for Returned Empty Drums

- 1 **Only drums originally supplied by Dura-Line** can be accepted under the drum return process.
- 2 **The loading area must be unobstructed** and with enough space for a standard truck with trailer (16 x 4.1 x 2.5 m) to enter and manoeuvre safely and easily.
- 3 **Suitable loading equipment** (e.g., forklift) must be available at the return location and used for loading, e.g. forklift. Crane collection can be arranged but this is a non-standard service and may come at additional cost.
- 4 **Drums should be loaded** into the trailer in the vertical flange position and secured during transport (see images below for correct and incorrect drum loading).
- 5 **A collection may be postponed or refused** in exceptional cases, such as a drum being in an inaccessible or remote location, or a lack of opportunity for Dura-Line to reuse a drum due to its particular dimensions.

Standard trailer capacity:

- ✓ HWD 190: 18 empty drums per truck
- ✓ HWD 225: 16 empty drums per truck

ACCEPTABLE



NOT ACCEPTABLE



Contact information:

- ✓ Local sales representative
- ✓ DuraLine_Germany_leertrommeln@orbia.com
- ✓ DuraLine_Greece_Drumreturn@orbia.com
- ✓ ReturndrumsPL@duraline.com