

**Third Party Installation On-Boarding Manual**

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# **Non-Disclosure Agreement (NDA)**

In the interest of maintaining the confidentiality and integrity of Wenger Corporation, we ask for anyone closely involved with our company to sign a non-disclosure agreement.

# **About Us**

Products that perform year after year

Nobody builds a better value than Wenger. Nobody puts more careful thought and effort into quality or more emphasis on durability, versatility and ease-of-use. Wenger understands how important it is to have products that last; products that provide flexibility with how you apply them; and products that transport easily and set up fast. We've learned this by listening to our customers — the driving force behind every product we build.

In addition to Wenger's commitment to innovation is a tradition of outstanding customer service and support. Wenger stands behind each product with expert technical support, great warranties, and customer service that's responsive, thorough, and dedicated to your individual needs.

Wenger offers products that can save you time, enhance your rehearsals and contribute to the success of every performance. While we started in the music practice room, today you'll find Wenger products in performance halls, theatres, gymnasiums, and outdoors. Wenger products can be found just about anywhere music and theatre is practiced and performed. And more recently, in the locker rooms and equipment storage facilities of high school, college and professional sports teams. It's hard to find a musician, teacher, actor, coach, or athlete today – at any level – whose passion to teach and perform hasn't been touched by a Wenger product.

# What Do We Sell

Music makes the world a better place. Music educators know better than anyone that pursuing excellence requires high quality equipment that is durable, dependable, and designed for the daily demands of practice and performance. That means chairs, stands, and risers designed for success. Staging that can be moved and reconfigured for your needs. Acoustic treatments that enhance every space. Storage cabinets that safeguard your investment. And sound isolation systems that protect hearing and enhance learning. We even have products designed specifically for conductors and teachers.

# Who Do We Typically Sell To

Anyone can purchase our products whether it be through Amazon or contacting one of our Sales Representatives directly to obtain a quote. In addition to private party sales the majority of our business comes from a few key areas.

These areas include but are not limited to:

* General Contractors
  + New Construction
  + Remodeling
* K-12 School Districts
* Performing Arts Venues
* Universities
* Private Schools

# Dress Code Expectations

Wenger prides itself on our safe work habits identification/representation. Many of our customers require specific dress code and/or person protective equipment (PPE), the minimum requirements when arriving to a work site are listed below:

* Long Pants
* Shirts with Company Logo and/or Company Badge Visible
* Hardhat
* Safety Glasses
* High Visibility Vest/Shirts
* Work Footwear
* Face Mask (when required)

# **Vendor Set Up Requirements**

As a new Vendor/Partner we will require the following from your business to ensure timely compensation. Standard payment terms will be Net30.

* W-9 Form
* Certificate of Insurance
* Contact Information
* Banking Information if Electronic Wire is required

# **Meet The Team**

* **Eli Scripture** – Director of Global Installations and Distribution

Brief Job Description: Oversees operations of Delivery Only Freight, Installations, Customer Service, and Project Coordination Departments.

Email: eli.scripture@wengercorp.com

Office: 507-774-8155

* **Teresa Limberg** – Music and Athletics Installation Supervisor

Brief Job Description: Oversees day to day operations of the installs for the Music and Athletics product groups.

Email: teresa.limberg@wengercorp.com

Office: 507-774-8742

* **Tim Ehrich** – Installation Coordinator

Brief Job Description: Handles installation coordination for Wenger Installers as well as 3rd Party Installation crews. Also creates and organizes our installation schedule from week to week and handles all installation and freight quotes for installs from our Sales Department.

Email: tim.ehrich@wengercorp.com

Office: 507-774-8677

* **Brandon Albers** – Installation Coordinator

Brief Job Description: Handles data analytics and reporting for the installation team. Assists in installation coordination for Wenger Installers as well as 3rd Party Installation crews. Also handles all 3rd Party Installation Billing as well as releasing Wenger Orders to invoice.

Email: brandon.albers@wengercorp.com

Office: 507-774-8561

* **Ryan Hedlund** – Installation Supervisor

Brief Job Description: Handles installation coordination for Wenger Installers as well as 3rd Party Installation crews. Supervises Wenger Installer daily activities and concerns.

Email: ryan.hedlund@wengercorp.com

Office: 507-774-8668

* **Zach McNulty** – Logistics Coordinator

Brief Job Description: Handles delivery coordination with Carriers as well as problem solving freight related issues of all installation orders.

Email: todd.peterson@wengercorp.com

Office: 507-774-8559

* **Todd Peterson** – Logistics Coordinator

Brief Job Description: Handles delivery coordination with Carriers as well as problem solving freight related issues of all installation orders.

Email: todd.peterson@wengercorp.com

Office: 507-774-8524

* **Dustin Reese** – Logistics Coordinator

Brief Job Description: Handles delivery coordination with Carriers as well as problem solving freight related issues of all installation orders.

Email: dustin.reese@wengercorp.com

Office: 507-774-8507

* **Sue Ann Holz** – Installation Administrator

Brief Job Description: Handles expense accounts for Wenger Installers, certified payroll, ensuring we meet site requirements for background checks, etc. prior to start of job, as well as the hiring of help for our Wenger installers week to week.

Email: sueann.holz@wengercorp.com

Office: 507-774-8365

* **Amy Lien** – Installation Administrator

Brief Job Description: Handles expense accounts for Wenger Installers, certified payroll, ensuring we meet site requirements for background checks, etc. prior to start of job, as well as the hiring of help for our Wenger installers week to week.

Email: amy.lien@wengercorp.com

Office: 507-774-8106

# **Business Process Overview**

# Order Acquisition to Order Fulfillment

Once and order is received at Wenger, system orders are generated with a 7 digit number (Ex. 1807891 or 1813326). Our team of Project Managers and Project Coordinators then work directly with our customer and manufacturing team to determine installation dates based on construction schedules or first availability of product for shipment.

Our Project Managers and Coordinators are responsible for a variety of things which include approved color choices, layout drawings, site readiness forms, valid on-site contact and delivery address. These Project Managers and Coordinators are assigned designated products and or territories. All information for a successful installation is provided via this team. As a regional installer there is a very high likelihood you will be dealing with the same project coordinator the majority of the time.

Once a project manager and/or coordinator has determined that an install is ready to take place, the order is turned over to the installations department for scheduling and installer assignment. Our business is fast paced when it comes to scheduling assignments. Typical turnaround from turnover to arrival for installation is about 1.5 weeks. Example, if we are working on Installs during the week of 12/13/21 we would be looking for coverage for all of these jobs during the week of 12/6/21. We will turn these jobs over to our regional Installers for coverage approximately 7-10 days in advance of arrival for install.

Upon receipt of confirmation of coverage by Regional installer with arrival day, the order is processed for shipment. Shipment methods include both door to door freight resources and less than truckload carriers such as Fedex Freight and ABF Freight. All deliveries are scheduled with requirements that carrier arrive on a specified day and time. Carrier arrivals are booked at 7AM or 9AM arrival times at the project site. One hour window is allowed for carrier arrival. We do require the installation crew on site when freight arrives to check for damages to the freight as well as unloading of the product. The customer is not to unload the product. If any issues arise with the delivery of the freight or damages, please notify your Installations Coordinator as soon as possible as well as document the issue on the installation report (which we will cover later in this document). Carrier drivers are also not allowed to assist with the unloading of product.

Diagram

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# Time of Installation

Once it is time for the installation to take place, there will be a couple documents turned over to your team. The list below is what you will typically see for documents on every install, but some may be missing and there may be some extra’s just depending on what the install is. These documents will be most common though:

1. Bill of Materials (BOM)
   1. A list of all part numbers along with Order Number of what is being shipped
2. Drawing/Product Placement
3. Install Report
   1. This will give you Site Address, Contact Information, Scope of Work, Date and Time of Install
4. Site Readiness

After the installations crew finishes up with the scope of work, the crew needs to ensure that the area is as clean as it was when they arrived and that they connect with the on-site contact to ensure the product is placed/installed where needed. After completion of that, you will revert back to the installation’s coordinator with a completed “Installation Report”. One thing to note as well, Wenger’s quotes to our customer includes full cleanup and removal of dunnage and debris from the job site. So you are responsible for removing all debris and packaging OFF SITE after the installation is complete. We are not allowed to use the customer’s dumpsters unless they tell us ahead of time that we can do so. So please plan accordingly here. In regards to the installation report, We do have a blank Installations form for you to use if you would like, otherwise you can create your own template if it has the necessary information on it. The installation report needs to have the following information:

1. All the information that is provided on the Install Report given to you prior to Job
2. Pictures of Fully Assembled and Installed Product
3. Pictures of Any issues that may require a Return to Site
   1. Along with description of parts needed to fix whatever is causing the Return to Site if necessary
4. Detailed description of any and all issues that occurred on site that slowed or delayed progress at all.

Wenger Corporation depends on getting this completed installation report back from your company within five business days of the completion of the install. Due to our own internal business procedures, we are not allowed to invoice the customer until we have received a completed installation report from the field documenting that the job is 100% complete or if a Return to Site visit is needed. Before processing invoices from our 3rd Party installers, this is one of the items we check before issuing payment is that we have received an installation report.

# Billing

Once scope of work on a job has been completed and the crew is wrapped up the installation, our expectation is to be billed for the completion of this work within 30 days. All invoices should be emailed directly to Brandon Albers ([brandon.albers@wengercorp.com](mailto:brandon.albers@wengercorp.com)) and copy Teresa Limberg ([Teresa.limberg@wengercorp.com](mailto:Teresa.limberg@wengercorp.com)) on the email. Invoices received are processed on a weekly basis. Invoices received and processed prior to Wednesday of that week, will make remittance for the week. Payments are issued at the conclusion of business on Thursday of that week.

# Wenger Installation Glossary

Attached is a link to a document created that has the abbreviation’s Wenger uses when referring to our products. If you see an abbreviation you are unaware of, refer to this document for clarification.

* + <https://docs.google.com/spreadsheets/d/1oitwdTYN7EnDAKUiKZv-XYPvygdZr2rmfHmEa-26DNs/edit#gid=0>

# Installation Resolution Guideline

Depending on the scenario, there will be different people that will be able to best assist you and get you the information you are looking for in the quickest manner possible. If you are unable to reach the correct person, feel free to touch base with your installations coordinator to assist.

* + Freight Related Issues (Dustin Reese/Todd Peterson – Logistics Coordinator)
    - Issues Include but not limited to:
      * Obtaining ETA on Freight Delivery
      * Looking for Lost Freight
      * Setting Up a Dock/Terminal Pickup of Freight
      * Routing of Freight
      * Carrier Trying to Deliver Early
  + Installation of Product Related Issue (Tim Ehrich/Brandon Albers – Installation Coordinator)
    - Issues Include but not limited to:
      * Manufacturing errors causing issues with install of products
      * Questions Regarding How to Install Certain Product
      * Billing Questions
      * Obtaining Installation Manual
      * Customer Complaints
      * Customer Requested Changes
  + Project/Site Related Issues (Appropriate Project Coordinator)
    - Issues Include but not limited to:
      * Site Readiness Issues
      * Drawing Related Problems
      * Cannot Reach On Site Contact
      * Questions About Site and Requirements.

# **Wenger Product Line’s**

* Sound System: Product Line 8
* Music Chairs/Tablet Arms: Product Line 9
* Music Stands: Product Line 10
* Miscellaneous Equipment: Product Line 11
* Cabinets: Product Line 12
* Visual Communication: Product Line 13
* Make-Up Station: Product Line 14
* Athletic Wood Lockers/Airpro: Product Line 15
* Marching Band: Product Line 17
* Music Space: Product Line 18
* Lighting: Product Line 19
* Shells: Product Line 20
* Risers: Product Line 21
* Staging: Product Line 22
* Full Stage: Product Line 23
* Strata: Product Line 24
* Rehearsal Acoustical Treatment: Product Line 25
* Fixed Audience Seating: Product Line 26
* Transcend: Product Line 27
* Custom Non Specific: Product Line 28
* Soundlok: Product Line 31
* Showmobile: Product Line 41

# **Installation Guidelines and Install Manual**

If there are any manuals that you are not able to find, or are not include in these bundles, you can refer to our website and search for the manual that way. To access go to <https://www.wengercorp.com/literature/index.php?ref=bucket> and search by keyword for whatever installation manual you are looking for.

1. Chairs and Accessories
   * Products Include: Nota/Student/Music Chairs, Specialty Chairs. Tablet Arms
   * **Installation Manuals**
     + [**https://wengercorp.canto.com/b/R67GV**](https://wengercorp.canto.com/b/R67GV)
2. Music Stands and Accessories
   * Products Include: Music/Conductor Stands, Multi-Use Shields, Music Stand Carts
   * **Installation Manuals**
     + [**https://wengercorp.canto.com/b/HUD9H**](https://wengercorp.canto.com/b/HUD9H)
3. Storage Products
   * Products Include: Cabinets, Percussion Workstation, Tall Folio, Instrument Storage Racks, Gearboss Shelving, Wardrobe Cabinets, Rack N Roll, Mobile and Fixed Media Storage, Music Library System, Instrument Storage Cabinet
   * **Installation Manuals**
     + [**https://wengercorp.canto.com/b/QKMQ6**](https://wengercorp.canto.com/b/QKMQ6) **-> Part 1 (Cabinets)**
     + [**https://wengercorp.canto.com/b/V0NNL**](https://wengercorp.canto.com/b/V0NNL) **-> Part 2 (Gearboss Products)**
     + Ask for Cabinet unload manual
   * All Hardware for Anchoring the cabinets to the wall are to be brought and provided by the 3rd Party Installation Company
     + See installation manual for recommended fastners
4. Risers
   * Products Include: Signature and Tourmaster Risers, Stagetek Risers, Staging Carts
   * 2 Leg Connectors and Velcro Straps Instructions
     + Position and connect the highest and larger deck row first, then work down and then outward to the lower elevations
       - Deck elevations of 60” or higher require using connectors at both the top and bottom of the legs
     + Depending on the configuration, a variety of connectors and leg straps may be used to connect the deck assemblies together
       - Every deck assembly must be connected to any adjoining deck assembly
       - Up to 40” Tall Decks
         * Apply Leg Clamps between adjacent legs around perimeter just below deck frame
       - Up to 41” to 60” Tall Decks (Qty 1 to 7 Decks)
         * Apply Leg Clamps between adjacent legs around perimeter just below deck frame
       - Up to 41” to 60” Tall Decks (Qty 8 or More Decks)
         * Apply Leg Clamps between adjacent legs around perimeter just below deck frame
       - 61” to 80” Tall Decks (Qty 1 to 7 Decks)
         * Apply Leg Clamps between adjacent legs around perimeter just below deck frame and near bottom and between adjacent legs inside the matrix just below deck frame and near bottom
       - 61” to 80” Tall Decks Tall Decks (Qty 8 or More Decks)
         * Apply Leg Clamps between adjacent legs around perimeter just below deck frame and near
       - 81” to 120” Tall Decks Tall Decks (Qty 1 to 7 Decks)
         * Apply Leg Clamps between adjacent legs around perimeter just below deck frame and near bottom and between adjacent legs inside the matrix just below deck frame and near bottom
       - 81” to 120” Tall Decks Tall Decks (Qty 8 to 12 Decks)
         * Apply Leg Clamps between adjacent legs around perimeter just below deck frame and near bottom
       - 81” to 120” Tall Decks Tall Decks (Qty 13 or More Decks)
         * Apply Leg Clamps between adjacent legs around perimeter just below deck frame and near bottom
     + Example
       - Chart

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   * **Installation Manuals**
     + [**https://wengercorp.canto.com/b/OANNQ**](https://wengercorp.canto.com/b/OANNQ)
5. Conductor’s Equipment
   * Products Include: Flex Conductor Equipment, Rehearsal Resource Center, Preface and Director Stands
   * **Installation Manuals** 
     + [**https://wengercorp.canto.com/b/H310S**](https://wengercorp.canto.com/b/H310S)
6. Elementary Products
   * Products Include: Flipforms, Footnote Rugs, Teacher Taxi Carts, Markerboards and Tackboards, Bookcases
   * **Installation Manuals**
     + [**https://wengercorp.canto.com/b/RPAH1**](https://wengercorp.canto.com/b/RPAH1)
7. Marching Band Products
   * Products Include: OnBoard Gear Carts, OnBoard Instrument Carts, OnBoard Podiums
   * X Carts and T Carts Accessories Packages
     + 32T01 32T01) 5 shelves
     + 32T02 32T02) 1 garment bar
     + 32T03 32T03) 2 garment bars
     + 32T04 32T04) 1 garment bar/1 shelf
     + 32T05 32T05) 3 shelves
     + 32T06 32T06) 2 shelves
     + 32T07 32T07) truss bar/7 helmet hngs
     + 32T08 32T08) 2 shelves/1 garment bar
     + 32T09 32T09) truss bar/30S+30L pad h
     + 32T10 32T10) 4 shelves
     + 32X01 32X01) 5 shelves
     + 32X02 32X02) 1 garment bar
     + 32X03 32X03) 2 garment bars
     + 32X04 32X04) 1 garment bar/1 shelf
     + 32X05 32X05) 3 shelves
     + 32X06 32X06) 2 shelves
     + 32X07 32X07) truss bar/7 helmet hngs
     + 32X08 32X08) 2 shelves/1 garment bar
     + 32X09 32X09) truss bar/30S+30L pad h
     + 32X10 32X10) 4 shelves
     + 48T01 48T01) 2 shlvs/2 gt.bars/dvdr
     + 48T02 48T02) 4 shelves/2 garment bar
     + 48T03 48T03) 2 truss bar/14 helmet h
     + 48T04 48T04) 4 shlvs/2 gt.bars/dvdr
     + 48T05 48T05) 8 shelves
     + 48X01 48X01) 2 shlvs/2 gt.bars/dvdr
     + 48X02 48X02) 4 shelves/2 garment bar
     + 48X03 48X03) 2 truss bar/14 helmet h
     + 48X04 48X04) 4 shlvs/2 gt.bars/dvdr
     + 48X05 48X05) 8 shelves
     + NSTD 99) Non-standard cart package
   * **Installation Manuals** 
     + [**https://wengercorp.canto.com/b/GHG9N**](https://wengercorp.canto.com/b/GHG9N)
8. Staging and Platforms
   * Products Include: Stagetek, Versalite, Trouper, Stagehand
   * **Installation Manuals**
     + [**https://wengercorp.canto.com/b/HAIKP**](https://wengercorp.canto.com/b/HAIKP)
9. Acoustical Equipment
   * Product’s Include: Absorber/Diffuser Panels, Soundlok Rooms, Acoustical Doors
   * **Installation Manuals**
     + [**https://wengercorp.canto.com/b/PRGNG**](https://wengercorp.canto.com/b/PRGNG)
   * Absorber/Diffuser
     + When replacing Diffuser or Absorber wall panels, remove the Panels that are currently on the wall but leave the existing hardware. This existing hardware will be used to hang the new wall panels up
     + Dispose of the old wall panels off site.
10. Fixed Audience Seating
    * **Installation Manuals**
      + [**https://wengercorp.canto.com/b/O363T**](https://wengercorp.canto.com/b/O363T)
11. Makeup Stations
    * Products Include: Studio and Backstage Makeup Stations
    * **Installation Manuals**
      + [**https://wengercorp.canto.com/b/JS3B2**](https://wengercorp.canto.com/b/JS3B2)
12. Sound Isolation Rooms and Accessories
    * Products Include: Soundlok, VAE Technology, Accoustical Doors
    * **Installation Manuals**
      + [**https://wengercorp.canto.com/b/P7PQO**](https://wengercorp.canto.com/b/P7PQO)

# **Unloading Guidelines**

All 3rd parties will be responsible for meeting the freight on site and unloading the product off of the truck. Our trucks do not come with liftgates unless the product is legacy towers. Because of this, we have created guidelines for safe handling and unloading practices for cabinets which is at the following location. Please refer to this video and instructions prior to unloading cabinets for the first time.

# **Seismic Anchoring Guidelines**

Some installations (mainly located near the west coast) will require us to use seismic anchoring anytime we have to anchor product to the wall or floor.

**Soundlok**

It is between 1 and 3, depending on the floor rail length. The 30” rail has 1, the 105” floor rail has 3, the 45, 60, 75, and 90” floor rails all have 2.

A screenshot of a computer game

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# **Training Matrix**

