

Transaction Windows

© Copyright 2017 Terra Universal Inc. All rights reserved. • Revised October 2017

Your Comprehensive Equipment Source

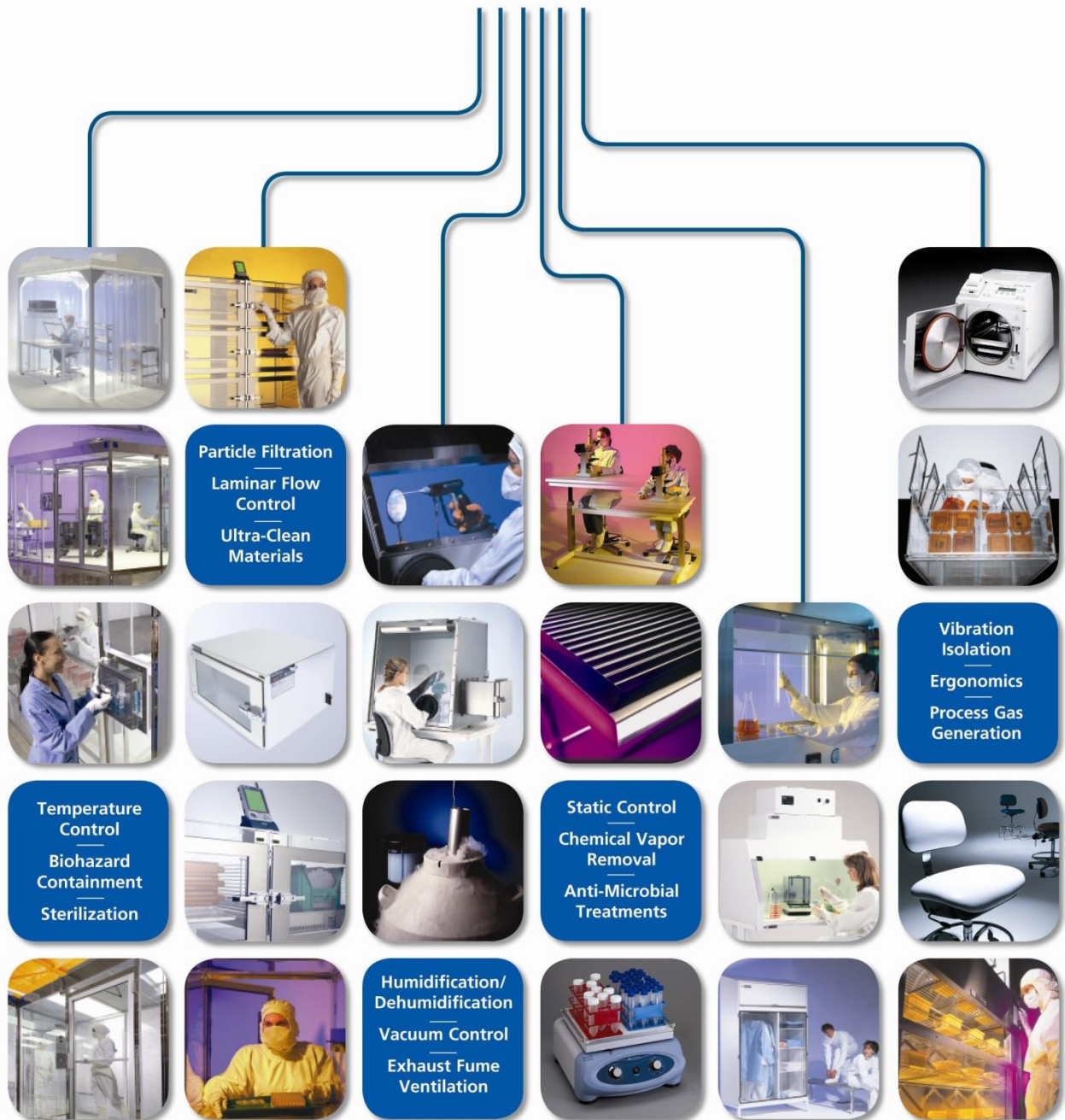




Table of Contents

1.0	Introduction.....	3
2.0	Description.....	3
3.0	Installation	3
3.1	Required Tools and Materials.....	3
3.2	Unpacking	4
3.3	Wall Cut-Out.....	5
3.4	Drawer and Window Installation	6
4.0	Warranty.....	10



Proprietary Notice

This manual pertains to proprietary devices manufactured by Terra Universal, Inc. Neither this document nor any portion of it may be reproduced in any way without prior written permission from Terra Universal.

Terra Universal makes no warranties applying to information contained in this manual or its suitability for any implied or inferred purpose. Terra Universal shall not be held liable for any errors this manual contains or for any damages that result from its use.

Safety Notice

A thorough familiarity with all operating guidelines is essential to safe operation of the product. Failure to observe safety precautions could result in poor performance, damage to the system or other property, or serious bodily injury or death.

The following symbols are intended to call your attention to two levels of hazard involved in operation:

The information presented here is subject to change without notice.



Cautions are used when failure to observe instructions could result in significant damage to equipment.



Warnings are used when failure to observe instructions or precautions could result in injury or death.

1.0 Introduction

This manual provides information on installing your Terra Universal Transaction Window. Product details may differ depending on accessories and custom features specified in the original order.

2.0 Description

Terra Universal's Transaction Window is suitable as a service window similar to those found in banks, gas stations, or ticket windows. The size and depth of the drawer allows for easy transfer of paperwork, materials, or small packages. The transaction drawer can only be operated from one side and includes a locking mechanism, providing operators with complete control over the transfer for added security. The window is made of 1/2"-thick tempered glass and can be specified with one of Terra's talk-throughs installed.



Figure 1. Transaction window with optional talk-through

3.0 Installation

3.1 Required Tools and Materials

In addition to the components provided with the Transaction Window, installation will also require the following:

- Tools for making a finished wall cut-out (depends on wall type)
- Power drill
- Electric screwdriver
- Flathead screws of appropriate length (based on wall type and framing)
- Countersinking drill bits
- Sealant/caulking (if desired)



3.2 Unpacking

Remove all packaging and shipping materials from the transaction window. Once unwrapped, identify the following components:

- Transaction Drawer
- Interior Mounting Plate (See **Figure 2**)
- Exterior Mounting Plate (See **Figure 3**)
- Glass Retaining Brackets (See **Figure 4** and **Figure 5**)
- Tempered Glass Window

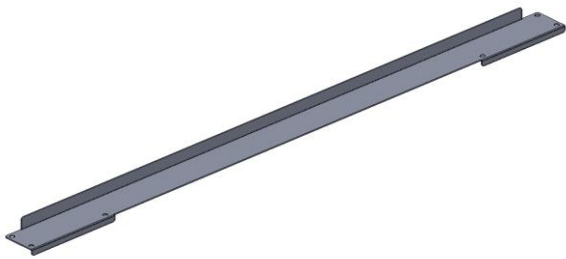


Figure 2. Interior Mounting Plate

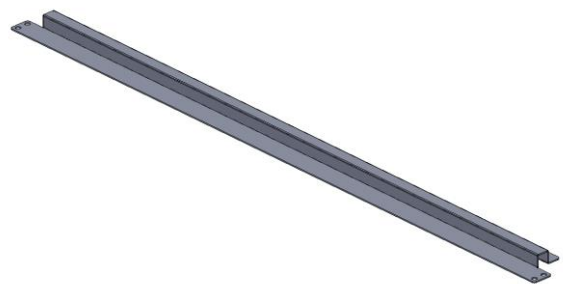


Figure 3. Exterior Mounting Plate

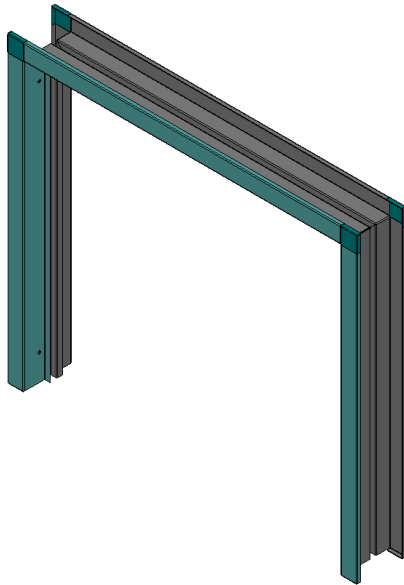


Figure 4. Glass Retaining Brackets (Interior and Exterior)



Figure 5. Shipping hardware inserted in bracket mounting holes

Disassemble the Glass Retaining Brackets by removing the bolts and nuts inserted into the mounting holes along the sides (**Figure 5**). These bolts and nuts are not required for installation and can be discarded.



3.3 Wall Cut-Out

Make a wall cut-out according to the diagram below and frame the cut-out with an appropriate support structure. The transaction window will be fastened to this framing.

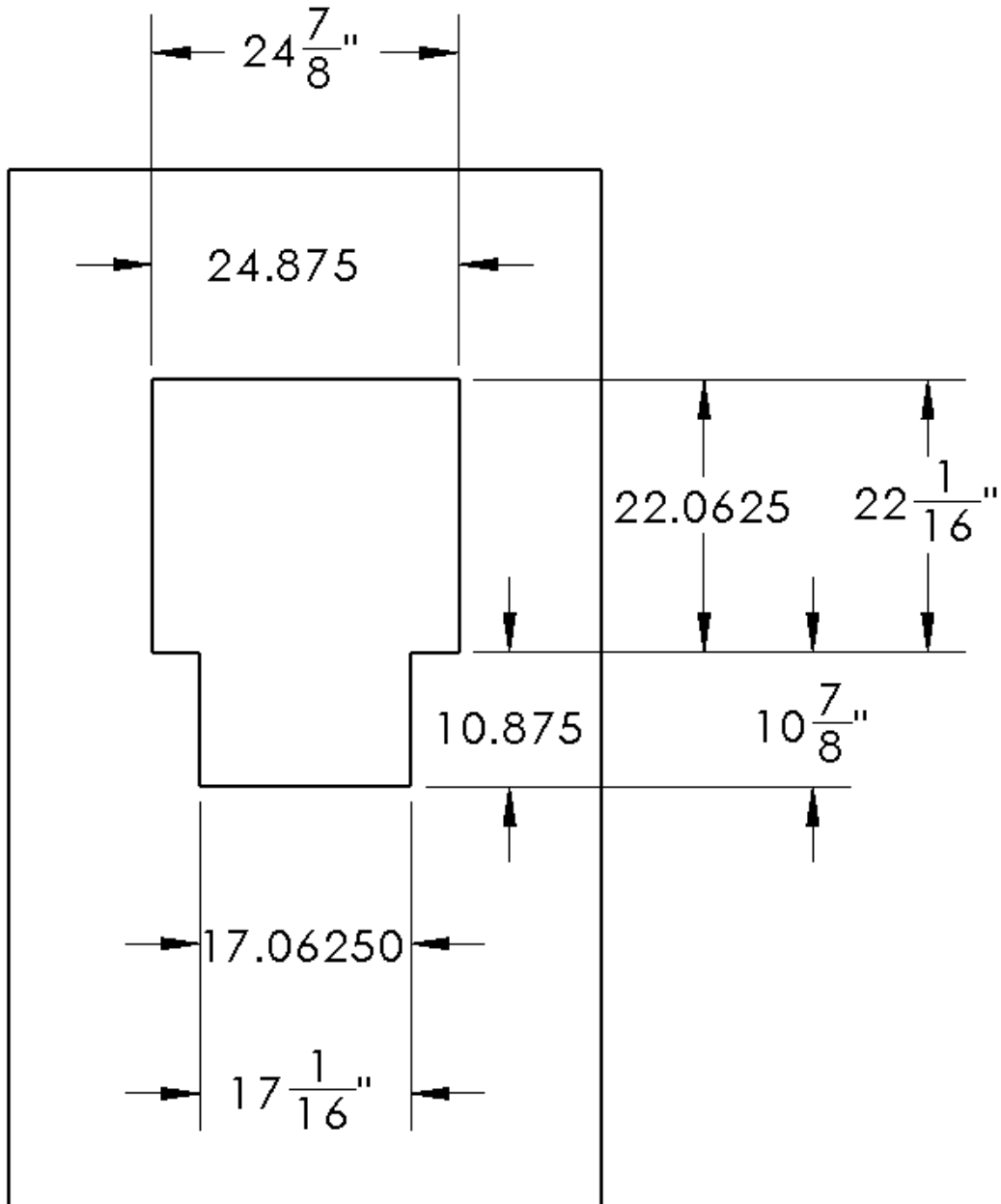


Figure 6. Recommended wall cut-out



3.4 Transaction Window Installation

- A. Slide the entire drawer assembly into the wall cut-out until the flange is flush against the wall (**Figure 7**).
- B. If provided, fasten the support bracket to the wall underneath the drawer so that the weight of the drawer assembly rests on top of the support bracket (**Figure 8**). Do not fasten the drawer assembly to the support bracket.

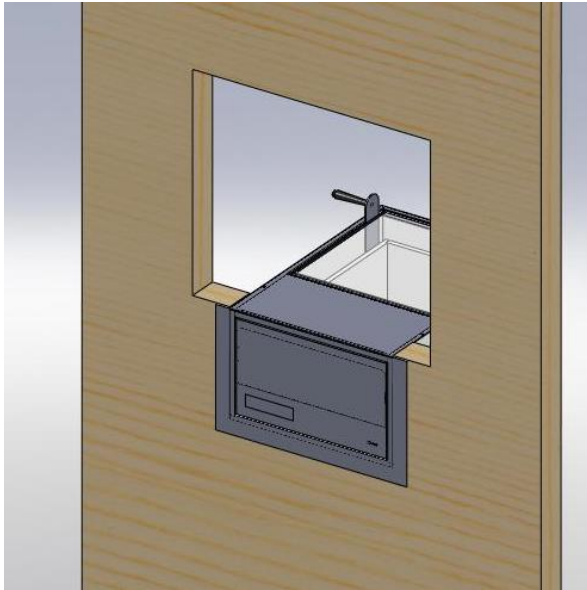


Figure 7. Drawer assembly flush against the wall surface

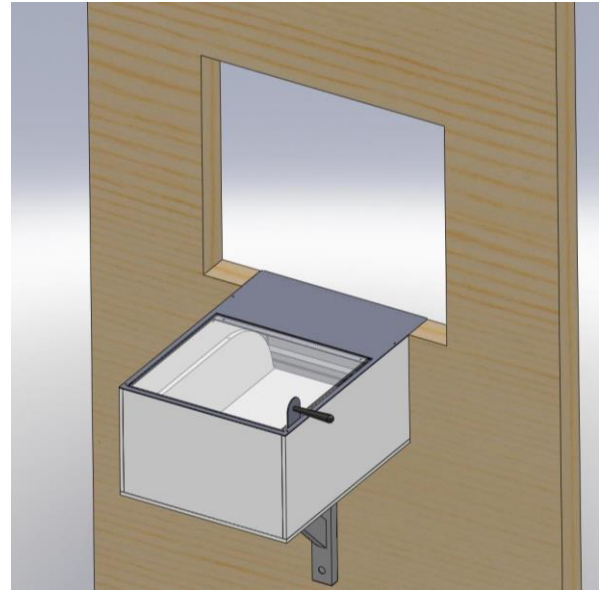


Figure 8. Install support bracket below if provided

- C. Remove the cover plate on top of the drawer assembly to provide access to the drawer interior (**Figure 9**). Mark two fastening points on each side of the drawer as shown in **Figure 9**.

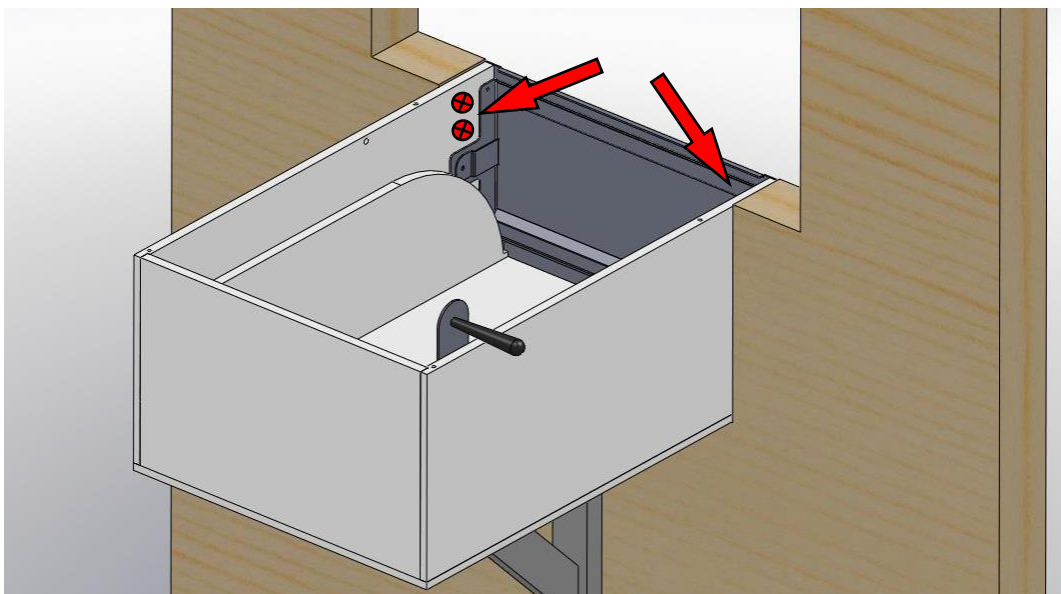


Figure 9. Mark fastening points for mounting the drawer assembly to the frame of the wall cut-out



- D. Predrill and countersink the marked fastening points. Use flathead screws to fasten the drawer assembly to the frame of the wall cut-out.
- E. Test the drawer to ensure that the screws do not obstruct the sliding action. Once satisfied, reinstall the cover plate on top of the drawer assembly (**Figure 10**).

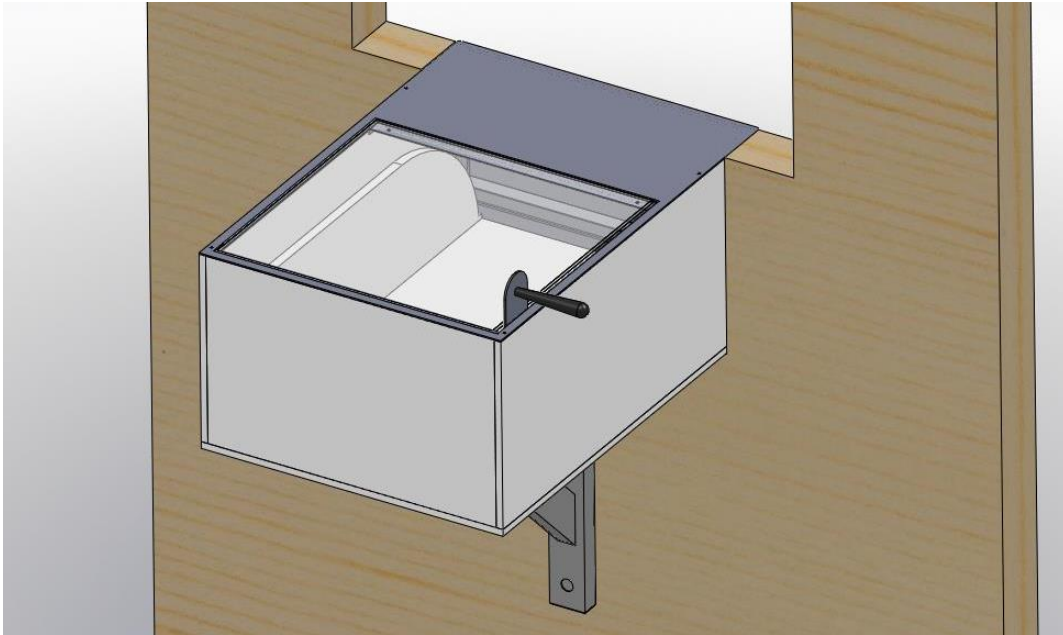


Figure 10. Reinstall the cover plate after mounting the drawer assembly

- F. Loosely position the Interior Mounting Plate as shown in **Figure 11** and then position the Exterior Mounting Plate as shown in **Figure 12**. Do not fasten.

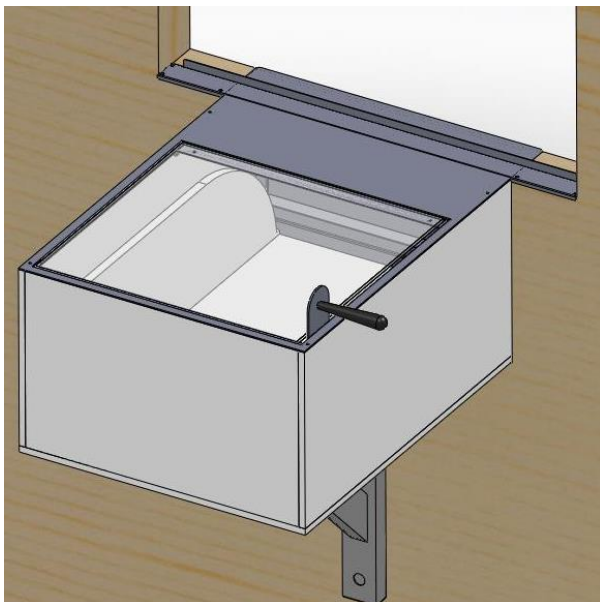


Figure 11. Loosely position the drawer-side Interior Mounting Plate

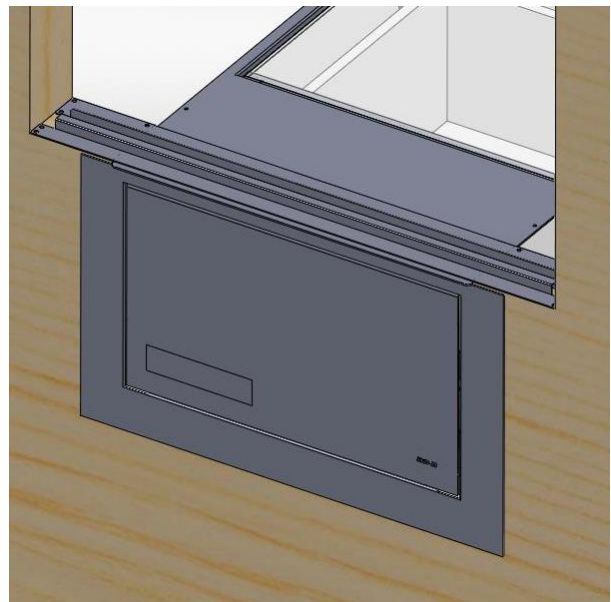


Figure 12. Loosely position the Exterior Mounting Plate



The following steps will require at least two installers in order to hold brackets, plates, and window in position while marking and fastening.

- G. Slide the Tempered Glass Window in between the two Mounting Plates.
- H. While holding the Tempered Glass Window in place, insert the Glass Retaining Brackets into the cut-out (**Figure 13 and Figure 14**). Press the brackets together and align the mounting holes (see **Figure 5** in **Section 3.2 Unpacking**) to verify the proper positioning of the mounting plates. Mark the positioning of the plates if needed.

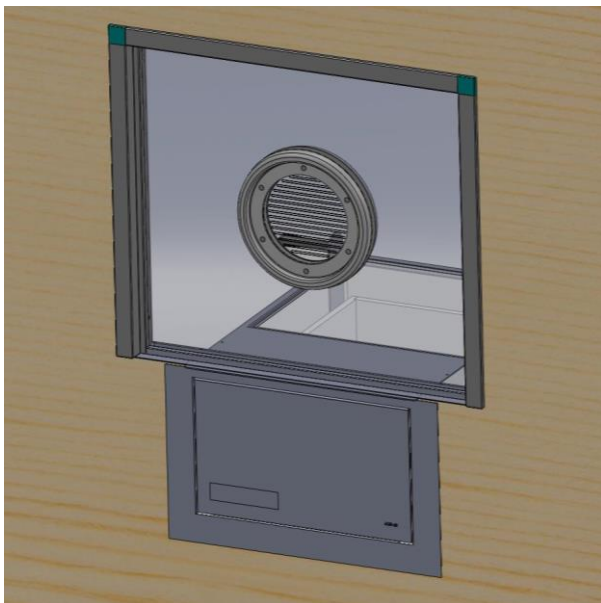


Figure 13. Insert the exterior bracket (shallower ledge)

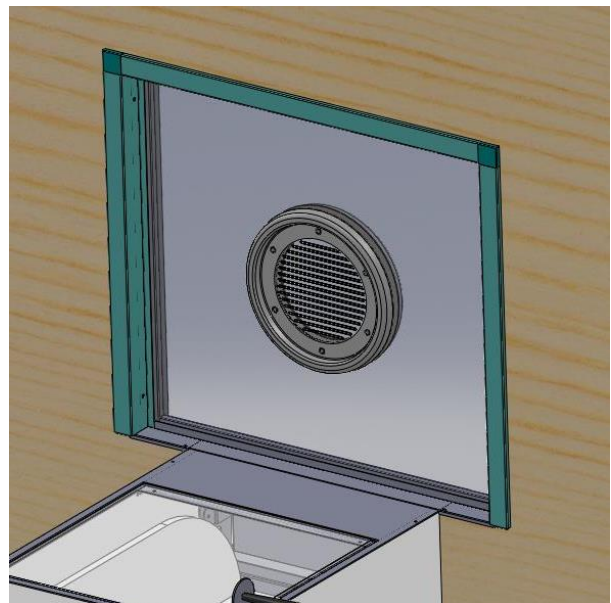


Figure 14. Insert the interior bracket (deeper, overlapping)

CONTINUED ON NEXT PAGE



Transaction Windows

- I. Remove the Glass Retaining Brackets and fasten the Mounting Plates to the framing of the cut-out according to the holes in the plates (**Figure 15**). Pre-drill and countersink each of the mounting holes before fastening.
- J. Reinstall the Glass Retaining Brackets with the Tempered Glass Window in its final position. Align the bracket mounting holes and fasten the Retaining Brackets to the frame of the wall cut-out (**Figure 16**). For a cleaner finish, pre-drill and countersink each of the mounting holes.

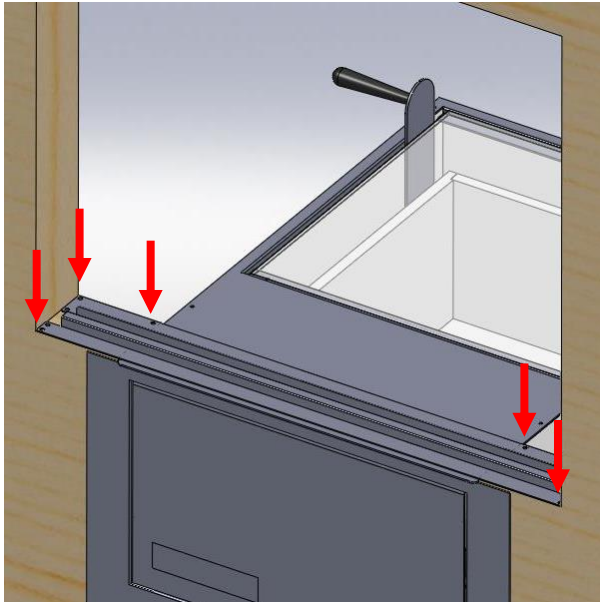


Figure 15. Fasten the Mounting Plates to the frame of the cut-out

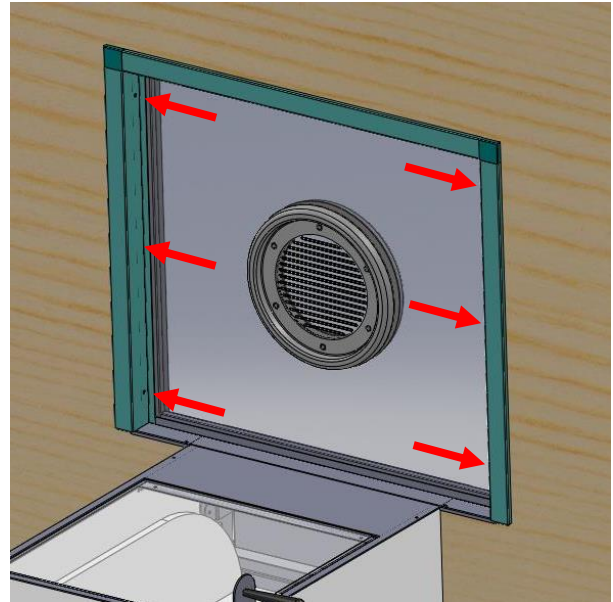


Figure 16. Fasten the Retaining Brackets to the frame of the cut-out

- K. After installation is complete, check the entire assembly for a tight fit and test the operation of the drawer for a smooth glide. Wipe down the stainless steel with alcohol or another appropriate cleaner when finished.



4.0 Warranty

Products Manufactured by Terra: Terra Universal, Inc., warrants products that it manufactures to be free from defects for a period of 12 months for parts and 90 days for labor, commencing from the date of shipment. Terra's sole responsibility is to repair or replace, at its option, any part of the product that proves defective or malfunctioning during this time limit. In some cases, components incorporated in Terra Universal products are covered by additional warranties from component manufacturers; obtain specific information from Terra sales representatives. This warranty is void if the equipment is abused or modified by the customer, is operated outside Terra's operating instructions or specifications, or is used in any application other than that for which it is specified. This warranty does not include routine maintenance or service procedures, breakage of quartz baths after 60 days, shipping damage, nor damage from misuse, intentional or unintentional abuse, neglect, natural disasters, or acts of God.

Products Manufactured by Others: Terra Universal, Inc., warrants that, to the best of its ability, Terra's representations of products that are manufactured by others reflect the manufacturer's representations, subject to change without notice. Sole warranty for these products is the original manufacturer's warranty that is passed forward to the purchaser and constitutes the customer's sole remedy for these products. Detailed warranties for distributed products are available through Terra sales representatives.

Freight Shortage or Damage: Upon receipt of any equipment from Terra Universal, Inc., customer shall immediately unpack and inspect for damage or shortage. The customer shall not accept a damaged package or a short shipment until the carrier makes a "damage or shortage" notation on both the carrier's and customer's copy of the freight bill or delivery receipt. Service title passes when the shipment is loaded, so customer is responsible for filing and collecting a freight claim. Any replacement products must be ordered and paid for separately. For Terra's "Policy and Procedures for Returning Goods," see Terra's Internet site: www.TerraUniversal.com.

Generally, customers can improve the chance of collecting on a freight claim by following these procedures: 1) formally requesting that the carrier inspect the shipment immediately upon suspecting damage or shortage to verify condition; 2) notifying the carrier upon discovery of concealed damage and requesting an inspection within 15 days of receipt, both in person or phone and following up via mail; 3) keeping the shipment as intact as possible, including retaining original packaging materials and keeping the product as close to the original receiving location as possible; 4) holding salvage for disposition by the carrier.

All Claims: Terra Universal expressly disclaims all other warranties, expressed or implied or implied by statute, including the warranties of merchantability or fitness for intended use. Terra Universal is not responsible for consequential or incidental damages arising out of the purchase or use of the products supplied by Terra Universal. Terra Universal is not liable for damage to facilities, other equipment, products, property or personnel of others, or of their agents, suppliers, or affiliated parties, which is caused or alleged to have been caused by products supplied by Terra Universal. In any event or series of events, Terra Universal's total liability for any and all damages whatsoever is limited to the lesser of the actual damages or the original invoice cost of the items alleged to have caused the damage. The customer's sole and exclusive remedy for any cause of action whatsoever is repair or replacement of the non-conforming products or refund of the actual purchase price, at the sole option of Terra Universal. All claims must be made in writing within 90 days of the date the product was shipped. Any claims not made within this time limit shall be deemed waived by the customer. Terra Universal is not responsible for any additional costs of repair caused by poor packaging or in-shipment damage during return.

Warranty Returns: All warranty returns must be authorized in advance by Terra Universal and approved under an RMA. Unless approved in advance for good reason, all returns must be in original condition, including all manuals, and must be packaged in original packaging materials. All returned goods are to be shipped to Terra Universal, freight prepaid at customer's expense. See Terra's "Policy and Procedure for Returned Goods."

*Thank you for ordering from
Terra Universal!*