Working Together To Transform The Furniture Industry

RTG Occasional Tables Packaging and Design Standards Manual
The Rooms To Go Packaging and Design Standards in this manual were updated August 2006. This page of the manual will be used to document any packaging or design standards that are modified after that date.

8/20/07: Added Cleat Attachment
9/30/07: Removed PO information from product label and Added 3 pages dealing with mold
11/8/07: Added Tempered Glass Requirement
8/22/08: Added Hardware Packing Instructions
9/03/08: Revised Sample Hardware Pack Instructions and Sample Hardware Pack Bill of Materials
9/29/08: Added Use and Care Information Sheet Placement
10/20/08: Added Transporting Wood and Resin Legs, Leg Transport Sheets In Use, Transporting Legs With No Bolts, Master Color Panel, Finishing Information Sheets and Material Information Sheets
4/21/09: Added “Product Consistency” standard
10/13/2009: Added Connector Bolts
11/10/09: Updated Cocktail Table, End Table and Sofa Table Packaging Elements standards.
2/24/10: Added Consumer Product Safety Improvement Act 2008
3/15/10: Added Country of Origin Label
5/26/2010: Added Dimethylfumarate (DMF) Ban
1/25/11: Added Lead Finish Certification and CPSC Lead Content Regulations
10/11/11: Added Inner Carton Label Instructions and Inner Carton Label Examples
5/10/12: Added Assembly Instructions Format
12.04.12 - Added Low Tack / Static Cling Labels standard
9/10/13 - Bolts and Screws Thread Locking Adhesive Standard
9/10/13 - Updated Inspection Label Standard
9/10/13 - Added ISTA Drop Test Standard
9/10/13 - Added Knob Requirements for Mirror Front Drawers
07/09/15 - Added Level Me Label Requirement
02/17/16 - Updated the Hardware Packaging Standards
RTA Occasional Tables
Packaging and Design Standards Manual

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Section A
Occasional Tables
Packaging Standards
Cocktail Table Packaging Elements

- A telescoping carton a (200 lb.) should be used to package the cocktail table.
- Tape should be used to seal and construct the carton. Staples should never be used to seal or construct the carton.
- One layer of polypropylene should be used to protect the top and sides of the cocktail table.
- Corrugated cardboard corner protectors and edge protectors should be used to protect each corner of the cocktail table.
- Molded Styrofoam should be used to protect the edges of the cocktail table.
- A 1” solid line should be printed 1” from the bottom edge of the carton. The solid line will designate which sides of the Cocktail table can touch the floor.
- A vendor’s label with the correct RTG sku number will be placed on the front and right side top of the cocktail table carton. This will be a one part label that wraps around the edge of the carton. The label should also include a brief description of the product i.e. model and color, the four letter RTG vendor code, the RTG purchase order number and the ship date. The label should be 6.5” x 4” on one plane or 13” x 4” overall (both planes). This label should be mounted 2” from the RSF end.
- A shipping label with a retailer 3 of 9 barcode will be placed on the front of the carton. The label should be 6.5” x 4”.
Cocktail Tables
Packaging Diagram - Top View

Vendor Label & Shipping Label (102mm x 165mm)
2” From Top Edge (52mm)

1” Line (26mm)
1” From LSF End (26mm)

1” Solid Line (26mm)
1” From Bottom Edge (26mm)

Formed Styrofoam Corner & Edge Blocks

Inspection Sticker
51mm x 89mm

1” Line (26mm)
1” From Bottom Edge of Carton (26mm)

Telescoping cardboard Carton (200 lb.)
1” Line (26mm)
1” From LSF End (26mm)

Bottom Carton

Legs individually wrapped and placed in a separate carton.

Bottom Of Table

Vendor Label & Shipping Label (102mm x 165mm)
2” From Top Edge (52mm)

1” Line (26mm)
1” From LSF End (26mm)

Formed Styrofoam Corner & Edge Blocks

Top Carton
Cocktail Tables

Packaging Diagram - Bottom View

- 1" Line (26mm)
- 1" From LSF End (26mm)
- 1" Solid Line (26mm)
- 1" From Bottom Edge (26mm)

- Formed Styrofoam Corner & Edge Blocks

- Legs individually wrapped and placed in a separate carton.

- Telescoping cardboard Carton (200 lb.)

- Styrofoam Panel To Protect Table Top

- Bottom Carton

- Top Carton

- Top Of Table
End Table Packaging Elements

- A telescoping carton a (200 lb.) should be used to package the cocktail table.
- Tape should be used to seal and construct the carton. Staples should never be used to seal or construct the carton.
- One layer of polypropylene should be used to protect the top and sides of the cocktail table.
- Corrugated cardboard corner protectors and edge protectors should be used to protect each corner of the cocktail table.
- Molded Styrofoam should be used to protect the edges of the cocktail table.
- A 1” solid line should be printed 1” from the bottom edge of the carton. The solid line will designate which sides of the cocktail table can touch the floor.
- A vendor’s label with the correct RTG sku number will be placed on the front and right side top of the cocktail table carton. This will be a one part label that wraps around the edge of the carton. The label should also include a brief description of the product i.e. model and color, the four letter RTG vendor code, the RTG purchase order number and the ship date. The label should be 6.5” x 4” on one plane or 13” x 4” overall (both planes). This label should be mounted 2” from the RSF end.
- A shipping label with a retailer 3 of 9 barcode will be placed on the front of the carton. The label should be 6.5” x 4”.
End Tables
Packaging Diagram - Top View

Vendor Label & Shipping Label (102mm x 165mm)
2” From Top Edge (52mm)

1” Line (26mm)
1” From LSF End (26mm)

1” Solid Line (26mm)
1” From Bottom Edge (26mm)

Telescoping cardboard Carton (200 lb.)
1” Line (26mm)
1” From RSF End (26mm)

Formed Styrofoam
Corner & Edge Blocks

Bottom Of Table

Legs individually
wrapped and placed in
a separate carton.

Top Carton

Inspection Sticker
51mm x 89mm
1” Line (26mm)
1” From Bottom Edge of Carton (26mm)

Formed Styrofoam
Corner & Edge Blocks

Bottom Carton
End Tables
Packaging Diagram - Bottom View

1” Solid Line (26mm)
1” From Bottom Edge (26mm)

1” Line (26mm)
1” From LSF End (26mm)

1” Line (26mm)
1” From RSF End (26mm)

Legs individually wrapped and placed in a separate carton.

Telescoping cardboard carton (200 lb.)

Formed Styrofoam corner & edge blocks

Styrofoam panel to protect table top

Top of table

Top carton

Bottom carton

Occasional Table Standards
Sofa Table Packaging Elements

- A telescoping carton (200 lb.) should be used to package the cocktail table.
- Tape should be used to seal and construct the carton. Staples should never be used to seal or construct the carton.
- One layer of polypropylene should be used to protect the top and sides of the cocktail table.
- Corrugated cardboard corner protectors and edge protectors should be used to protect each corner of the cocktail table.
- Molded Styrofoam should be used to protect the edges of the cocktail table.
- A 1” solid line should be printed 1” from the bottom edge of the carton. The solid line will designate which sides of the cocktail table can touch the floor.
- A vendor’s label with the correct RTG sku number will be placed on the front and right side top of the cocktail table carton. This will be a one part label that wraps around the edge of the carton. The label should also include a brief description of the product i.e. model and color, the four letter RTG vendor code, the RTG purchase order number and the ship date. The label should be 6.5” x 4” on one plane or 13” x 4” overall (both planes). This label should be mounted 2” from the RSF end.
- A shipping label with a retailer 3 of 9 barcode will be placed on the front of the carton. The label should be 6.5” x 4”.
Sofa Tables
Packaging Diagram - Top View

Vendor Label & Shipping Label (102mm x 165mm)
2” From Top Edge (52mm)

1” Line (26mm)
1” From LSF End (26mm)

1” Solid Line (26mm)
1” From Bottom Edge (26mm)

Formed Styrofoam Corner & Edge Blocks

Inspection Sticker
51mm x 89mm

1” Line (26mm)
1” From Bottom Edge of Carton (26mm)

Telescoping cardboard Carton (200 lb.)

Top Carton

Bottom Of Table

Bottom Carton

Legs individually wrapped and placed in a separate carton.

Formed Styrofoam Corner & Edge Blocks
Legs individually wrapped and placed in a separate carton.
Vendor Label
One Plane (6.5” x 4”)

Vendor Label with Code 39 Barcode*
One Plane/ Half Label 6.5” x 4” (165mm x 102mm)
Scale 1” = 1”

Vendor Company Name/Factory Name
Font: Times New Roman 24

Description
Font: Times New Roman
Bold size 24

RTG Assigned Vendor Code
Font: Times New Roman
Bold size 60

Vendor Name/Factory Name

LABL
Triple Dresser
123-02
Cherry

*32101232**

Manufacture Date
Font: Times New Roman
Bold size 48

Lot Number
Plant Number
Run Number

Optional Vendor Information

Code 39 Barcode containing the RTG SKU number
Font: Code39 MHr size 18

Vendor Company Name/Factory Name
Font: Times New Roman 24

*Code 39 Barcode is also known as the 3 of 9 Barcode. The software to create the barcode is available from many software companies. You can find the available software by doing an internet search.
Vendor Label
Two Planes (13” x 4” overall)

Vendor Label with Code 39 Barcode*
Two Planes/ Full Label 13” x 4” (330mm X 102mm)

Scale 1/2” = 1”

Vendor Company Name/Factory Name
Font: Times New Roman 24

RTG Assigned Vendor Code
Font: Times New Roman
Bold size 60

Vendor Name/Factory Name
Font: Times New Roman
Bold size 24

Description
Font: Times New Roman
Bold size 24

RTG Vendor Style Number
Font: Times New Roman
Bold size 24

Color
Font: Times New Roman
Bold size 24

Manufacturer Date
Font: Times New Roman
Bold size 48

Lot Number
Plant Number
Run Number

Optional Vendor Information

*Code 39 Barcode is also known as the 3 of 9 Barcode. The software to create the barcode is available from many software companies. You can find the available software by doing an internet search.
<table>
<thead>
<tr>
<th>Shipping Label with RTG Purchase Order Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.5” x 4” (165mm x 102mm)</td>
</tr>
<tr>
<td>Scale 1” = 1”</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rooms To Go</th>
</tr>
</thead>
<tbody>
<tr>
<td>2695 Vista Ridge Dr.</td>
</tr>
<tr>
<td>Suwanee, GA 30024</td>
</tr>
<tr>
<td>PO#12345RTG</td>
</tr>
</tbody>
</table>

**Rooms To Go P.O. Number**
Font: Times New Roman 48

**Shipping Information**
Font: Times New Roman 48
Product Label with Code 39 Barcode*

3” x 2” (76mm x 52mm)

- RTG Assigned Vendor Code and RTG Style Number
  - Font: Times New Roman
  - Bold size 14
- Description
  - Font: Times New Roman
  - Bold size 14
- Code 39 Barcode containing the RTG SKU number
  - Font: Code39 Mhr
  - size 14
- Manufacture Date
  - Font: Times New Roman
  - Bold size 14

32101235  
LABL 123-01  
Dresser  
01/04/06

*Code 39 Barcode is also known as the 3 of 9 Barcode. The software to create the barcode is available from many software companies. You can find the available software by doing an internet search.
Correct Placement of the Product Label with Code 39 Barcode

Each piece should have its individual Code 39 barcode containing the RTG Sku Number, the RTG assigned Vendor Code, the RTG Style Number, the Description, and the Manufacture Date on the back of the piece in the upper left corner. For the footboard, the label should be placed on the lower left corner. This label should be placed on the bottom of all dining chairs, dining tables and occasional tables.
All merchandise MUST be labeled with the country of origin. This label can be placed either in the back or on the bottom of the piece. The country of origin can be added to the RTG Product Label, the law label or a separate label. The label containing the country of origin must be a permanent label.
All merchandise should be inspected at the factory before it is packed for shipment. After the inspection is completed, the QC inspector should fill out the 2 part perforated inspection label. This label should be placed on the back or bottom of each piece under the product label. When the piece is placed in the carton, the bottom half of the label (part 2) should be torn off and placed under the vendor label on the carton. The top half of the label (part 1) should remain on the piece.
The illustration above is a cross section diagram of the packaging standards for occasional tables. The table is placed in the carton with the top surface facing the bottom of the carton. The first layer of protection is acid free paper or tissue paper. A ¼ “ thick Styrofoam sheet or Polypropylene sheeting comes next. The sheeting should be two pieces of polypropylene, which overlap, or one piece of Styrofoam. The third layer is either corrugated cardboard honeycomb or Styrofoam sheeting made to fit snugly against the corner. This corner protection must extend past the edge of the table - top. Next a corrugated cardboard corner protector should be placed over the Styrofoam at each corner. Then a piece of 1/8” thick plywood should be placed between the outer carton and the inner carton on the end of the table that is designated by the “Line to Concrete” showing which sides of the table can touch the floor. The last layer of protection would be the telescoping carton top and bottom. The carton allows the table to be inspected without destroying the packaging.
All cartons should be sealed with tape. Staples are not acceptable as they can cause damage to the product as seen in the examples at right.
If a handle on an occasional table moves, the vendor should wrap the handle in polypropylene or put a felt tab on the back of the handle. This will help to protect the finish of the table, if the handle should bang against the table during transit.
Glass inserts for occasional tables should be packaged in a separate corrugated cardboard carton.

The glass inserts should be protected on the top, bottom and sides by sheets of Styrofoam.

If there is more than one piece of glass, it should be layered with sheets of tissue.
As of January 1, 2009, ALL hardware is to be placed in an RTG standard hardware pack regardless of the number of assembly steps.

All hardware needed during assembly of the first step should be in box number 1, the pieces needed to assemble step #2 should be in box #2, etc.

If a tool is required in the assembly it should be included on the RTG standard Pack.

A piece count of the individual pieces of hardware should be included in the QTY (Quantity) field of the Bill Of Materials listed on the hardware pack.

If the assembly of the piece uses the same type of hardware in several steps only the pieces needed for that particular step is to be included in the hardware box.

If a second or third card is necessary it should be printed clearly in the upper right hand corner of the hardware card 1 of 3, 2 of 3, 3 of 3 and etc.

Instructions should be printed clearly with the step numbers corresponding to the box number on the hardware pack and are to be inserted in a clear plastic bag with the word INSTRUCTIONS visible through the plastic bag. Only one staple should be used to secure the plastic bag.

A complete description should be given with the exact diameter, thread count and length of all hardware.
Bolts, flat washers and lock washers need to be secured together with a rubber band before being placed in the hardware pack.

Acceptable

When assembling the bolts, the lock washer should be put on the bolt first, followed by the flat washer. The bolt in the photo on the left is correct. The bolt shown on the right is not assembled correctly.
Each box is numbered in accordance with the step it is to be used.

Vendor Code - Must be in all caps

If a tool is required to complete the assembly, it should be included on the hardware pack.

Every item in the box must be listed in the Bill Of Materials section of the hardware pack.

The instruction sheet must be enclosed in a clear plastic bag with the word INSTRUCTIONS clearly printed and visible on the instruction sheet. The instructions and bag must be stapled to the hardware pack.

If more than 1 pack is needed, it must be marked in the upper right hand corner 1 of the hardware pack 1 of 2, 1 of 3 etc.
## Bill Of Materials

<table>
<thead>
<tr>
<th>Box</th>
<th>Description</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1/4 x 20 x 1 1/2” Machine Bolt</td>
<td>4</td>
</tr>
<tr>
<td>1</td>
<td>Decorative Wooden Plug</td>
<td>4</td>
</tr>
<tr>
<td>1</td>
<td>RTG Standard Shelf Pin</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>3/8” Plastic Tab</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>3/8” #6 Panhead Screw</td>
<td>8</td>
</tr>
<tr>
<td>3</td>
<td>Decorative Wooden Plug</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>1 1/2” Flathead Screw #8</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>1/4 x 20 x 1 1/2” Machine Bolt</td>
<td>6</td>
</tr>
</tbody>
</table>

- All hardware needed for step 1 assembly must be correctly listed in box # 1.
- All hardware needed for step 2 assembly must be correctly listed in box # 2.
- All hardware needed for step 3 assembly must be correctly listed in box # 3.

Although there are 12 1/4 x 20 x 1 1/2” Machine Bolts needed to complete this assembly, only 4 are needed to complete step 1 and 8 are needed to complete step 2.

The quantity of the items included in the box must be listed in the QTY column.

A complete description of the item including the diameter, thread count and length of the item must be included.
Box numbers should be clearly printed with the numbers showing at the top of the box. This will prevent the hardware from covering up the numbers.

Under the instructions, which are stapled to the hardware pack, there are directions stating that the instructions should be read prior to opening a hardware box and to read the instructions first before opening the appropriate box.
The following is a list of preferred locations for the hardware pack to be located.

### Bedrooms
- **Mirrors To Dressers**
  - Staple hardware pack to back of the mirror. Knobs and drawer hardware should be attached at the factory.
- **Armoire Tops To Bases**
  - Staple hardware pack to back of the armoire top.

### Dining
- **Legs To Tables**
  - Staple hardware pack to the bottom of the table that the legs are attached to.
- **Bases To Tables**
  - Staple hardware pack to the bottom of the table that the bases are attached to.
- **Hutches To Buffets**
  - Staple hardware pack to the back of the hutch.

### Entertainment Centers/ Wall Units
- **Pier Tops To Pier Bases**
  - Staple hardware pack to back of the top pier.
- **Armoire Tops To Bases**
  - Staple hardware pack to back of the armoire top.
- **TV Stands To Piers**
  - Staple hardware pack to back of the TV Stand.
- **Adj. Shelves To Piers**
  - Staple hardware pack to back of the adjustable shelf.
- **Light Bridges To Piers**
  - Staple hardware pack to top of the light bridge.

### Occasional Tables
- **Legs To Tables**
  - Staple hardware pack to the bottom of the table that the legs are attached to.
The following is a list of preferred locations for the hardware pack to be located.

**Kids Bedrooms**

- **Mirrors To Dressers**
  - Staple hardware pack to back of the mirror. Knobs and drawer hardware should be attached at the factory.

- **Armoire Tops To Bases**
  - Staple hardware pack to back of the armoire top.

- **Hutches To Desks**
  - Staple hardware pack to the back of the hutch.

- **Trundle Panel To Frame**
  - Staple hardware pack to the back of the trundle panel.

- **Legs To Tables**
  - Staple hardware pack to the bottom of the table that the legs are attached to.

**Bunk Beds**

**Wood Bunk Beds**

- **Hdbd Ftbd To Rails**
  - Staple hardware pack to the back of the rails.

**Metal Bunk Beds**

- **Hdbd Ftbd To Rails**
  - Punch a hole in the hardware pack and attach to headboard with a plastic tie.
Hardware Packing Instructions

Any hardware that is packed in a carton must be clearly marked identifying it as containing hardware. In addition, a red streamer with “HARDWARE” printed in large bold letters must be attached to the carton containing the hardware and the outer carton. This will help ensure that hardware is packed in all cartons. It will also prevent the hardware from accidentally being discarded as trash during delivery and set up in the customers home.
Use and care information sheets should be placed in the second drawer of all case goods pieces. This will protect the felt lining that is in the top drawers from being scratched.
Rooms To Go requires that “All” inner cartons containing parts or assembly hardware be properly labeled displaying the product information to enable easy identification. The product description includes the vendor code, group and/or style number, the content description and the content quantity. A disposal warning must also be listed on the inner carton. The disposal warning should read “Attention Parts Enclosed Do Not Throw Away.”
Below are examples of carton labels. You may print labels to place on the carton or you may print directly on the carton. This requirement applies to all merchandise that contains an inner carton.
A. Determine the drop height based on packaged-product weight as follows:

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Wt. (lbs.)</td>
<td>Inch</td>
<td>mm</td>
<td>Wt. (kgs)</td>
</tr>
<tr>
<td>1</td>
<td>0-20 lbs</td>
<td>30</td>
<td>760</td>
<td>0-9.4 kgs</td>
</tr>
<tr>
<td>2</td>
<td>21-40 lbs</td>
<td>24</td>
<td>610</td>
<td>9.5-18.5 kgs</td>
</tr>
<tr>
<td>3</td>
<td>41-60 lbs</td>
<td>18</td>
<td>460</td>
<td>18.6-27.6 kgs</td>
</tr>
<tr>
<td>4</td>
<td>61-100 lbs</td>
<td>12</td>
<td>310</td>
<td>27.7-45.7 kgs</td>
</tr>
<tr>
<td>5</td>
<td>101-150 lbs</td>
<td>8</td>
<td>200</td>
<td>45.8-68.0 kgs</td>
</tr>
</tbody>
</table>

B. Identify and mark the carton corner, edges and corners after identifying the most fragile corner as shown in figure 1.

C. Drop the packaged-product according to the levels determined from the above chart.

D. The following sequence, starting with the carton edge in its normal shipping orientation. Total number of drops is 10.

   Number of Drops in sequence by Carton Position:
   1. Corner #1 (Most fragile 3-face corner, if not known, test 2-3-4 corner lower front of carton) - (1)
   2. Edge #2 (Shortest edge from No. 1 corner) - (2)
   3. Edge #3 (Longer edge from No. 1 corner) - (3)
   4. Edge #4 (Longest edge from No. 1 corner) - (4)
   5. Face #5 (Flat on one of the smallest faces) - (5)
   6. Face #6 (Flat on the opposite smallest face) - (6)
   7. Face #7 (Flat on one of the medium faces) - (7)
   8. Face #8 (Flat on the opposite medium face) - (8)
   9. Face #9 (Flat on one of the largest faces) - (9)
   10. Face #10 (Flat on the opposite large face) - (10)

E. Acceptance Criteria:
Inspect both package and product carefully. Open all inner boxes and un-tie all strings/strips. The packaged-product shall be considered to have satisfactorily passed the test if the product is free from structural, functional, assembly and appearance damage and the carton provided reasonable protection. If the corner protection is broken, the product is in good condition, you still need to correct the package even though it is at marginal acceptance.

F. Documentation:
Test results must be recorded as “Pass” or “Fail”.

---

**Figure 1**
Only “low tack” or “static cling” labels should be used on glass and metal surfaces or areas that can be seen when furniture is assembled. This includes but is not limited to RTG Standardized product and inspection labels.

Labels that are not “low tack” or “static cling” will leave an unsightly residue when removed by the consumer.
Bill of Materials
The hardware and components needed to assemble the piece must be listed on the first page of the assembly instructions. Standard measurements must be used to define the size of the hardware e.g. length, diameter and thread count and the quantity of each piece should be clearly defined. An illustration of the parts shall also be displayed on the instructions.

Hardware Pack Locations
The location of the hardware pack(s) must be listed on the assembly instructions. The style, description and SKU shall be listed.

Assembly Instructions
ABCD 123H Arm Chair SKU# 12345678

<table>
<thead>
<tr>
<th>Step</th>
<th>Code</th>
<th>Hardware</th>
<th>Q'TY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A</td>
<td>Allen Key 4x7.4x29mm</td>
<td>1 Pc</td>
</tr>
<tr>
<td>1</td>
<td>B</td>
<td>Bolt 1/4&quot;x20x1-1/2&quot;</td>
<td>2 Pcs</td>
</tr>
<tr>
<td>1</td>
<td>C</td>
<td>Spring Washer 1/4&quot;x=11x2mmT</td>
<td>2 Pcs</td>
</tr>
<tr>
<td>1</td>
<td>D</td>
<td>Flat Washer 1/4&quot;x=18x2mmT</td>
<td>2 Pcs</td>
</tr>
<tr>
<td>1</td>
<td>E</td>
<td>Wooden Dowel ø10x30mm</td>
<td>2 Pcs</td>
</tr>
<tr>
<td>2</td>
<td>F</td>
<td>Bolt 1/4&quot;x20x2-2/4&quot;</td>
<td>4 Pcs</td>
</tr>
<tr>
<td>2</td>
<td>C</td>
<td>Spring Washer 1/4&quot;x=11x2mmT</td>
<td>4 Pcs</td>
</tr>
<tr>
<td>2</td>
<td>D</td>
<td>Flat Washer 1/4&quot;x=18x2mmT</td>
<td>4 Pcs</td>
</tr>
<tr>
<td>3</td>
<td>G</td>
<td>Bolt 1/4&quot;x20x2&quot;</td>
<td>4 Pcs</td>
</tr>
<tr>
<td>3</td>
<td>C</td>
<td>Spring Washer 1/4&quot;x=11x2mmT</td>
<td>4 Pcs</td>
</tr>
<tr>
<td>3</td>
<td>D</td>
<td>Flat Washer 1/4&quot;x=18x2mmT</td>
<td>4 Pcs</td>
</tr>
<tr>
<td>4</td>
<td>B</td>
<td>Bolt 1/4&quot;x20x1-1/2&quot;</td>
<td>6 Pcs</td>
</tr>
<tr>
<td>4</td>
<td>C</td>
<td>Spring Washer 1/4&quot;x=11x2mmT</td>
<td>4 Pcs</td>
</tr>
<tr>
<td>4</td>
<td>D</td>
<td>Flat Washer 1/4&quot;x=18x2mmT</td>
<td>4 Pcs</td>
</tr>
</tbody>
</table>

Hardware Pack Location(s):
Arm Chair, SKU# 12345678
Assembly Instructions

ABCD  123H Arm Chair  SKU# 12345678

***Caution: Please read all instructions carefully before starting the assembly process. These parts are cumbersome and heavy. Therefore, two people are recommended in order to prevent personal injury and insure the parts are not damaged during the assembly.

**Steps of Assembly**
The steps of assembly shall contain both written instructions and illustrations. Both shall be clear and easy to follow.

**STEP 1:**
Attach the seat frame to the chair backrest.
Note: Do not tighten all screws & bolts until the seat is fully assembled.

**STEP 2:**
Screw the seat frame corner to the rear legs.

**STEP 3:**
Attach the front legs to the seat frame.

**STEP 4:**
Attach the arms to the seat frame and chair back.
Note: Do not tighten all screws & bolts until the arm is fully assembled.
Section B
Occasional Tables
Design Standards
On August 14, 2008, the Consumer Product Safety Information Act (CPSIA 2008) was signed into law. This law required that “Every importer or domestic manufacturer of a product which is subject to a ban, standard or regulation enforced under the Consumer Product Safety Council and being imported for consumption or distributed shall issue a certificate of compliance”.

The certificate of compliance, known as a “General Conformity Certificate” (GCC) for adult merchandise and “Children’s Product Certificate” (CPC) for children’s merchandise, must be based on a test of each product. Rooms To Go requires that all tests be performed by CPSC certified Laboratories.

The “importer of record” or the domestic manufacturer must create the GCC / CPC. Each GCC / CPC must have a unique identifying number. Rooms To Go is asking that all suppliers use the Rooms To Go purchase order number as the unique identifying number.
To ensure that all correlate furniture conforms to the guidelines set by the US Consumer Product Safety Commission’s “Code of Federal Regulations, Title 16 - Commercial Practices, Chapter II - Consumer Protection Safety Commission - Part 1303: Ban of Lead-Containing Paint and Certain Consumer Products Bearing Lead-Containing Paint”, Rooms To Go has set the following procedure in place:

- Factory will supply Rooms To Go with a letter from the finishing company stating that all finish complies with the guidelines set by the US Consumer Product Safety Commission’s ban of lead-containing paint. This letter must be on the finishing company’s letterhead and be written in English.

- The agent must send the finish to an independent certified laboratory to be tested. The results of this test must be sent to Rooms To Go on the laboratory’s letterhead and should be written in English. All finishes should be retested every 90 days. Finish certifications will be posted on the RTG Quality website.

- Rooms To Go will reserve the right to conduct random test of the finishes used on their products.
Sec. 1303.1 Scope and application.

(a) In this part 1303, the Consumer Product Safety Commission declares that paint and similar surface-coating materials for consumer use that contain lead or lead compounds and in which the lead content (calculated as lead metal) is in excess of 0.06 percent (0.06 percent is reduced to 0.009 percent effective August 14, 2009 as mandated by Congress in section 101(f) of the Consumer Product Safety Improvement Act of 2008, Pub. L. 110–314) of the weight of the total nonvolatile content of the paint or the weight of the dried paint film (which paint and similar surface-coating materials are referred to hereafter as “lead-containing paint”) are banned hazardous products under sections 8 and 9 of the Consumer Product Safety Act (CPSA), 15 U.S.C. 2057, 2058. The following consumer products are also declared to be banned hazardous products:

(1) Toys and other articles intended for use by children that bear “lead-containing paint”.

(2) Furniture articles for consumer use that bear “lead-containing paint”.

TITLE 16--COMMERCIAL PRACTICES

CHAPTER II--CONSUMER PRODUCT SAFETY COMMISSION

PART 1303--BAN OF LEAD-CONTAINING PAINT AND CERTAIN CONSUMER PRODUCTS BEARING LEAD-CONTAINING PAINT
(b) This ban applies to the products in the categories described in paragraph (a) of this section that are manufactured after February 27, 1978, and which are “consumer products” as that term is defined in section 3(a)(1) of the Consumer Product Safety Act. Accordingly, those of the products described above that are customarily produced or distributed for sale to or for use, consumption, or enjoyment of consumers in or around a household, in schools, in recreation, or otherwise are covered by the regulation. Paints and coatings for motor vehicles and boats are not included within the scope of the ban because they are outside the statutory definition of “consumer product”. In addition to those products which are sold directly to consumers, the ban applies to products which are used or enjoyed by consumers after sale, such as paints used in residences, schools, hospitals, parks, playgrounds, and public buildings or other areas where consumers will have direct access to the painted surface.

(c) The Commission has issued the ban because it has found (1) that there is an unreasonable risk of lead poisoning in children associated with lead content of over 0.06 percent in paints and coatings to which children have access and (2) that no feasible consumer product safety standard under the CPSA would adequately protect the public from this risk.

**Part 1303 can be viewed in its entirety on our website at www.rtgquality.com under the Safety and Regulations heading of the standards screen.**
Once a final approval has been given by Rooms To Go to an agent and/or factory, the product MUST remain consistent for the entire lifespan of that product.

No changes can be made to any Rooms To Go product without prior approval. This includes all components of the merchandise including the finish and/or finishing company, subcomponents and parts, as well as moving the product to a new factory.

With the new government regulations, any change can require new testing at a qualified lab.

While we understand that due to financial constraints the agent may find the need to make such a change they MUST notify Rooms To Go and receive written approval before any change can be made. Any changes made without Rooms To Go’s explicit written approval can result in Rooms To Go refusing or returning this product with a 100% charge back to the vendor and/or factory.
Hardware should be attached straight and level. Hardware that is uneven and crooked is not acceptable.

Hardware should also be pre-attached to the piece. It should be completely and securely attached. Failure to attach the hardware completely can damage the piece as shown in the above pictures.
All decorative hardware that is attached to drawers should not have exposed bolts and nuts. Hardware should be attached from the inside with a machine screw, like the examples below.
Holes should be pre-drilled for hardware on drawers. Rough edges or splintering on the holes is not acceptable as it may cause snags in clothing.
As a safety precaution, we have created specifications for mirror front drawer panels to prevent cracking or breaking when installing knobs or handles as shown in the photos below.

It is necessary to place protection between the knob/handle and the glass to prevent over-tightening of the hardware which will lead to cracking.

After research, we found that using rubber bumpers or plastic discs between the knob and the mirror have been successful.

Specific instructions follow this page for both options.
In order to prevent damage to mirrored front drawers, it is necessary to take steps to prevent over-tightening. A bumper or disk can be used between the knob and mirror front to prevent tightening onto the glass. Figure 1 shows an illustration of a bumper being used between the knob and the mirrored front panel. When using a bumper, the bumper must be at least 1 mm thicker than the depth of the countersunk hole in the mirror. The countersunk hole should allow the bumper to sit comfortably without resting on top of the glass.

When using a bumper between the knob and the mirror front, the bumper must be at least 1 mm thicker than the countersunk mirror front.

**Figure 1**
Figure 2 shows an illustration of a plastic disc being used between the knob and the mirrored front panel. When using a plastic disc, the disc must equal the diameter of the bottom of the knob in order to allow an even distribution of pressure when tightening. The plastic disc should provide sufficient cushioning to prevent the surface of the knob from pressing against the mirror.

When using a plastic disc between the knob and the mirror front, the disc must be the same diameter as the bottom of the knob. This provides an even cushion between the two hard surfaces.

*Figure 2*
Drawers should be clean. Stain on the sides of drawers, handwriting, footprints, fingerprints or sawdust on the inside or outside of the case is not acceptable.

Note: If a drawer requires numbering to ensure even finishing, a small sticker should be placed on the back of the drawer with the number written on the sticker.
All vendors should make every effort to add a glide to the bottom of each leg or corner of the table. Castors are an acceptable form of glide. Adjustable glides are preferred over the nail in type, since this will not only help prevent the scratching of floors but will aid in keeping the table level.
Rooms To Go now requires that labels be placed on all product that contains adjustable levelers. The labels shall be conspicuously placed pointing to the location of the adjustable levelers.

The “Level Me” labels will alert the consumer that the unit can be adjusted if the product appears unsteady or wobbly.

We recommend using a thick paper such as card stock to print the “Level Me” labels. This will help to reduce the likelihood of the labels tearing away from the leveler. Labels are required to be 2” wide by 3 1/2” long.
“Level Me” Label For Legs

Labels are required to be 2” wide by 3 1/2” long.

We recommend using a thick paper such as card stock to print the "Level Me" labels. This will help to reduce the likelihood of the labels tearing away from the leveler.

*The label shown above is not to scale*
<table>
<thead>
<tr>
<th>Finish Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unacceptable</strong></td>
</tr>
</tbody>
</table>

The finish on an occasional table should be clean and free of any foreign particles such as dirt, sand or steel wool. Fingerprints in the finish are not acceptable either. Care should be taken at the factory to avoid this.
Packing marks on occasional table tops are not acceptable. The vendor should allow the finish to dry completely before wrapping the piece in polypropylene sheeting.
The finish on these pieces will be free of visible repairs. If any repairs have been made, they must be made properly and they must be inconspicuous in appearance. Pictures shown depict unacceptable repairs.
It is not necessary to completely finish the underside of an occasional table, however it should be clean and free of excess stain or paint. This also applies to the inside of a tables apron.
Vendors should make every effort to match veneers correctly on occasional tables. Veneer patches and fills are not acceptable. This is especially important on occasional table tops, since this is the most visible area.
"Blemishes" or mineral deposits in light colored veneer should be avoided if at all possible. These “blemishes” may be considered a manufactures defect by the customer.
Rubber glass tabs should be provided with all tables that contain glass inserts. These tabs protect the glass from chipping on the corners. Four glass tabs should be provided for each glass insert on the table. If a table has a glass top, rubber tabs with a nipple on it should be provided to the customer.
Tempered Glass Requirement

Glass that is less than 6mm thick must be tempered. This requirement has been put in place to improve safety. Standard glass breaks into sharp shards and can cause serious injuries. Tempered glass shatters into small oval shaped pebbles decreasing the risk of cuts. The formula used to construct tempered glass is also stronger than standard glass. All tempered glass should contain a low tack label identifying the glass type. The font size on the labels should be no less than 18. All labels should measure 1” x 2 5/8”.

The Clear Label should be a low tack sticker with size 18 Bold Arial Font. The label size should measure 1” x 2 5/8”.

The White Label should be a low tack sticker with size 18 Bold Arial Font. The label size should measure 1” x 2 5/8”.

Tape Residue

All glass \( \leq 6 \text{mm} \) thick must be tempered.

Tempered Glass is stronger than standard glass.
The wood used for the bottom of all drawers must be a minimum of 3mm thick.
French Dovetails

French dovetails should be used in the front and English dovetails in the back of all drawers. They need to be neat, clean, free of visible glue, excessive stain and open gaps.
Corner blocks are needed in all corners of the drawer bottom and both ends of the drawer glide for correct support.
All inset panels and mitered joints should be pre-stained. When the inset panel on the furniture expands and contracts unfinished areas of the inset panels and mitered joints can be seen. Pre-staining these areas will prevent the white wood from showing should the insert panel shift or move.

**Unacceptable**

Exposed unfinished areas caused by no pre-staining.
Pan head screws should be used to attach the top to all case pieces. Whenever it is possible, they should also be used in all areas of case good construction. When a flat head assembly screw is used, the assembly worker can over tighten the screw which causes wood splits. A flat head screw will go in too far when it is over drilled which causes nail pops. The underside of the head of a pan head screw is flat and cannot be over drilled.

The underside of the head of a pan head screw is flat and cannot be over drilled.

The underside of the head of a flat head screw can continue going into the wood after it has passed the wood's surface, causing nail pops.
All bolts and screws must contain a thread locking adhesive that is evenly applied around the complete circumference of the hardware. Applying a thread locking adhesive to bolts and screws will aid in the prevention of loosening of the hardware which sometimes occurs after continuous use.

In selecting a thread locking adhesive it is necessary to test the adhesive by completing an installation and removal to insure the bolts and screws are removable and also reusable for the consumer.

**ACCEPTABLE**

![Acceptable thread locking adhesive](image1)

The thread locking adhesive must be applied evenly around the bolt or screw.

**UNACCEPTABLE**

![Unacceptable thread locking adhesive](image2)

While thread locking adhesive strips and pellets are available, Rooms To Go will not accept them because the adhesive is not applied evenly around the bolt or screw.
Hinge Thickness

Acceptable

Hinges should all be a minimum 1.5mm thick. The photo on the right shows that with the 1.5mm hinge will not bend easily and help the doors stay closed properly. Hinges must also installed evenly to keep the doors aligned.

Unacceptable

These photos show the effects of using a hinge that is too thin. They cannot support the doors properly so there are gaps when the doors are closed.

These hinges were installed unevenly. The result is that the doors are not properly aligned.
The bottom edges of all legs should be chamfered to avoid tear out. If the bottom of a leg is straight, the corners of the leg can catch when the piece is moved and a piece will break off, as shown in the photo on the right. When you chamfer the edges of these legs, the tear out can be avoided. This is for square and rectangle legs on soft goods as well as case goods.
When attaching a cleat, a 1mm gap should be left to leave room for glue.
<table>
<thead>
<tr>
<th>Occasional Table Standards</th>
<th>RTG Policy For Merchandise With Mold</th>
<th>Design Standards</th>
</tr>
</thead>
</table>

- All vendors need to make allowances for the rainy season and should be prepared for typhoons.

- Since many factories have had a problem keeping things dry, we found it necessary to set a policy for dealing with moldy product.

- Due to the potential health hazards of having moldy furniture in our warehouse, we are going to immediately (within 10 business days) dispose of any moldy furniture and charge back 100% for these pieces.

- No product with mold will be sent to clearance centers or to any charitable organization on the vendor’s behalf.

- Vendors will have two options; they can arrange to come and pick up their product within 10 business days or we will dispose of it by crushing it in the dumpster.

- We will document the extent of the problem with digital photographs and/or a QC Scout report.

- If any vendor feels that more photographs are required, they are more then welcome to make arrangements to visit the distribution centers involved to take photographs.
Dimethylfumarate, commonly known as DMF, is a chemical applied by some furniture manufacturers to prevent mold during transit. The DMF can either be sprayed on the furniture or it can be placed in sachets that are then packed inside or attached to furniture.

Consumers in Britain, Finland, France, Poland and Sweden have suffered serious health problems ranging from itching, irritation, redness, burns and in some cases, acute respiratory difficulty due to DMF. As a result of these issues, the European Union (EU) has placed a ban on the use of DMF in or on all consumer goods.

Although the Consumer Product Safety Council (CPSC) has not placed a ban on DMF on products sold in the U.S., in an effort to be proactive and to protect our customers, Rooms To Go will not allow the use of DMF in any form to be used on product that is produced for or sold to us.
These are examples of merchandise with mold that we have received in the past. It does not matter whether there is a small or large amount of mold. As stated in the “RTG Policy For Merchandise With Mold”, this merchandise will be immediately disposed of and 100% charge back will be taken.
Recommended process for controlling moisture content:

- The moisture content needs to be checked in each step of the production process. The following steps have been followed by some of our vendors to correct this situation.

- **Receiving lumber:** The moisture content of all lumber should be less than 10% when received. Sample 5% of the lumber when it is received. If the moisture content is over 10% in the 5% sampled the entire load should be sent to a drying room for processing until the moisture content is less than 10%.

- **White wood stage:** All lumber should have less than 12% moisture content. Check 5% of the lumber in the white wood stage. If the moisture content is over 12%, send all the components to the drying room for 48 hours or until the moisture content is less than 10%.

- **Assembly stage:** Check 10% of the total pieces in each cutting to insure that the moisture content is less than 12%. If it is over 12% in 10% of the pieces checked, send all pieces back to the drying room to re-dry again until the moisture content is less than 10%, before they are sent to the finishing line.

- **Finishing process:** After the finishing process, check the moisture content again to make sure it is still less then 10%.

- If there are no problems, this merchandise can be packaged for shipping. Records should be kept to log the moisture content at each stage of production.

- We also recommend that your storage area have several air-vents on the walls to keep the air circulating and dry. Using an industrial strength de-humidifier in your warehouse to keep the moisture content under control would be a good investment. It may be an expense right now but can help prevent charge backs due to mold from all of your customers in the future.
When MDF or wood legs are transported from cell to cell in a factory or from an outside contractor or supplier they should be placed on the following sheets to protect them from dents and dings. These sheets should be made of either MDF or plywood that is 3/4” thick. Holes that are wide enough to hold the shaft of the bolts in the legs are to be drilled into these sheets.

This is unacceptable. These legs are banging into each other and getting dings and dents before the finish is applied.

These legs are being transported properly and should not end up with dings and dents.

The bottom sheet should have a lip that is longer than the section of the bolt that will be coming through the holes. This will prevent the legs in the first layer from popping out when placed on a flat surface.

First “Blue” holes are to be drilled in and are to be spaced so that the legs do not touch. Next the “Red” holes should be drilled in so they are at the intersection formed by diagonals between the “Blue” holes.

Place legs in blue holes in bottom sheet.

Place a new sheet on top of the bottom sheet and legs. Place legs in red holes.
Holes drilled in the MDF or plywood should be wide enough to hold the shaft of the bolts in the legs.

The holes should be placed far enough apart so that the legs do not touch each other even if the legs are turned in different directions.

This is an example of how the first sheet should look once it is filled with the wood or resin legs. It is now ready for the next sheet.

This is an example of the wood or resin legs placed in the holes in the second sheet.

If the holes in the 2 sheets are drilled correctly the bolts on the top legs cannot scratch or dent the legs in the bottom sheet.

This shows that even if all of the legs are facing different directions both the top and bottom legs are protected from scratches, dings and dents.
When MDF or wood legs that do not have bolts attached are transported from cell to cell in a factory or from an outside contractor or supplier they need to be protected from dents and dings. These legs should be placed in a cardboard box with paper and cardboard to separate them from each other. When the legs are unpacked from these boxes, they should be placed on a table with the top of the leg facing down. If bolts are then to be added to the legs, they should be paced in the leg transport sheets immediately after the bolt is attached.
A stepped finish master color panel should be created for all case goods. The panel must include all component parts. The component parts should include the veneer panel with solid border edge as well as all resin parts. This master color panel is to be used for pilot/preproduction and future panels.

The panel needs to go through 7 cycles of the hot and cold test.

The “Finish and Material Information Sheets” found on the RTG Quality website should be filled out and then uploaded to the website as soon as the master color panel is made.

The master color panel must be replaced every 90 days.
The finishing information sheet shown on the left is available on the standards page of the RTG quality website, www.rtgquality.com. After filling in all of the information, please send the completed form to qualityassurance@roomstogo.com.

This sheet should be updated every 90 days, when the color panels are replaced.
The material information sheet shown on the left is available on the standards page of the RTG quality website, www.rtgquality.com. After filling in all of the information, please send the completed form to qualityassurance@roomstogo.com.
All hardware used as connectors (mechanical fasteners) for product assembly must be made of metal. Plastic connectors can break too easily and are not acceptable.
Barcode Sources

*Code 39 Barcode is also known as the 3 of 9 Barcode. The software to create the barcode is available from many software companies. You can find the available software by doing an internet search.