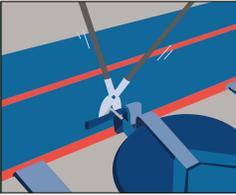


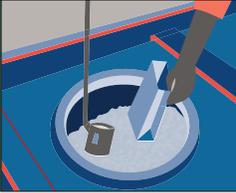
Unloading Railcars:

Getting all the sugar you've paid for.

1 **REVIEW PAPERWORK + CHECK AND BREAK SEALS.**
Before unloading, make certain the seal numbers on the paperwork match the railcar seal numbers. If numbers match, break hatch seals. Unload car within 12 hours to prevent humidity from affecting sugar flow.

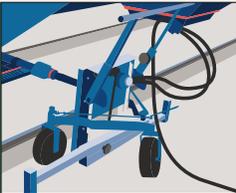


2 **IF REQUIRED, TAKE SAMPLE.**
Test sugar in a timely manner. Close each hatch to prevent damage from humidity.

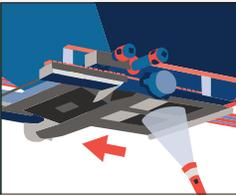


3 **AUTOMATIC GATE OPENER.**
Open gates with an automatic gate opener.

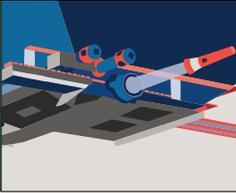
Suggested tool: Arnold Company Dragon Door Demon or Workmaster GO-A3-PW



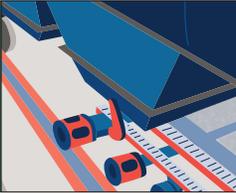
4 **INSPECT LOWER GATE AND PNEUMATIC TUBE.**
Open lower gate and pneumatic tube; inspect both areas. This area is not watertight and items on the rail line could access the opening.



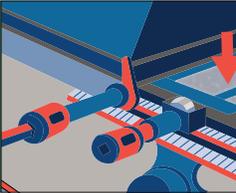
5 **IF NEEDED, CLEAN THE LOWER GATE BEFORE OPENING UPPER GATE.**
If needed, clean this area before opening upper or sanitary gate to ensure clean product flow.



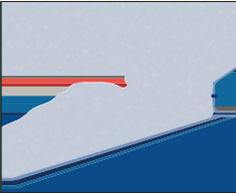
6 **UNLOAD CENTER COMPARTMENT FIRST.**
When unloading by gravity or pneumatically, always unload the center compartment first to maintain balance of the railcar.



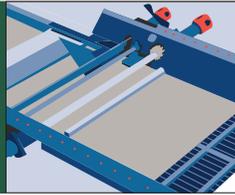
7 **GRAVITY UNLOADING.**
Gravity unloading is the preferred unloading method. Install adapter plates to make certain boot and railcar align. Skip this step and move to #8 pneumatic unloading.



8 **PNEUMATIC UNLOADING, PART 1.**
If using pneumatic unloading, open the upper gate within two to six inches of being closed. This allows sugar to adequately flow to the pneumatic tube.



9 **PNEUMATIC UNLOADING, PART 2 - GATE CYCLING.**
When using pneumatic unloading, if sugar is not flowing, a gate cycle might be required. In this process, open gate the entire way and then completely close. Move back to the opening of two to six inches and repeat gate cycling as necessary.



10 **FOR ALL UNLOADING: TAP DOWN CAR WITH HAMMER.**
Knock remaining sugar off interior walls with 30-inch dead-blow hammer.

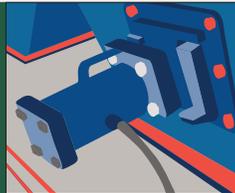
***DO NOT use steel sledgehammers. They cause paint flaking and damage to the railcar. Suggested sledgehammer model Stanley tool #57-552**



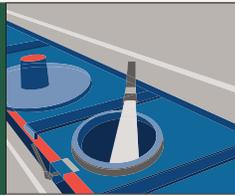
11 **USE 65-80 LB. VIBRATORS.**
Use heavy-duty vibrators and auto flow sensors to detect low sugar flow. Start vibrator to shake sugar from the railcar.

Suggested vibrator models include the following:

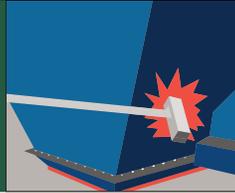
- Rotary model: Arnold Company CR6500 or CR7800
- Piston model: Arnold Company 1300 VMRR



12 **LOOK INSIDE CAR.**
Use a bright, shatterproof light to locate the exact areas of remaining sugar.

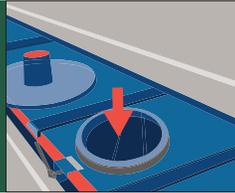


13 **TAP DOWN SUGAR.**
Use dead-blow hammer to knock sugar loose. Pound exterior of car from top to bottom of sugar pile. Repeat as necessary.



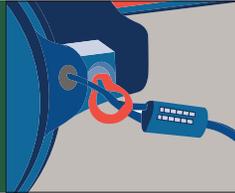
14 **ESTIMATE REMAINING SUGAR.**
Use bright, shatterproof light to check car interior and estimate any remaining sugar.

Note: 1/10" of sugar equates to 1,000 lb. of sugar



15 **RESEAL.**
Reseal railcar with 3/16" cable lock seals on all compartments for return transit.

Note seal numbers for return confirmation.



16 **COMMUNICATE INFORMATION. CONTACT UNITED SUGARS WITH FEEDBACK.**



For more information, email us at contactus@unitedsugars.com or call our Toll Free Sugar Hotline at 1-800-984-3585.