

H U M A N S
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Humans since 1982 - A million Times - Information for Clients

1. Before the Artwork is shipped

Wall Preparation & Cabling

The hanging wall for the artwork should be prepared in advance of the artwork being delivered and installed. The artwork requires a recessed power socket or power cable and an ethernet RJ45 cable (CAT5 and above) installed behind where the artwork will hang for the optimum 'hidden cable' installation where wires are not visible. We will send you an installation manual and artwork specification sheet that will show where the sockets need to be installed in relation to the artwork. An electrician will be required to fit these for you. The studio can liaise with them directly if they have any questions.

It is also advised to check the route the artwork will take from the building entrance to the installation site, for example, will the crate fit in any elevators required.

Power connection

To power the artwork, an electrician will need to hardwire depending on the chosen wall setup either the power cable or the local standard plug to the C13 plug that we will provide in the spare parts box. Ultimately the C13 plug will need to be connected to the C14 plug of the power supply located in the electrical compartment on the rear of the artwork.

The artwork power supply accepts input of 100 - 240 v AC 50/60 Hz. The power consumption is maximum 15 A.

Note:

Do not cut the cable of the power supply at any time. It is recommended to keep all the cables at a reasonable length so that the excess can be stored in the electrical compartment.

It is recommended that the circuit that powers the artwork has a separate breaker or switch. The artwork will start as soon as it will be powered..

IT connection

The benefit of the ethernet cable is to provide remote technical support from the artists' studio in the event that any issues appear with either the artwork or the power supply and reduce disruption for you in the event of support issues in the future.

The artwork should be connected to a network/router which has access to the internet, it does not have to be wired directly to the router with the same cable, it can be through switches or extension adapters, hidden or visible, as long as the network connection persists. The piece accepts a dynamic IP allocation (just like any other normal device you connect to the network, like a laptop or smartphone) via DHCP and allow SSH connection. In case your network requires a different connectivity setup contact the studio team to design a suitable solution.

Identify Art Handlers

We recommend identifying your art installers in advance of the artwork being shipped. Many clients prefer the convenience of having the artwork shipped directly to their art handlers who can then deliver the artwork themselves on the date of installation. For installation in proximity to major cities, we can sometimes recommend installers who have previously handled our artworks.

All art handlers or other qualified installers that will handle the artwork can be approved and briefed in advance by Humans since 1982 if the client wishes. Please connect us to your chosen art handlers/contractors via sales@humanssince1982.com so we can contact them to arrange the briefing.

2. Shipping and Delivery

Customs and Duties

If the artwork is being shipped outside of the EU the delivery will be subject to taxes and duties on arrival, varying from country to country.

On arrival at customs, our shippers will contact you regarding customs and duties. They will ask if you have a preferred customs broker or if you would like to use them as the customs broker. The majority of our clients let the shippers broker the importation.

The shippers will invoice you directly for the customs duties, taxes, bonds, customs brokerage etc. This is sometimes invoiced in two parts.

Delivery

The shippers will contact you in advance to confirm the delivery date to your address.

The artwork will be shipped under DAP terms and the delivery method is door-to-door, meaning our shippers will unload the artwork crate at the entrance of your address. The shippers will take the crate as far as a cart or pallet jack can go and will not undertake any further carrying or unpacking.

Please bear in mind that if your address is an apartment or office within a larger building, the delivery will be at the building entrance, in this case, we recommend you consider delivery to an art handler and have them bring the piece on-site for you

The artwork crate will be fixed to a pallet base. If you are having the artwork delivered directly to you, please bear in mind these are heavy artworks and will require several people to receive the artwork, ideally with a pallet jack or two trolleys to safely move it. We do not recommend taking the artwork out of the crate to move it around, it is safest in the crate until the point of installation.

Receiving the artwork

Upon receiving the artwork a general inspection of the crate should be done including taking pictures of the receiving condition. Please note the impact and tilting sensors on the crate. If any of the sensors are triggered, take pictures and immediately report the damage to the shippers and accept the shipment with remarks.

Please contact Humans since 1982 sales@humanssince1982.com at the earliest opportunity for further instructions.

3. Installation

Once the date of installation is planned with your art handlers you are welcome to inform the studio of the date and time, this will enable us to try and be available to assist you if required.

We would be grateful if you can confirm the installation is completed so we can check the status of the artwork on our server to confirm a successful IT connection.

4. Warranty and Support Services

Your artwork will be delivered with a warranty, the terms of which are detailed in the artwork manual. In the case of a support issue please contact the support team at support@humanssince1982.com.

Following this support services remain available as a chargeable service. As with all kinetic or technology-based products such as luxury watches or cars we anticipate there will be occasional support required for the artwork. We will primarily try to resolve any support issues remotely, but it may result in a support partner trained by the studio or a member of the studio team needing to attend the installation. In some rare cases, the artwork may need to be taken off-site to a support partner or returned to the artist's studio for further work if the Artist concludes this is needed to repair the Art Piece. For this reason, we ask you to retain the custom crate your artwork is delivered in for safe future transit in the case of support or relocation.

A million Times artworks are only suitable for indoor installation, and the optimum climate for their artwork is in a low-humidity environment. The parameters for the safe installation of the artwork are at an Ambient temperature: +15 °C to +30 °C (+59°F to +86°F) with a Maximum Relative humidity: 80%

5. Certificate of Authenticity

An envelope containing a certificate of authenticity will be sent separately to the artwork crate to your specified address via a tracked service after the artwork is shipped.