Shipper Built Unit Guidelines

The purpose of this document is to standardize procedures and expectations for shipper-built ULDs. By following these guidelines, customers can ensure that pre-built units tendered as a shipment to United Cargo and our accepting agents are “Ready for Carriage.”

United reserves the right to amend these guidelines based on updates to the United Cargo Manual and IATA Guidelines.
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# ULD and Aircraft Compatibility Chart

<table>
<thead>
<tr>
<th></th>
<th>777</th>
<th>787</th>
<th>767-300</th>
<th>767-400</th>
<th>Max Gross Weight</th>
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<tbody>
<tr>
<td>LD-2</td>
<td>×</td>
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<td>✓</td>
<td>✓</td>
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<tr>
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<td>5400 lbs.</td>
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<tr>
<td>LD-8</td>
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<td>×</td>
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<td>✓</td>
<td>5400 lbs.</td>
</tr>
<tr>
<td>LD-11</td>
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<td>✓</td>
<td>×</td>
<td>×</td>
<td>7000 lbs.</td>
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<tr>
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<tr>
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<td>✓</td>
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<tr>
<td>FQF</td>
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<td>×</td>
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<tr>
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<tr>
<td>LD7-P</td>
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<td>✓</td>
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<tr>
<td>LD-11</td>
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<td>✓</td>
<td>×</td>
<td>7000 lbs.</td>
</tr>
<tr>
<td>PMC</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>11100 lbs.</td>
</tr>
</tbody>
</table>

**Legend**

- ✓: Allowed
- ×: Not Allowed
- Contact United

- Contact United
Containers

Cleanliness

- Before using or storing containers, remove all skids, plastic, nets, straps, dirt and debris, old tags and unreadable placards and any other loose items not part of the container. This will reduce misrouting and damage to cargo.

Loading Containers

- The maximum gross weight, which includes the tare weight, is based on how much weight a unit may safely hold within the structural limitations of the aircraft. The floor bearing weight must also be considered when loading ULDs. This is why careful pre-planning must be done before loading any ULD. Visualize the layout / positions of the ULDs prior to loading. For proper load distribution, load heavy or dense items on the floor of the ULD, with soft and light pieces on top.

- Position items carefully to prevent shifting. For example, a 55-gallon drum should be secured by banding to a wooden pallet and by using tie-down straps inside the container.

*NOTE: Heavy items should be placed evenly on the floor of the ULD to prevent shifting.*

- Load ULDs along the back and side walls first, building toward the center. This will provide maximum cubic utilization and prevent loads from tumbling during loading.

- Do not load excessively heavy pieces all on one side of a ULD, but distribute evenly throughout. This makes handling ULDs much easier and prevents damage to the ULD walls and / or pallet.

- Always close the curtain carefully after you have loaded the unit; use the straps and / or locking mechanisms on the container to close it properly.

- Be especially careful when loading a LD-2, LD-3 or a LD-8 unit. Heavy items in the “dog leg” or “wedge” end may cause the ULD to tip.

- Pieces with sharp exposed edges can cause a tear in the aluminum and should not be placed against side walls.

- Do not use any device or action to spread the door opening so that pieces larger than the door will fit. This action damages the container frame and will make the ULD unserviceable.

- If it is necessary to move a ULD on or off a truck with a forklift, be sure to push the forklift blades all the way underneath the container before raising the blades. This will keep the forklift blades from damaging the ULD and prevent it from tipping or falling off the forklift blades.
Securing Cargo in Containers

- Some cargo is susceptible to shifting within containers. If not secured properly, it may result in damage to personnel and/or equipment.

  **Examples: Drums, machines, top heavy / unstable cargo, motorcycles**

- This type of cargo must be secured with the use of straps and/or securing with other cargo. Containers have proper sufficient tie-down fixtures available for tying down cargo.
- Secure the item with cargo straps rated to 5000 lbs.

Wrapping Containers

Wrapping ULD containers with clear plastic is not required, but if this is done these guidelines must be followed:

- Apply clear material around the ULD body. Clear is defined as transparent or translucent.
- Opaque or non-see through wrapping cannot be used on containers as IATA ULD ID code, ODLN, & TSO (Manufacturer’s) plate must be legible through the plastic.
- Place wrapping so it does not cover any part of the container base and is a minimum of 3 inches above the base.
- Securely fasten all wrapping material.

  **NOTE:** If wrapping on the container prevents inspection of the container prior to aircraft loading, the container may be rejected for carriage. Apply wrapping material only to a container that is fully serviceable. **Do not wrap containers to conceal damage!**
Storage

- Whenever possible, it is recommended that containers are stored up off the ground to prevent damage to the container base.
- It is recommended that containers stored outside are placed on:
  - Dollies
  - Storage racks
  - Full sized wooden pallets
  - 4x4 runners to prevent damage to the container base
- All containers should have their doors closed, strapped and latched. When stored inside, containers may be placed on:
  - Transport dollies
  - Storage racks
  - Wooden pallets
  - On a clean flat floor

Stacking

If containers must be stacked, ensure they are done so in a manner to prevent damage to personnel, property, and equipment.
Pallets

Loading

- Check the serviceability of the equipment: both the pallet and the net assembly.
- A properly built pallet consists of a serviceable pallet and a serviceable cargo net. No pallet should be shipped without a net.
  - The cargo net is the primary cargo restraint.
  - Cargo straps can be used as a supplemental restraint but cannot act as the primary restraint.

Build-Up

- To avoid warping or damaging, pallets should meet one of the following requirements:
  - Pallets should be built on a pallet dolly, roller-equipped loading platform (ball mats), on a side entry moveable roller deck or build up pallet, a pallet pit, or on the ground.
- If a pallet is built-up on the ground it should be:
  - On a clean flat floor or surface.
- Care must be taken to protect the pallet and contents from damage.
- Pallets should not be pushed or dragged when transported.
- Be aware of the pallet size and contour that is required for the aircraft:
  - Overhangs may be used to maximize the cargo load or to move large pieces.
  - A two-inch clearance must always be maintained around the perimeter of the pallet so that the net locking assembly can be attached.
- Because the configuration of the cargo pit varies with the type of aircraft, pallets with overhanging cargo may not fit on certain equipment types.
  - Please ensure pallets travelling on interline carriers meet that carrier’s overhang requirements.
- Use a bricklayer method to stabilize the cargo. Interlocking layers of similar sized pieces secure the load and avoid shifting. (See illustration below.)
• Cargo must be placed evenly to maintain an equal distribution:
  o Load light pieces on top.
  o Building heavier items around smaller pieces will prevent potential damage.
  o See illustration below:

  o Survey the load and consolidate a complete shipment on one pallet, if possible.
  o Build shipments to the same destination on the same pallet, if possible.

• Items with wheels must be strapped and, when possible, chocked or elevated on blocks or skids.
• The maximum height for any pallet or container carried on United Airlines aircraft is 64 inches. This measurement includes the height of the pallet board, net, and straps.
• Pallets should be carefully measured during and after the build-up process to ensure that the height of the pallet and cargo does not exceed 64 inches.

WARNING: DO NOT BUILD ANY PALLET THAT EXCEEDS 64 INCHES IN HEIGHT. THIS LIMITATION MUST BE ADHERED TO WITHOUT EXCEPTION TO PREVENT INJURY TO PERSONNEL AND DAMAGE TO AIRCRAFT OR OTHER EQUIPMENT!

Shoring, Spreader Boards, Skids

• Some heavy items may require the use of spreader boards or shoring.
• Spreader boards (1" x 12" timber, wooden pallets) can be placed under a piece to increase the surface contact area and spread the pressure per square foot over a greater surface area. This practice will also prevent the bowing of the pallet when straps and nets are tightened. Bowing can make it difficult (if not impossible) to lock the unit in the aircraft when loading.
• See examples below:

  • Individual pieces over 999 lbs. can be accommodated as shown in the diagrams above.
  • Individual pieces 1000- 2200 lbs. should be built up on standard 40 x 47 inch wooden pallets (banded and shrink-wrapped to pallet where possible).
  • Two 40 x 47 inch wooden pallets adjacent to each other can support up to 4500 lbs.
Securing Cargo

Items over 3500 lbs. should be individually strapped to the pallet with a minimum of 2 Cargo straps to ensure movement on the pallet is restricted. (Straps should be rated to 5000 lbs.)

Cargo Straps (rated to 5000 lbs.) must be used with pallet nets when needed so the cargo would be secure even if the pallet were suspended on its edge or held upside down.

Note: Cargo straps are secondary restraints. The primary restraint will always be the pallet net.

Dimensions

Because net fittings must be secured into the pallet edge rail track, cargo should not be placed within 2 inches of the outside edge of the pallet. IATA Serial Numbers and Tare Weights are stamped into the edge rail of each pallet.

Pallet Seat Tracks

- Pallet seat tracks are from 1" to 3" thick, depending on the type and manufacturer. Cargo loads must be positioned entirely within the seat tracks to ensure a level load.

Specific Freight Types

Tall Loads

- A tall loads is defined as a load that is twice as tall as its narrowest horizontal dimension – e.g., a load 60 inches high and 25 inches wide at its narrowest point would be considered a tall load. Tall loads can have a center of gravity that makes them susceptible to tip or move, especially on takeoff and landing.
- Such tall cargo should be palletized fully enclosed/blocked on potential tipping sides by other cargo that is higher than the center of gravity of the tall piece. As a rule, this support cargo’s height should be at least 50% above the narrowest width of the tall piece and the top of the tall cargo.
• If supporting of cargo is not possible, the tall cargo must be shrink-wrapped, banded and palletized to a wooden (or similar) pallet with a wider base than the cargo to protect against the chance of tipping. It can also be strapped to the pallet itself using cargo straps protecting against movement.

Cargo on Wooden or Plastic Pallets within the Shipper-Built Unit

• If multiple pieces are tendered/loaded on a wooded or plastic pallet, they must be shrink-wrapped and securely banded to a skid.
• The contents should be “banded” to the skid so that everything feels like one solid unit without any shifting.
• Use edge protectors or scrap cardboard to protect the shipment.

Barrels and Drums

• Drums/ barrels without a flat base with a lip on the bottom (of all sizes) must be shrink-wrapped and securely banded to a skid. This will avoid any chance of exceeding the structural limitations of the aircraft floor and will reduce the risk of puncture when this cargo is removed.
• Drums with a flat base that are loaded adjacent to the edge of a pallet are at risk of puncture from aircraft restraint hardware. These must be banded securely to a wooden or similar pallet to raise them 4 inches from the pallet base.
Guidelines for Using Straps for Additional Restraint of a Complete Shipper-Built Unit before Applying a Cargo Net

- To apply tie-down equipment to restrain a complete load before applying the cargo net, the following criteria must be used:
  - Cargo must have sufficient contact area for straps passing over, through or around the piece of cargo. Straps cannot come into contact with sharp or cutting edges.
  - When applying tie-down on the pallet, ensure the pallet’s edge rail does not bend upward.
  - 4-5 straps (2 minimum on each side) can be used to bind the load together. Where possible, use edge protectors to protect and extend the support offered by the straps. Straps should be a minimum of 20 inches from the edge of the pallet and placed an equal distance apart.
  - For more complex loads, care must be taken to provide protection and avoid tie-down straps bearing in a horizontal direction of restraint. This will prevent the straps from sliding down accidentally. A security rope should be used if the load itself does not hold the straps in place (See Fig 1). This rope should be tied securely to the angled strap (as shown below) to stop the strap from slipping down the pallet. A lashing rope or rope with a minimum thickness of ½ inch is recommended.
  - Items loaded onto a pallet must be secured in a manner that prevents the freight from moving in any direction including upward, side-to-side or end-to-end. It must be restrained to ensure that no part of the load can shift on the pallet during transport or flight.
  - Final inspection must verify all straps are sufficiently tensioned to approximately the same strength. A practical way to assess this is by pulling each strap 90 degrees away from its direction of restraint: a correctly tensioned strap should not move more than a hands-width away when it is pulled by hand.

Fig 1

- All straps and secondary restraints must be under the pallet net. The pallet net is the only approved primary restraint.
**FQF Pallet on 767-300**

- All FQFs built up for travel on the 767-300 must be built to a minimum height.
- 80% of the total pallet height must be between 63 and 64 inches.
- 80% of the volume of the FQF must be utilized:
  - Buildups with point loads are not acceptable for travel.
  - If you wish to ship an FQF, contact local station management to ensure the pallet you build meets the standard requirements.

**Overhang**

- Overhang is defined as any cargo that exceeds the length or width of the pallet.
- As a general guideline, freight must be raised one inch for each inch of overhang on each or either end. For example: if a car 147 inches (374 cm.) long exceeds the pallet length by 22 inches (56 cm.) or 11 inches (28 cm.) on each end, then this piece must be raised at least 11 inches (28 cm.) to conform to the contour of the aircraft.
- Pallets with overhang may be accepted on some United flights, per the chart below, as long as the overhang fits the contour of the aircraft.
- All cargo must fit securely inside of the net attached to the pallet, including any overhang.

<table>
<thead>
<tr>
<th>Aircraft</th>
<th>Overhang Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>767</td>
<td>No overhang allowed</td>
</tr>
<tr>
<td>777 &amp; 787</td>
<td>17 inches (43 cm.) on either side</td>
</tr>
</tbody>
</table>

- Pallets with overhang that do not fit all aircraft may experience transit delays due to weight and balance requirements.

**Shrink Wrap Guidelines for stability of freight**

- The plastic stretch wrap should first be applied around the base of the pallet load, then continued upward around the load. (The bottom three inches must be left clear to avoid interfering with pallet locks.) Overlap each side by 50% and make sure the plastic is stretched tight to prevent shifting. Get assistance, especially when starting, to ensure an effective wrap of the pallet.
- Opaque or non-see through wrapping cannot be used on shipper-built shipments, as United Cargo must inspect the load at acceptance.
  - To start, tuck the beginning of the plastic under a piece of freight at least three inches from the base of the pallet to keep it in place.
  - Start wrapping and slowly working up the pallet, overlapping each rotation by 50%.
  - Pull the roll tightly before going around each corner.
  - Twisting the wrap as you go around will increase the its strength. Maintain overlapping if you use this twisting process.
  - Ensure the wrapping is tight to ensure secure packaging.
  - Tuck in or secure end piece of plastic.
Cargo Protection

- Opaque or non-see through wrapping cannot be used on shipper-built shipments, as United Cargo must inspect the load at acceptance.
- To avoid weather damage to cargo (caused by rain, snow, etc.) and to prevent aircraft damage, all shipper-built pallets must use double sheet protection (bottom-up and top-down) as described below.
  - **Exception:** Special attention must be given to perishable shipments packed in specialized boxes to allow for ventilation of contents. Ventilation must be maintained throughout the duration of such shipments. Therefore, these shipments should **not** be wrapped with plastic sheets.
- All materials used to cover a ULD in its entirety for weather protection or other purposes constitute a cargo cover as defined in the regulatory documents such as FAA 14 CFR Part 25 or EASE CS-25 Appendix F.
- Process for cargo protection using plastic wraps on top and bottom:
  - **Step 1:** Lay one plastic sheet on the pallet before loading any cargo. This sheet will protect the bottom of the first tier of cargo (usually the most water-damaged during rainy conditions).
  - **Step 2:** Load the cargo onto the pallet. After building the cargo up to approximately 4 feet, pull up the bottom sheet of plastic and tuck or secure by tape to hold the plastic sheet in place. Then finish loading the pallet with cargo.
○ Step 3: Take a second sheet of plastic and place over the entire pallet to protect the rest of the cargo from weather conditions. Tape together both pieces when possible.

○ Step 4: Using a helper, place the cargo net over the pallet and secure in the normal manner, making sure that all sides of the net are pulled tight.

○ Step 5: Tie and knot all four (4) corner lashings in a crisscross fashion.
Height verification

- United Cargo recommends that a measuring tool be used to verify that the whole top surface does not exceed 64 inches in height at any point. A tape measure is acceptable during the buildup process, but a physical tool that verifies the height should be used once buildup is complete. An example of an acceptable tool is shown below.

![Diagram of height verification](image.png)

Care and Storage

- Separate pallets by type and store them in racks to avoid damage.
- Pallets must be inspected before each use.
- Any unserviceable pallet must be immediately returned to United Airlines.

Construction of Sandwich Pallets

- Place base pallet onto build-up system or build up pallet.
- Place four wooden skids onto the base pallet evenly spaced.
- Step 2 may be repeated up to a maximum height of three wooden skids.
  - As a general guideline, freight must be raised one inch for each inch of overhang on each or either end. For example: if a car 147 inches (374 cm.) long exceeds the pallet length by 22 inches (56 cm.) or 11 inches (28 cm.) on each end, then this piece must be raised at least 11 inches (28 cm.) to conform to the contour of the aircraft.
  - Remember: no pallet can exceed 64 inches in height – including the height of the pallet board (and any constructed sandwich pallet) and the freight. If the overhang cannot be equal on both ends (to keep a car’s wheels on the pallet, for example), the build-up height required must be calculated using the longest overhang.
  - The maximum allowable overhang on each or either end for pallets carried on 777 and 787 aircraft is 17 inches.
  - Position a single top pallet directly in line above the base pallet.
  - Using more than one aircraft pallet on top, offset, to extend the length of the top pallet is not allowed. There is no reliable method to ensure offset pallets remain stable and do not shift in transport.
o Attach two straps evenly spaced to the base pallet, stretch the straps over the length of the top pallet and attach to a similar location on the base pallet directly opposite. Attach three more straps evenly spaced to the base pallet, stretch these over the width of the top pallet and attach to a similar location on the base pallet directly opposite. Tighten all straps sufficiently to prevent any movement.

o Once all four straps are tightened, ensure that the platform is stable and the top pallet does not move or shift before loading any cargo on the sandwich pallet.

o Sandwich pallets can be used only if their construction conforms to the principles above, and only if the freight loaded on the pallet can be secured to prevent any shifting and movement during transport or flight.
Seafood Packaging Requirements

ULD Requirement

- ULDs containing seafood must be lined with a polyethylene or plastic liner with absorbent material between the liner and the seafood unit.
- Shipments in ULDs must be loaded straight with the correct end up.
- Shipments in ULDs must comply with all refrigerant and packaging rules below.
- Shipments in ULDs must be able to withstand the weight of any stacking without crumpling, crushing or leaking.

Packaging Requirement

- Gel packs, dry ice, and wet ice are the only acceptable refrigerants. A shipper using wet ice as refrigerant must be pre-validated and comply with specific inner packaging, outer packaging and ULD packaging requirements as outlined on the Perishable Foodstuff Acceptance Checklist. (See unitedcargo.com.)
  - Seafood must be tendered in durable watertight packaging and packaged to withstand up to 48 hours intra-U.S. transit time and up to 72 hours international transit time.
  - Seafood shipping units must be able to withstand stacking to a height of 56 inches (142 cm.) without crumpling.
  - Units must have wax-impregnated or waterproof coating inside or outside.
  - Units must have leak-proof construction with gusseted corners at the top and bottom. Top must extend fully over bottom.
  - A minimum of one 4-mil (or two 2-mil) plastic or polyethylene liner(s) must line the inside of each shipping unit.
  - Absorbent material must be placed between the liner and the inner bag.
  - Seafood (except live seafood) must be completely sealed in one 4-mil (or two 2-mil) bag(s). The inner bag seal must be leak-proof even when tipped or inverted.
  - Fish with sharp claws, fins or projections must be packaged with a corrugated liner so claws, fins or projections do not come into contact with the inner bag.
  - A minimum of two bands must be wrapped around the width of each unit.
  - Styrofoam boxes must be protected by a sturdy fiberboard over pack container.
  - Canisters/buckets must be leak-proof even when tipped or inverted.
ULD Safety Items

- Safety is an essential part of ULD handling. The equipment should be protected from abuse. The prevention of injuries is a top priority. To prevent injury or damage to aircraft, all unserviceable ULDs must be immediately removed from service and returned to United Airlines.

- Best Practices to ensure personnel and ULD safety:
  - Do not overload containers or pallets.
  - ULD movement and transfers must be conducted in a safe and efficient manner.
  - Exercise caution and safe handling practices when pulling dollies or transporting units on fork blades.
  - Do not leave pallets lying around in areas where they may be run over by tugs, forklifts or other vehicles or equipment.
  - Never drive on, into or over any ULD or net.
  - Use dollies or build-up pallets to move ULDs whenever possible.
  - Do not cut nets at any time to remove or access contents of the ULD.
  - All containers should have their doors closed, strapped and latched. Damaged units must be immediately returned to United for repair.
  - Note that ULDs are most often damaged while being loaded or unloaded.
  - Do not load heavy items on top.
  - Tie down heavy items so they won’t move or shift in the container.
  - Do not put heavy items in the overhang area of LD-2, LD-3 or LD-8 units.
  - Do not push ULDs off a loading platform, truck or dollies for any reason.
  - Do not lift the top of a container to get large pieces of cargo inside.
  - Do not pull straps too tight on pallet loads – this distorts the bottom of the pallet.
  - Use spreader boards on extremely heavy items to help properly distribute the pressure per square foot.
  - Never lift containers by the roof.
  - Secure stacks of pallets with straps to prevent movement as they are being shipped.
  - Where possible, ULDs not in use should be placed on stationary rollers, dollies or in designated ULD racks where available rather than on the ground.
  - Do not lean on ULDs or store them on their sides or top at any time.
Restrictions on Contents of Shipper-Built Units

- NO HAZMAT/Dangerous Goods is allowed in shipper-built units with the exception of:
  - Consumer Commodity – ID 8000 (includes Drugs n.o.s. and Cosmetics)
  - Dry Ice – UN1845 to allowed levels
  - Magnetized Material
  - Radioactive Material White I

- The following cannot be shipped in any Shipper-Built Units
  - Live Animals
  - Human Remains
  - Firearms, swords and other weapons

Validation and Serviceability

- Serviceable Checks of ULDs
  - Rules below are applicable to all ULDs in the United Cargo inventory and any OA or other containers United may transport on aircraft, truck or other means of transportation.
  - Use the following criteria to determine whether containers are serviceable for use.
  - Containers with any of the unserviceable conditions found below must be taken out of service and returned to United Cargo.

- Serviceability of Unit Load Devices (ULD)
  - Before you start to load Unit Load Devices with cargo, you must check their serviceability. While ULDs are checked prior to their release to the agent/customer, we always recommend that, before you load, you inspect all units for damage.

- How can you check the serviceability?
  - The following bullet points provide a list of items that must be checked periodically using the appropriate guidelines.
  - All regulations are also valid for ULDs from other airlines when transported on United aircraft.

- Basic rules for all ULDs
  - Type label or type markings must be affixed or engraved and readable.
  - It must be possible to restrain the ULD correctly in the aircraft with all necessary restraint elements. This means that if you discover badly bent or bowed pallets, they will most likely not fit into the locking system in the aircraft. This will result in an offloaded pallet and rebuilding time and charges.
  - The door mechanism must work properly and must keep the load secure in the container, regardless of the door construction (whether tarpaulin or door net or solid door).
  - Any ULD with damaged or missing pallet corners is considered unserviceable.

- Metal structural containers are unserviceable if any of the conditions below are present:
  - More than 3 rivets per row or 5 per panel are missing
  - In the remaining area, if there is:
    - One tear or hole of 3 inches or less per panel
    - More than 3 holes per panel
    - If the space between any two holes is less than 12 inches
  - Frame, Extrusions and Base:
    - There is more than a maximum of 2 cracks or holes of more than 2 inches in diameter per side
    - Screws or rivets are missing or stiffeners are damaged
    - Screws or rivets are missing or gussets are damaged
Flexible Door:
- There is damage to the door/canvas that negatively affects its operation
- The Velcro straps have no damaged or worn out webbing or missing stitching
- Straps peel open when a light peel is applied

Zodiac 3S Herculight S Lightweight ULD Container (AKE 10000-19000 UA range) are unserviceable if any of the conditions below are present:
- Panels/Roof/Canvas: If there are more than 2 holes per side, any hole exceeds 6” in length, if there is less than 12” distance between each damage, or any damage is less than 2 inches from fasteners
- Panel Rivets/Fasteners: More than 1 missing or broken per extrusion
- Base: There is more than 1 tear or hole per base, any hole more than 4”, or there are any damaged or missing corners
- Base Rivets/Fasteners: More than 2 missing or broken rivets each row/side
- Frame/Extrusions: More than 1 crack or hole in extrusion (refer to ODLN plate on unit for detailed, acceptable sizes)
- Door/Canvas: Any damage to the door/canvas, or any attachments that negatively affect its operation. If there are more than 3 holes/cuts, any hole/cut greater that 6”, any hole/cuts closer than 12” apart, or any hole/cut less than 2” from outer edges
- The Velcro straps have damaged or worn out webbing, have missing stitching, or if they peel open when a light pull is applied
- The manufacturers Data/TSO Plate is illegible/unreadable

Pallets are unserviceable if any of the following conditions exist:
- Holes or cracks greater than 2 x 2 inches
- More than 3 missing rivet or screws per side
- Less than 3 serviceable lock tracks on each side of each attach point, or if any lock clicks are not present and functional

Pallet Nets are unserviceable if any of the following conditions exist:
- There are any cuts or breaks
- There is more than 1 missing or unserviceable net fitting net. (Note that replacement lock clicks are allowed)
- There is any missing or damaged net lashing rope
- The net is older than 5 years for United nets, or older 3 years for all non-United nets

Tie Down Material is unserviceable if any of the following conditions exist:
- Tie-down ropes:
  - Are torn or cut
  - Have torn fibers
  - Per their specification, they can no longer be used
- Tie-down rings/ Tie-down fittings
  - They are damaged or distorted
  - Parts of the ring are missing
  - The ring is open
  - Per their specification, they can no longer be used
- Tie-down straps
  - They are torn or cut
  - Stitches are torn or missing
  - Tie-down rings are missing, damaged or distorted
  - The expiration date is exceeded, or the strap exceeds 3 years old
Demurrage and Accessorial Charges

See UnitedCargo.com for current charges.

Compliance with United Cargo Shipper-Built Requirements

United Cargo reserves the right to check all the points and standards listed above before accepting any goods for carriage.

United Cargo reserves the right to revoke the authorization to accept shipper-built ULDs with immediate effect at any time.