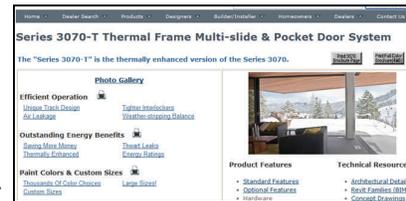


Snapshot Training: In 2015, *Basic Snapshot 101* and *Intermediate* training classes will be scheduled every other month. Attendance is voluntary and is handled on a 'first come, first served' basis. Those interested need to visit our website and complete the *Snapshot Training Registration* form on the Welcome page after logging in to the [E-Dealer page](#).

Dealers unable to make the trip still have access to a comprehensive [Snapshot User Guide](#), which can be printed from the Documents Guide within Snapshot.

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Name Change: On January 1st, all product literature was updated to reflect the new way in which products will be referenced. Instead of attaching a name to the product, e.g. "Norwood," only the series number will remain. Additionally, we have dropped the "EX", "CR" and "WG" from the corresponding products, and added a "T" to the series number of thermally broken products. For example, the Norwood 3070-EX is now the Series 3070 and the Norwood 3070-CR is now the Series 3070-T.



To Order the Snapshot/Estimating Software: The owner of the dealership needs to send a request to: Accounting@Fleetwoodusa.com and submit a list of emails for those needing the download link sent to them. Only authorized and registered persons should be using the Snapshot estimating software.

Inside Sales Support: Fleetwood dealers are now required to create their own quotes via Snapshot. As result, Inside Sales is now able to better assist our dealers. A few examples:

- Locating useful/pertinent documentation
- Product selection
- Order review

Dealers still assume all liability for signed orders but Inside Sales will offer valuable assistance throughout the order process.

We anticipate some of our dealers may wish to elect to opt out of any reviews in order to expedite the processing of the order. Simply note this on the transferred order and we will process it without a review.

Promotions: Fleetwood announces the following promotions:

1. Mary Centera – Vice President/CFO
2. Joe Zammit – Vice President – Engineering and Technology
3. Kevin Nguyen – Manager – Engineering
4. Eric Norbut – Manager – IT (Information Technology)
5. Ken Baker—Vice President – Purchasing



2015 International Builders Show: This year's show was held in Las Vegas, NV, January 20-22. Fleetwood filled a 40'x 20' space with a variety of its most popular products.



Monolithic Laminated 7/16" Discontinued: Beginning November 1st, this glass was no longer available from Fleetwood. Customer demand is limited and it no longer makes sense to inventory vinyl and glass stops to accommodate this thickness.

Black Kynar Paint: Fleetwood has previously offered more than one black paint finish on our aluminum. Most of these were not well suited for construction and we have therefore decided to only offer "Martin #4 Black." We think you will agree that it features superior durability. Ask Inside Sales for a sample if needed.

Patio Door Screen Hardware: Based on overwhelming approval from responding dealers, we are changing the screen hardware height (Series 3300-T, 3000 and 1000) to centerline 48" from the floor. This went into effect on all orders placed after February 28, 2015.

Window Wall TDL Stiffeners: We have recently added a new feature for the Series 3800-T window wall: dealers can now direct the factory to insert metal stiffeners into the TDL shapes. This will dramatically increase the wind load performance.

http://www.fleetwoodusa.com/Documents_Guide/Products/3800-T/Arch_Dwgs/3800-T-01_Fixed_Window_Details.pdf

Insulated Glass Spacers: We appreciate all those who provided input on the question posed a few weeks ago regarding insulated glass spacers. Effective on the February Snapshot download, we are only offering dark bronze spacers.

New Sub-Sillpan Component: The Engineering Department just received the first article on a new extrusion that will replace the existing PVC blocks used to support the extruded sill.

Custom Anodized Window Pans: Within the next few months dealers will notice a slight variation to custom anodized sill pans on all products except sliding doors. We will be using clear anodized pans for F1 finishes and a medium bronze anodized pan for F2, F3 and F4 finishes and a black painted pan for F5 finishes.

Snapshot Estimator: If you encounter a pop-up stating 'Write Conflict,' always select 'Drop Changes' as the other options will corrupt the quote.

Roto Gear Hardware Finishes: Because of the extremely low demand, we will no longer provide gray painted roto gear hardware for casement and awning windows.

New Interlocker: The Engineering Department has received the first article on a new extrusion to improve the appearance of Series 3070 and 3050 pocket doors. The new extrusion is a combination of the interlocker and the widest sight-line extender. The improved appearance will result in the absence of the connection seam AND the extrusion will run straight through rather than diving into the top and bottom rails.

Unassembled Frames: Beginning May 1, 2015 the factory will be attaching assembly screws and other loose parts such as clips and air barriers. This will assist installation and minimize the occurrence of missing parts.

2015 Region Manager Conference: This year's meeting was held on January 15th and 16th at the factory in Corona, CA. Region Managers from throughout the country, as well as parts of Mexico and Canada, met to discuss all aspects of the business and markets.



Archiving Quotes: Most quotes worth keeping have been given to customers. Because Fleetwood does not store all historical quote versions, it is up to the each dealer to inventory their own. A simple way to do this is to email a copy of the quote to yourself and maintain a folder for such copies.



MRP – The Dealer's Best Friend: Authorized Dealers are required to sell at, or above, the minimum resale price (MRP). The MRP is printed on each quote and only includes the product and dealer profit. It excludes labor, shipping, set-up fees, tax, etc. The MRP is our dealer's best friend because it allows them to compete in the market on their own merits. Rather than play games like the automobile industry, Fleetwood does not have an MSRP; rather we have a **Minimum Resale Price**. Fleetwood will enforce violations.

Quick Tips:

- Don't be caught without the right tool. Our Series 3200 hinges utilize T-25 Torx screws. It is recommended you have a bit for these fasteners when installing or servicing these units.
- Our Snapshot estimator software has been designed to allow the user to enter an abundance of uniquely configured products. After selecting [Add item], use the "[Config Help](#)" button located at the top of the page to pull up a configuration legend.
- A 9/16" wrench is required to properly adjust the Series 3900-T and 3200-T hinged doors.
- When quoting custom painted "F1 - F5" finishes, you must select "KYM" as the paint finish.
- Technical documents are accessible in the "Designers" drop down on the main page of our website. The useful information is abundant.

