News Review

**Series 1000, 1070-EX & 1050 Improved Hardware - Part I:** All quotes generated after June 1, 2011 will come standard with our new Narrow Flush hardware. This new, higher quality hardware consists of a brass (base metal) flush pull & actuator which operates two stainless steel latches. This hardware is better for coastal applications than the current hardware, is easier to latch and the deeper pulls make it easier to move. Contact your Region Manager or an Inside Sales Agent to begin the process of updating your displays.

**Series 1000, 1070-EX & 1050 Improved Hardware - Part II:** The pulls and actuator will be available in either brushed silver or black paint. Keyed locks are not an option: direct customers to the premium products when keyed locks are required. The current Series 1000 hardware will continue to be offered as an option as long as the market desires it; and the current 1070-EX and 1050 hardware will be offered as an option for at least a couple of months. To be consistent with the premium products, we are locating the actuator at 54” and are offering three optional actuator heights.

**Address Change Reminder:** We are the same location but with a new street name and number: 1 Fleetwood Way, Corona CA 92879. To avoid confusion within the Post Office we suggest you send all mail to our long established PO Box 1086, Corona, Ca. 92878.

**Fleetwood Mentioned in Video:** Malibu Glass, one of our Platinum Dealers, recently completed a classic Fleetwood house. We have included a link to a short video featuring the house. We are mentioned by name in the video and any time that happens, we want to pass it on to our customers.

http://www.nbcnewyork.com/blogs/open-house/OHNAT_5113_B_1518_Bel_Air_Rd_web_New_York-121720819.html

**Boxed Goods:** Remember that factory boxing is intended to protect the product until it arrives at your facility. The packaging should be removed as soon as possible to verify that the product received is what was ordered. This gives our dealer and the factory time to remedy any mistakes before it gets too late in the process.

**3070-EX Sub-Sill:** Although this is a new option for the 3070-EX, it is rapidly gaining momentum. Currently, we are testing a 12’0”-8’0” XXX (with sub-sill) in our weather chamber to dial in the formula for size, number and location of drain holes. Additionally, we are creating mock-up samples which should be ready by the end of July. Contact your Region Manager or an Inside Sales agent to place your order. Visit the 3070-EX product page online for details and installation instructions.

**Paint Minimum Increase:** We have not had an increase in the special finish setup charge for many years but our supplier recently informed us of a 50% increase. We will make the changes in Snapshot which will take effect on all quotes generated after July 1, 2011.

**Faster Quotes:** Currently, pricing is being turned around in 2-3 days. We do however go through spells where it might take as long as a week to generate a quote. In those times, dealers can speed up the process by creating the quote themselves within Snapshot. Once the quote is ready for processing into an order, transfer it in via EDI and Inside Sales will turn it around in about 24 hours. Keep in mind that the 24 hours assumes the quote does not require special attention such as management approval or engineering assistance.

**Free Advertising:** Fleetwood is willing to post pictures online of dealer showrooms at no charge. This is an effective method of enticing customers to come to your office. For more information, contact your Region Manager.
Early Defect Detection: Quality control measures have been a major focus for Fleetwood, especially over the past few years. We have added layers into our processes that are intended to catch quality concerns before products are shipped. Recently, one of our anodizing suppliers has provided a rash of sub par product and we have rejected many bundles. Our partner is making the corrections and assessing their own processes to avoid these mistakes in the future. An unfortunate result of these rejections is delayed production. Some orders might be delayed as much as two weeks. Production will be contacting those affected. Thank you for your patience and please pass our apologies to your customers that are inconvenienced. We know you will remind them it is better to catch these defects before they are shipped and installed.

Snapshot Improvements: We have created a custom text line in the frame options titled SPECIAL. Customers can type factory directions into this space. For example, if ordering a TDL bar, this is the place to state the centerline dimension, e.g. TDL at 32.5in. from sill. A new SPECIAL line will appear each time text is added. With this feature, we are removing any text area within the line item for notes. Customers should use the header section to provide direction to Inside Sales or Engineering. We will now be able to keep a history of these requests whereas it was previously a challenge on each line item. These changes are part of the July download.

Snapshot Product Additions: Dealers can now price the Fleetwood 1070-EX and Fleetwood 1050 doors without factory assistance. Additionally, we have streamlined programming to reduce the number of items that require factory assistance to be priced and printed.

Snapshot Changes (Highlights):
- Dealers can now price Fleetwood 1050 and 1070-EX multi-slide doors
- Dealers can now price the Phoenix 3400P pivot door
- 3070-EX: New Sill frame option: Subsill Staggered Pan and Tracks

Snapshot Tips:
- Did you know that you can log in to the Fleetwood E-Dealer page directly from Snapshot? On the Main Menu, click [Documents Guide] and then click [E-Dealer Page] to log in. Please note: Logging in to the E-Dealer page requires an internet connection.
- When beginning a new quote, be sure to start with the [Job Information] tab and select the appropriate default Finish, Glass, and Frame Type.
- When entering a new quote, be sure to enter accurate Job Information (i.e.: Job Name and Customer) in order to easily find or discuss the quote in the future.