



## Bronze Dealer Application Cover

*Please use your Adobe program to type in all information.  
Email completed application to: [Sales@fleetwoodusa.com](mailto:Sales@fleetwoodusa.com)*

Date \_\_\_\_\_

Name of Owner / Principal \_\_\_\_\_

Company Name \_\_\_\_\_

DBA \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Ship to Address if Different \_\_\_\_\_

Telephone \_\_\_\_\_

Email Address (Owner / Principal) \_\_\_\_\_

Email Address (Authorized Officer / Accounting) \_\_\_\_\_

Website Address \_\_\_\_\_

Contractor's License \_\_\_\_\_

State Incorporated / Corporation # \_\_\_\_\_

Do you provide installation? \_\_\_\_\_

**Describe principal business of the company:** \_\_\_\_\_

### **Required Documents**

- \_\_\_ Bronze Dealer Application Cover
- \_\_\_ Dealer Requirements
- \_\_\_ Terms & Conditions
- \_\_\_ Care & Maintenance Instructions
- \_\_\_ Completed W-9
- \_\_\_ Certificates of Insurance (Fleetwood as "Holder")  
    *\*Review Insurance Requirements Details*
- \_\_\_ Resale Certificate
- \_\_\_ Street View Photo of Showroom
- \_\_\_ Online Bill Pay Established (Contact Accounting)

### **Fleetwood Use Only**

Multiplier / Level \_\_\_\_\_

Sales Rep / Area \_\_\_\_\_

Date Approved \_\_\_\_\_

Approved By \_\_\_\_\_

Required Factory Visit Date \_\_\_\_\_

### **Application Procedure**

Submit completed application. The applicant will be notified by Accounting when processed.

### **Displaying Dealership**

Fleetwood offers Bronze level dealers an immediate opportunity to achieve better pricing after installing displays. The Silver level application can be printed from the Dealer page after the Bronze level dealership has been approved.

## Dealer Requirements

1. The Dealer's principal business is reselling fenestration products, which must be reflected in every facet, e.g., website & showroom (open during normal business hours). Dealers must represent Fleetwood in a professional manner and displays must be current.
2. Product quotes must be presented in an unmodified Certified Proposal via factory<sup>1</sup> software (edits such as removing the total price are allowed to assist other project trades but only after contracts are signed). Authorized Dealers are required to maintain email addresses relative to the dealership name.
3. Dealers must meet or exceed sales\* requirements every 12 months. If not met, Dealer's status will drop one level and the Dealer can reapply after one-year. Platinum & Platinum Elite Dealers can reapply if their sales by May 31<sup>st</sup> exceed the annual requirement by 10%. The 12 months consider January-December sales of the previous year.
4. Platinum Elite dealers must increase sales by at least 10% every year. Failure to increase by 10% will only cause a level drop if the next year's sales do not eclipse the minimum required by 20%.
5. Dealers are precluded from:
  - Providing secretive rebates. Doing so will result in a loss of dealership and legal action.
  - Offering "[Competing Products](#)" (allowed for non-displaying dealers if promoted equally) and making unauthorized product changes.
  - Two-step selling to companies that qualify for a dealership (unless Authorized Dealer performs installation).
  - Selling outside the USA without approval by Fleetwood.
  - Revealing Dealer levels to the public.
  - Contacting Fleetwood regarding employment.
6. All orders must be serviced as determined by Fleetwood, regardless of location. If a Dealer sells Fleetwood Products for projects beyond 100 driving miles of the Dealer's showroom, the Dealer forfeits applicable factory field support since the project is outside the Dealer's sales territory. Fleetwood recommends **ONLY** experienced companies perform installation. Regardless, the Authorized Dealer is to monitor proper operation, fit and finish during/after installation. Spot checks with a level and laser are encouraged and required before any factory review of the installation.
7. Dealers can accept credit card payments but may wish to consider adjusting their pricing to reflect the credit card company charges.
8. If Dealer's violation of these requirements results in a move to the Bronze level, the Dealer must still fulfill all requirements of the previous level to be considered for reinstatement at a higher level. Dealers must proactively provide an updated application every 24 months and at Fleetwood's request. If the dealership ends, Dealer must wait 12 months to reapply. Displaying dealers are not allowed to move to Bronze by choice.
9. Additional showrooms must meet all current Dealer level requirements, with the exception of annual sales which is only required at 50% of the minimum. The level of all locations will move in unison either upward or downward. If the dealership is terminated, Dealer must return displays, freight prepaid. If not reusable (factory discretion) Dealer must pay the balance of the original discount. If additional showrooms are closed, the remaining dealership will pay the balance of discounted displays.

All Dealers are required to maintain awareness of all applicable Fleetwood policies, including the UMRP Policy and credit policy that are maintained and accessible on Fleetwood's website page for Dealers.

Fleetwood reserves the right to modify or terminate the Dealer Requirements, the Dealer Program, and/or a particular Dealer's participation, at any time.

*The undersigned agrees to all terms and conditions of all documents signed or initialed as part of the Dealer Application package. Penalties range from a one-year drop in program level to loss of dealership. Dealer must comply with the previous level requirements during the demotion period and existing quotes will not be honored.*

Name of Owner / Principal \_\_\_\_\_ Company Name \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Telephone \_\_\_\_\_ Email of Owner / Principal \_\_\_\_\_

**SIGN HERE**

Owner / Principal's Signature \_\_\_\_\_ Date \_\_\_\_\_

<sup>1</sup> Dealer acknowledges that the Snapshot/Snap-Cloud ordering software is proprietary to Fleetwood. Subject to all terms of this Agreement, Fleetwood grants to Dealer a nonexclusive, nontransferable license to use Snapshot for internal business uses only. Except as granted herein, Fleetwood retains all rights in Snapshot and no ownership is transferred to Dealer or any third party. Dealer shall reproduce, install, and operate Snapshot only on the authorized platform. Dealer shall not modify, or reverse engineer Snapshot. Dealer shall only distribute Snapshot to Dealer's employees who are registered to use the software. Dealer is responsible for all Snapshot orders. Fleetwood has no duty to investigate the use of Snapshot by Dealer or Dealer's personnel using Snapshot.

## Dealer Terms & Conditions

1. The confirmed order, including these Terms & Conditions, other notes and any noted attachments hereto, contains the complete and final agreement between Fleetwood Aluminum Products LLC and the Authorized Dealer (the "Agreement").
2. The contractual obligations of this Agreement are deemed to be performed in the county of Riverside, state of California. Should any dispute arise with Fleetwood concerning this Agreement, exclusive jurisdiction over any dispute will lie in the Superior Court, County of Riverside, located at 4050 Main Street, Riverside, California. Each party also agrees not to bring any action or proceeding arising out of or relating to this Agreement in any other court. Each of the parties waives any defense of inconvenient forum to the maintenance of any action or proceeding so brought.
3. All labeled Fleetwood doors and windows will be manufactured in precisely the same manner as the approved AAMA or NFRC test specimen. There is no other specific guarantee regarding weather performance of field test results. Any field-testing performed must be per AAMA 502, and performed **"on newly installed fenestration products(s)"** as required in Short Form Field Testing Specifications.
4. It is the responsibility of the Authorized Dealer to review all conditions under which the products and associated glass and glazing materials are to be installed and advise, warn and inform all necessary parties of conditions that exhibit a propensity for product failure or appear to be (but not limited to) dangerous or hazardous.
5. All Fleetwood products must be installed by licensed installers or those who have a special training certificate or a minimum of 5 years experience installing windows and doors.
6. All quoted product manufacturing lead times are for information only and *cannot be deemed binding*. Costs associated with delays for any reason are not covered by Fleetwood.
7. The Authorized Dealer must obtain prior written authorization for any changes. Fleetwood reserves the right to approach corrective measures in any way it deems appropriate and reasonable. Fleetwood does not re-stock goods; "cancelled" orders will be billed in full for materials and labor expended.
8. Fleetwood furnishes a "[Limited Lifetime Warranty](#)", as appropriate to the project, for all windows and doors.
9. All monetary values shown on the estimating software indicate U.S. funds.
10. All orders are subject to review and final acceptance by the Accounting Department. Authorized Dealer understands and agrees that if collection becomes necessary through attorneys, collection agencies, etc., full costs of such collections shall be paid by dealer in addition to full invoice amount, plus late charges and a finance charge rate that is the maximum rate permitted by law. Authorized Dealer agrees to adhere to these Terms & Conditions and the Dealer Requirements. These documents are available upon request.
11. Appropriate State taxes will be assessed and collected on orders shipped unless a current Resale Card is on file.
12. There will be a \$25.00 service charge applied to the Authorized Dealer account for returned checks.
13. Any changes to these Terms & Conditions must be approved in writing by one of the Fleetwood officers. Authorized Dealer covenants and agrees that in the event that Fleetwood shall, regardless of fault, be made or become a party to any suit, arbitration, claim or litigation by reason of this relationship, or by reason of any act or omission by Authorized Dealer, or by reason of the purchase, manufacture, storage, transportation, provision to Dealer's customers, or installation of Fleetwood products ordered by dealer, Authorized Dealer shall, to the fullest extent allowed by law, pay all damages, judgments, liabilities, costs and expenses, of any kind, including



but not limited to expert and attorney fees and costs, incurred by or imposed on Fleetwood by reason of, or in connection with such suit, arbitration, claim or litigation.

14. All product warranties are void unless the products are maintained according to our "[Care and Maintenance](#)" instructions. Contact the factory for a copy or visit our Internet site.
15. Any agreement by Fleetwood and Dealer is conditioned on the existence of personal guaranties except in the case of sole proprietorships.
16. The Authorized Dealer must maintain insurance as shown in the Insurance Requirements and must include Fleetwood Aluminum Products LLC d/b/a Fleetwood Windows & Doors as an additional insured on the relevant policies.
17. Any and all warranty claims, actions or disputes under this Agreement or implied warranty claims arising out of or relating to the underlying transactions contemplated by or referenced in this Agreement ("Arbitration Claims"), must be submitted for binding arbitration under the California Arbitration Act and administered by JAMS pursuant to JAMS' Streamlined Arbitration Rules and Procedures as amended from time-to-time. Parties agree to regularly check JAMS' website (<http://www.jamsadr.com/>) for changes to the rules. Parties acknowledge receipt of a copy of JAMS' Streamlined Arbitration Rules and Procedures. The exclusive venue for the arbitration will be Riverside County. The arbitration will be decided under California law. A failure by the arbitrator to follow California law shall be deemed an excess of the arbitrator's authority. The arbitrator shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal for any such error. The parties hereby acknowledge that there are no jury trial rights in arbitration, and by entering into this Agreement, waive all rights to trial by jury for the Arbitration Claims. Additionally, by entering into this Agreement, the parties waive all rights to have any Arbitration Claim heard by Small Claims Court. There shall be no rights of discovery except as provided in the applicable arbitration rules. The hearing will commence within ninety days of demand, and shall last no longer than three days. The parties will equally share all arbitrator costs but not the fees and costs to advocate the party's position in arbitration including, without limitation, the party's attorney and expert fees, and exhibit and documents costs unless such fees and costs are required by statute or awarded as a prevailing party. The arbitrator will lack jurisdiction to award equitable remedies except to the extent liability is proven on an equitable claim. Subject to any statute barring waiver, the arbitrator may award reasonable attorneys' fees to the prevailing party. The arbitrator shall determine the dispute based solely on the law governing the claims at issue, and not on any other basis such as "just cause." The arbitrator shall render a written reasoned award, including findings of fact and conclusions of law, which shall be delivered to the parties within thirty days, following the close of the presentation of evidence. The arbitrator's award shall be subject to appeal in accordance with the California Appeals Act.

Name of Owner / Principal \_\_\_\_\_

Company Name \_\_\_\_\_

A red arrow pointing to the left, containing the text "SIGN HERE" in white, uppercase letters.

Owner / Principal's Signature \_\_\_\_\_ Date \_\_\_\_\_

## Pre-Installation & Post-Installation Care & Maintenance Instructions

### Homeowner Registration Data

Authorized Dealer \_\_\_\_\_  
Confirmed Order Number (6-digits) \_\_\_\_\_

**\*\*Dealers are required to provide a copy to each customer\*\***

### **1.0 Before Installation:**

Remove products from packaging to inspect for quality and confirm everything shipped as ordered. Store in a dry, cool and clean location until installation. Areas of concern should be photographed and reported to the Authorized Dealer within ten (10) days of delivery if completely boxed or five (5) days of delivery if plastic wrapped. Whether or not the Authorized Dealer is providing installation they will monitor product operation during installation to detect obvious issues with manufacturing or installation.

#### **1.1 Drainage Systems:**

- 1.1.1** Consider Maintenance and Cleaning of entire drainage system. A drain cleanout should be considered and is recommended on all Arche-Duct installations. In the event that dirt, leaves or other debris blocks any of the drainage outlets a cleanout would allow removal of the blockage.
- 1.1.2** In all cases where an Arche-Duct System is chosen, the drainage duct must be flushed prior to installation to remove any blockages that may have occurred during the construction process.
- 1.1.3** The coating applied to the Arche-Duct is Akzo Nobel 10-7011 Epoxy Powder Paint. This coating was selected because of its exceptional resistance to caustic environments such as concrete. However, it **MUST NOT** be exposed to ultraviolet light or the sun's rays for more than 3-months. It was designed to be buried in the floor. UV damage will manifest grey coloring and/or powdery texture. Keep all surfaces clean prior to final burial.

Consult the manufacturer website for more information: <http://ikonpowdercoating.com>

### **2.0 During Construction:**

#### **2.1 Protecting the product**

Immediately following installation each product should be cleaned (as detailed in this document) and examined for finish, glass and component quality/function. Once completely dry, cover any exposed surface that may get damaged during the construction process with material that will not harm glass, components or the aluminum finish (Shurtape PE 444 can be used to secure suitable protective materials).

#### **2.2 Cleaning**

During construction, products should be cleaned at least monthly. Areas of concern that may require flushing of construction debris are thresholds and sills to guarantee proper weeping post construction.

### **3.0 Post Installation**

#### **3.1 Glass Film**

Film applied to the outdoor surface of the glass should be removed within 9 months of window installation for best results. The film should be removed at a glass temperature between 32°F and 140°F. Typically, as the film is exposed to UV, humidity and heat, the adhesion of the film to glass will increase. Inversely, as the temperature at removal decreases, the adhesion of the film to the glass will typically increase. Under normal circumstances, removing the film within 9 months will help ensure easy removal with little to none of the film's adhesive remaining on the glass. Removal is typically easiest when starting from the edge of one of the overlapping layers. If the increase in adhesion is large enough to make the starting of film removal difficult, a plastic scraper or plastic putty knife may be used to start film removal. Razor blades should never be used on the glass surface due to the high potential for scratching or scoring the glass.

### 3.2 Glass & Frame Protection

Fleetwood strongly recommends protecting the entire door or window product after installation. Consult the manufacturer of such protective materials to ensure compatibility with glass, glass film, components & metal finish.

### 3.3 Security Alarms

Third party security systems that utilize sensors and magnets can be applied to Fleetwood products as long as operation and weather performance are not compromised. Contact our Customer Service Department to review areas of concern.

### 3.4 Automation

Third party automation can be applied to Fleetwood products as long as operation and weather performance are not compromised.

## 4.0 General:

All cleaning should be performed by professionals. Products should be cleaned when shaded, and glass should never be cleaned when temperatures are colder than 50° Fahrenheit. All surfaces exposed to the atmosphere collect debris and the amount varies, depending on geographic area, environmental conditions, finish and location on the building. Most aluminum windows and doors have some unfinished, exposed edges. Pay special attention to these areas to keep them clean. Corrosion will not crawl under anodized finishes but can crawl under paint if not cleaned. In both wet and dry climates, recessed and sheltered areas usually become more heavily soiled because of the lack of rain-washing, most detrimentally in salty environments. Frequent and longer periods of condensation also occur in protected areas increasing the adhesion of the soil.

### 4.1 Possible Types of Corrosion:

#### Filiform/Underfilm:

If not properly maintained, painted finishes can experience localized blistering from corrosion that attacks the aluminum through exterior surface damage or unfinished edges.

**Prevention:** Such areas should immediately be cleaned, dried and protected with matching air-dry paint.

#### Pitting & Deposition:

If not properly maintained, anodized finishes are subject to surface bumps, pitting or staining from prolonged exposure to salt air, harsh chemicals or their vapors, (e.g. chlorine, caustics, acids or ammonia).

**Prevention:** cleaning should occur weekly.

#### Caustic (e.g. stucco run-off and concrete splashes, brick-wash):

Anodized finishes are especially susceptible to staining and etching from brief contact with uncured masonry materials and caustics.

**Prevention:** immediately clean affected areas or irreparable finish damage will result.

#### Galvanic Corrosion:

Whenever dissimilar metals are placed in the presence of an electrolyte, e.g. moisture, the two metals are "bridged," forming an electrical couple.

**Prevention:** Totally isolate dissimilar metals to prevent moisture from "bridging" the materials and follow the instructions listed below for cleaning and dry out these areas as quickly as possible.

## 5.0 Cleaning Frequency (Documented Cleaning Required)

**5.1 Procedure #1-** Every 3 Months from product ship date (Recommended for all and Required if within 3 miles of Salt water)

**5.2 Procedure #2-** Every 6 Months from product ship date (Recommended for all and Required if within 6 miles of Salt water)

**5.3 Procedure #3-** Every 5 Years Maintenance from product ship date (Required on all products)

**IF PRODUCTS ARE FREQUENTLY SUBJECT TO HARSH CHEMICALS, OR THEIR VAPORS, CLEANING SHOULD OCCUR WEEKLY.**

### 5.1 Procedure #1 (Every 3 Months Following Installation)

#### 5.1.1 General

All exposed exterior surfaces should be rinsed by lightly spraying fresh water. DO NOT use high-pressure devices but direct light spray into all areas with unfinished edges. Using a soft bristle car wash brush, clean all glass, metal and screen surfaces with mild soapy water and rinse thoroughly. Ensure all weep holes are free of blockage. Drying is recommended for the best appearance.

**5.1.2 Glass Care (If 5.1 Methods Ineffective):**

**Glass may not be safety glass (tempered or laminated) therefore do not apply too much pressure to the glass. Serious injury may result from broken glass.**

- 5.1.2.1** If glass has a surface 4 or surface 1 coating applied from the factory, i.e., i89; abrasive products and/or tools (razor blades, scrapers, plastic putty knives, scouring pads, etc.) cannot be used on the glass surface. Also, do not use isopropyl alcohol or lacquer thinner. Only use soap and water with soft brushes if necessary.
- 5.1.2.2** Foreign matter stuck to the glass should be knocked off before any pressure is applied with brushes. Soak these areas with water and use a fingernail or plastic putty knife to jar it from the glass surface. Professional window cleaners may assume the risk of damaging the glass and choose more aggressive techniques, e.g. razor blades, but it is not recommended.
- 5.1.2.3** Use non-ammonia based cleaners designed for glass surface cleaning. With a soft cloth, e.g. micro fiber, apply moderate, circular motion pressure on the areas needing cleaning.
- 5.1.2.4** If the above efforts are unsuccessful, use isopropyl alcohol with a soft cloth, e.g. micro fiber, applying moderate pressure, in a circular motion, on the areas needing cleaning.

\*Refer to GANA "Proper Procedures for Cleaning Architectural Glass Products".

**TO REMOVE STICKERS, SOAK WITH WATER FIVE MINUTES. STUBBORN LABELS CAN BE SOAKED WITH SOAPY WATER AND COVERED OVERNIGHT WITH PLASTIC WRAP, AND THEN REMOVE THE FOLLOWING DAY WITH A PLASTIC PUTTY KNIFE.**

- 5.1.2.5** If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure on the glass until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, immediately rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.

**IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE. When solvents are used, rinse the surface completely with clean water and allow the surface to air dry or wipe dry with a chamois, squeegee or lint-free cloth.**

- 5.1.2.6** Use CRL Sparkle to remove water spots or similar surface haze. Follow manufacturer's application directions.

**5.1.3 Anodized Finishes (If 5.1 Methods Ineffective):**

**DO NOT USE AMMONIA BASED CLEANERS. IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE. If solvents are used, immediately rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth. Prior to cleaning anodized finishes, reference AAMA 609 and 610: Cleaning and Maintenance Guide for architecturally finished aluminum.**

- 5.1.3.1** Use isopropyl alcohol, applying moderate pressure with a soft cloth, e.g. micro fiber, to the areas needing cleaning. If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.
- 5.1.3.2** As a final effort to remove stubborn debris or stains, we suggest using a polishing cleanser designed for hand cleaning that contains pumice (e.g. "Fast Orange Hand Cleaner") and/or CRL Bio-Clean. Only use a moist, micro fiber cloth, to apply the cleanser. Abrasive instruments e.g. Scotch Brite Pads OR ANY OTHER CLEANSER may scratch the surface.

**5.1.4 Painted Finishes (If 5.1 Methods Ineffective):**

Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning.

**DO NOT USE ANY CHEMICALS OR OTHER SUCH SUBSTANCE THAT CAN REMOVE THE COLOR OR GLOSS OF THE PAINT.**

**5.1.5 Components (If 5.1 Methods Ineffective):**

Only visible components (exposed directly to the elements) need to be cleaned.

**5.1.6 Stainless Steel & Non-Stainless Steel:**

Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning. Always apply light and uniform pressure in the same direction as the grain of the stainless steel.

**5.1.7 Screen Frame & Mesh:**

Remove the screen frame and lightly spray with water to remove debris and especially salt residue. If additional cleaning is required use mild soapy water and a car wash brush to gently remove debris and rinse thoroughly. Screen mesh holds corrosive elements such as salt and if not removed will migrate downward in a concentrated form.

**5.1.8 Arche-Ducts, Sills, & Thresholds:**

Make sure all weep locations are free of debris that can prevent the proper drainage of water. If blockage exists manually remove if possible or flush with fresh water.

**5.2 Procedure #2 (Every 6 Months Following Installation)****5.2.1 General**

All exposed exterior surfaces should be rinsed by lightly spraying fresh water. DO NOT use high-pressure devices but direct light spray into all areas with unfinished edges. Using a soft bristle car wash brush, clean all glass, metal and screen surfaces with mild soapy water and rinse thoroughly. Ensure all weep holes are free of blockage. Drying is recommended for the best appearance.

**5.2.2 Glass Care (If 5.1 Methods Ineffective):**

**Glass may not be safety glass (tempered or laminated) therefore do not apply too much pressure to the glass. Serious injury may result from broken glass.**

**5.2.2.1** Foreign matter stuck to the glass should be knocked off before any pressure is applied with brushes. Soak these areas with water and use a fingernail or plastic putty knife to jar it from the glass surface. Professional window cleaners may assume the risk of damaging the glass and choose more aggressive techniques, e.g. razor blades, but it is not recommended.

**5.2.2.2** Use non-ammonia based cleaners designed for glass surface cleaning. With a soft cloth, e.g. micro fiber, apply moderate, circular motion pressure on the areas needing cleaning.

**5.2.2.3** If the above efforts are unsuccessful, use isopropyl alcohol with a soft cloth, e.g. micro fiber, applying moderate pressure, in a circular motion, on the areas needing cleaning.

\*Refer to GANA "[Proper Procedures for Cleaning Architectural Glass Products](#)".

**TO REMOVE STICKERS, SOAK WITH WATER FIVE MINUTES. STUBBORN LABELS CAN BE SOAKED WITH SOAPY WATER AND COVERED OVERNIGHT WITH PLASTIC WRAP, AND THEN REMOVE THE FOLLOWING DAY WITH A PLASTIC PUTTY KNIFE.**

**5.2.2.4** If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure on the glass until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, immediately rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.



**IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE.** When solvents are used, rinse the surface completely with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.

**5.2.2.5** Use CRL Sparkle to remove water spots or similar surface haze. Follow manufacturer's application directions.

### **5.2.3 Anodized Finishes (If 5.1 Methods Ineffective):**

**DO NOT USE AMMONIA BASED CLEANERS. IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE.** If solvents are used, immediately rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth. Prior to cleaning anodized finishes, reference AAMA 609 and 610: Cleaning and Maintenance Guide for architecturally finished aluminum.

**5.2.3.1** Use isopropyl alcohol, applying moderate pressure with a soft cloth, e.g. micro fiber, to the areas needing cleaning. If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, rinse the surface thoroughly with clean water and allow the surface to air dry or wipe dry with a chamois or lint-free cloth.

**5.2.3.2** As a final effort to remove stubborn debris or stains, we suggest using a polishing cleanser designed for hand cleaning that contains pumice (e.g. "Fast Orange Hand Cleaner") and/or CRL Bio-Clean. Only use a moist, microfiber cloth, to apply the cleanser. Abrasive instruments e.g. Scotch Brite Pads OR ANY OTHER CLEANSER may scratch the surface.

### **5.2.4 Painted Finishes (If 5.1 Methods Ineffective):**

Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning.

**DO NOT USE ANY CHEMICALS OR OTHER SUCH SUBSTANCE THAT CAN REMOVE THE COLOR OR GLOSS OF THE PAINT.**

### **5.2.5 Components (If 5.1 Methods Ineffective):**

Only visible components (exposed directly to the elements) need to be cleaned.

### **5.2.6 Stainless Steel & Non-Stainless Steel:**

Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning. Always apply light and uniform pressure in the same direction as the grain of the stainless steel.

### **5.2.7 Screen Frame & Mesh:**

Remove the screen frame and lightly spray with water to remove debris and especially salt residue. If additional cleaning is required use mild soapy water and a car wash brush to gently remove debris and rinse thoroughly. Screen mesh holds corrosive elements such as salt and if not removed will migrate downward in a concentrated form.

### **5.2.8 Arche-Ducts, Sills, & Thresholds:**

Make sure all weep locations are free of debris that can prevent the proper drainage of water. If blockage exists manually remove if possible or flush with fresh water.

## **5.3 Procedure #3 (Every 5 Years)**

**5.3.1** Perform all steps as defined in Cleaning **Procedure #1 & #2**

### **5.3.2 Frame & Panels:**

Make visual inspections around the installation looking for: Water leaks around frame, making sure all weep holes are free of blockage and confirming all components are operational.

### **5.3.3 Glazing Vinyl:**

Inspect for gaps or damage. Black silicone sealant can be used to correct small gaps due to normal shrinkage.

### **5.3.4 Glass:**

Inspect each insulated glass lite for moisture between the panes. For laminated and annealed monolithic glass, check for cracks or runs. Report any such findings to the Authorized Dealer through whom you purchased the products.

**5.3.5 Frame & Panels:**

Inspect all exposed sealant in each frame corner and reseal if needed with a compatible sealant. Replace all weather-stripping / glazing vinyl as needed.

**5.3.6 Sealants and Weather-Stripping:**

These components' breakdown over time, a complete inspection is recommended on all frame corners.

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# Request for Taxpayer Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

► Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.  <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ► _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from FATCA reporting code (if any) _____  <i>(Applies to accounts maintained outside the U.S.)</i>
	5 Address (number, street, and apt. or suite no.) See instructions.	Requester's name and address (optional)
	6 City, state, and ZIP code	
	7 List account number(s) here (optional)	

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
				-				-	
or									
Employer identification number									
				-					

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ►	Date ►
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## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*



## **Insurance Requirements**

Dealer shall, at its own expense, maintain and carry in full force and effect insurance as follows:

1. Commercial General Liability Policy, providing coverage on an occurrence basis, for liability arising out of premises, operations, bodily injury, property damage (including loss of use), products completed operations, and liability insured under an insured contract (sometimes referred to as broad-from contractual liability, which shall have minimum limits of \$1,000,000 each occurrence; in all cases subject to \$2,000,000 in the general aggregate for all such claims.
2. Umbrella/Excess Liability Insurance with minimum limits of \$2,000,000 per occurrence; \$2,000,000 aggregate, to apply to employer's liability and commercial general liability.
3. Dealer shall name **Fleetwood Aluminum Products LLC**, as an additional insured under all of its required insurance policies and endorse or require each policy to (i) stipulate that such insurance is primary and is not additional to, or contributing with, any other insurance or self-insurance carried by, or for the benefit of Fleetwood Aluminum Products Inc, a Primary Non-Contributory Form CG 20 01 is required. In addition, the Dealer will supply the following forms, CG 20 10 which covers ongoing Jobs, and the CG 20 37 which covers completed jobs.
4. The policies shall be written by insurance companies which have a Best Rating of not less than "A-VIII".
5. Dealer shall provide Fleetwood Aluminum Products LLC with copies of insurance certificates evidencing the insurance coverage specified in this Agreement.
6. Must keep the Certificate current. Email to [accounting@fleetwoodusa.com](mailto:accounting@fleetwoodusa.com).

Initial \_\_\_\_\_

## UNIFORM SALES & USE TAX RESALE CERTIFICATE — MULTIJURISDICTION

The below-listed states have indicated that this certificate is acceptable as a resale/exemption certificate for sales/use tax, subject to the instructions and notes on pages 2—6. The issuing Buyer and the recipient Seller have the responsibility to determine the proper use of this certificate under applicable laws in each state, as these may change from time to time. This form was revised as of February 4, 2022.

Issued to Seller: \_\_\_\_\_

Address: \_\_\_\_\_

I certify that:

Name of Firm (Buyer): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

is engaged or is registered as a

☐ Wholesaler

☐ Retailer

☐ Manufacturer

☐ Seller

☐ Lessor (see notes on pages 2—4)

☐ Other (Specify) \_\_\_\_\_

and is registered for sales/use tax with the below-listed states and cities within which Seller would deliver purchases to Buyer and that any such purchases are for wholesale, resale, or ingredients or components of a new product or service to be resold, leased, or rented in the normal course of business. Buyer is in the business of wholesaling, retailing, manufacturing, leasing (renting), or selling the following:

Description of Business: \_\_\_\_\_

General description of tangible property or taxable services to be purchased from the Seller: \_\_\_\_\_

State	State Registration, Seller's Permit, or ID Number of Purchaser	State	State Registration, Seller's Permit, or ID Number of Purchaser
AL <sup>1</sup>		NE	
AR		NV <sup>19</sup>	
AZ <sup>2</sup>		NJ	
CA <sup>3</sup>		NM <sup>4,20</sup>	
CO <sup>4,5</sup>		NC <sup>21</sup>	
CT <sup>6</sup>		ND	
FL <sup>7</sup>		OH <sup>22</sup>	
GA <sup>8</sup>		OK <sup>23</sup>	
HI <sup>4,9</sup>		PA <sup>24</sup>	
ID <sup>10</sup>		RI <sup>25</sup>	
IL <sup>4,11</sup>		SC	
IA		SD <sup>26</sup>	
KS <sup>12</sup>		TN <sup>27</sup>	
KY <sup>13</sup>		TX <sup>28</sup>	
ME <sup>14</sup>		UT	
MD <sup>15</sup>		VT <sup>29</sup>	
MI <sup>16</sup>		WA <sup>30</sup>	
MN <sup>17</sup>		WI <sup>31</sup>	
MO <sup>18</sup>			

I further certify that if any property or service so purchased tax-free is used or consumed by Buyer so as to make it subject to sales/use tax, Buyer will pay the tax due directly to the proper taxing authority when state law so provides or inform the Seller for added tax billing. This certificate shall be a part of each order that Buyer may hereafter give to Seller, unless otherwise specified, and shall be valid until canceled by Buyer in writing or revoked by the city or state.

Under penalties of perjury, I swear or affirm that the information on this form is true and correct as to every material matter.

Authorized Signature: \_\_\_\_\_

(Owner, Partner, or Corporate Officer, or other authorized signer of Buyer)

Title: \_\_\_\_\_

Date: \_\_\_\_\_



## **Pay Your Bill [Invoice] Online!**

Fleetwood is thrilled to announce the launch of our payment site to help you make payments quicker and easier! You are now able to make payments conveniently online.

### **To get started:**

- **Visit** <https://www.payerexpress.com/ebp/FleetwoodWD>
- Make a one-time payment and/or you may enroll by creating an account with your own username and password to save profile information and payment methods. Enrollment may be done at the end of your first payment.
- Enter the invoice(s) you wish to pay, enter your bank account and routing number
- You will receive an automated email confirmation that your payment has been processed for your records
- **Please forward the confirmation to [Accounting@fleetwoodusa.com](mailto:Accounting@fleetwoodusa.com) to avoid delays in releasing orders to production or shipping or you may add [accounting@fleetwoodusa.com](mailto:accounting@fleetwoodusa.com) to the email list in settings and we will automatically get an email of the confirmation.**

### **Why Pay Online?**

- Easily make payments online. Any Time, Any Where, Any Device.
- Ensure the security and accuracy of your payments
- Accurately track and manage payment history
- Eliminate checks, stamps, envelopes and all those bills piling up on your desk!
- Eliminate the worry of orders being placed on hold
- Schedule multiple payments in advance
- Make Deposits before you receive the deposit request-just provide the job name and order number
- Fleetwood will receive your payment on the next day if paid before 3pm

If you have any questions, please contact us at [accounting@fleetwoodusa.com](mailto:accounting@fleetwoodusa.com)

Initial \_\_\_\_\_

10/12/2021