Door Closers

PRICE LIST 68DC

EFFECTIVE: AUGUST 6, 2018
Contents

Terms and Conditions of Sale 4-5
Limited Warranty 6
General Product Information 7
How To Order 7
D-4990/D-4990T Low Energy Operator 8
D-4550/D-4551 Series Closers 9
D-4550EH Electronic Hold Open 9
D-3550/D-3551 Series Closers 10
D-1610/D-1611 Series Closers 11
CO30/CO50 Series Concealed Closers 12
Mounting Accessories 13-14
Quoting & Ordering 15-16
Returned Authorization (RA) 17
Returned Authorization (RA) Non-Warranty 18
Fulfillment Issues 18
Order Form 19
Return Order Request 20
The terms and conditions contained herein shall govern the sale of all products located in the price catalog and/or offered for sale by dormakaba USA Inc. ("dormakaba USA"), except for those products as set forth under separate Value Added Reseller Agreements. The acceptance of any order is expressly made conditional upon your assent to these Terms and Conditions of Sale.

**PRICES:** dormakaba USA reserves the right, in its sole discretion, to change or amend its price list (including, but not limited to, adding or removing Products from the price list), and standard terms and conditions of sale as contained in its catalogs, price list or published sales policies, without incurring any liability whatsoever to its Customer or others. All orders will be filled at the List Price in effect at the time of order placement. All prices are subject to change without notice and are not guaranteed.

**TAXES:** List prices do not include federal, state or local taxes.

**ORDERS:** No order for Products shall be deemed to have been accepted by dormakaba USA until written notice of its acceptance is received by the Customer from dormakaba USA via an order acknowledgement. dormakaba USA reserves the right, in its sole discretion, to decline to accept any order. Purchase Orders will bind dormakaba USA only to the extent accepted by dormakaba USA’s written confirmation or delivery.

dormakaba USA will attempt to fill orders in the order in which they are received, subject to prior orders. However, dormakaba USA reserves the right to allocate orders or fill an order or orders ahead of prior orders, if, in its judgment, the facts warrant such a change.

Any additional provisions in a Purchase Order, including any pre-printed terms, shall be void and not binding on dormakaba USA, unless expressly accepted by dormakaba USA. For greater certainty, the acceptance by dormakaba USA of a Purchase Order shall not be deemed acceptance of the additional terms of such Purchase Order.

dormakaba USA will accept orders via phone, email, fax or courier. dormakaba USA will send out an order acknowledgement for all orders received via email, phone or fax.

**NOTE:** Receipt or possession of this price catalog does not grant approval to quote or purchase products. Please contact your dormakaba USA Sales Representative for further details.

**KEYING SYSTEM ORDERS:** All orders of keying systems specifying delayed fulfillment must be fulfilled within twelve (12) months of the order date. Said request for fulfillment must include complete keying instructions for the order to be acknowledged with an estimated delivery date. Failure to properly request fulfillment of the order within twelve (12) months of the order date will make the order void and nonrefundable.

**SPECIAL ORDERS:** Any modification to a standard product configuration is considered a special order. No credits will be issued for returned special orders unless authorized by dormakaba USA Customer Service.

**INCOMPLETE ORDERS:** An incomplete order is one that is not fully specified according to the appropriate nomenclature required for that product. Any incomplete order will not be entered and will be referred to the appropriate dormakaba USA Sales Representative for resolution.

**SAMPLES:** Please contact your local dormakaba USA Sales Representative for sample requests.

**MINIMUM CHARGE:** The expense of handling an order necessitates a minimum charge of $50.00 net per invoice.

**CREDIT LIMITS:** dormakaba USA’s policy is to extend Net 30-day terms/open account combined with a credit line based on financial capacity. For all accounts dormakaba USA requires a Credit Application and Sales Tax Exempt Certificate (if applicable). dormakaba USA evaluates traditional sources of credit information: D&B, trade and bank references, financial information, and business plans. The supply of credit herein shall be at the discretion of dormakaba USA. If available information and/or financial circumstances will not support open accounts terms, dormakaba USA offers Cash in Advance and Credit Card (MasterCard or VISA) terms. dormakaba USA performs periodic reviews of credit lines and terms of payment and may request updated financial information.

dormakaba USA reserves the right to withhold delivery of Product if Customer does not meet dormakaba USA’s credit requirements for the amount of Product ordered, or the amount of Product which remains unpaid (whether or not overdue) exceeds the limit established by dormakaba USA for Customer. Customer shall provide, at dormakaba USA’s request, an acceptable letter of credit or guarantee or security in a form and amount determined by dormakaba USA.

If Customer shall become overdue on its account or otherwise defaults in any payment to dormakaba USA or if its financial condition shall at any time appear inadequate to warranty further shipment on an open account basis, dormakaba USA shall have the right, without liability, to refuse to accept any or all orders, to cancel any and all orders, to delay shipments, or to require advance payment before accepting or shipping any orders. All orders and all shipments are subject to approval by the dormakaba USA Credit Department.

**PAYMENT TERMS:** dormakaba USA standard payment terms are 2% 15, net 30 days from date of invoice.

Effective September 28, 2014, a $45.00 convenience fee will apply to all payments made by Credit Card towards open invoices on your account. You may choose to pay by credit card by reaching out to your Credit Analyst directly in order to process payment. You can avoid paying the $45.00 convenience fee by enrolling and paying open invoices via Billtrust Invoice Gateway (https://secure.billtrust.com/stanleymechanical/ig/signin) with an ACH Payment (bank transfer from checking or savings account) free of charge. Payments by check, or money order should continue to be sent directly to the remit-to address noted on invoices.

dormakaba USA shall be entitled to charge and Customer shall pay interest on overdue invoices at the rate of two percent (2%) per month calculated from the date of the invoice to the date of payment, including any attorney fees incurred by dormakaba USA resulting from the collection of such overdue payment. Customer shall pay all sums owing to dormakaba USA without any deduction or abatement and Customer shall have no right of set-off.

In the event that Customer disputes any portion of the payment due, Customer shall be obligated to pay the balance which is not the subject of dispute.

Without limiting any other rights it may have under these terms of sale and applicable law, all of dormakaba USA’s obligations under this Agreement, including obligations of supply, or any Purchase Order, can be suspended or cancelled should Customer be delinquent in making payment for previously shipped Products.

**INTERNATIONAL SALES:**

International Resellers located outside of the United States of America who place orders are subject to and must pay by (1) Cash in Advance, (2) Confirmed Irrevocable Letter of Credit, (3) Standby Letter of Credit.

All international shipments shall be FCA (Incoterms 2010) from dormakaba USA’s facility in Indianapolis, Indiana USA. dormakaba USA shall be deemed to have delivered all Products and related goods when such are put in the custody of a carrier at dormakaba USA’s plant or warehouse above, at which time all title and risk of loss or damage shall pass to Customer.

May 2018
TERMS AND CONDITIONS OF SALE (continued)

SHIPPING/FREIGHT: All Products shall be shipped FOB Origin domestic or FCA International (INCOTERMS 2010) from dormakaba USA’s facility in Indianapolis, Indiana USA. dormakaba USA shall be deemed to have delivered all Products and related goods when such are put in the custody of a carrier at dormakaba USA’s plant or warehouse above, at which time all title, risk of loss or damage shall pass to Customer. All shipments will be made in accordance with the preferred routing, carrier assignments, and operational guidelines of dormakaba USA. Customer shall bear all costs of freight, insurance and associated costs and shall make all arrangements for same.

Single or combined shipments including dormakaba USA lock sets, exit devices, hinges and door closers will be considered for free freight with orders at or above $5000 net (product combination must be on same purchase order). Orders less than $5,000 will be shipped freight prepaid with shipping cost added to the invoice, including a nominal freight charge to be determined by dormakaba USA at time of shipping.

Hinge only orders will be considered for free freight with orders at or above $750 net. Orders less than $750 will be shipped freight prepaid with shipping cost added to the invoice, including a nominal freight charge to be determined by dormakaba USA at time of shipping.

These freight terms apply only to a single destination within the contiguous United States.

Should a shipment qualify for one of dormakaba USA's free freight programs, the Products shall be shipped FOB Origin domestic (with exception to prepaid freight) or FCA International (INCOTERMS 2010) (with exception to prepaid freight) from dormakaba USA's facility in Indianapolis, Indiana USA.

DELIVERY: Orders shall be acknowledged and given a scheduled delivery date based on estimated manufacturing lead times. Manufacturing lead time will begin once all information is received to process an order. Delivery dates given by dormakaba USA as part of order acknowledgment for accepted orders for Products or related goods will be honored by dormakaba USA on a best effort basis. Shipping dates shown on order acknowledgments are based upon dormakaba USA's estimate and cannot be guaranteed. dormakaba USA will not be liable for any loss or damage resulting from delay in filling orders, including any direct or consequential loss or damage. dormakaba USA reserves the right to make partial shipments unless the order specifies otherwise.

CHANGES/CANCELLATIONS: After orders are entered for manufacturing, changes or cancellations cannot be accepted without dormakaba USA written permission, and may be subject to a change or cancellation charge equivalent to 30% of the purchase price.

Orders for special and/or custom designed goods not immediately saleable to another customer are not changeable, cancelable, or returnable.

RETURNED GOODS: dormakaba USA Customer Service MUST authorize all returns. All goods must be returned in original packaging and be in resalable condition except for warranty returns. Use fax number 888-214-1918 for returned goods authorization only. Only goods with an invoice date of less than one (1) year will be considered for a Return Goods Authorization (RGA). All material returned to dormakaba USA, regardless of the reason, must have a correct RGA number applied to the outside of the shipping carton. A restocking charge of 30% of the purchase price will be applied to the Customer’s account except for warranty returns. Transportation charges of returned goods must be prepaid by Customer. All goods must be returned within sixty (60) calendar days of RGA issue date. All goods must be returned in original packaging and be in resalable condition except for warranty returns. Product not returned in salable condition or after sixty (60) days of the RGA issue date is subject to disposal by dormakaba USA with no credit issued.

dormakaba USA cannot authorize the return of discontinued product. Under no circumstances will special order items be accepted for return, unless covered by warranty.

EXPORT REGULATIONS: Customer agrees to conform to, and abide by, the export laws and regulations of the US, including, but not limited to, the Export Administration Act of 1979 as amended and its implementing regulations. Diversion contrary to US laws and regulations is prohibited.

MASTERKEYING: Best Masterkey Code and Masterkey Service Policy can be found at www.bestaccess.com.

LIMITATION OF LIABILITY: EXCEPT AS OTHERWISE REQUIRED BY APPLICABLE LAW, dormakaba USA SHALL HAVE NO LIABILITY FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, EXEMPLARY, LIQUIDATED OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, COSTS OF DELAY, ANY FAILURE OF DELIVERY, OR BUSINESS INTERRUPTION, REGARDLESS OF WHETHER THE CLAIM GIVING RISE TO SUCH DAMAGES IS BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), PRODUCT LIABILITY, OR OTHERWISE, EVEN IF dormakaba USA HAS BEEN ADVISED OF THE POSSIBILITY THEREOF. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL dormakaba USA’S TOTAL AGGREGATE LIABILITY TO CUSTOMER, UNDER ANY LEGAL THEORY WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), PRODUCT LIABILITY, INFRINGEMENT OF OR DAMAGE TO ANY PATENT, COPYRIGHT, TRADEMARK, OR ANY INTELLECTUAL PROPERTY RIGHTS OF ANY PERSON OR ENTITY, OR OTHERWISE IN RELATION TO THE SALE OF dormakaba USA PRODUCTS TO CUSTOMER, EXCEED THE AGGREGATE OF THE AMOUNT PAID OR PAYABLE TO dormakaba USA BY CUSTOMER FOR THE ORDER GIVING RISE TO THE ALLEGED LIABILITY.

LIMITED WARRANTY: The terms and conditions outlined above are subject to dormakaba USA’s Limited Warranty, which is included in the Price Catalog and is incorporated herein by reference. Upon return of a defective product, dormakaba USA shall either repair or replace the product, in its sole discretion, in accordance with our standard warranty.

EXCEPT AS SET FORTH HEREIN, dormakaba USA MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, AND BUYER ACKNOWLEDGES THAT NO REPRESENTATIONS, WARRANTIES, PROMISES OR STATEMENTS HAVE BEEN MADE BY dormakaba USA, WITH RESPECT TO THIS PRODUCT, OR ANY PART OR PORTION THEREOF. IN ADDITION, dormakaba USA MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OF THIS PRODUCT OR ANY PART OR PORTION THEREOF, FOR ANY PURPOSE, NOR ANY WARRANTY WHICH EXTENDS BEYOND THE DESCRIPTION ON THE FACE HEREOF. dormakaba USA SHALL NOT, IN ANY EVENT, BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES SUFFERED BY BUYER OR ANYONE CLAIMING BY, THROUGH OR UNDER BUYER, AS A RESULT OF THE CONDITION OF THIS PRODUCT, OR ANY PART OR PORTION THEREOF, AND THERE ARE NO ORAL OR WRITTEN UNDERTAKINGS OR AGREEMENTS OF ANY TYPE PROVIDED BY dormakaba USA EXCEPT AS EXPRESSLY SET FORTH HEREIN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR PROHIBIT THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSIONS MAY NOT APPLY IN YOUR STATE.

GOVERNING LAW: These Terms and Conditions of Sale and any subsequent sales agreements between dormakaba USA and Customer shall be construed in accordance with the laws of the State of Indiana. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement.

May 2018
LIMITED WARRANTY

What is Covered: dormakaba USA Inc. ("dormakaba USA") warrants that Door Closer models D4550, D4990, D3550 and D1610 manufactured by dormakaba USA and sold under its trade name "STANLEY" are free of defects in materials and workmanship as outlined below. The sole and exclusive liability of dormakaba USA under this warranty is limited to the repair or replacement of any Product or component part covered by the warranty at the sole discretion of dormakaba USA.

Who is Covered: This warranty is extended only to dormakaba USA distributors of products and the end user who purchases products for purposes other than resale (collectively, "Purchaser").

Hardware Warranty Period:
- Stanley Door Closer mechanical products shall be warranted for thirty (30) years from date of sale.
- Stanley Door Closer electrical products shall be warranted for one (1) year from date of sale.
- Finishes shall be warranted for three (3) years from date of sale excluding 108/613 "Oil Rubbed Bronze" finish.

Wi-Q™ Technology and Offline Series:
- All software shall be free from defects in materials and workmanship and will function in substantial accordance to the specifications for a period of one (1) year from the date of installation.
- Specific Limitations: This warranty does not cover any post-sales technical support under the following circumstances:
  - Problems caused by misuse of software or hardware
  - Failure to provide a network connection or site phone line for a modem connection, if deemed necessary by dormakaba USA
  - Technical support for network software products
  - Technical support for software installed on computer hardware or computer operating system that is no longer commercially available for purchase.

Warranty Claims: Any Products believed to be defective as covered by this warranty may not be returned without prior written Returned Materials Authorization (RMA) from dormakaba USA Product Support (855) 365-2407 covering specific items and quantities within thirty (30) days from the discovery of the alleged defect(s). dormakaba USA will inform the purchaser where to ship said Product(s), shipping charges prepaid by you, for examination. In the event such examination reveals a defect covered by this warranty; dormakaba USA will, at its sole option, repair or replace the Product, and return it or its replacement to the purchaser, with charges only for shipping.

Exclusions: This warranty specifically excludes, and dormakaba USA shall not be held responsible for the following:
  a) COSTS ASSOCIATED WITH INSTALLING, REMOVING OR REINSTALLATION OF THE PRODUCT.
  b) Damage caused by Product malfunction or failure attributable to acts of God.
  c) Improper use or installation.
  d) Poor or no maintenance.
  e) Work performed by someone other than an Authorized dormakaba USA technician.
  f) Failure to follow dormakaba USA's operating instructions or environmental specifications.
  g) Incorrect application, modification, vandalism, erosion or corrosion, shipping and/or handling, improper storage, accident, misuse, abuse or any other cause not within the control of dormakaba USA.
  h) This warranty is void if any modification is made to the warranty product, regardless of whether the modification causes or contributes to the alleged defect. All modifications are made at the risk and expense of the party making the modifications.
  i) dormakaba USA shall not be liable for any repairs, replacements, or adjustments to the product or any costs of labor performed by the Purchaser or others without dormakaba USA's prior written approval.
  j) dormakaba USA provides no warranty or guarantee that its cores and/or cylinders will function properly or be mechanically compatible with products not manufactured by dormakaba USA.
  k) The US108/613 finish is considered to be a living finish that will change over time with use and age and is expressly excluded from this warranty. The finish changes that occur are indicative of normal wear and tear and reflect the essence of a living finish. The finish changes are not considered manufacturing defects and are not covered by this warranty.

Third Party Warranty: Except as otherwise provided above, dormakaba USA makes no warranty, express or implied, with regard to third party hardware or software and expressly disclaims the implied warranties or conditions of merchantability or merchantable quality, fitness for a particular purpose, title, infringement and those arising by statute or otherwise in law. Customer’s sole recourse for warranty claims is with the manufacturer of the Product. However, dormakaba USA agrees to pass through any third party warranty that dormakaba USA receives from the manufacturer of the Products to Purchaser. The extent of any third party warranty details, terms and conditions, remedies and procedures may be expressly stated on, or packaged with, or otherwise accompanying the Products.

LIMITATION OF WARRANTIES: THIS WARRANTY IS GIVEN EXPRESSLY AND IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. THERE ARE NO UNDERSTANDINGS, AGREEMENTS, REPRESENTATIONS, OR WARRANTIES NOT SPECIFIED HEREIN.

dormakaba USA SHALL NOT, IN ANY EVENT, BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES SUFFERED BY PURCHASER OR ANYONE CLAIMING BY, THROUGH OR UNDER PURCHASER, AS A RESULT OF THE CONDITION OF THIS PRODUCT, OR ANY PART OR PORTION THEREOF.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR PROHIBIT THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSIONS MAY NOT APPLY IN YOUR STATE.

THIS WARRANTY IS GOVERNED BY THE LAW OF THE STATE OF INDIANA WITHOUT REGARD TO ITS CONFLICTS OF LAW PRINCIPLES. dormakaba USA AND PURCHASER AGREE THAT THE UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS SHALL NOT APPLY TO SALE OF THE PRODUCTS COVERED BY THIS WARRANTY.

May 2018
General Information

Handing

Closing Power Adjustment
Closers with spring power adjustment to size (6) are set at size (3) before leaving the factory. Closers with spring power adjustment from 1-4 or 1-5 are set at size (2) before leaving the factory.

Interchangeable Arms
All D-3550/D-3551 and D-4550/D-4551 Series arms are interchangeable.

Thru Bolts and Sex Nuts
When thru bolting is ordered, factory will furnish sex nuts for use with the machine screws furnished with the closer. Nuts are sized to accommodate 1-3/4" thick doors.

Security Screws
All mounting screws will be Torx pin tamper resistant machine screws. Available for Heavy Duty Arm applications only Specify SEC Security Screws.

Delayed Action
A delayed action feature is available with this series for all applications and arms. The feature permits the door to close very slowly through the delayed action cycle range. To order, suffix DA to closer number.

Advanced Variable Backcheck (AVB) optional
Cylinder starts backcheck at approximately 45° instead of the normal 75°. Add suffix “AVB” to selected cylinder. When combined with Delayed Action consult factory for special template (Heavy Duty Arm applications).

Packing
All surface mounted closers with standard arm sets are packed for mounting on regular, parallel arm or top jamb applications. D-1610 Series are packaged (6) closers per case. D-4550/D-3550 are packaged (4) closers per case. D-4550EH are packaged individually.

ANSI and UL Specifications

Arm Type: add suffix
L - Long Rod Forearm (TJ only)
H - Standard Hold-Open
HL - Standard Hold-Open w/ Long Rod & Shoe
PH - Parallel Hold-Open
EDA - Heavy Duty Arm
EH - Electronic Hold-Open
H-EDA - Heavy Duty Arm w/ Hold-Open
S - Heavy Duty Arm w/ Stop
CS - Heavy Duty Arm w/ Compression Stop
HS - Heavy Duty Arm w/ Hold-Open & Stop
HCS - Heavy Duty Arm w/ Hold-Open & Comp Stop
T - Track Mount
HT - Track Mount w/ Hold-Open
TCS - Track Compression Stop

Finish:
689 - Aluminum
690 - Statuary Bronze
691 - Bronze
693 - Black
695 - Dark Bronze
696 - Brass

Finish Option:
SRI - Special Rust Inhibitor

Fasteners:
SN - Sex Nuts & Bolts
SEC - Security Screws

Wood & Machine Screws Furnished Standard

How To Order

OPTIONS: 689-690-691-693-695-696
Finish:

CLD-4550DAEDA × 689 × SN

Model No.

Price List 68DC
www.stanleyhardwarefordoors.com  •  Phone: (855) 365-2407  •  Fax: (877) 835-1030
D-4990 Low Energy Operators and Accessories

For additional switch plates available contact your local dormakaba USA representative.

### DESCRIPTION

**Product No.**

<table>
<thead>
<tr>
<th>Accessory</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>8R-D-4990 Series - Push Side Mount (includes arm assembly)</strong></td>
<td>D-4990 4,115</td>
</tr>
<tr>
<td><strong>8R-D-4990T Series - Pull Side Mount (includes arm assembly)</strong></td>
<td>D-4990T 4,292</td>
</tr>
<tr>
<td><strong>Arm Assemblies</strong></td>
<td>Used with D-4990 only  A45-501L 101</td>
</tr>
<tr>
<td></td>
<td>Used with D-4990T only  A45-507T 168</td>
</tr>
<tr>
<td><strong>Optional Power Supply 24VDC @ 0.5A</strong></td>
<td>PS-490 62</td>
</tr>
<tr>
<td><strong>6” Round Stainless Steel Plate</strong></td>
<td>Handicap logo and Push-to-Open text  CL2216 231</td>
</tr>
<tr>
<td></td>
<td>6” round surface mount box  CL2220 99</td>
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<tr>
<td></td>
<td>6” round weather ring  CL2223 19</td>
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<tr>
<td><strong>4 3/4” Square Stainless Steel Plate</strong></td>
<td>Handicap logo and Push-to-Open text  CL2102 217</td>
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<td>4-3/4” square surface mount box  CL2236 99</td>
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<td><strong>4 1/2” Square Stainless Steel Plate</strong></td>
<td>Handicap logo and Push-to-Open text  CL4163 217</td>
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<td></td>
<td>4 1/2” square surface mount box  CL4638 99</td>
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<td><strong>Jamb Stainless Steel Plate</strong></td>
<td>Handicap logo and Push-to-Open text  CL2055 171</td>
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<td></td>
<td>Surface mount box  CL2245 30</td>
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<tr>
<td><strong>Dual Push Plate “Vestibule Plate”</strong></td>
<td>Vestibule plate with text, logo and arrows  CL2388 335</td>
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<tr>
<td><strong>Touchless Push Plates</strong></td>
<td>Touchless push plate fits single/double gang box  CL2025 348</td>
</tr>
<tr>
<td><strong>Radio Control 433 Transmitters / 433 Receiver</strong></td>
<td>Digital transmitter 433MHz w/flag conn 9v battery (1 button)  CL4490 226</td>
</tr>
<tr>
<td></td>
<td>433 MHz digital receiver  CL4485 249</td>
</tr>
<tr>
<td><strong>Push Plate Posts</strong></td>
<td>Silver - mounting post for stainless steel push plates*  CL2248 467</td>
</tr>
<tr>
<td></td>
<td>Black - mounting post for stainless steel push plates*  CL2247 451</td>
</tr>
<tr>
<td></td>
<td>Bronze - mounting post for stainless steel push plates*  CL2249 467</td>
</tr>
<tr>
<td></td>
<td>*For use with 4 1/2&quot; square plates part # CL4163</td>
</tr>
<tr>
<td><strong>Push Plate Packages</strong></td>
<td>Includes (2) CL4163 Text &amp; Logo plates, (2) CL4638 boxes, (2) CL4490 (9volt) Transmitters, (1) CL4485 Receiver  CL4976 1,319</td>
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<tr>
<td></td>
<td>HARD WIRED SOLUTION ONLY</td>
</tr>
<tr>
<td><strong>LOW ENERGY OPERATOR</strong></td>
<td><strong>Weight</strong> 40 lbs.</td>
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To Order: Specify: 8R-D-4990 × 628. Accessories ordered separate.
## COMPLETE CLOSERS

### APPLICATION

<table>
<thead>
<tr>
<th>Description</th>
<th>Series</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard, Parallel Arm, Top Jamb</td>
<td>Std. w/PA Brkt</td>
<td>9 lbs</td>
<td>449</td>
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<tr>
<td>Long Rod Forearm (Top Jamb Only)</td>
<td>L</td>
<td>9 lbs</td>
<td>449</td>
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<tr>
<td>Hold Open Arm (Standard &amp; Top Jamb)</td>
<td>H</td>
<td>9 lbs</td>
<td>481</td>
</tr>
<tr>
<td>Hold Open Parallel Arm</td>
<td>PH</td>
<td>9 lbs</td>
<td>481</td>
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<tr>
<td>Heavy Duty Arm (PA Only)</td>
<td>EDA</td>
<td>11 lbs</td>
<td>481</td>
</tr>
<tr>
<td>Electronic Hold Open</td>
<td>EH</td>
<td>11 lbs</td>
<td>830</td>
</tr>
<tr>
<td>Heavy Duty Arm w/ Hold Open (PA Only)</td>
<td>H-EDA</td>
<td>11 lbs</td>
<td>535</td>
</tr>
<tr>
<td>Heavy Duty Arm w/ Stop (PA Only)</td>
<td>S</td>
<td>11 lbs</td>
<td>526</td>
</tr>
<tr>
<td>Heavy Duty Arm w/ Compression Stop (PA Only)</td>
<td>CS</td>
<td>11 lbs</td>
<td>701</td>
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<tr>
<td>Heavy Duty Arm w/ Hold Open &amp; Compression Stop (PA Only)</td>
<td>HS</td>
<td>11 lbs</td>
<td>745</td>
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<tr>
<td>Track Mounting (Pull Side Only)</td>
<td>T</td>
<td>10 lbs</td>
<td>516</td>
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<tr>
<td>Track Mounting with Hold Open (Pull Side Only)</td>
<td>HT</td>
<td>10 lbs</td>
<td>535</td>
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<tr>
<td>Track Compression Stop</td>
<td>TCS</td>
<td>10 lbs</td>
<td>535</td>
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</table>

### OPTIONS

- Advanced Variable Back check Option
- Delayed Action Cylinder Option
- Sex Nuts (add 1 package per closer - 4 sex nuts per pkg.)
- Lead Lined Cover
- Metal Cover (brushed, stainless steel standard)
- Security Screws
- Special Rust Inhibitor

### CYLINDER ASSEMBLY SETS

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Assembly No.</th>
<th>Weight</th>
<th>List Price</th>
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<tbody>
<tr>
<td>Cylinder Body and Cover, size 2-6</td>
<td>DB-4550</td>
<td>7 lbs</td>
<td>348</td>
</tr>
<tr>
<td>Cylinder Body and Cover, size 1-5</td>
<td>DB-4551</td>
<td>7 lbs</td>
<td>348</td>
</tr>
<tr>
<td>Cylinder Body and Cover with DA, size 2-6</td>
<td>DB-4550DA</td>
<td>7 lbs</td>
<td>384</td>
</tr>
<tr>
<td>Cylinder Body and Cover with DA, size 1-5</td>
<td>DB-4551DA</td>
<td>7 lbs</td>
<td>384</td>
</tr>
</tbody>
</table>

### ARM ASSEMBLY SETS

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Assembly No.</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Arm Set (Std, PA &amp; Top Jamb)</td>
<td>A45-501</td>
<td>2 lbs</td>
<td>101</td>
</tr>
<tr>
<td>Standard Arm with Long Rod and Shoe Set (Top Jamb)</td>
<td>A45-501L</td>
<td>2 lbs</td>
<td>101</td>
</tr>
<tr>
<td>Standard Hold-Open Arm Set (Std &amp; Top Jamb)</td>
<td>A45-501H</td>
<td>2 lbs</td>
<td>133</td>
</tr>
<tr>
<td>Standard Hold-Open Arm w/ Long Rod and Shoe Set</td>
<td>A45-501HL</td>
<td>2 lbs</td>
<td>133</td>
</tr>
<tr>
<td>Standard Hold-Open Arm w/ Long Rod and Shoe Set</td>
<td>A45-501HXL</td>
<td>2 lbs</td>
<td>133</td>
</tr>
<tr>
<td>Parallel Hold-Open Arm Set</td>
<td>A45-503H</td>
<td>2 lbs</td>
<td>133</td>
</tr>
<tr>
<td>Heavy Duty Parallel Arm Set</td>
<td>A45-505</td>
<td>4 lbs</td>
<td>133</td>
</tr>
<tr>
<td>Heavy Duty Parallel Arm Set w/ Hold-Open</td>
<td>A45-505H</td>
<td>4 lbs</td>
<td>187</td>
</tr>
<tr>
<td>Heavy Duty Parallel Arm Set w/ Stop</td>
<td>A45-505S</td>
<td>4 lbs</td>
<td>178</td>
</tr>
<tr>
<td>Heavy Duty Parallel Arm Set w/ Compression Stop</td>
<td>A45-505CS</td>
<td>4 lbs</td>
<td>353</td>
</tr>
<tr>
<td>Heavy Duty Parallel Arm Set w/ Hold-Open and Stop</td>
<td>A45-505HS</td>
<td>4 lbs</td>
<td>234</td>
</tr>
<tr>
<td>Heavy Duty Parallel Arm Set w/ Hold-Open and Comp Stop</td>
<td>A45-505HCS</td>
<td>4 lbs</td>
<td>397</td>
</tr>
<tr>
<td>Track Rail Arm and Track Set (Pull Side Only)</td>
<td>A45-507T</td>
<td>3 lbs</td>
<td>168</td>
</tr>
<tr>
<td>Track Rail Arm and Hold-Open Track Set (Pull Side Only)</td>
<td>A45-507HT</td>
<td>3 lbs</td>
<td>187</td>
</tr>
<tr>
<td>Track Compression Stop</td>
<td>A45-507TCS</td>
<td>3 lbs</td>
<td>187</td>
</tr>
<tr>
<td>Electronic Hold-Open Track Arm Assembly</td>
<td>A45-507EH</td>
<td>3 lbs</td>
<td>482</td>
</tr>
</tbody>
</table>

### NOTES

- Closers available in the following painted finishes: Aluminum (689) Dark Bronze (695) Statuary Bronze (690) Bronze (691) Brass (696) Black (693).
- Arm Assemblies are interchangeable between D-4550 and D-3550 Series Closers.
## COMPLETE CLOSERS

### APPLICATION
- Standard, Parallel Arm, Top Jamb
  - Series: STD w/PA Brkt
  - Weight: 7 lbs
  - List Price: 366
- Long Rod Forearm (Top Jamb Only)
  - Series: L
  - Weight: 7 lbs
  - List Price: 366
- Hold Open Arm (Standard & Top Jamb)
  - Series: H
  - Weight: 7 lbs
  - List Price: 398
- Hold Open Parallel Arm
  - Series: PH
  - Weight: 7 lbs
  - List Price: 398
- Heavy Duty Arm (PA Only)
  - Series: EDA
  - Weight: 9 lbs
  - List Price: 438
- Heavy Duty Arm w/ Hold Open (PA Only)
  - Series: H-EDA
  - Weight: 9 lbs
  - List Price: 452
- Heavy Duty Arm w/ Stop (PA Only)
  - Series: S
  - Weight: 9 lbs
  - List Price: 443
- Heavy Duty Arm w/ Compression Stop (PA Only)
  - Series: CS
  - Weight: 9 lbs
  - List Price: 618
- Heavy Duty Arm w/ Hold Open & Stop (PA Only)
  - Series: HS
  - Weight: 9 lbs
  - List Price: 499
- Track Mounting (Pull Side Only)
  - Series: T
  - Weight: 8 lbs
  - List Price: 433
- Track Mounting w/ Hold Open (Pull Side Only)
  - Series: HT
  - Weight: 8 lbs
  - List Price: 452
- Track Compression Stop
  - Series: TCS
  - Weight: 8 lbs
  - List Price: 452

### OPTIONS
- Delayed Action Cylinder Option
  - Series: DA
  - List Price: 36
- Sex Nuts (add 1 package per closer - 4 sex nuts per pkg)
  - Series: SN 6
  - List Price: 8
- Security Screws
  - Series: SEC
  - List Price: 73
- Special Rust Inhibitor
  - Series: SRI
  - List Price: 38

## CYLINDER ASSEMBLY SETS

### DESCRIPTION
- Cylinder Body and Cover, size 2-6
  - Assembly No.: DB-3550
  - Weight: 5 lbs
  - List Price: 265
- Cylinder Body and Cover, size 1-4
  - Assembly No.: DB-3551
  - Weight: 5 lbs
  - List Price: 265
- Cylinder Body and Cover with DA, size 2-6
  - Assembly No.: DB-3550DA
  - Weight: 5 lbs
  - List Price: 301
- Cylinder Body and Cover with DA, size 1-4
  - Assembly No.: DB-3551DA
  - Weight: 5 lbs
  - List Price: 301

## ARM ASSEMBLY SETS

### DESCRIPTION
- Standard Arm Set (Std, PA & Top Jamb)
  - Assembly No.: A45-501
  - Weight: 2 lbs
  - List Price: 101
- Standard Arm with Long Rod and Shoe Set (Top Jamb)
  - Assembly No.: A45-501L
  - Weight: 2 lbs
  - List Price: 101
- Standard Hold-Open Arm Set (Std & Top Jamb)
  - Assembly No.: A45-501H
  - Weight: 2 lbs
  - List Price: 133
- Standard Hold-Open Arm w/ Long Rod and Shoe Set
  - Assembly No.: A45-501HL
  - Weight: 2 lbs
  - List Price: 133
- Standard Hold-Open Arm w/ Long Rod and Shoe Set
  - Assembly No.: A45-501HXL
  - Weight: 2 lbs
  - List Price: 133
- Parallel Hold-Open Arm Set
  - Assembly No.: A45-503H
  - Weight: 2 lbs
  - List Price: 133
- Heavy Duty Parallel Arm Set
  - Assembly No.: A45-505
  - Weight: 4 lbs
  - List Price: 133
- Heavy Duty Parallel Arm Set w/ Hold-Open
  - Assembly No.: A45-505H
  - Weight: 4 lbs
  - List Price: 187
- Heavy Duty Parallel Arm Set w/ Stop
  - Assembly No.: A45-505S
  - Weight: 4 lbs
  - List Price: 178
- Heavy Duty Parallel Arm Set w/ Compression Stop
  - Assembly No.: A45-505CS
  - Weight: 4 lbs
  - List Price: 353
- Heavy Duty Parallel Arm Set w/ Hold-Open and Stop
  - Assembly No.: A45-505HS
  - Weight: 4 lbs
  - List Price: 234
- Heavy Duty Parallel Arm Set w/ Hold-Open and Comp Stop
  - Assembly No.: A45-505HCS
  - Weight: 4 lbs
  - List Price: 397
- Track Rail Arm and Track Set (Pull Side Only)
  - Assembly No.: A45-507T
  - Weight: 3 lbs
  - List Price: 168
- Track Rail Arm and Hold-Open Track Set (Pull Side Only)
  - Assembly No.: A45-507HT
  - Weight: 3 lbs
  - List Price: 187
- Track Compression Stop
  - Assembly No.: A45-507TCS
  - Weight: 3 lbs
  - List Price: 187

## COVERS

### 4550/3550 SERIES

<table>
<thead>
<tr>
<th>Part No.</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>C-455</td>
<td>18</td>
</tr>
<tr>
<td>MC-455</td>
<td>58</td>
</tr>
<tr>
<td>C-355</td>
<td>18</td>
</tr>
</tbody>
</table>
D-3550 / D-3551 Series Surface Closers (continued)

NOTES
- Closers available in the following painted finishes: Aluminum (689) Dark Bronze (695) Statuary Bronze (690) Bronze (691) Brass (696) Black (693).
- Arm Assemblies are interchangeable between D-4550 and D-3550 Series Closers.

---

D-1610 / D-1611 Series Surface Closers

**COMPLETE CLOSERS - (LESS COVER)**

<table>
<thead>
<tr>
<th>APPLICATION</th>
<th>D-1610 / D-1611 Series</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard, Parallel Arm, Top Jamb</td>
<td>Std w/PA Brkt</td>
<td>5 lbs</td>
<td>188</td>
</tr>
<tr>
<td>Long Rod Forearm (Top Jamb Only)</td>
<td>L</td>
<td>5 lbs</td>
<td>188</td>
</tr>
<tr>
<td>Hold Open Arm (Standard &amp; Top Jamb Only)</td>
<td>H</td>
<td>5 lbs</td>
<td>228</td>
</tr>
<tr>
<td>Hold Open Parallel Arm</td>
<td>PH</td>
<td>5 lbs</td>
<td>228</td>
</tr>
</tbody>
</table>

**OPTIONS**

<table>
<thead>
<tr>
<th>Option</th>
<th>Weight</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Cover</td>
<td>1 lb</td>
<td>14</td>
</tr>
<tr>
<td>Sex Nuts (add 1 package per closer - 4 sex nuts per pkg)</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Security Screws</td>
<td></td>
<td>73</td>
</tr>
<tr>
<td>Special Rust Inhibitor</td>
<td></td>
<td>38</td>
</tr>
</tbody>
</table>

**CYLINDER ASSEMBLY SETS**

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Assembly No.</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cylinder Body and Cover, size 2-5</td>
<td>DB-1610</td>
<td>4 lbs</td>
<td>142</td>
</tr>
<tr>
<td>Cylinder Body and Cover, size 1-4</td>
<td>DB-1611</td>
<td>4 lbs</td>
<td>142</td>
</tr>
</tbody>
</table>

**ARM ASSEMBLY SETS**

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Assembly No.</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Arm Set (Std, PA &amp; Top Jamb)</td>
<td>A16-401</td>
<td>1 lb</td>
<td>46</td>
</tr>
<tr>
<td>Standard Arm with Long Rod (Top Jamb)</td>
<td>A16-401L</td>
<td>1 lb</td>
<td>46</td>
</tr>
<tr>
<td>Standard Hold-Open Arm Set (Std &amp; Top Jamb)</td>
<td>A16-401H</td>
<td>1 lb</td>
<td>86</td>
</tr>
<tr>
<td>Hold Open Parallel Arm</td>
<td>A16-403H</td>
<td>1 lb</td>
<td>86</td>
</tr>
</tbody>
</table>

**FULL COVER SETS**

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Assembly No.</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Cover</td>
<td>C-165</td>
<td>1 lb</td>
<td>15</td>
</tr>
</tbody>
</table>

NOTES
- Closers are shipped standard Less Cover.
- Closers available in the following painted finishes: Aluminum (689) Dark Bronze (695) Statuary Bronze (690) Bronze (691) Brass (696) Black (693).
- Closers are packed (10) per case.
### CONCEALED IN-DOOR CLOSERS

<table>
<thead>
<tr>
<th>Application</th>
<th>CO-50 Series</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concealed In-Door Size 3</td>
<td>CO-53</td>
<td>5 lbs</td>
<td>375</td>
</tr>
<tr>
<td>Concealed In-Door Size 4</td>
<td>CO-54</td>
<td>5 lbs</td>
<td>375</td>
</tr>
<tr>
<td>Concealed In-Door Size 3 with Hold Open</td>
<td>CO-153</td>
<td>5 lbs</td>
<td>395</td>
</tr>
<tr>
<td>Concealed In-Door Size 4 with Hold Open</td>
<td>CO-154</td>
<td>5 lbs</td>
<td>395</td>
</tr>
</tbody>
</table>

### OVERHEAD CONCEALED CLOSERS (HANDED)

<table>
<thead>
<tr>
<th>Application</th>
<th>CO-50 Series</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overhead Concealed Size 5</td>
<td>CO-55</td>
<td>12 lbs</td>
<td>719</td>
</tr>
<tr>
<td>Overhead Concealed Size 6</td>
<td>CO-56</td>
<td>12 lbs</td>
<td>719</td>
</tr>
<tr>
<td>Overhead Concealed Size 5 with Hold Open</td>
<td>CO-155</td>
<td>12 lbs</td>
<td>732</td>
</tr>
<tr>
<td>Overhead Concealed Size 6 with Hold Open</td>
<td>CO-156</td>
<td>12 lbs</td>
<td>732</td>
</tr>
</tbody>
</table>

### DOUBLE ACTING OVERHEAD CONCEALED CLOSERS (SIDE LOADING)

<table>
<thead>
<tr>
<th>Max Opening</th>
<th>Hold Open</th>
<th>Max Int.</th>
<th>Max Ext.</th>
<th>30 Series</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>105°</td>
<td>3'-0&quot;</td>
<td>2'-6&quot;</td>
<td>30-21S</td>
<td>10 lbs</td>
<td>453</td>
<td></td>
</tr>
<tr>
<td>90°</td>
<td>3'-0&quot;</td>
<td>2'-6&quot;</td>
<td>30-23S</td>
<td>10 lbs</td>
<td>453</td>
<td></td>
</tr>
<tr>
<td>105°</td>
<td>105°</td>
<td>3'-6&quot;</td>
<td>3'-0&quot;</td>
<td>30-30S</td>
<td>10 lbs</td>
<td>453</td>
</tr>
<tr>
<td>90°</td>
<td>3'-6&quot;</td>
<td>3'-0&quot;</td>
<td>30-31S</td>
<td>10 lbs</td>
<td>453</td>
<td></td>
</tr>
<tr>
<td>105°</td>
<td>90°</td>
<td>3'-6&quot;</td>
<td>3'-0&quot;</td>
<td>30-32S</td>
<td>10 lbs</td>
<td>453</td>
</tr>
<tr>
<td>105°</td>
<td></td>
<td>3'-0&quot;</td>
<td>30-34S</td>
<td>10 lbs</td>
<td>453</td>
<td></td>
</tr>
<tr>
<td>105°</td>
<td></td>
<td>30-41S</td>
<td>10 lbs</td>
<td>464</td>
<td></td>
<td></td>
</tr>
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</table>

### NOTES

- Closers available in the following painted finishes: Aluminum (689)
# Mounting Accessories

## D-4550 / D-4551 Cylinder Mounting Plates

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Part No.</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drop Plate (Std, PA or TJ Mount)</td>
<td>P45-180</td>
<td>4 lbs</td>
<td>61</td>
</tr>
<tr>
<td>Drop Plate (PA Mount) Heavy Duty for use with a narrow top rail</td>
<td>P45-180D</td>
<td>4 lbs</td>
<td>61</td>
</tr>
<tr>
<td>Angle Bracket (Push Side Mount)</td>
<td>P45-190</td>
<td>5 lbs</td>
<td>61</td>
</tr>
<tr>
<td>Adapter Plate for D4550 with Heavy Duty Arm Application to retrofit to LCN 4111 with Heavy Duty Arm Application</td>
<td>P45-4110</td>
<td>4 lbs</td>
<td>61</td>
</tr>
<tr>
<td>Adapter Plate for D4550 with Heavy Duty Arm Application to retrofit to LCN 4040 with Heavy Duty Arm Application</td>
<td>P45-4040</td>
<td>4 lbs</td>
<td>61</td>
</tr>
</tbody>
</table>

## D-3550 / D-3551 Cylinder Mounting Plates

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Part No.</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drop Plate (Std, PA or TJ Mount)</td>
<td>P35-180</td>
<td>3 lbs</td>
<td>61</td>
</tr>
<tr>
<td>Angle Bracket (Push Side Mount)</td>
<td>P35-190</td>
<td>4 lbs</td>
<td>61</td>
</tr>
</tbody>
</table>

## D-1650 / D-1651 Cylinder Mounting Plates

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Part No.</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drop Plate (Std, PA or TJ Mount)</td>
<td>P16-180</td>
<td>2 lbs</td>
<td>61</td>
</tr>
</tbody>
</table>
# D-4550 / D-3550 ARM MOUNTING ACCESSORIES

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Part No.</th>
<th>Weight</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spacer Block for mounting PA Bracket on Rabbet</td>
<td>P45-110</td>
<td>1 lb</td>
<td>26</td>
</tr>
<tr>
<td>Spacer Block for mounting HD Arms on Rabbet</td>
<td>P45HD-110</td>
<td>1 lb</td>
<td>27</td>
</tr>
<tr>
<td>Angle Bracket for Shoe Support on HD Arms</td>
<td>P45HD-112</td>
<td>0.5 lbs</td>
<td>27</td>
</tr>
<tr>
<td>Extra-Clearance Offset Soffit Plate Bracket</td>
<td>P45-113</td>
<td>1 lb</td>
<td>40</td>
</tr>
<tr>
<td>Angle Bracket for mounting PA Bracket on Flush Transom</td>
<td>P45-114</td>
<td>1 lb</td>
<td>30</td>
</tr>
<tr>
<td>Angle Bracket for mounting HD Arms on Flush Transom</td>
<td>P45HD-114</td>
<td>2 lbs</td>
<td>41</td>
</tr>
<tr>
<td>Angle Bracket for mounting HD Arms on Flush Transom with Over Head Stop Applications</td>
<td>P45HD-114-1</td>
<td>2 lbs</td>
<td>41</td>
</tr>
<tr>
<td>Track Arm End Cap Used on D-4550T/D-3550T with A45-507T</td>
<td>P45-507EC</td>
<td>.5 lbs</td>
<td>8</td>
</tr>
</tbody>
</table>
QUOTING & ORDERING

Price quotations are based on one (1) shipment to one (1) location, and are valid as identified in the quote but in no case longer than one year from the date of the quote. All exceptions will be evaluated on an individual basis.

All quotation requests will be provided by the dormakaba USA Inc. (“dormakaba USA”) Representative where the project is located.

QUOTING PROCESS AND PROCEDURES: The following information is necessary to secure a price quotation from dormakaba USA.

- Distributor Name
- Distributor Location
- Distributor Contact Name and Phone Number
- Distributor e-mail contact
- Project Name
- Project Location
- Bid Date
- Architects Name, Phone Number and Architects Location
- Specification Writer Name, Phone Number and Location
- Competitive Influence / Specification
- List of materials to be quoted

Every attempt will be made by dormakaba USA to provide the price quotation in a timely manner. Upon completion, you will receive a copy of the quotation which will also include a valid quotation number. Once the project is secured, a copy of the quotation must accompany your purchase order and be forwarded to dormakaba USA Customer Service Department in Indianapolis for processing.

NON-STANDARD PRODUCT REQUEST: Please contact your dormakaba USA Representative to complete a Non-Standard Product Request Form.

All requests should be submitted to the following email address:

Email: product.request.us@dormakaba.com

Upon receipt of a special order request, dormakaba USA will review the configuration and determine if dormakaba USA is capable of making the special order product and will provide a response to the customer. If dormakaba USA is able to make the special order product, dormakaba USA will provide a specific SKU/configuration to the customer for the special order product. This SKU/configuration must be identified on all Purchase Orders. In addition, the Purchase Order must be marked as a “Special Order”.

ORDERING: The following information is required for dormakaba USA to successfully process any order:

- Itemized Purchase Order (PO)
- dormakaba USA Approved Quote

Please send all orders to BAS-orderentry.us@dormakaba.com or by fax to 877-835-1030

NOTE: For detailed information on how to place an order for dormakaba USA products as well as BEST masterkey services please see the detailed section regarding “Best Ordering”.

ADD ON ORDERS FOR QUOTED PROJECTS: To place an add-on order from a quoted project the Distributor must include the original quote, PO number and/or dormakaba USA’s original order number. Add-On orders will be accepted for a period one (1) year from the original order date. Add-On orders received that are outside of the aforementioned period will be forwarded to the dormakaba USA Representative for re-quote.

STOCKING ORDERS: All orders for stock replenishment should be marked as “Stock” and indicate a “Ship To” address that coincides with the stocking Distributor warehouse location.

INCOMPLETE ORDER PROCESS: All orders are screened upon receipt for complete information. If an order is received incomplete, dormakaba USA Customer Service will make one (1) attempt to contact a Distributor directly for the missing requirements. If the information is not made available to dormakaba USA at that time the order will be referred to the local dormakaba USA Representative for resolution. All incomplete orders will be cancelled if not resolved after fourteen (14) calendar days.

PRICE DISCREPANCY PROCESS: All entered orders are reviewed by dormakaba USA Customer Service for accuracy and pricing consistency between the Distributor and dormakaba USA. Any order determined by dormakaba USA, in its sole and absolute discretion, to have a value greater than the Total Price shown on the Distributor purchase order will be held by dormakaba USA for a Price Discrepancy. dormakaba USA quotes are also reviewed to ensure that they are complete, approved, and match the PO. Due to pricing sensitivity, all price discrepancies must be resolved exclusively by your dormakaba USA Representative.

ORDER CANCELLATION/CHANGES: All requests for Order Cancellations and Changes (Quantity, Shipping, Finish, Function, etc) should be sent directly to dormakaba USA Customer Service. Requests via phone will be accepted, but must be accompanied by a written request. Factory Order Number, PO Number, Account Info, and Detailed Changes must be clearly indicated. Change requests can be submitted via the following methods:

Email: BAS-cshelp.us@dormakaba.com
Fax: 1-877-835-1030

All order cancellations or changes will be subject to a cancellation fee as defined in dormakaba USA’s Terms and Conditions of Sale.

PRODUCTION SCHEDULING and “DO NOT SHIP BEFORE” REQUESTS: All orders are scheduled for production and shipping based on current production lead times and availability. Scheduling is completed only when an order is released from both credit and pricing review.

Exceptions to this policy are made only when the PO is clearly marked: “Do Not Ship Before” followed by the date. (Required Date, Expected Date, etc. do not apply) These orders will be scheduled to ship on or after the date listed.
Changes to “Do Not Ship Before” dates are required in writing and should be sent to: BAS-cshelp.us@dormakaba.com.

Be advised, orders not clearly marked with a “Do Not Ship Before” designation will be payable within normal terms from the actual shipment date.

EXPEDITED REQUESTS:
- Expedite requests will be reviewed and accommodated by dormakaba USA based on production lead times and availability.
  Email: BAS-expediterequest.us@dormakaba.com
- See the then current dormakaba USA Quick Ship Program for details.

WHOLESALE PURCHASE: Distributors are also free to utilize dormakaba USA’s Authorized Wholesalers to purchase product. dormakaba USA does not make any guarantee of availability or pricing for purchases from an Authorized Wholesaler and the discounts afforded to Distributor by dormakaba USA shall not apply to purchases from an Authorized Wholesaler. The terms and conditions and price of product shall be as mutually agreed between Distributor and Wholesaler.
RETURNED AUTHORIZATION (RA)

RA REQUESTS: A Return Authorization Form ("RA") must be utilized to return defective products still under warranty or products deemed repairable by dormakaba USA Inc. ("dormakaba USA"). All products returned to dormakaba USA must have a correct Return Authorization (RA) number applied to the outside of the shipping carton. All products must be returned within sixty (60) calendar days of RA issue date. This process can take up to seven (7) days after product is received at dormakaba USA’s factory. If a defective product presents a security risk, an advance replacement may be requested.

RA PROCESS: Requests for warranty related returns can be initiated by submitting an e-mail to BAS-rgacreditgrp.us@dormakaba.com.

The RA Request Form must be completed entirely to process an RA. The following information will be needed:

- End User Name
- Sales Order Number
- Account Number
- Item Number
- Contact Name
- Item Quantity
- Phone Number
- Description of the Problem
- Purchaser Order Number

1. Upon review and approval of the submitted RA request, a claim number is logged and provided back to the requestor by a dormakaba USA Team member.
2. Once a claim number is issued, this number should be noted on all references and communications regarding the applicable situation to ensure a claim is easily identified.
3. Defective product should be returned to the address below. The shipment must be marked with the approved RA claim number to ensure prompt processing and attention. All shipping charges prepaid by customer.

   dormakaba USA, Inc.
   Attn: Returns Department
   6161 East 75th Street
   Indianapolis, IN 46250

4. When material is received at dormakaba USA’s factory, dormakaba USA will assess and determine the nature of the defect.
5. Defective goods are replaced upon dormakaba USA’s determination.
6. Credit for material and freight is issued only if deemed appropriate by dormakaba USA. If approved, credit is initiated and a credit memo is mailed to the Distributor within fifteen (15) business days.

PURCHASE ORDERS:
A Purchase Order (PO) will be required if the Product is:
1. Defective and not under warranty, or
2. An advance replacement is required without verification of whether the product is defective and under warranty.

Please send Purchase Orders to the following:
- Preferred Method e-mail: BAS-rgacreditgrp.us@dormakaba.com
- Fax: 1-877-835-1030

May 2018
RETURNED AUTHORIZATION (RA) NON-WARRANTY

RA POLICY: A Return Authorization Form ("RA") must be utilized to return products that are not defective and otherwise in a resalable condition. Only goods with an invoice date of less than one (1) year will be considered for a non-warranty related return. All materials returned to dormakaba USA Inc. ("dormakaba USA") for any reason (other than warranty), must have a correct RA number applied to the outside of the shipping carton. A thirty percent (30%) re-stocking charge (of the purchase price) will be applied to the Distributor’s account for orders returned, including orders that were placed by customer in error. Transportation charges of returned goods must be prepaid by the Distributor. All goods must be returned within sixty (60) calendar days of RA issue date. All goods must be returned in original packaging and be in resalable condition. Product not returned in saleable condition is subject to disposal by dormakaba USA with no credit issued. Commercial Hardware items that are special made to order items will not be returned under any circumstances.

RA PROCESS: Requests for non-warranty related returns can be initiated by submitting an e-mail to BAS-rgacreditgrp.us@dormakaba.com.

The RA Request Form must be completed entirely to process an RA. The following information will be needed:

- Company Name
- Sales Order Number
- Account Number
- Item Number
- Contact Name
- Item Quantity
- Phone Number
- Description of the Problem
- Purchaser Order Number

1. Upon review and approval of the submitted RA request, a claim number is logged and provided back to the requestor by a dormakaba USA Team member:
2. Once a claim number is issued, this number should be noted on all references and communications concerning said RA.
3. Product should be returned to the address below. The shipment must be marked with the approved RA claim number to ensure prompt processing and attention. All shipping charges prepaid by customer.

   dormakaba USA, Inc.
   Attn: Returns Department
   6161 East 75th Street
   Indianapolis, IN 46250

4. The RA will be processed once material is received at dormakaba USA’s factory provided it is received in its original packaging and is in saleable condition.
5. Credit is issued to the Distributor account and a credit memo is mailed to the Distributor.

FULFILLMENT ISSUES

Any quality issues (missing parts, wrong parts, handing, finish, etc) should be submitted electronically to: BAS-rgacreditgrp.us@dormakaba.com or your Local dormakaba USA Representative.

Please reference your original Purchase Order (PO) Number, Factory Order Number, Distributor Account, Contact Information (E-mail/Fax), and include a detailed description of the issue.

1) ITEMS MISSING FROM A SHIPMENT: If you have signed your shipment short, dormakaba USA Customer Service will promptly issue a No Charge replacement order for the missing products.

If the shipment was not signed short but after review, dormakaba USA Customer Service determines (based on shipping weights, packing lists, etc) that the order was indeed shipped short, a No Charge replacement will be issued.

If dormakaba USA Customer Service cannot verify a shipping error, an advance replacement order will be entered, charged, and expedited to the Distributor. The quality issue will be forwarded to the Return Authorization Credit Group for resolution.

If it is determined that the item was omitted from the order due to a dormakaba USA order entry error, a change order will be entered and expedited for the missing products.

Please see price book for further detail.

2) WRONG ITEMS RECEIVED (parts, handing, function, finish, etc):
Advanced replacements will be issued for any wrong items received. Such orders will be charged based on pricing/discounts from the original order. The issue will be forwarded to dormakaba USA’s Return Authorization Credit Group for resolution.

Any quality issue that is determined to be either a dormakaba USA order entry and/or manufacturing error will have an advanced replacement order entered and will be expedited. An RA will be issued to return the incorrect products. No re-stock fee will apply for dormakaba USA order entry and/or manufacturing errors.

May 2018
# ORDER FORM

**dormakaba USA, Inc.**  
Attn: Door Closers Division  
6161 East 75th Street  
Indianapolis, IN 46250

<table>
<thead>
<tr>
<th>Order Form:</th>
<th>P.O. #</th>
<th>Date</th>
<th>Ship To:</th>
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<tr>
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<table>
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<tr>
<th>Entered By:</th>
<th>Salesperson:</th>
<th>Shop Via:</th>
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## Quantity | Product Description | Door Thickness | Finish |
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**Price List 68DC**

[www.stanleyhardwarefordoors.com](http://www.stanleyhardwarefordoors.com) • Phone: (855) 365-2407 • Fax: (877) 835-1030
RETURN AUTHORIZATION FORM REQUEST

☐ Return for Replacement  ☐ Return for Credit

Date of Request: _________________________
Original Order: __________________________
Date of Request: _________________________
Original P.O.: ____________________________
Invoice #: ______________________________
Customer Name: __________________________
Account Number: __________________________
Address: _________________________________
City: _____________________________
State: ___________ Zip: ___________
Contact Name: __________________________
E-mail: _______________________________
Phone: ________________________________

☐ Ship Replacement Material to Address Above

NATURE OF PROBLEM

☐ Manufacturing Defect
☐ Warranty Evaluation
☐ Missing Parts
☐ Wrong Material Received
☐ Wrong Material Ordered
☐ Wrong Quantity
☐ Return Inventory
☐ Other: ______________________________

NOTE: All returns shall be subject to dormakaba USA, Inc.’s current Terms of Sale and Warranty as outlined in the price catalog.

SHIP REPLACEMENT MATERIAL TO ADDRESS ABOVE

SHIP REPLACEMENT MATERIAL TO ADDRESS ON ORDER

DETAILED DESCRIPTION OF DEFECT OR REASON FOR RETURN

________________________________________________________________________________________________________________
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________

RETURN MATERIAL

<table>
<thead>
<tr>
<th>Line Item #</th>
<th>Quantity</th>
<th>Product Nomenclature</th>
<th>Product Description</th>
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Please e-mail completed form to BAS-rgacreditgrp.us@dormakaba.com or Fax to 1-877-835-1030
Notes