

**STANLEY®**



# Door Closers

**CANADA PRICE LIST 68DC**

EFFECTIVE: APRIL 1, 2019

dormakaba 

# STANLEY®

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## TERMS AND CONDITIONS OF SALE

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 Canada Inc. ("dormakaba Canada"), 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 Canada 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, provincial or local taxes.

**ORDERS:** No order for Products shall be deemed to have been accepted by dormakaba Canada until written notice of its acceptance is received by the Customer from dormakaba Canada via an order acknowledgement. dormakaba Canada reserves the right, in its sole discretion, to decline to accept any order. Purchase Orders will bind dormakaba Canada only to the extent accepted by dormakaba Canada's written confirmation or delivery. dormakaba Canada will attempt to fill orders in the order in which they are received, subject to prior orders. However, dormakaba Canada 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 Canada, unless expressly accepted by dormakaba Canada. For greater certainty, the acceptance by dormakaba Canada of a Purchase Order shall not be deemed acceptance of the additional terms of such Purchase Order.

dormakaba Canada will accept orders via, email and fax. dormakaba Canada will send out an order acknowledgement for all orders received via email and fax.

Note: Receipt or possession of this price catalog does not grant approval to quote or purchase products. Please contact your dormakaba Canada 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 Canada 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 Canada Sales Representative for resolution.

**SAMPLES:** Please contact your local dormakaba Canada 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 Canada's policy is to extend Net 30-day terms/ open account combined with a credit line based on financial capacity. For all accounts dormakaba Canada requires a Credit Application and Sales Tax Exempt Certificate (if applicable). dormakaba Canada 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 Canada. dormakaba Canada performs periodic

reviews of credit lines and terms of payment and may request updated financial information.

dormakaba Canada reserves the right to withhold delivery of Product if Customer does not meet dormakaba Canada'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 Canada for Customer. Customer shall provide, at dormakaba Canada's request, an acceptable letter of credit or guarantee or security in a form and amount determined by dormakaba Canada.

If Customer shall become overdue on its account or otherwise defaults in any payment to dormakaba Canada or if its financial condition shall at any time appear inadequate to warranty further shipment on an open account basis, dormakaba Canada 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 Canada Credit Department.

**PAYMENT TERMS:** dormakaba Canada standard payment, net 30 days from date of invoice.

dormakaba Canada 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 Canada resulting from the collection of such overdue payment. Customer shall pay all sums owing to dormakaba Canada 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 Canada'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 Canada's facility in Indianapolis, Indiana USA and/or dormakaba's facility in Canada. dormakaba Canada shall be deemed to have delivered all Products and related goods when such are put in the custody of a carrier at dormakaba Canada's plant or warehouse above, at which time all title and risk of loss or damage shall pass to Customer.

**SHIPPING/FREIGHT:**

All Products shall be shipped FOB Origin domestic or FCA International (INCOTERMS 2010) from dormakaba Canada's facility in Indianapolis, Indiana USA and/or dormakaba's facility in Canada. dormakaba Canada shall be deemed to have delivered all Products and related goods when such are put in the custody of a carrier at dormakaba Canada'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 Canada. Customer shall bear all costs of freight, insurance and associated costs and shall make all arrangements for same.

Single or combined shipments including dormakaba Canada lock sets, exit devices, hinges and door closers will be considered for free freight with orders at or above \$2,500 net (product combination must be on same purchase order). Orders less than \$2,500 will be shipped freight prepaid with shipping cost added to the invoice, including a nominal freight charge to be determined by dormakaba Canada at time of shipping.

## TERMS AND CONDITIONS OF SALE (continued)

These freight terms apply only to a single destination within Canada. Should a shipment qualify for one of dormakaba Canada'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 Canada's facility in Indianapolis, Indiana USA and/or dormakaba's facility in Canada

**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 Canada as part of order acknowledgment for accepted orders for Products or related goods will be honored by dormakaba Canada on a best effort basis. Shipping dates shown on order acknowledgments are based upon dormakaba Canada's estimate and cannot be guaranteed. dormakaba Canada will not be liable for any loss or damage resulting from delay in filling orders, including any direct or consequential loss or damage. dormakaba Canada 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 Canada 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 Canada 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 888-267-5141 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 Canada, 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 Canada with no credit issued.

dormakaba Canada 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](http://www.bestaccess.com).

**LIMITATION OF LIABILITY:** EXCEPT AS OTHERWISE REQUIRED BY APPLICABLE LAW, dormakaba Canada 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 Canada HAS BEEN ADVISED OF THE POSSIBILITY THEREOF. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL dormakaba Canada'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 OTHER INTELLECTUAL PROPERTY RIGHTS OF ANY PERSON OR ENTITY, OR OTHERWISE IN RELATION TO THE SALE OF dormakaba Canada PRODUCTS TO CUSTOMER, EXCEED THE AGGREGATE OF THE AMOUNT PAID OR PAYABLE TO dormakaba Canada BY CUSTOMER FOR THE ORDER GIVING RISE TO THE ALLEGED LIABILITY.

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

EXCEPT AS SET FORTH HEREIN, dormakaba Canada MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, AND BUYER ACKNOWLEDGES THAT NO REPRESENTATIONS, WARRANTIES, PROMISES OR STATEMENTS HAVE BEEN MADE BY dormakaba Canada, WITH RESPECT TO THIS PRODUCT, OR ANY PART OR PORTION THEREOF. IN ADDITION, dormakaba Canada 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 Canada 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 Canada 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 Canada and Customer shall be construed in accordance with the laws of the Province in which the customer is located ( and the applicable laws of Canada therein ) or where the customer is performing a majority of its sales ( without regard to its conflicts of law principles that would require the application of any other law ) as to all matters. Including but not limited to matters of jurisdiction, validity, construction, effect and performance.

## WARRANTY

**What is Covered:** dormakaba Canada Inc. ("dormakaba Canada") warrants that Door Closer models D4550, D4990, D3550 and D1610 manufactured by dormakaba Canada 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 Canada 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 Canada.

**Who is Covered:** This warranty is extended only to dormakaba Canada 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 10B/613 "Oil Rubbed Bronze" finish.

**Wi-Q™ Technology and Offline Series:**

- dormakaba Canada warrants that 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: o 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 Canada
  - 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 Canada Product Support (877) 780-2378 covering specific items and quantities within thirty (30) days from the discovery of the alleged defect(s). dormakaba Canada 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 Canada 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 Canada 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 Canada technician.
- f) Failure to follow dormakaba Canada'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 Canada.
- 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 Canada 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 Canada's prior written approval.
- j) dormakaba Canada provides no warranty or guarantee that its cores and/or cylinders will function properly or be mechanically compatible with products not manufactured by dormakaba Canada.
- k) The US10B/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 Canada 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 Canada agrees to pass through any third party warranty that dormakaba Canada 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.

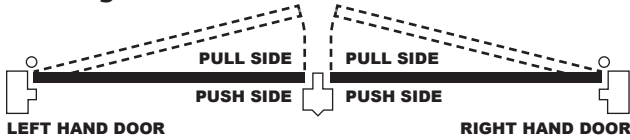
dormakaba Canada SHALL NOT, IN ANY EVENT, BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES SUFFERED BY PURCHASER OR ANYONE CLAIMING BY, THROUGH OR UNDER PURCHASER, AS A RESULT OF THE CONDITION OF THIS PRODUCT, OR ANY PART OR PORTION THEREOF.

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 Canada 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.

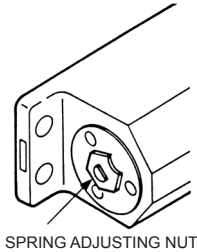
## General Information

### 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.



SPRING ADJUSTING NUT

### 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.

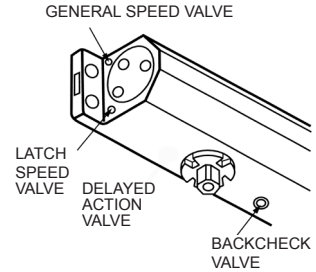
D-4550, D3550 - 12/24 thread	\$3.00
D-1610 - 12/24 thread	\$3.00

### 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. 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

The Stanley door closers D-1610, D-3550, D-4550 Series meet the requirements of the ANSI/BHMA Standard A156.4 – 2000 Grade 1. Underwriters' Laboratories and Underwriters' Laboratories of Canada Listing. "For Self-Closing Doors Without Hold-Open feature" on R7551®.



## How To Order

### CLOSERS

#### Options: add suffix

- AVB - Advanced Variable Backcheck (optional)
- DA - Delayed Action (optional)
- LL - Lead Lined Cover (optional)
- MC - Metal Cover (optional)

- Size:** 0 - (refer to individual closer)  
1 - size 1-5

#### Model No.

#### 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

# CLD-4550DAEDA × 689 × SN

#### Finish:

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

#### Finish Option:

- SRI - Special Rust Inhibitor

#### Fasteners:

- \* SEC - Security Screws
- SN - Sex Nuts & Bolts Wood & Machine Screws Furnished Standard

# STANLEY®

## Low Energy Operators (Non-handed)



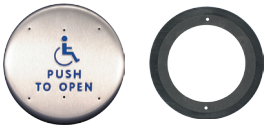
D-4990T



D-4990

## Accessories

6" Round    6" Ring



4 1/2" Square



Jamb

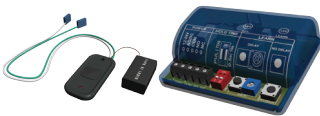
Dual Plate



Touchless



433



Push Plate Posts



## D-4990 Low Energy Operators and Accessories

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

DESCRIPTION	Product No.	List Price
<b>8R-D-4990 Series - Push Side Mount (includes arm assembly)</b>	D-4990	5,315
<b>8R-D-4990T Series - Pull Side Mount (includes arm assembly)</b>	D-4990T	5,378
<b>Arm Assemblies</b>		
Used with D-4990 only	A45-501L	100
Used with D-4990T only	A45-507T	172
Optional Power Supply 24VDC @ 0.5A	PS-490	62
<b>6" Round Stainless Steel Plate</b>		
Handicap logo and Push-to-Open text	CL2216	232
6" round surface mount box	CL2220	97
6" round weather ring	CL2223	17
<b>4 3/4" Square Stainless Steel Plate</b>		
Handicap logo and Push-to-Open text	CL2102	220
4-3/4" square surface mount box	CL2236	97
<b>4 1/2" Square Stainless Steel Plate</b>		
Handicap logo and Push-to-Open text	CL4163	220
4 1/2" square surface mount box	CL4638	97
<b>Jamb Stainless Steel Plate</b>		
Handicap logo and Push-to-Open text	CL2055	172
Surface mount box	CL2245	29
<b>Dual Push Plate "Vestibule Plate"</b>		
Vestibule plate with text, logo and arrows	CL2388	341
<b>Touchless Push Plates</b>		
Touchless push plate fits single/double gang box	CL2025	351
<b>Radio Control 433 Transmitters / 433 Receiver</b>		
Digital transmitter 433MHz w/flag conn 9v battery (1 button)	CL4490	228
433 MHz digital receiver	CL4485	251
<b>Push Plate Posts</b>		
Silver - mounting post for stainless steel push plates*	CL2248	473
Black - mounting post for stainless steel push plates*	CL2247	456
Bronze - mounting post for stainless steel push plates*	CL2249	473
*For use with 4 1/2" square plates part # CL4163		
<b>Push Plate Packages</b>		
Includes (2) CL4163 Text & Logo plates, (2) CL4638 boxes, (2) CL4490 (9volt) Transmitters, (1) CL4485 Receiver	CL4976	1,338
Includes (2) CL4163 Text & Logo plates, (2) CL4638 boxes, HARD WIRED SOLUTION ONLY	CL4977	820
Includes (2) CL2102 Text & Logo plates, (2) CL2236 boxes, (2) CL4490 (9 volt) Transmitters, (1) CL4485 Receiver	CL4980	1,735
Includes (2) CL2102 Text & Logo plates, (2) CL2236 boxes, HARD WIRED SOLUTION ONLY	CL4981	820
Includes (2) CL2216 Text & Logo Plates, (2) CL220 boxes, (2) CL4490 (9 volt) Transmitters, (1) CL4485 Receiver	CL4990	1,774
Includes (2) CL2216 Text & Logo Plates, (2) CL220 boxes, HARD WIRED SOLUTION ONLY	CL4991	607
<b>LOW ENERGY OPERATOR</b>		
D-4990 / D-4990T		Weight
		40 lbs.

To Order: Specify: 8R-D-4990 × 628. Accessories ordered separate.



# STANLEY®

## D-4550 / D-4551 Series Surface Closers

### COMPLETE CLOSERS

APPLICATION	D-4550 / D-4551 Series	Weight	List Price
Standard, Parallel Arm, Top Jamb	Std. w/PA Brkt	9 lbs	432
Long Rod Forearm (Top Jamb Only)	L	9 lbs	432
Hold Open Arm (Standard & Top Jamb)	H	9 lbs	464
Hold Open Parallel Arm	PH	9 lbs	464
Heavy Duty Arm (PA Only)	EDA	11 lbs	464
Electronic Hold Open	EH	11 lbs	805
Heavy Duty Arm w/ Hold Open (PA Only)	H-EDA	11 lbs	518
Heavy Duty Arm w/ Stop (PA Only)	S	11 lbs	505
Heavy Duty Arm w/ Compression Stop (PA Only)	CS	11 lbs	678
Heavy Duty Arm w/ Hold Open & Stop (PA Only)	HS	11 lbs	561
Heavy Duty Arm w/ Hold Open & Compression Stop (PA Only)	HCS	11 lbs	722
Track Mounting (Pull Side Only)	T	10 lbs	499
Track Mounting with Hold Open (Pull Side Only)	HT	10 lbs	518
Track Compression Stop	TCS	10 lbs	518

### OPTIONS

Advanced Variable Back check Option	AVB	20
Delayed Action Cylinder Option	DA	40
Sex Nuts (add 1 package per closer - 4 sex nuts per pkg.)	SN	12
Lead Lined Cover	LL	78
Metal Cover (brushed, stainless steel standard)	MC	57
Security Screws	SEC	79
Special Rust Inhibitor	SRI	42

### CYLINDER ASSEMBLY SETS

DESCRIPTION	Assembly No.	Weight	List Price
Cylinder Body and Cover, size 2-6	DB-4550	7 lbs	331
Cylinder Body and Cover, size 1-5	DB-4551	7 lbs	331
Cylinder Body and Cover with DA, size 2-6	DB-4550DA	7 lbs	370
Cylinder Body and Cover with DA, size 1-5	DB-4551DA	7 lbs	370

### ARM ASSEMBLY SETS

DESCRIPTION	Assembly No.	Weight	List Price
Standard Arm Set (Std , PA & Top Jamb)	A45-501	2 lbs	99
Standard Arm with Long Rod and Shoe Set (Top Jamb)	A45-501L	2 lbs	99
Standard Hold-Open Arm Set (Std & Top Jamb)	A45-501H	2 lbs	131
Standard Hold-Open Arm w/ Long Rod and Shoe Set	A45-501HL	2 lbs	131
Standard Hold-Open Arm w/ Long Rod and Shoe Set	A45-501HXL	2 lbs	131
Parallel Hold-Open Arm Set	A45-503H	2 lbs	131
Heavy Duty Parallel Arm Set	A45-505	4 lbs	131
Heavy Duty Parallel Arm Set w/ Hold-Open	A45-505H	4 lbs	184
Heavy Duty Parallel Arm Set w/ Stop	A45-505S	4 lbs	175
Heavy Duty Parallel Arm Set w/ Compression Stop	A45-505CS	4 lbs	347
Heavy Duty Parallel Arm Set w/ Hold-Open and Stop	A45-505HS	4 lbs	230
Heavy Duty Parallel Arm Set w/ Hold-Open and Comp Stop	A45-505HCS	4 lbs	391
Track Rail Arm and Track Set (Pull Side Only)	A45-507T	3 lbs	172
Track Rail Arm and Hold-Open Track Set (Pull Side Only)	A45-507HT	3 lbs	184
Track Compression Stop	A45-507TCS	3 lbs	184
Electronic Hold-Open Track Arm Assembly	A45-507EH	3 lbs	474

### 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.

# STANLEY®

## D-3550 / D-3551 Series Surface Closers

### COMPLETE CLOSERS

APPLICATION	D-3550 / D-3551 Series	Weight	List Price
Standard, Parallel Arm, Top Jamb	STD w/PA Brkt	7 lbs	383
Long Rod Forearm (Top Jamb Only)	L	7 lbs	383
Hold Open Arm (Standard & Top Jamb)	H	7 lbs	415
Hold Open Parallel Arm	PH	7 lbs	415
Heavy Duty Arm (PA Only)	EDA	9 lbs	415
Heavy Duty Arm w/ Hold Open (PA Only)	H-EDA	9 lbs	468
Heavy Duty Arm w/ Stop (PA Only)	S	9 lbs	459
Heavy Duty Arm w/ Compression Stop (PA Only)	CS	9 lbs	631
Heavy Duty Arm w/ Hold Open & Stop (PA Only)	HS	9 lbs	514
Heavy Duty Arm w/ Hold Open & Compression Stop (PA Only)	HCS	9 lbs	675
Track Mounting (Pull Side Only)	T	8 lbs	449
Track Mounting w/ Hold Open (Pull Side Only)	HT	8 lbs	468
Track Compression Stop	TCS	8 lbs	468

### OPTIONS

Delayed Action Cylinder Option	DA	40
Sex Nuts (add 1 package per closer - 4 sex nuts per pkg) SN 6	SN	12
Security Screws	SEC	79
Special Rust Inhibitor	SRI	42

### CYLINDER ASSEMBLY SETS

DESCRIPTION	Assembly No.	Weight	List Price
Cylinder Body and Cover, size 2-6	DB-3550	5 lbs	284
Cylinder Body and Cover, size 1-4	DB-3551	5 lbs	284
Cylinder Body and Cover with DA, size 2-6	DB-3550DA	5 lbs	323
Cylinder Body and Cover with DA, size 1-4	DB-3551DA	5 lbs	323

### ARM ASSEMBLY SETS

DESCRIPTION	Assembly No.	Weight	List Price
Standard Arm Set (Std, PA & Top Jamb)	A45-501	2 lbs	99
Standard Arm with Long Rod and Shoe Set (Top Jamb)	A45-501L	2 lbs	99
Standard Hold-Open Arm Set (Std & Top Jamb)	A45-501H	2 lbs	131
Standard Hold-Open Arm w/ Long Rod and Shoe Set	A45-501HL	2 lbs	131
Standard Hold-Open Arm w/ Long Rod and Shoe Set	A45-501HXL	2 lbs	131
Parallel Hold-Open Arm Set	A45-503H	2 lbs	131
Heavy Duty Parallel Arm Set	A45-505	4 lbs	131
Heavy Duty Parallel Arm Set w/ Hold-Open	A45-505H	4 lbs	184
Heavy Duty Parallel Arm Set w/ Stop	A45-505S	4 lbs	175
Heavy Duty Parallel Arm Set w/ Compression Stop	A45-505CS	4 lbs	347
Heavy Duty Parallel Arm Set w/ Hold-Open and Stop	A45-505HS	4 lbs	230
Heavy Duty Parallel Arm Set w/ Hold-Open and Comp Stop	A45-505HCS	4 lbs	391
Track Rail Arm and Track Set (Pull Side Only)	A45-507T	3 lbs	172
Track Rail Arm and Hold-Open Track Set (Pull Side Only)	A45-507HT	3 lbs	184
Track Compression Stop	A45-507TCS	3 lbs	184

### COVERS

4550/3550 SERIES	Part No.	List Price
4550 Series Cover	C-455	23
4550 Series Metal Cover (brushed, stainless steel standard)	MC-455	75
3550 Series Cover	C-355	23

# STANLEY®

## 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)

APPLICATION	D-1610 / D-1611 Series	Weight	List Price
Standard, Parallel Arm, Top Jamb	Std w/PA Brkt	5 lbs	200
Long Rod Forearm (Top Jamb Only)	L	5 lbs	200
Hold Open Arm (Standard & Top Jamb Only)	H	5 lbs	218
Hold Open Parallel Arm	PH	5 lbs	265

### OPTIONS

Full Cover	FC	1 lb	16
Sex Nuts (add 1 package per closer - 4 sex nuts per pkg)	SN		12
Security Screws	SEC		79
Special Rust Inhibitor	SRI		42

### CYLINDER ASSEMBLY SETS

DESCRIPTION	Assembly No.	Weight	List Price
Cylinder Body and Cover, size 2-5	DB-1610	4 lbs	152
Cylinder Body and Cover, size 1-4	DB-1611	4 lbs	152

### ARM ASSEMBLY SETS

DESCRIPTION	Assembly No.	Weight	List Price
Standard Arm Set (Std, PA & Top Jamb)	A16-401	1 lb	49
Standard Arm with Long Rod (Top Jamb)	A16-401L	1 lb	49
Standard Hold-Open Arm Set (Std & Top Jamb)	A16-401H	1 lb	66
Hold Open Parallel Arm	A16-403H	1 lb	113

### FULL COVER SETS

DESCRIPTION	Assembly No.	Weight	List Price
Full Cover	C-165	1 lb	16

### NOTES

- D-1610 & D-1611 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.

# STANLEY®

## CO-30/CO-50 Series Concealed Closers

### CONCEALED IN-DOOR CLOSERS

APPLICATION	CO-50 Series	Weight	List Price
Concealed In-Door Size 3	CO-53	5 lbs	373
Concealed In-Door Size 4	CO-54	5 lbs	373
Concealed In-Door Size 3 with Hold Open	CO-153	5 lbs	395
Concealed In-Door Size 4 with Hold Open	CO-154	5 lbs	395

### OVERHEAD CONCEALED CLOSERS (HANDED)

APPLICATION	CO-50 Series	Weight	List Price
Overhead Concealed Size 5	CO-55	12 lbs	717
Overhead Concealed Size 6	CO-56	12 lbs	717
Overhead Concealed Size 5 with Hold Open	CO-155	12 lbs	731
Overhead Concealed Size 6 with Hold Open	CO-156	12 lbs	731

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

APPLICATION		Door Opening		30 Series	Weight	List Price
Max Opening	Hold Open	Max Int.	Max Ext.			
105°		3'-0"	2'-6"	30-21S	10 lbs	452
90°		3'-0"	2'-6"	30-23S	10 lbs	452
105°	105°	3'-6"	3'-0"	30-30S	10 lbs	452
90°		3'-6"	3'-0"	30-31S	10 lbs	452
105°	90°	3'-6"	3'-0"	30-32S	10 lbs	452
105°				30-34S	10 lbs	452
105°				30-41S	10 lbs	463

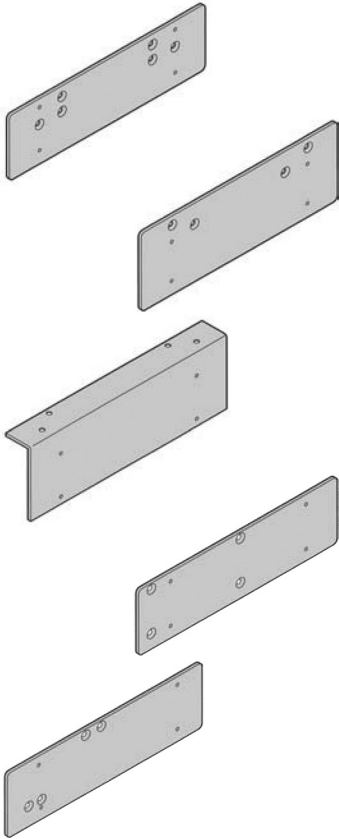
### NOTES

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

## Mounting Accessories

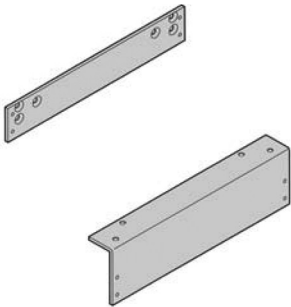
### D-4550 / D-4551 CYLINDER MOUNTING PLATES

DESCRIPTION	Part No.	Weight	List Price
Drop Plate (Std, PA or TJ Mount)	P45-180	4 lbs	53
Drop Plate (PA Mount) Heavy Duty for use with a narrow top rail	P45-180D	4 lbs	53
Angle Bracket (Push Side Mount)	P45-190	5 lbs	53
Adapter Plate for D4550 with Heavy Duty Arm Application to retrofit to LCN 4111 with Heavy Duty Arm Application	P45-4110	4 lbs	53
Adapter Plate for D4550 with Heavy Duty Arm Application to retrofit to LCN 4040 with Heavy Duty Arm Application	P45-4040	4 lbs	53



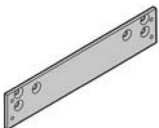
### D-3550 / D-3551 CYLINDER MOUNTING PLATES

DESCRIPTION	Part No.	Weight	List Price
Drop Plate (Std, PA or TJ Mount)	P35-180	3 lbs	53
Angle Bracket (Push Side Mount)	P35-190	4 lbs	53






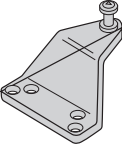
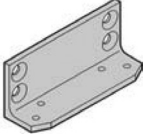
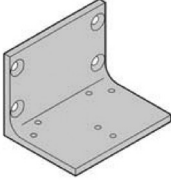
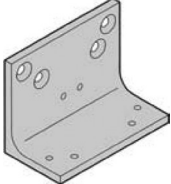
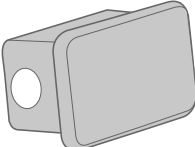
### D-1650 / D-1651 CYLINDER MOUNTING PLATES

DESCRIPTION	Part No.	Weight	List Price
Drop Plate (Std, PA or TJ Mount)	P16-180	2 lbs	71



# STANLEY®

## D-4550 / D-3550 ARM MOUNTING ACCESSORIES

DESCRIPTION	Part No.	Weight	List Price
 Spacer Block for mounting PA Bracket on Rabbet	P45-110	1 lb	21
 Spacer Block for mounting HD Arms on Rabbet	P45HD-110	1 lb	22
 Angle Bracket for Shoe Support on HD Arms	P45HD-112	0.5 lbs	22
 Extra-Clearance Offset Soffit Plate Bracket	P45-113	1 lb	33
 Angle Bracket for mounting PA Bracket on Flush Transom	P45-114	1 lb	26
 Angle Bracket for mounting HD Arms on Flush Transom	P45HD-114	2 lbs	35
 Angle Bracket for mounting HD Arms on Flush Transom with Over Head Stop Applications	P45HD-114-1	2 lbs	35
 Track Arm End Cap Used on D-4550T/D-3550T with A45-507T	P45-507EC	.5 lbs	9

## QUOTING & ORDERING

**QUOTING:** 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 Canada Inc. ("dormakaba Canada") Representative where the project is located.

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

- Distributor Name
- Distributor Location
- Distributor Contact Name & 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 Canada 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 Canada Customer Service Department in Indianapolis for processing.

**NON-STANDARD PRODUCT REQUEST:** Please contact your dormakaba Canada Representative to complete a Non-Standard Product Request Form. All requests should be submitted to the following email address:

**Email: [BAS-Canadaorders.ca@dormakaba.com](mailto:BAS-Canadaorders.ca@dormakaba.com)**

Upon receipt of a special order request, dormakaba Canada will review the configuration and determine if dormakaba Canada is capable of making the special order product and will provide a response to the customer. If dormakaba Canada is able to make the special order product, dormakaba Canada 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 Canada to successfully process any order:

- Itemized Purchase Order (PO)
  - dormakaba Canada Approved Quote
- Please send all orders to [BAS-Canadaorders.ca@dormakaba.com](mailto:BAS-Canadaorders.ca@dormakaba.com) or by fax to 888-267-5141

**NOTE:** for detailed information on how to place an order for dormakaba Canada 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 Canada'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 Canada 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 Canada 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 Canada at that time the order will be referred to the local dormakaba Canada 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 Canada Customer Service for accuracy and pricing consistency between the Distributor and dormakaba Canada. Any order determined by dormakaba Canada, 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 Canada for a Price Discrepancy. dormakaba Canada 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 Canada Representative.

**ORDER CANCELLATION/CHANGES:** All requests for Order Cancellations and Changes (Quantity, Shipping, Finish, Function, etc) should be sent directly to dormakaba Canada 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-Canadaorders.ca@dormakaba.com](mailto:BAS-Canadaorders.ca@dormakaba.com)**  
**Fax: 1-888-267-5141**

All order cancellations or changes will be subject to a cancellation fee as defined in dormakaba Canada'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-Canadaorders.ca@dormakaba.com](mailto:BAS-Canadaorders.ca@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.

**EXPEDITE REQUESTS:**

- Expedite requests will be reviewed and accommodated by Stanley based on production lead times and availability.
- See the then current dormakaba Canada Quick Ship Program for details.

**WHOLESALE PURCHASE:**

Distributors are also free to utilize dormakaba Canada's Authorized Wholesalers to purchase product. dormakaba Canada does not make any guarantee of availability or pricing for purchases from an Authorized Wholesaler and the discounts afforded to Distributor by dormakaba Canada 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 Canada Inc. ("dormakaba Canada"). All products returned to dormakaba Canada 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 Canada'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 email to **BAS-Canadaorders.ca@dormakaba.com**.

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

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

1. Upon review and approval of the submitted RA request, a claim number is logged and provided back to the requestor by a dormakaba Canada 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 Canada Inc.  
Attn: Returns Department  
65 Struck Court  
Cambridge, Ontario N1R 8L2

4. When material is received at dormakaba Canada's factory, dormakaba Canada will assess and determine the nature of the defect.
5. Defective goods are replaced upon dormakaba Canada's determination.
6. Credit for material and freight is issued only if deemed appropriate by dormakaba Canada. 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 Email:  
**BAS-Canadaorders.ca@dormakaba.com**
- Fax: 1-888-267-5141



## 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 Canada Inc. ("dormakaba Canada") 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 Canada 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 email to **BAS-Canadaorders.ca@dormakaba.com**.

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

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

1. Upon review and approval of the submitted RA request, a claim number is logged and provided back to the requestor by a dormakaba Canada 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 Canada Inc.  
Attn: Returns Department  
65 Struck Court  
Cambridge, Ontario N1R 8L2

4. The RA will be processed once material is received at dormakaba Canada'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, handling, finish, etc) should be submitted electronically to: [BAS-Canadaorders.ca@dormakaba.com](mailto:BAS-Canadaorders.ca@dormakaba.com) or your Local Stanley 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, Stanley Customer Service will promptly issue a No Charge replacement order for the missing products.

If the shipment was not signed short but after review, Stanley 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 Stanley 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 Stanley order entry error, a change order will be entered and expedited for the missing products.

Please see Stanley's price book for further detail.

**2) WRONG ITEMS RECEIVED** (parts, handling, 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 Stanley's Return Authorization Credit Group for resolution.

Any quality issue that is determined to be either a Stanley 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 Stanley order entry and/or manufacturing errors.

# STANLEY<sup>®</sup>

**Notes**

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