

WARRANTY & SALES CONDITIONS	00
SINGLE & DOUBLE HUNG HARDWARE	01
CASEMENT WINDOW HARDWARE	02
GLAZING PRODUCTS & ACCESSORIES	03
DOOR MULTIPOINT SYSTEM	04
TILT & TURN HARDWARE / FRENCH OPENING	05
FAN LIGHT & AWNING	06
SLIDING & FOLDING DOORS	07
HINGES - FRICTION HINGES	08
HARDWARE SCREWS	09
PVC ADHESIVES & CLEANERS	10



A TRULY CANADIAN COMPANY

A new era brings new challenges. The end of this century which was characterized by the industrial revolution gives place to the 21st century which will be dominated by service and turn key solutions.

Ferco Architectural Hardware, a subsidiary of *Ferco International* in France and part of the *Gretsch-Unitas Group* in Germany a holding of more than forty distribution centers in the world, was established in Canada in 1983.

The first goal of Ferco Canada was to promote multipoint locking hardware systems to Canadian window and door manufacturers.

Since then, we have broadened our product lines and extended our services in order to be able to answer the demands of a Canadian market which is one of the most innovative in the world. We are committed to offer quality products and professional services to our customers.

Our philosophy is:

- To use the best technology available in development of products.
- To work in close relationship with our customers.

Ferco has an experienced team committed to your success. We look forward to the opportunity to serve you in the near future.

QUEBEC / MARITIMES

2000 Berlier Street
Laval, Quebec H7L 4S4

TEL. 450•973•1437
1 800•355•8810
FAX 450•973•7661

ONTARIO / WESTERN PROVINCES

1675 Sismet Street
Mississauga, ON L4W 4K8

TEL. 905•282•9588
1 800•668•5310
FAX 905•282•9915

www.ferco.ca
ferco@ferco.ca

CONTENTS

Warranty Sheet	00.5
Return of Goods	00.6
Terms & Conditions of Sales	00.7
Terms & Conditions of Sales	00.8
A Guidance on Selection & Mounting Hardware	00.9
A Guide to Hardware Maintenance	00.10
Windows Identification	00.11
Doors Identification	00.12



**Ferrures de Bâtiment Inc.
Architectural Hardware Inc.**

All FERCO products are warranted against defects in materials and workmanship. This warranty is valid for 10 years from the date of our invoice.

The warranty does not cover normal wear, discoloration rust or any alteration to the finish of our products. This warranty is limited to the replacement of the defective goods only and does not at any time include the costs of removing and installing the hardware.

This warranty excludes any products that have been improperly installed, misused, worn out or altered for a purpose other than it was intended for. Any action against this warranty will not be valid unless written notification has been received by FERCO within the 10 years period.

Ferco Inc. makes no other
warranties expressed or implied.



RETURN OF GOODS

RETURNED GOODS WILL NOT BE ACCEPTED UNLESS
ACCOMPANIED BY A "RETURN OF GOODS FORM"
CONTAINING THE FOLLOWING INFORMATION:

- **AUTHORIZATION NUMBER**
- **QUANTITY OF EACH PRODUCT RETURNED**
 - **PRODUCT REFERENCE NUMBER**
 - **INVOICE NUMBER ON WHICH PRODUCT
WAS PURCHASED**
 - **PURCHASE PRICE OF PRODUCT**

SHIPMENT WILL NOT BE ACCEPTED UNLESS
THIS INFORMATION IS COMPLETED

COLLECT RETURN SHIPMENTS WILL BE REFUSED

HANDLING & ADMINISTRATION CHARGES UP TO 25%
MAY BE APPLIED TO CREDIT.

THANK YOU FOR YOUR CO-OPERATION.

THE MANAGEMENT

TERMS & CONDITIONS OF SALES

PAYMENT TERMS

ARE NET 30 DAYS, subject to credit approval. Initial orders will be shipped C.O.D. since credit investigations take time to complete. A finance charge of 1 1/2% per month which is an annual percentage rate of 18% will be charge on all pass due invoices.

TRANSPORT CONDITIONS

Are F.O.B. Ferco's Warehouses. The carrier will have to be specified by the customer. Material damaged in transit are the responsibility of the consignee and any claims must be filed with the transport company.

DUTY OF INSPECTION

Buyer agrees to inspect delivered products within ten (10) days of receipt of products at the destination specified in the order. Buyer agrees to notify seller in writing if goods are defective in either materials or workmanship or not in conformity with the terms of the order. Buyer's failure to notify seller of defective or non-conforming goods shall be deemed an acceptance of the goods.

No goods are to be returned to us without prior authorization and routing instructions (see Return of Goods Policy). A 25% restocking charge could apply to returned materials. ALL C.O.D. RETURNS WILL BE REFUSED.

GENERAL

Buyer agrees to purchase and seller by its acceptance of this agreement agrees to sell, on the terms and conditions contained in this agreement, goods from Ferco Architectural Hardware Inc.

Purchaser's signature of delivery receipt of goods shipped by Ferco Architectural Hardware Inc., through their chosen freight forwarder, customer's chosen freight forwarder, or picked up by customer or his chosen agent, attest to acknowledgement and acceptance of seller's terms and conditions of sale. In the event buyer becomes insolvent or breaches any provisions thereof, seller shall have the right to stop delivery of goods whether in the hands of seller or carrier, and, if such goods have been delivered to buyer, seller may reclaim goods from buyer.

PRICE

The sales price for products will be the price: Ferco Architectural Hardware Inc. reserves the right to change prices without notice.

DELIVERY DATE

Seller shall not be responsible for failure to fill any order or orders when such failure is due to fire, flood, riot, strikes, freight embargoes or transportation delays, shortage of labor, acts of god, of the public enemy or to any cause beyond seller's reasonable control.

GOVERNING LAW

Any order resulting herefrom will in all respects be construed and given legal effect in conformity with the laws of the province of Québec.

A GUIDANCE ON SELECTION OF HARDWARE

GENERAL

Considering the range of profile systems, the degree of security demanded and possible weather performance requirements, it is not intended to advise on selection of either the style or type of hardware. However, in the absence of any alternative performance requirements, selection should take into account the recommendations contained in the appropriate Trade Standard.

MATERIAL

Where windows / doors are to be fitted in coastal areas or heavily polluted regions of the country, it must be expected that a higher risk of corrosion exists. Selection must take this factor into account. We will be pleased to advise on the choice of materials and finishes for these applications.

SIZE AND WEIGHT

Window / door sizes must be within the Applications Limits and selection must be made in accordance with the recommendations down by the hardware manufacturer, copies of which are available from FERCO.

A GUIDANCE ON MOUNTING OF HARDWARE

MOUNTING

We will be pleased to give recommendations for mounting and adjustment of hardware. When purpose designed jigs are available, we strongly recommend use of these in order to save time and reduce the chance of inconsistencies. Hardware with provision for adjustment must be accessible after the window / door is installed.

FIXINGS

In general, screws are recommended and used; in certain applications purpose designed screws are required. Incorrect head form or thread type can cause premature failure of the hardware. Only fixings recommended by either the hardware supplier or the screw manufacturer should be used. Care should be taken to minimize the risk of corrosion arising from electrolyte reaction.

A GUIDE TO HARDWARE MAINTENANCE

GENERAL

Regular maintenance of mechanical components will reduce wear and tear and prolong the serviceable life.

These recommendations assume that the window / door has been made and installed to a standard not less than that set out in the appropriate standard / code of practice and that all operations function correctly.

ADJUSTMENT

In order to maintain correct cavity dimension of weatherseal compression, adjustment is provided within most hardware available. Twice yearly - Spring and autumn recommended.

METHOD

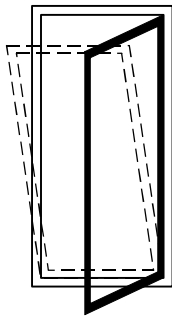
Handle and other items which are visible from inside or outside when the sash is closed, should be cleaned with a mild solution of warm soapy water, applied with a soft cloth. Dry thoroughly afterwards.

Parts exposed when the window / door is open, including strikers, should be wiped down to remove all residues of old lubricant and grime. Sealing cams and strikers should be given a minute smear of petroleum jelly. Sliding bars and face plate of drive gear should have silicone maintenance spray applied

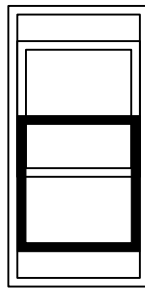
CAUTION

Care must be taken not to damage the surfaces of hardware. Abrasive cleaning agent and lubricants containing corrosive substances must be avoided.

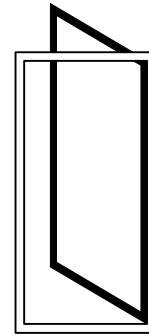
FENÊTRES - WINDOWS



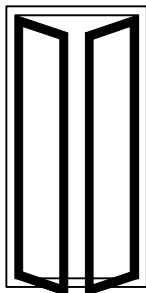
OSCILLO-BATTANT
TILT AND TURN
TILT BEFORE TURN (TBT)



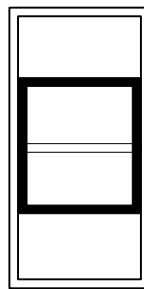
GUILLOTINE DOUBLE
DOUBLE HUNG



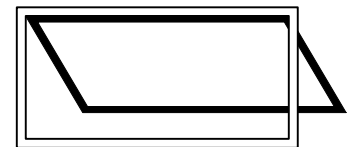
BATTANT
CASEMENT



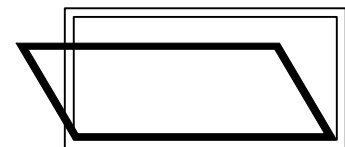
DEUX VOILETS
OUVERTURE À LA FRANÇAISE
TWO SASHES WINDOW
FRENCH OPENING



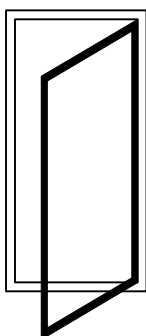
GUILLOTINE SIMPLE
SINGLE HUNG



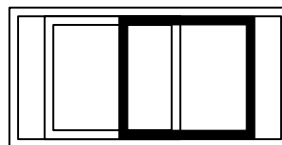
AUVENT EXTÉRIEUR
AWNING PUSH OUT
TOP HUNG



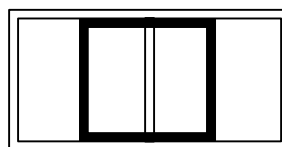
AUVENT INTÉRIEUR
AWNING PULL IN
BOTTOM HINGE



BATTANT OUVRANT
À LA FRANÇAISE
SIDE HUNG



COULISSANT DOUBLE
DOUBLE SLIDER



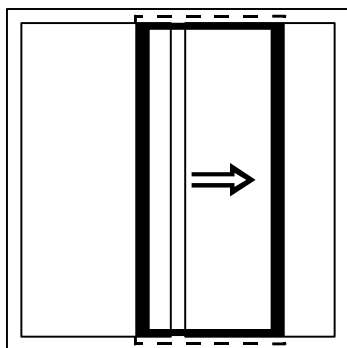
COULISSANT SIMPLE
SINGLE SLIDER



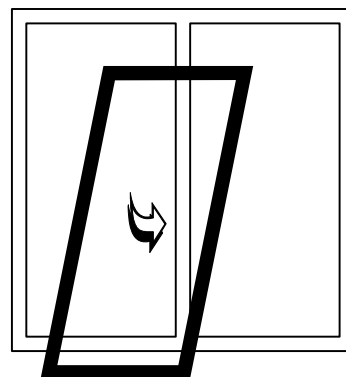
FIXE
FIXED

IMPOSTE
FANLIGHT / HOPPER

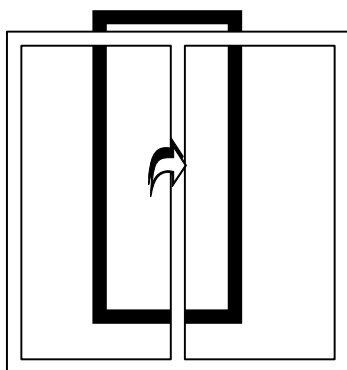
PORTES - DOORS



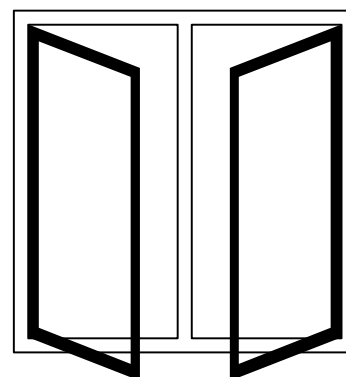
PORTE COULISSANTE
STRAIGHT SLIDING DOOR



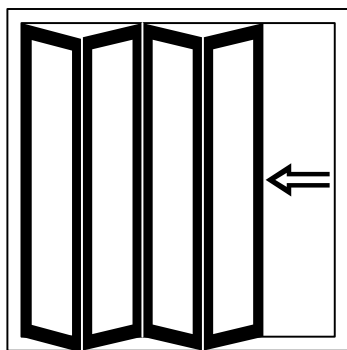
PORTE OSCILLO-COULISSANTE
PARALLEL / TILT SLIDING DOOR



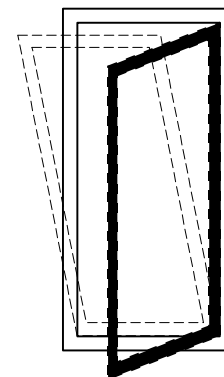
PORTE SOULEVANTE - COULISSANTE
LIFT AND SLIDE DOOR



PORTE FRANÇAISE
FRENCH DOOR



PORTES PLIANTES - COULISSANTES
FOLDING DOORS



PORTE OSCILLO-BATTANTE
TILT AND TURN DOOR