

**STANLEY®**



# Door Closers

PRICE LIST 72DC

EFFECTIVE: SEPTEMBER 6, 2021

dormakaba 

# What's New

This price book is set to take effect on September 6, 2021. It features new pricing and other details. All changes are listed below for quick reference.

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## Overview

This price book contains a 5% increase on all prices.

# STANLEY®

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## TERMS AND CONDITIONS OF SALE

Acceptance. The following Terms and Conditions of sale are applicable to all Quotations, Contract, Purchase Orders, Order Acknowledgement Forms, and sales of Seller's services and products, and are the only applicable terms and conditions thereto, except for terms establishing prices, quantities, delivery schedules, terms of payment, invoicing, shipping instructions, and the identification of the products associated with each transaction. If any conflict exists between the Terms and Conditions and a Quotation, Purchase Order, Order Acknowledgment form, or sale, these Terms and Conditions shall prevail BY REQUESTING A QUOTATION OF ORDERING ANY PRODUCTS OR SERVICES FROM SELLER, BUYER AGREES TO ALL THE FOLLOWING TERMS AND CONDITIONS. If a written contract signed by both parties is in existence covering the sale of the goods and services, the terms and conditions of the contract shall control to the extent they are inconsistent with these Terms and Conditions.

1. Order Procedure. Buyer may or may not request the preparation of a Quotation prior to ordering any products or services from Seller. Buyer then shall place a Purchase Order with Seller. By placing a Purchase Order, Buyer makes an offer to purchase products or services from Seller pursuant to these Terms and Conditions. Seller, in its discretion, may accept or reject the Purchase Order. If Seller accepts the Purchase Order, Seller shall issue an Order Acknowledgement Form confirming Buyer's order. No Purchase Order is binding on Seller unless accepted by Seller as provided in these Terms and Conditions.

2. Quotations. All Quotations by Seller are subject to change or withdrawal without prior notice to Buyer unless otherwise specifically stated in the Quotation. All resulting Purchase Orders become effective only if and when approved and accepted in writing by Seller by the issuance of its Order Acknowledgement Form. Seller reserves the right to discontinue manufacture of any products or change products materials, design, or specifications without notice.

### 3. Site Requirements.

a. The Quotation is contingent upon all work being performed during normal business hours unless otherwise negotiated and a mutually agreeable schedule. The Quotation is calculated on one continuous installation engagement based on acceptable site conditions where other dependent scopes have completed preparation for proposed materials (i.e. electrical work, floor work, adjacent construction). When Buyer has given authorization for work to begin, no other scopes may impede Seller's ability to complete installation in agreed upon area. Seller reserves the right to invoice for costs that are incurred due to unacceptable site conditions or delays by others resulting in additional installation visits.

b. Signed acceptance by Buyer of shop drawings and/or submittals shall be interpreted as acceptance that proposed scope is the correct interpretation of construction documents. Any field verification and/or work required by others as detailed in the submittal will be provided and coordinated by Buyer. Work shall not begin nor shall orders be placed for any projects until all shop drawings and submittals have been approved in writing by Buyer.

4. Warranty. For a period of twelve (12) months from the date of delivery, Seller warrants only that all products sold pursuant to a Quotation or Purchase Order will conform to the description in this Price Book and will be free from defects in workmanship and materials. Extended warranties are available for an additional cost. Seller is not responsible for defects or damages caused by wear and tear, consumable materials, vandalism, fires, storms, floods, acts of God, misuse, abuse or alteration by any company other than Seller. Seller further warrants that Buyer will receive good and valid title to the products. Any claim on account of nonconforming or defective products or for any other cause whatsoever shall conclusively be deemed waived by Buyer unless written notice thereof is given to Seller promptly after discovery but no later than sixty (60) days from date of shipment. Seller shall have the right either to replace or repair any nonconforming or defective products, to refund the purchase price upon return of the products, or to grant a reasonable allowance on account of such nonconformance or defect Seller's liability and Buyer's exclusive remedy for nonconforming or defective products shall be limited solely to

replacement, repair, refund, or allowance as Seller may elect. Seller shall be given reasonable opportunity to investigate all claims and no materials shall be returned to Seller until after inspection and approval by Seller and receipt by Buyer of written shipping instructions from Seller. Buyer acknowledges and agrees that the remedies set forth in this paragraph are Buyer's exclusive remedies for the delivery of nonconforming or defective products.

### Additional Warranties

a) No credit will be provided for any work completed by others during warranty term.

b) Warranty work will be performed during normal business hours with our standard response times. Any warranty work taking place beyond normal business hours or with expedited response time may be billable.

c) Products repaired or replaced under the warranty are warranted only through the remainder of the original warranty period.

Disclaimer of Further Warranties. Except as set forth above, there is no warranty, representation, or condition of any kind, express or implied (including no warranty of merchantability or fitness of the products for any use contemplated by Buyer) concerning Seller's products or services and none shall be implied by law.

5. Limitation of Liability and Remedies. Seller shall not be liable, and Buyer waives all claims against Seller for any incidental, consequential, or special damages, including without limitation, lost revenues and profits even if Seller has been advised of the possibility of such damages. Buyer's exclusive remedy for any cause of action under these Terms and Conditions is a claim for damages and in no event will damages or any other recovery of any kind against Seller exceed the purchase price of the specific products or services as to which the claim is made. Seller will not be liable to Buyer for any loss, damage, or injury to persons or property resulting from the handling, storage, transportation, resale, or use of the products in manufacturing processes, or in combination with other substances, or otherwise.

6. Intellectual Property Indemnification. (a) Seller agrees to defend, indemnify and hold Buyer harmless against any claims, costs, damages, liability and expenses resulting from actual or alleged patent, trademark, or copyright infringement, misappropriation of confidential information, or violation of any other intellectual property right, domestic or foreign, in the selling or use of any part or product that is owned by Seller and that pertains to the subject matter of a Quotation, Purchase Order, or sale of products or services (provided that the product is not modified in anyway by Buyer or any other party, and that the product is used in the manner intended by Seller). If a suit or claim results in any injunction or any other order that would prevent Seller from supplying any product falling under a Quotation, Purchase Order, or sale, or if the result of such a suit or claim would, in the reasonable opinion of Seller, otherwise cause Seller to be unable to supply such products, Seller shall have the right, at its option, if it so chooses, to do one or more of the following: (i) secure an appropriate license to permit Seller to continue supplying the products to Buyer; (ii) modify the relevant product so that it becomes non-infringing, provided that any modification does not cause any material change to the operation or performance of the product; or (iii) replace the relevant product with a non-infringing but practically equivalent product. (b) Buyer agrees to defend, indemnify, and hold Seller harmless against any claims, costs, damages, liability and expenses resulting from actual or alleged patent, trademark, or copyright infringement, misappropriation of confidential information, or violation of any other intellectual property right, domestic or foreign, in the making, using or selling of any product or using any process that is owned by Buyer or is designed or specified by Buyer and that pertains to the subject matter of a Quotation, Purchase Order, or sale.

7. Ownership of Inventions. All drawings, know-how, designs, confidential information, and the like disclosed to Buyer by Seller and all rights therein will remain the property of Seller. Buyer shall have no claim to, ownership interest in, no license to, or no rights to any information provided or communicated by Seller.

## TERMS AND CONDITIONS OF SALE (continued)

8. Lead Times. If applicable, lead times are based on standard requirements by factory to provide materials proposed. Ship dates will be provided as estimate only once order is placed with the factory. Adequate packaging will be provided for any normal shipping circumstance such that materials will be protected and labeled as required. Special packaging may be provided for an additional expense. Shipping will be cost effective unless expedited fees are accepted by Buyer. If materials are to be provided to job site or Buyer location, dormakaba will make an informed decision as to the best instruction to provide the shipping company. If materials are not required to have direct delivery, materials will be brought to branch for pickup by Buyer. All freight terms shall be FOB. Any claims for damage in transit or lost freight, receiving, and inspection of materials is the responsibility of Buyer. It is a requirement of Buyer to inspect and review all materials prior to accepting shipment.

9. Title/Risk of Loss. All products shall be shipped FOB Seller's manufacturing facility to Buyer's designated delivery location. Unless otherwise agreed by the parties, Seller shall select the method of and carrier for the products. Seller reserves the right to ship items in a single or in multiple shipments. Title and risk of loss to products ordered passes to Buyer upon delivery of the products to the freight carrier. Unless mutually agreed upon in writing, shipping dates are approximate and are based upon prompt receipt of all necessary information.

10. Prices. Quoted price is valid for 90 days. Seller reserve the right to revise quotations after the 90 days. All accepted Purchase Orders are subject to Seller's price in effect at time of shipment. Buyer shall be responsible for any increase in freight rates or transportation charges occurring after Seller prepared the Order Acknowledgment Form. on the Order Acknowledgment Form. Buyer shall pay to Seller in addition to the purchase price the amount of all fees, duties, licenses, and all sales, use, privilege, occupation, excise, or other taxes, federal, state, local, or foreign which Seller is required to pay or collect in connection with products or services sold to Buyer.

11. Payments. Unless otherwise agreed in writing between the parties, all Seller's invoices are payable within thirty (30) days of their date. Time is of the essence. Interest on past due amounts will be assessed at the rate of 1.5% per month (18% per annum), or the maximum allowable by law. Seller reserves the right to full payment upon completion of work unless credit is pre-established. For any work requiring materials purchase or scheduling, a 50% deposit is due at time of proposal acceptance. Twenty percent (20%) of the Quotation, Purchase Order value may be billed after job award. Joint check agreements may be requested at the discretion of Seller. If payment is outstanding for any one account, work may be stopped and outstanding orders cancelled until account is restored. Should Seller require the use of collection, attorney's fees, or fees for insufficient funds, Buyer agrees that these funds will be repaid to Seller. Seller retains the right to file a lien against all or part of the property being improved. Seller reserves the right to add a 2.5% charge if invoice becomes delinquent beyond terms.

12. Cancellation. In the event a Buyer's Purchase Order and the issuance of an Order Acceptance Form is cancelled, it will be subject to standard 20% restocking fees, cancellation fees, engineering fees, materials & freight costs incurred, and administrative fees. Standard cancellation is 20% of order as long as no materials have been ordered. Should Buyer release material orders, Buyer will be liable for that portion of the job and 20% of the remaining amount of work unperformed/unordered.

13. Storage. If applicable, Seller reserves the right to implement a storage fee if delivery is delayed after agreed upon date. Should project timeline require storage of materials, Seller reserves the right to bill for those materials at the time they have been received at a Seller location, Buyer location, or at job site. Certificate of insurance for stored materials can be provided to Buyer upon request. Signed acceptance by Buyer of shop drawings and/or submittals shall be interpreted as acceptance that proposed scope is the correct interpretation of construction documents. Any field verification and/or work required by others as detailed in the submittal will be provided and coordinated by Buyer.

14. Insolvency. Seller may, at any time or times, suspend performance of any order or require payment in cash, security, or other adequate assurance satisfactory to Seller when, in Seller's opinion, the financial condition of Buyer or other grounds for

insecurity, including the filing of a petition for bankruptcy, warrant such action.

15. Force Majeure. Seller shall not be liable for any delay in fulfilling any order due to (a) fires, floods, strikes, or other labor disputes, accidents to machinery, acts of sabotage, riots, precedence or priorities granted at the request or for the benefit, directly or indirectly, of the federal or any state government or any subdivision or agency thereof, delays in transportation or lack of transportation facilities, restrictions imposed by federal or state legislation or rules of regulations thereunder; or (b) any cause beyond the control of Seller.

16. Ownership of Equipment. Unless otherwise agreed in a writing, all material, equipment, facilities, and special tooling, which term includes but is not limited to jigs, dies, fixtures, molds, patterns, special taps, special gauges, special test equipment, and manufacturing aids and replacements thereof, used in the manufacture of the products covered by any order shall remain the property of Seller. Any material, tooling, and equipment furnished to Seller by Buyer shall be and remain the personal property of Buyer with the title to and right of possession remaining in Buyer.

17. Confidential Information. All information furnished or made available by Seller to Buyer in connection with a transaction shall be held in confidence by Buyer. Buyer agrees not to use such information or disclose such information to others without Seller's prior written consent. The obligations of this paragraph does not apply to any information which (a) at the time of disclosure was, or thereafter becomes, generally available to the public by publication or otherwise through no breach by Buyer of any obligation herein, (b) Buyer can show by written records was in Buyer's possession prior to disclosure by the disclosing party, (c) is legally made available to Buyer by or through a third party having no direct or indirect confidentiality obligation to Seller with respect to such information, (d) was independently developed by Buyer without use of any of Seller's confidential information, or (e) is required to be disclosed pursuant to applicable law.

18. Waiver. No waiver by Seller of any of these Terms and Conditions shall be effective unless explicitly set forth in writing and signed by Seller. No failure to exercise, or delay in exercising, any rights, remedy, power, or privilege arising from these Terms and Conditions shall operate or be construed as a waiver thereof, nor shall any single or partial exercise of any right, remedy, power, or privilege hereunder preclude any other or further exercise thereof or the exercise of any other right, remedy, power or privilege.

19. Assignment. No assignment of any right or interest or delegation of any obligation or performance of Buyer under this order may be made without the prior written consent of Seller. Any attempted assignment or delegation will be wholly void and totally ineffective for all purposes.

20. Choice of Law. All sales, agreements for sale, offers to sell, proposals, acknowledgments and contracts of sale, including, but not limited to, Purchase Orders accepted by Seller, shall be considered a contract under the laws of the State of Delaware, and the rights and duties of all persons, and the construction and effect of all provisions hereof, shall be governed by and construed according to the laws of the State of Delaware.

21. Integration Clause. These Terms and Conditions constitute the entirety of terms and conditions, except as set forth in paragraph one, governing the sale and purchase of products and services sold by Seller. No modification of these Terms and Conditions shall be of any force or effect unless in writing and signed Seller and Buyer. Buyer may desire to utilize its own form of acknowledgment or acceptance of these Terms and Conditions. However, the use of any such form shall be for convenience only. No modification of these Terms and Conditions shall be affected by the acknowledgment or acceptance of purchase orders, shipping instruction forms, bills of lading or any other document containing terms or conditions at variance with or in addition to those set forth herein, all such varying or additional terms being hereby objected to and rejected by Seller and deemed to be waived by Buyer.

## LIMITED WARRANTY

**What is Covered:** dormakaba USA Inc. ("dormakaba USA") warrants that **Door Closer models D4990** 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 10B/613 "Oil Rubbed Bronze" finish.

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

- dormakaba USA 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:** 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:

- COSTS ASSOCIATED WITH INSTALLING, REMOVING OR REINSTALLATION OF THE PRODUCT.**
- Damage caused by Product malfunction or failure attributable to acts of God.
- Improper use or installation.
- Poor or no maintenance.
- Work performed by someone other than an Authorized dormakaba USA technician.
- Failure to follow dormakaba USA's operating instructions or environmental specifications.
- 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.
- 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.
- 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.
- 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.
- 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 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.

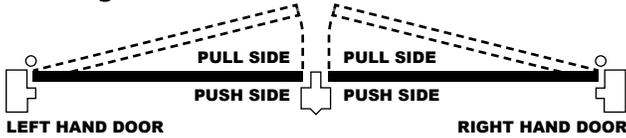
SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR PROHIBIT THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSIONS MAY NOT APPLY IN YOUR STATE.

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.

# STANLEY®

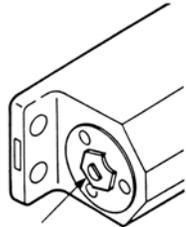
## General Information

### 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

### 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.

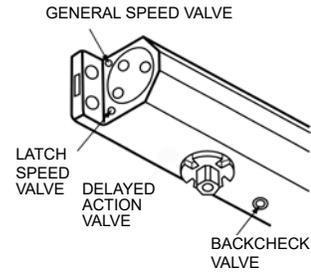
D-4550 - 12/24 thread	\$2.00
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### Security Screws

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).

### ANSI and UL Specifications

The Stanley door closers 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:

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

# 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 USA representative.

DESCRIPTION	Product No.	List Price
<b>8R-D-4990 Series - Push Side Mount (includes arm assembly)</b>	D-4990	4,770
<b>8R-D-4990T Series - Pull Side Mount (includes arm assembly)</b>	D-4990T	4973
<b>Arm Assemblies</b>		
Used with D-4990 only	A45-501L	124
Used with D-4990T only	A45-507T	203
Optional Power Supply 24VDC @ 0.5A	PS-490	75
<b>6" Round Stainless Steel Plate</b>		
Handicap logo and Push-to-Open text	CL2216	272
6" round surface mount box	CL2220	117
6" round weather ring	CL2223	24
<b>4 3/4" Square Stainless Steel Plate</b>		
Handicap logo and Push-to-Open text	CL2102	256
4-3/4" square surface mount box	CL2236	117
<b>4 1/2" Square Stainless Steel Plate</b>		
Handicap logo and Push-to-Open text	CL4163	246
4 1/2" square surface mount box	CL4638	117
<b>Jamb Stainless Steel Plate</b>		
Handicap logo and Push-to-Open text	CL2055	201
Surface mount box	CL2245	38
<b>Dual Push Plate "Vestibule Plate"</b>		
Vestibule plate with text, logo and arrows	CL2388	393
<b>Touchless Push Plates</b>		
Touchless push plate fits single/double gang box	CL2025	408
<b>Radio Control 433 Transmitters / 433 Receiver</b>		
Digital transmitter 433MHz w/flag conn 9v battery (1 button)	CL4490	267
433 MHz digital receiver	CL4485	292
<b>Push Plate Posts</b>		
Silver - mounting post for stainless steel push plates*	CL2248	549
Black - mounting post for stainless steel push plates*	CL2247	530
Bronze - mounting post for stainless steel push plates*	CL2249	549
*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	1,495
Includes (2) CL4163 Text & Logo plates, (2) CL4638 boxes, HARD WIRED SOLUTION ONLY	CL4977	705
Includes (2) CL2102 Text & Logo plates, (2) CL2236 boxes, (2) CL4490 (9 volt) Transmitters, (1) CL4485 Receiver	CL4980	1,493
Includes (2) CL2102 Text & Logo plates, (2) CL2236 boxes, HARD WIRED SOLUTION ONLY	CL4981	705
Includes (2) CL2216 Text & Logo Plates, (2) CL220 boxes, (2) CL4490 (9 volt) Transmitters, (1) CL4485 Receiver	CL4990	1,526
Includes (2) CL2216 Text & Logo Plates, (2) CL220 boxes, HARD WIRED SOLUTION ONLY	CL4991	522
<b>LOW ENERGY OPERATOR</b>		<b>Weight</b>
D-4990 / D-4990T		40 lbs.

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

## 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](mailto: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](mailto: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](mailto: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.

## QUOTING & ORDERING (continued)

Changes to "Do Not Ship Before" dates are required in writing and should be sent to: [BAS-cshelp.us@dormakaba.com](mailto: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.

### **EXPEDITE REQUESTS:**

- Expedite requests will be reviewed and accommodated by dormakaba USA based on production lead times and availability.

**Email:** [BAS-expediterequest.us@dormakaba.com](mailto: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.

# STANLEY®

## 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
- 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 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 75<sup>th</sup> 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
- 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 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 75<sup>th</sup> 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, handling, finish, etc) should be submitted electronically to: [BAS-rgacreditgrp.us@dormakaba.com](mailto: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, 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 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.









**STANLEY®**

6161 East 75th Street  
Indianapolis, IN 46250 USA

Phone 855-365-2407

[stanleyhardwarefordoors.com](http://stanleyhardwarefordoors.com)

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