



The GU Group of North America

Ferco Architectural Hardware, a subsidiary of Ferco International in France and part of the Gretsich-Unitas 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.



QUÉBEC / MARITIMES
Ferco ferrures de bâtiment Inc.
2000, Rue Berlier
Laval, QC H7L 4S4
T 450 973-1437
1 800 355-8810
F 450 973-7661
ferco@ferco.ca
www.ferco.ca

ONTARIO / WESTERN PROVINCES
Ferco Architectural Hardware Inc.
T 905 282-9588
1 800 668-5310
F 905 282-9915

UNITED STATES
Ferco Architectural Hardware Inc.
T 1 800 927-1097
F 1 888 454-0161



00.1

Introduction

Warranty Sheets	00.1.3
Terms & Conditions of Sales	00.1.5
Return of Goods	00.1.6
A Guidance on Selection and Mounting Hardware	00.1.7
A Guidance on Hardware Maintenance	00.1.7
Cleaning, Care and Maintenance Instructions	00.1.8
Windows Identification	00.1.9
Doors Identification	00.1.10



**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.*





Ferrures de Bâtiment Inc. Architectural Hardware Inc.

All door handle sets sold by Ferco Architectural Hardware Inc. are warrantied for 5 years against defects and workmanship as long as the products are owned by the original purchaser, and used in the residence in which they are originally installed.

This limited warranty only covers residential applications and proof of original purchase is required to make a claim.

This warranty excludes: scratches and/or abrasions, products which have been altered and/or improperly installed, abused and/or misused. All handle sets used in commercial applications are excluded. This 5 years warranty does not cover products damaged by acts of nature, or products which are deemed to have undergone normal wear and tear. Doorhandle sets which have not been maintained in accordance to manufacturer's written specifications will be excluded from this warranty. This warranty is expressly limited to persons or entities that purchased the door handle sets for resale or use in their ordinary course of business.

If a door handle set is found to be defective by Ferco Architectural Hardware Inc. in a reasonable judgment, Ferco Architectural Hardware Inc. will, at its sole option, either repair or replace the defective hardware. This warranty does not cover any labor charges to remove and/or reinstall door handle products.

Any action against this warranty will not be valid unless written notification has been received by Ferco Architectural Hardware Inc. within a 5 years period.

Ferco Inc. *makes no other
warranties expressed or implied.*





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 1.5% 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.



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



CUSTOMERS GOOD RETURN

CUSTOMER NAME: _____
 AUTHORIZATION #: _____
 AUTHORIZED BY: _____
 DATE: _____

ITEM	QTY. SHIP	QTY. RECEIVE	REFERENCE #	INVOICE NUMBER	PRICE	INVOICE DATE	RESTOCKING CHARGE %	RETURN CODE*
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

*RETURN CODE
 1. CUSTOMER ORDER MISTAKE
 2. ORDER ENTRY MISTAKE
 3. SHIPPING MISTAKE
 4. WRONG IDENTIFICATION
 5. DEFECT PRODUCT
 6. OTHER REASON

Notes: _____

RECEIVED BY: _____
 DATE: _____

VERIFIED BY: _____
 DATE: _____



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 Guidance on 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.



Cleaning, Care and Maintenance Instructions

Hardware installed on windows and doors is normally exposed to environmental attack due to atmospheric and other conditions. It is very important to clean visible surfaces in order to prevent degradation of finishes.

All Ferco Hardware made of mild steel or Zamac (zinc alloy) is protected with our ferGUard coating. This finish has been tested and has achieved 576 hours in a salt air environment without showing red rust on the surface.

Ferco aluminum products are either anodized or painted.

Ferco is also using high grade stainless steel for door locks.

GENERAL ENVIRONMENT

To prevent build-up of surface contaminants possibly resulting in hardware surface deterioration and in some case appearance of rust; we recommend to wipe down with soft cloth all visible surfaces with warm water and mild soap.

Then wipe the same surfaces with a clean cloth and warm water only and let surfaces dry completely.

This procedure should be done a minimum of 2 times per year.

AGGRESSIVE ENVIRONMENT

Cleaning of hardware is even more important in severe environments such as coastal marine areas and some industrial areas. Also, stainless steel products will require maintenance to prevent contamination buildup and corrosion appearance on surfaces.

With soft cloth wipe down all visible surfaces with warm water and mild soap, and then wipe the same surfaces with a clean cloth and warm water. Let surfaces dry completely.

Once the surface is completely dry apply a thin film of light machine oil or other corrosion preservative and spray on all surfaces. Wipe off the excess of liquid with a clean soft cloth.

For stainless steel products use a suitable lubricant in spray for stainless steel products only. Wipe off excess of liquid with a clean soft cloth.

This procedure should be done a minimum of 4 times per year.

CLEANERS TO AVOID

The following cleaners should not be used to clean hardware:

- Vinegar based cleaners
- Citrus based cleaners
- Industrial cleaners
- Abrasive cleaners

These types of cleaners will remove the lubricants from the hardware and attack the protection finishes of hardware.

WARNING:

Glass cleaners and brick or siding washes must not come in contact with the hardware for the reasons listed above.

FERCO ARCHITECTURAL HARDWARE WARRANTY DOES NOT COVER CORROSION

LUBRICATION

Ferco recommends that all hardware for windows and doors be lubricated periodically in accordance with the above guidelines. After the cleaning of the hardware surfaces it is recommended to lubricate all the moving parts to restore the smooth operation of the hardware.

- For Tilt & Turn windows or doors, we recommend using lithium grease.
- For latches on door gears use light oil "3 in 1" that you will spray in the cavity of the latch.
- For rollers on sliding doors the use of light oil spray such as "3 in 1" is recommended. The cleaning of tracks to remove all the collected dust will insure a smooth operation of the moving panel.

WARNING:

Avoid use of silicone based sprays or lubricants. Silicone can cause some plastic parts to become brittle.

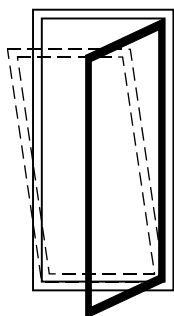
WARNING:

To prevent staining wood windows or doors, do not spray oil or grease on the wood

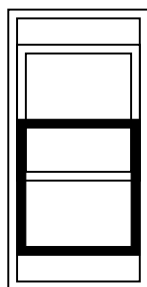
REGULAR MAINTENANCE IS REQUIRED TO ALL HARDWARE OTHERWISE MANUFACTURER'S WARRANTY MAY BE VOIDED.



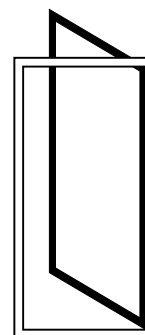
FENÊTRES - WINDOWS



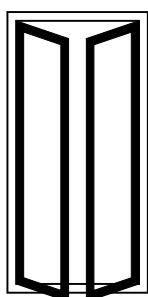
OSCILLO-BATTANT
TILT AND TURN
TILT BEFORE TURN (TBT)



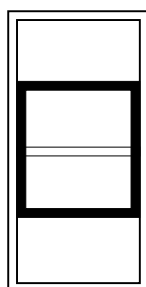
GUILLOTINE DOUBLE
DOUBLE HUNG



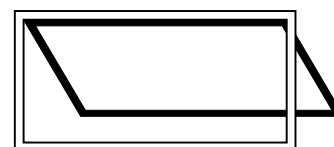
BATTANT
CASEMENT



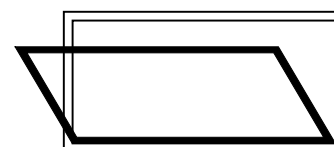
DEUX VOILETS
OUVERTURE À LA FRANÇAISE
TWO SASHES WINDOW
FRENCH OPENING



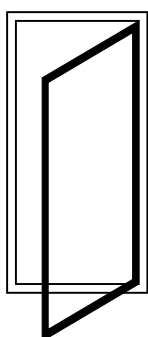
GUILLOTINE SIMPLE
SINGLE HUNG



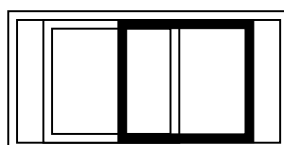
AUVENT EXTÉRIEUR
AWNING PUSH OUT
TOP HUNG



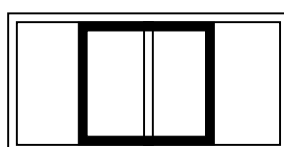
AUVENT INTÉRIEUR
AWNING PULL IN
BOTTOM HINGE



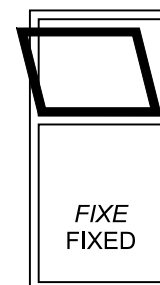
BATTANT OUVRANT
À LA FRANÇAISE
SIDE HUNG



COULISSANT DOUBLE
DOUBLE SLIDER



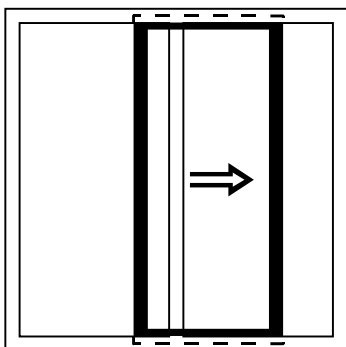
COULISSANT SIMPLE
SINGLE SLIDER



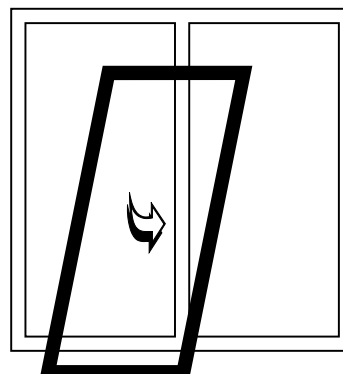
IMPOSTE
FANLIGHT / HOPPER



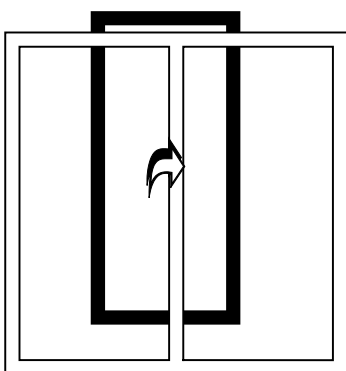
PORTES - DOORS



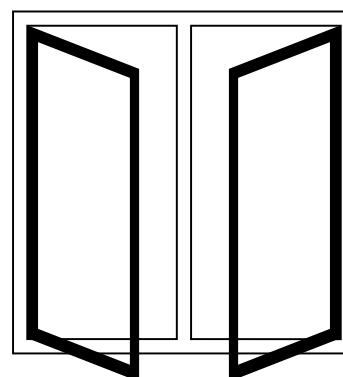
PORTE COULISSANTE
STRAIGHT SLIDING DOOR



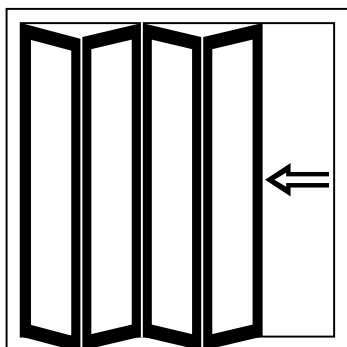
PORTE OSCILLO-COULISSANTE
PARALLEL / TILT SLIDING DOOR



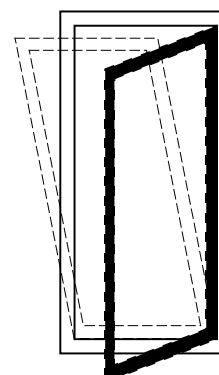
PORTE SOULEVANTE - COULISSANTE
LIFT AND SLIDE DOOR



PORTE FRANÇAISE
FRENCH DOOR



PORTES PLIANTES - COULISSANTES
FOLDING DOORS



PORTE OSCILLO-BATTANTE
TILT AND TURN DOOR