

## **Tucson Rolling Shutters & Screens**

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Tucson, AZ 85713  
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# Welcome to Tucson Rolling Shutters & Screens

We're so glad to have you join the team! This guide is meant to provide specific information to help you get off to a great and productive start.

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## **WHO WE ARE**

### **Our mission**

Tucson Rolling Shutters & Screens is dedicated to providing a network of dealers, immaculate products, on time delivery, and unmatched customer service. It is our mission to work hand in hand with entrepreneurs that want to build up markets to their full potential and beyond. We strive to build prosperous, honest, positive, and motivational relationships with our partners as it has been proven that the most successful partnerships are those with healthy communication.

### **The Team**

The Tucson Rolling Shutters & Screens team is made up of over 150 plus years (combined) experience in retractable products. Every unit that goes out the door has been influenced by every department of the team in some way. That being said it is with great confidence each screen and shutter is manufactured and sold with at Tucson Rolling Shutters & Screens.

Jeff Healam (Owner/CEO) continues to be heavily involved in his companies growth and operation. Chris Trafton (President) wears some of the most important hats within the company from overseeing day to day operations to handling all of the companies marketing & advertising. Don Zimprich (Production Manager) is not only our lead technician but also manages 2 manufacturing facilities with over 20 employees. Chris Wagner manages all major purchases and inventory for the company. Chris Maldonado (National Wholesale Manager and your primary contact) is not only your representative, but is also responsible for the growth and development of the Wholesale Department. Anna Wilson (Wholesale Assistant) is another experienced and reliable contact for the dealer network who manages and processes new dealer application forms, new orders, payment, and much more. Sam Amadeo is the Logistics Coordinator and dedicates himself to overseeing shipments, freight, job tracking and forecasting for manufacturing.

**Get to know more on [TucsonRollingShutters.com](https://TucsonRollingShutters.com)**

# PRODUCT LINES

## Solution Screens

### Features:

- ☐ Up to 18' wide
- ☐ Mermet Fabrics
- ☐ Lifetime Warranty on Motors & Electronics
- ☐ Unique Design
- ☐ 8 Standard colors (frame)
- ☐ Custom colors available
- ☐ LiTouch Safety Drive (Obstacle Detection)
- ☐ Built in option for new construction
- ☐ Charcoal lines are seamless up to 120" tall
- ☐ Available in 5,10,& 45% openness factors
- ☐ Serge Ferrari B92 for blackout option
- ☐ Compatible with clear vinyl

### Benefits:

- ☐ Block 90% to 95% of the radiant heat and UV rays without losing your view
- ☐ Enclose patios
- ☐ Trap heat in during the winter months
- ☐ Protect furniture, artwork, rugs, and skin by blocking harmful UV rays
- ☐ Reduce glare
- ☐ Keep pets in and most other critters out
- ☐ Creates more living space

## Solution Xtreme Screen

### Features:

- ☐ Between 18' - 32' wide
- ☐ Mermet Fabrics
- ☐ Lifetime Warranty on Motors & Electronics
- ☐ Unique Design
- ☐ 8 Standard colors (frame)
- ☐ Custom colors available
- ☐ LiTouch Safety Drive (Obstacle Detection)
- ☐ Build in for new construction
- ☐ Charcoal lines are seamless up to 120" tall
- ☐ Available in 5,10,& 45% openness factors
- ☐ Serge Ferrari B92 for blackout option
- ☐ Compatible with clear vinyl

**10+ years of proven reliability!**

### Benefits:

- ☐ Block 90% to 95% of the radiant heat and UV rays without losing your view
- ☐ Enclose wider openings
- ☐ Trap heat in during the winter months
- ☐ Protect furniture, artwork, rugs, and skin by blocking harmful UV rays
- ☐ Reduce glare
- ☐ Keep pets in and most other critters out
- ☐ Creates more living space

## Rolling Shutters

### Features:

- ☐ Up to 16' wide
- ☐ Available in 6 Standard colors
- ☐ Polyurethane foam filled slats
- ☐ Slats available in 40mm & 55mm
- ☐ Extruded slats available in Light Beige, Cream, White, and Bronze
- ☐ Available in 7",8",10", and 12" housings
- ☐ Exclusive Secure Rail and Secure U Channel

### Benefits:

- ☐ Security
- ☐ Energy efficiency
- ☐ Privacy
- ☐ Patio enclosure
- ☐ Room darkening
- ☐ Noise Reduction
- ☐ Extreme weather protection

**So much more than security!**



## Interior Screens

### Features:

- ☐ Mermet fabrics
- ☐ Contemporary design
- ☐ Motorized or Manual Operation
- ☐ Up to 23' wide
- ☐ Available in 3" Fascia, 4" Fascia, 5" housing, 7" Housing
- ☐ Fascia available in 8 standard colors
- ☐ Custom colors available

**Make any style possible by adding your personalized touch**

### Benefits:

- ☐ Increase comfort
- ☐ Decrease energy cost
- ☐ Reduce heat, glare, and damaging UV radiation
- ☐ Add style
- ☐ Wide range of fabric options
- ☐ Build into home
- ☐ Blackout options available



## Getting started!

### Quotes

All units are priced and quoted by ID (width) & rail height. When in need of a quote for exterior product lines please use the online ordering system WITHOUT submitting the order. For all interior orders and quotes please submit your measurements and details to [Annaw@tucsonrollingshutters.com](mailto:Annaw@tucsonrollingshutters.com). Tucson Rolling Shutters & Screens is happy to conduct a course/walk through of the online ordering system for the dealer and his/her team.

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### New Orders

Beginning \_\_\_\_\_ 2019 all orders for exterior product lines are to be submitted by the dealer or his personnel via the new online ordering system. Under no circumstance is TRS&S to submit new orders in for a dealer as this can result in mistakes, miscommunication, or delays. Tucson Rolling Shutters & Screens is happy to conduct a course/walk through of the online ordering system for the dealer and his/her team.

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### Lead Times

It is our mission to ship and manufacture on time every time. New orders submitted are manufactured within 15 business days. Please note that the lead time of 15 days does not begin until the new order is completely finalized and a confirmation has been provided by Tucson Rolling Shutters & Screens.

## Warranty Info

### LIMITED WARRANTY

TUCSON ROLLING SHUTTERS and SCREENS, INC. (TRS&S, Inc.) warranties to the original purchaser of Tucson Rolling Shutters™, Tucson Solution and Solution Xtreme Screens, Tucson Solar Screens™, Tucson SunFix Screens®, or Tucson Interiors™; that TRS&S, Inc. will replace any unsatisfactory workmanship or defective materials used in the manufacture thereof, for a period of FIVE (5) years from the date of purchase of the Product by the purchaser. In order to determine the effective duration of the warranty coverage, the Purchaser should retain an invoice, order form, canceled check, or other means of proof of date of purchase. This warranty covers paint, parts and components produced by TRS&S, Inc.

Tucson Signature Series Motors and Electronics carry a Lifetime warranty to be free of defects in material and operation under normal and proper use. Somfy Systems warrants its motors and controls to be free from defects in material and workmanship under normal and proper use for a period of FIVE (5) years starting from the date stamped on the motor.

Mermet guarantees that for a period of TEN (10) years Natte 4500 and 4505 fabrics from the date of purchase the screen will not rot, mildew, variations of dimensional stability, and color. This warranty in no way covers any damage caused by wind, fire, vandalism, negligence or acts of God.

This Warranty does not apply to any product or part that is determined to be defective due to freight handling, accident, alteration, negligence, misuse, improper installation, operation or maintenance by the purchaser or the end-user of the product. TRS&S, Inc. or its authorized representative reserves the right to inspect the product alleged to be defective to determine whether or not said defects shall be covered by this warranty.

### Returns

No returns will be accepted without prior written authorization by TRS&S, Inc. All products being returned must have a Return Authorization Label on them. You must also describe why you are returning the product to us in writing. If returning a motor, please apply the label on to the motor. All Somfy motors and controls will be sent back to Somfy to determine if the product falls under warranty. If Somfy determines that it does not fall under warranty due to misuse or incorrect installation the original purchaser will be billed for the part (s).

This Warranty covers only the replacement of defective parts of the product. The Purchaser must pay all freight cost for the replacement part (s) necessary to repair a defective product. Return shipment of product or parts to TRS&S, Inc. is to be freight pre-paid by purchaser. TRS&S, Inc.



shall not be responsible for any costs for labor to disassemble any product for return shipment or for reinstallation of any replacement product or parts delivered pursuant to this warranty.

#### Liability

This warranty is exclusive, and issued in lieu of all other warranties, whether written, oral, or implied; including any warranty or merchantability or fitness for a particular purpose. If an implied warranty of merchantability or fitness for a particular purpose is nevertheless found to exist, such warranty shall be limited in duration to this written warranty. TRS&S, Inc. shall in no event be liable to the purchaser, or any third party, for incidental or consequential, damages caused by defects in product in breach of this warranty or any implied warranties.

This warranty constitutes the entire warranty agreement between TRS&S, Inc. and the purchaser. No dealer, salesman, manufacturer's representative, or other party is authorized to bind TRS&S, Inc. to any waiver, modification, change, or amendment to the terms of this warranty. All disputes arising from this warranty are to be governed by the laws of the State of Arizona and any action to enforce this warranty must be initiated in the state of Arizona.

This warranty extends to the original purchaser from TRS&S, Inc. only. If the purchaser resells any product, they shall not state, imply, or indicate in any manner to such buyer, that TRS&S, Inc. provides any warranty, of any type, other than that which has been described herein.

## **ACCOUNTING TERMS**

**1<sup>ST</sup> ORDER: PRE-PAID PRIOR TO PRODUCTION**

**2<sup>ND</sup> ORDER: 50% PRIOR TO PRODUCTION**

**BALANCE DUE NET 30**

**(WITH APPROVED CREDIT APP. ON FILE)**

**3<sup>RD</sup> ORDER: NET 30**

**(WITH APPROVED CREDIT APP. ON FILE)**

**CREDIT CARD PAYMENT SURCHARGE: 3% OF INVOICE**



## **CREDIT AND PREPAID SHIPPING TERMS**

- 1. First orders require 100% deposit before production begins. Deposits must be sent to the corporate office & Manufacturing address shown above and should be accompanied by signed Tucson Rolling Shutters & Screens, Inc. (TRS&S, Inc.) order forms.**
- 2. When TRS&S, Inc. receives your deposit and completed order forms, your order will be scheduled for production. An order confirmation will be e-mailed.**
- 3. A shipping confirmation will be e-mailed to you the day your order leaves our facility and will include the necessary tracking information.**
- 4. TRS&S, Inc. packages all products in a fashion accepted by Old Dominion or other freight companies. All orders are insured to the full value of the order for the occasional damage in transit and a damage claim must be filed.**
- 5. It is suggested and highly recommended that each dealer open all boxes for a quick inspection upon receiving. It is imperative that the boxes are inspected for holes, tears, punctures, bends, any other signs of potential damage. If any of these signs are visible you must obtain an exception # from the driver and to notate it on the delivery receipt, otherwise the dealer will be held responsible for any needed replacement materials and freight charges.**
- 6. TRS&S, Inc. request that you document damage with photos and submit pictures to Chris Maldonado @ [chrism@tucsonrollingshutters.com](mailto:chrism@tucsonrollingshutters.com), and Anna Wilson @ [annaw@tucsonrollingshutters.com](mailto:annaw@tucsonrollingshutters.com). Pictures of damaged package and damage to its contents due to mishandling will strengthen our claim considerably and will help us make sure you receive the correct replacement parts.**
- 7. Please DO NOT REFUSE THE SHIPMENT. Refusing the shipment can make it very difficult to file a successful claim and will delay your installation date. Even though damage to the product may look great, often only small parts may be needed to make your product whole again. If dealer refuses the shipment, dealer will also be responsible for the 2nd freight charge to ship the product back.**
- 8. After you notify TRS&S, Inc. please do not move or un-box the damaged product. In most cases an adjuster will be sent out to assess the damage. Again, photos of the damage are invaluable to the process and may take the place of an adjuster coming out. If damage is found after delivery, a request for inspection should be made at your local OD office within 5 business days of delivery. Original packaging must be available should inspection not be performed within 5 business days the request should be confirmed in writing for your protection in the event the inspection is never made**

**9. TRS&S, Inc. will ship parts that require labor out in 3 days after the proper paperwork has been filed. Parts that require no labor will ship out in 1 day after the proper paperwork has been filed. If no damage was reported within the 48 hours of receiving the shipment then all cost, parts, labor, and shipping is the responsibility of the dealer.**

**10. All replacement parts will be shipped standard ground. If the dealer wants to pay to have parts expedited other than standard ground, dealer will pay the difference for the upcharge. Expedite shipping must be noted on your replacement part order sheet.**

**13. If your account has not been opened, or is not in good standing, we may require pre-payment or COD terms.**

**14. TRS&S, Inc. accepts all Major Credit Cards for payment, with a 3% bank fee added. All accounts must be maintained within payment terms. No orders will be shipped unless accounts are current.**

## Tucson Signature Series

### Motor Options

- ☐ TRS45S 20/32 (4 WIRE) Used for Solution Screens
- ☐ TRS45R 20/32 (Radio) Used for Solution Screens
- ☐ TRS45S 50/13 (4 WIRE) Used for Xtreme Solutions & Shutters
- ☐ TRS45R 50/13 (Radio) Used for Xtreme Solutions & Shutters
- ☐ TRS45RM 50/13 (Radio/Manual Override) Used for Shutters sometimes
- ☐ TRS45M 50/13 (4 WIRE/MANUAL OVERRIDE)
- ☐ 55M 100 Used for 30' + Xtremes sometimes Extruded Shutters
- ☐ 55MR 100 Used for 30' + Xtremes sometimes Extruded Shutters
- ☐ 45RQ6 Interior Radio Quiet Motor

### Radio Remote Control Options

- ☐ Signature Remote Transmitter, One Channel
- ☐ Signature Remote Transmitter, Fifteen Channel
- ☐ Signature Wireless Wall Switch, One Channel
- ☐ Signature Wireless Wall Switch, Fifteen Channel

### Signature Sun Wind Sensor

- ☐ Solar powered
- ☐ Wireless
- ☐ Frequency: 433.92 MHz
- ☐ Color: White finish

## LiTouch Safety Drive

RETRACTABLE PRODUCTS TO ENHANCE YOUR LIFESTYLE



The most reliable retractable screen system, The Solution Screen, just became even more reliable with the addition of the all new *LiTouch Safety Drive*. The *LiTouch Safety Drive* is added to Tucson Signature Series motors and allows Soltuion Screens to travel down without concern for obstacles or resistance. This specialized system will wait if resistance is encountered and continue down when free.

## *LiTouch Safety Drive*



800.687.2559

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

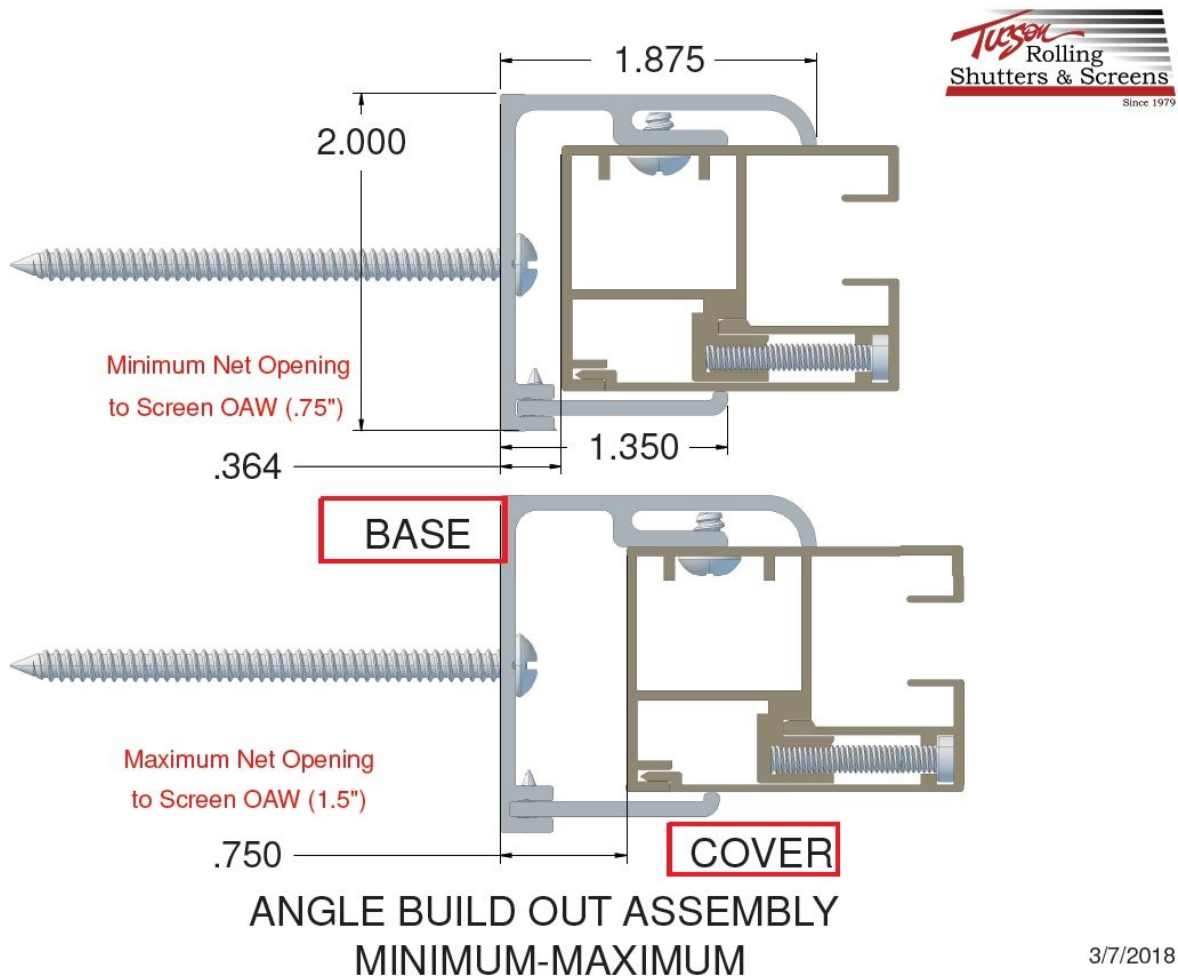
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**Tucson**  
Rolling  
Shutters & Screens

Since 1979

## Angle Build Out

One of Tucson's most recent innovations is an aesthetically pleasing solution for recessed mount units going up against side walls that are not level and parallel. You no longer have to rely on flat stock, fir out, or caulking to fill in any of the gaps and visible mounting screws on recessed applications. The Angle Build Out can be used to correct an out of true wall up to 1.5".



3/7/2018

## Fir Out

Also known as a spacer or a shim for clearing obstacles and fillings gaps.

Features:

- ☐ Available in multiple sizes
- ☐ Can be powdered coated to match units
- ☐ Makes for a clean finish

**Fir out sizes are conveniently displayed in the price workbook**

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## Clear Vinyl

Options & Instructions

- ☐ Dealer is to provide detailed sketch **with** order
- ☐ Border options: Ferrari 502 fabric (double sided color translucent fabric)
- ☐ Clear vinyl panel sizes 52 x 108
- ☐ Manufactured in units up to 32'





## Freight & Packaging Program

Dec 30, 2018

# Shipping Overview

Here at Tucson Rolling Shutters & Screens we are constantly developing and manufacturing the best retractable products on the market. Along with doing so comes a major responsibility that is ensuring everything is packaged as safe and secure as humanly possible. We believe that the current processes and materials used have been the most successful. The latest additions have been the new foam, yellow strap, specific foam placement, and we continue to use the corner board. We want to give each job the best chance at arriving to its final destination in the same condition it leaves our facilities. 100% of the time we use the best freight companies available to us and get dealers the best shipping rates possible. Anyone in our dealer network has the option to use his or her preferred carrier at any given time.



## Receiving Freight

It is suggested and highly recommended that each dealer open all boxes for a quick inspection upon receiving. It is imperative that the boxes are inspected for holes, tears, punctures, bends, any other signs of potential damage. If any of these signs are visible you must obtain an exception # from the driver and to notate it on the delivery receipt, otherwise the dealer will be held responsible for any needed replacement materials and freight charges.

## Returning Freight (RMAs)

In order to successfully return a requested RMA you must provide the box sizes, dimensions, weight (guesstimate is fine), and a time & location for the pickup. Once the pickup is scheduled the freight company will pick up by close of business. Depending on the type of RMA TRS&S will usually ship same day or in up to 3 days. It is critical we receive back every requested RMA as soon as possible to further go research and proper testing.

## Freight Claims

Freight claims by nature are fairly uneasy and sometimes difficult to get approved by any freight company. We have had the highest success rate with approved claims when a dealer opens his or her box while the driver is still there, takes photos of the delivery, and writes “possible concealed damage” on the bill of lading. If damage is found after delivery, a request for inspection should be made at your local OD office within 5 business days of delivery. Original packaging must be available should inspection not be performed within 5 business days the request should be confirmed in writing for your protection in the event the inspection is never made. In cases of concealed damage, the burden of proving carrier responsibility rests with the claimant, by showing evidence that the damage had not occurred prior to acceptance of the freight by the carrier or after delivery by the carrier. Please **DO NOT REFUSE THE SHIPMENT**. Refusing the shipment can make it very difficult to file a successful claim and will delay your installation date. Even though damage to the product may look great, often only small parts may be needed to make your product whole again. If dealer refuses the shipment, dealer will also be responsible for the 2nd freight charge to ship the product back. TRS&S, Inc. will ship parts that require labor out in 3 days after the proper paperwork has been filed. Parts that require no labor will ship out in 1 day after the proper paperwork has been filed. If no damage was reported within the 48 hours of receiving the shipment then all cost, parts, labor, and shipping is the responsibility of the dealer. All replacement parts will be shipped standard ground. If the dealer wants to pay to have parts expedited other than standard ground, dealer will pay the difference for the upcharge. Expedite shipping must be noted on your replacement part order sheet. It is encouraged you reach out to your local Old Dominion office to request having a freight representative visit your facility to educate your team on processes.

## Independent Carriers

Standard LTL carriers can only transport boxes up to 27' in length making it necessary to contract independent carriers whenever product surpasses that length. On average an independent carrier can run the dealer between \$1500 - \$2800. Pricey, however you do receive door to door delivery when going through an independent carrier and also making it much less likely to have damage. Please keep this information in mind when educating your sales team on TRS&S product.

## Product Packaging Details

### **Xtreme Screen (2 separate boxes) :**

- ☐ The Screen is bagged for protection against any possible movement during transportation
- ☐ Front and back housing is wrapped in protective film
- ☐ (Screen) Minimum of 6 protective styrofoam pieces (keyholes)
- ☐ (Housing) Minimum of 4 protective styrofoam pieces (keyhole)
- ☐ (Screen & Housing) Fully secured with corner board
- ☐ (Screen & Housing) Corner board is tied down with 2000 pound yellow strap
- ☐ (Screen) Each end is filled with a 3" piece of square styrofoam and a .25 square piece of plywood for protection against forklift
- ☐ (Housing) Each end is filled with a 3" piece of square styrofoam

### **Solution Screen:**

- ☐ Protective film
- ☐ Anything under 10' gets 2 pieces of styrofoam (end caps), 3" squares and the .25 piece of plywood
- ☐ 10' and above gets 4 pieces of styrofoam (end caps), 3" squares and the .25 plywood
- ☐ Every unit gets corner board up to full length of the unit
- ☐ Every unit gets 2000 lb rated yellow strap
- ☐ Labels used are "fragile", "small parts", "high claim item", and "do not forklift" (forklifting still may occur at docks).

### **Rolling Shutters:**

- ☐ 40mm units under 140" are shipped with the mat inside of the housing
- ☐ 40mm units over 140" get the mat shipped separately due to weight
- ☐ Housing and mat get packaged separately on 55mm units due to weight
- ☐ Protective styrofoam on the ends and every 4 feet
- ☐ 10' units receive bubble wrap every 4 feet
- ☐ All Rolling Shutter units are fully protected with corner board

## Color Options

### Color availability breakdown

Rolling Shutters available in 6 standard colors

Extruded Rolling Shutters available in 4 standard colors

Solution Screens available in 8 standard colors

Solution Xtreme Screens available in 8 standard colors

Interiors Screens available in 8 standard colors

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### Product color availability

Grey: Solution Screens - Xtreme Screens - Rolling Shutters - Interior Screens

White: Solution Screens - Xtreme Screens - Rolling Shutters - Extruded Slats - Interior Screens

Cream: Solution Screens - Xtreme Screens - Rolling Shutters - Extruded Slats - Interior Screens

Light Beige: - Solution Screens - Xtreme Screens - Rolling Shutters - Extruded Slats - Interior Screens

Dark Beige: Solution Screens - Xtreme Screens - Rolling Shutters - Interior Screens

Bronze: Solution Screens - Xtreme Screens - Rolling Shutters - Extruded Slats - Interior Screens

Black: Solution Screens - Xtreme Screens - Interior Screens

Silver: Solution Screens - Xtreme Screens - Interior Screens

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### How Powder Coating Affects Your Lead Time

When ordering standard colors - 15 business days to manufacture

When ordering RAL colors - Typically adds one to two weeks to your lead time

When ordering custom colors - typically adds three to four weeks to your lead time