

INSTALLER

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A newsletter for the valued customers of Southeastern Aluminum Products, Inc.

Technical Tip: Removing the Parklane By-Pass Guide

steps

1 Elevate the corner of the glass panel.



2 Insert narrow side of flat head screwdriver into guide's groove.



3 Rotate screwdriver 1/4 of a turn so that the bottom of the guide begins to rotate toward you.



4 Pull the screwdriver handle away from the panel to disengage the guide from the track.



The Parklane By-Pass' exclusive "free flow" sill track with floating nylon guides attached to its door panels allow for positive door traction plus all the benefits of an easy-clean sill, making these components important selling features of this unit. Some installers, however, don't always agree when they have to fight with the guides during installation.

Because the guides are positioned so they snap easily into the sill track, they often snap into place on their own before the installer is finished making final adjustments at the roller brackets. Removing the guide can be a frustrating process that leads to scratched rails and damaged guides if you don't know the secret to a quick and easy disengagement. These straightforward steps

will help relieve you of unnecessary aggravation and allow for damage-free installations.

First, elevate the corner of the glass panel so that the bridge portion of the nylon guide is diagonal (photo 1). Next, place the narrow side of a flat head screwdriver into the guide's groove so that at least half of the screwdriver's flat side is flush against the guide (photo 2). While keeping the screwdriver locked in this position and with panel still elevated, rotate the screwdriver approximately 1/4 of a turn so that the bottom of the guide rotates toward you (photo 3). Then pull the screwdriver handle away from the panel to disengage the guide from the track (photo 4), allowing you to further adjust the roller brackets.

[PRODUCT NEWS]

- Our popular brushed nickel finish is now available for Parklane By-Pass stand-alone enclosures.
- The high demand for our oil rubbed bronze finish, our latest frame option, inspired us to now stock CrystalLine Hinge enclosures in this color.
- Four additional CrystalLine Hinge panel kits are available: 60 x 71 level in-line panel kit in all colors, 48 x 48 x 75 level in-line and return panel kit in silver and gold, 60 x 48 x 71 in-line and return panel buttress kit in all colors, and 30 x 36 x 30 x 71 neo-angle kit in silver and gold.

* Call your customer service representative for pricing.

SEALPRO'S TEAM

Continues to Grow

During the last nine months, we have welcomed nine new employees to our team.

Denita Barber is one of three new customer service representatives, a figure indicative of our continuing growth. With over 10 years of experience in customer service, Denita is quickly becoming a leader in our own CS department.

After serving in the Navy as a nuclear engineer, Steve Tikas gained experience in billing and technical support before coming to us as a CSR. As one of the newest faces in the CS department, Steve is quickly learning the ropes and providing support to our manufactured housing customers.

As the final member of the CS team, Brandy Welsh brings to us skills from her customer service background. She is already working closely with many of our distributors and is ready to provide quality service to others.

All CSRs can be reached through the CS department line, ext. 150.

Since February, Brad Schmidt has served as the Florida sales representative. Brad comes to us with a proven sales record and is a great asset to our sales team. If you are a Florida distributor and haven't met Brad yet, don't worry; he's still making his rounds to meet everyone. Brad can be reached at ext. 125 if you'd like to speak with him.

Also new to our sales team is the sales rep firm for territory eight, Southeastern Associates, covering Alabama, Georgia, Tennessee, and Mississippi. Please contact our Jacksonville office if you'd like to speak with Paul Roberts, Bill Weaver, Todd Bagley or Brian Daughtery.

Laura Burns joined the team in February as the company's new marketing assistant. While contributing her background in marketing, public relations and graphic design, Laura is spearheading the development of new marketing materials (see below). If you would like to discuss how our marketing tools can benefit your company, contact Laura at ext. 132.



Denita Barber
Customer Service Rep



Steve Tikas
Customer Service Rep



Brandy Welsh
Customer Service Rep



Brad Schmidt
Florida Sales Rep



Laura Burns
Marketing Assistant

[NEW & UPDATED LITERATURE]

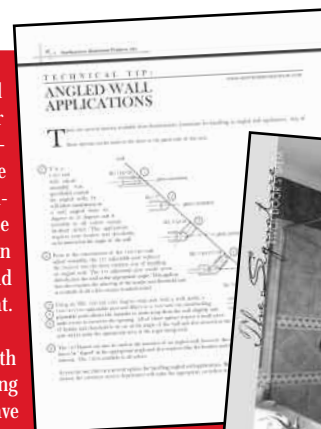
No more cutting and pasting unit features to your showroom displays...



...Comprehensive unit feature sheets are available for CrystalLine Hinge (Framed & Frameless), Signature Pivot, Parklane By-Pass, Parklane Pivot and Parklane By-Pass.

Want to know all your options for angled wall applications? We reprinted our technical tip from the March newsletter in an easy-to-read format.

To assist you with your marketing efforts, we have introduced new brochures for the CrystalLine Frameless Hinge System (far left) and The Signature Pivot Door System (right).



*Contact your customer service representative to order literature.

CrystalSoft News

CrystalSoft is a Windows-based program that configures all of Southeastern Aluminum's products. With its point and click functionality, the program is extremely easy to use. The software configures and prices your product, calculates your glass sizes and prints out a cutsheet including glass layout.

CrystalSoft has undergone many changes since the last major update in March. For those who use the Web Update feature to keep their program current on a monthly basis or those who have just started using the program, many of these changes will not appear to be new.

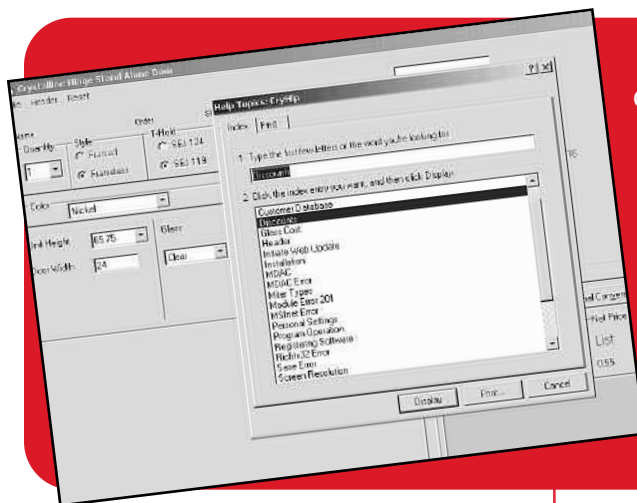
During the last six months, we added 12 configurations. The data entry forms now accept "total opening" values to calculate a panel size. Also, a "custom" color option was added to the color drop-down menu and allows the user to manually enter a color description. Custom colors available through Southeastern Aluminum are limited, so be sure to check with your salesman or customer service rep on availability and lead time.

With changes to our product line such as the recent availability of SEJ 124 threshold in brushed nickel, push-on

drip sweeps for the frameless hinge door and the new CrystalLine Hinge System header shape SEJ 319, the software's output has changed as well. We also addressed a few comments relating to shape descriptions. The format of a printed quote has changed dramatically based on requests of our customer service department. The document now acts as an order form that many customers print from their own PCs, sign and fax directly to us for order processing.

The addition of our Signature Pivot product line to the software in March was brand new. Since then we removed our company name from the cutsheet, added oil rubbed bronze to the color options, added more glass options, and

CrystalSoft's new interactive Help Menu allows users to search by topic for useful information on the program's operations and major features.



added the ability to save a cutsheet as a Word document.

Finally, our software developer wrote an interactive help program. Activated by pressing F1 at any time while using the program, it provides information about the program's operation and major features.

Changes for the coming months include adding oil rubbed bronze as a stock color and the addition of a half-dozen custom glass types to the CrystalLine Hinge System.

If you need to update your software version but do not have Internet access to perform the Web Update, contact Jay Mesawitz, Software Developer/IT Technical Support at ext. 160.



Installed by Bengé Custom Specialties



Installed by Amirrortech



Installed by Amirrortech

Increased Popularity for

The Signature
PIVOT DOOR SYSTEM

The Signature Pivot Door, with its simple installation and sophisticated design using minimal hardware, is becoming a favorite among many distributors. Check out these latest installations...



THE SEALPRO INSTALLER
P.O. Box 6427
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[PRODUCT DEVELOPMENT]

New Hanger Brackets for Signature By-Pass and CrystalLine By-Pass
The new hanger brackets are easy to install and adjust with a snap-off clamp bar that inserts between the glass and the hangers. The brackets clamp the glass with stainless steel set screws instead of requiring a time-consuming application of epoxy or silicone.

More Glass Options Available
After the recent addition of 3/8-inch rain glass, we released additional patterned 3/8-inch glass options, including antique, storm, and superchip as well as new 1/4-inch glass options, including everglade, flemish, and superchip. Among the new 3/16-inch options are antique and bamboo. Check out our website to view these new options.

Brass Hinge Plugs Provide Stronger Alternative

The old nylon hinge plug for the CrystalLine Framed and Frameless Hinge Doors were replaced with a nickel-plated brass plug. The nickel-plated finish provides corrosion resistance while the brass core creates a stronger plug that cannot be split when too much torque is applied to its screw. This new hinge plug is already in production.

Since Our Last Newsletter...

- Production began using a one-piece magnet on the CrystalLine Frameless Hinge System. This new magnet reduced magnetic pull by approximately 25 percent to allow the door to open easier.
- New header brackets for the CrystalLine Hinge System were

redesigned to use four set screws to lock the header and threshold corners in place and are now used in production. The new brackets allow for corner adjustment and create higher-quality miter joints.

- Newly designed u-channel drip sweeps were introduced for CrystalLine Frameless Hinge doors. These new sweeps for 1/4" and 3/16" glass simplify sweep installation and are easy to replace by the homeowner if it is ever damaged. Stick-on drip sweeps are still available.
- A new panel bead for 1/4" glass was made available for use with the SEJ 160 header for oversized CrystalLine Hinge applications. The SEJ 160 header was originally designed for 3/8" Signature Pivot Door applications.

Contemporary CrystalLine By-Pass Towel Bar to Hit the Bath Enclosure Scene

The new towel bar offers a more contemporary shape than the old version. The cast brackets - now with graceful curves - knock onto the glass and the round acrylic bar between the brackets accentuates the open look that is the hallmark of this frameless enclosure. Production using the new towel bar is expected to begin in January 2004.

