

April 26, 2004

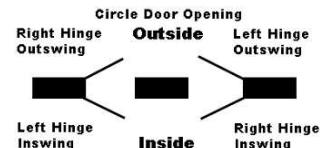
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The HMI Newsletter

April 2004

Please discard old price books. All current HMI price books will have the print version number "V070" or higher on the lower right side of the outside cover. Please contact customer service if you need new brochures or price books.

We continue to update our order form after we introduce new product features and to make improvements based on your feedback. Attached is a copy of our newest order form. HMI forms can be found on our website at www.hmidoors.com. Just enter your customer number ***** in the "dealer doorway".
Our order form has popular check box or circle options (like the diagram on the right) to help avoid misunderstandings or delays caused by different industry terminology.



Please note! We are currently finding a high level of defects with Internal Raise and Lower Blind glass. The blinds have not been closing properly. HMI can no longer warranty Internal Raise and Lower Blind glass until further notice.

Thank you for the wonderful response to HMI's 2004 Winter Workshop! Some of the best installers in the industry were our guests of honor at our first workshop. One owner said "We are very impressed that you would follow-through with our installer to reach the final leg of the sale. You put a smile on the face of your customer!"

More than 85 installers and managers spent time with us to discuss product issues, tour our manufacturing facility, and participate in a live demonstration of door installations. This generated valuable discussions that have led to several product improvements and an improved understanding of installer issues:

- q **Properly hanging a door is one of the most difficult construction jobs, and takes more skill than most people realize.**
- q It can help to center double door units in the opening, then rip a 2x4 to fill in the proper width on each side of the unit, instead of shimming.
- q Be sure to use counter-sink screws when installing the steel replacement frame.
- q Plastic screw caps are now available to plug screw-holes in new construction frames.
- q HMI will add 1/16" to the space between the door and the threshold. This will allow a bit more room for the sweep, still provide a strong seal, and lessen the gap on top of the door.
- q Mullions between sidelites and doors will be tacked on -- but not permanently. This will enable installers to easily remove the mullion if needed while installing a storm door or security door. Otherwise, just nail the mullion to make it permanent.
- q It helps to start mounting the door at the top hinge -- and it doesn't hurt to use a couple of extra screws. That's where most of the weight is carried.
- q If you need to cut back a replacement L-frame, it often works better to do this on-site with a pair of electric shears.
- q It was determined that orange paint from HMI frame tables was sometimes rubbing onto frames. We wrapped the tables with carpet to prevent this possibility for the future.
- q HMI has developed an adjustable strike plate as standard for our new construction jamb. This is being added to all new orders.
- q HMI has lengthened backset screws to 1-1/2" for both the deadbolt and knob.
- q We learned that installers would rather install deadbolts themselves. The change has been made to leave deadbolts in the box.
- q HMI will mortise steel reinforcements into the top of vinyl or wood new construction units to better tie together sidelites to door sections.
- q A good drill rasp is a great tool for an installer. They are available for rasping both wood and metal.



- q HMI now provides an aluminum sill cap to use when the back of a threshold falls into the gap between the original floor and the sill under the threshold.



Sometimes the back of a threshold just happens to fall between the sill and the inside floor. It may not be perfectly stable.



With HMI's L-shaped sillcap, the back of a threshold can be made solid. Just position the cap on top of the sill.



Now the threshold is mounted solidly. And the sillcap is made of easy to cut and size aluminum.

The book price (your discount multiplier would apply) for our sillcap is \$60 for a 36" door, \$70 for a 72" door, and \$96 for a maximum length of 113".

***Again, thank you for your participation.
We hope to see everyone at HMI's 2005 Winter Workshop!***

As a service to our dealers, **HMI developed an "order status report" that shows open orders. If you wish, you can routinely get this report every Monday** -- ask our customer service group to add you to the fax list. The report is automatically faxed every Monday to any dealer who has an order on hold.

Orders may be put on hold if we can't read handwritten instructions, and so on. **If you telephone in your order, we will need you to sign and return our sales acknowledgement before the order can go into manufacturing.**

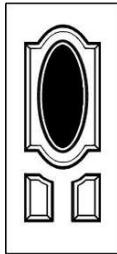
HMI field service is an important part of our limited lifetime warranty. In order to better track service, requests for warranty service are now entered into our order system. Should our service manager confirm that the claim is warranted, the value of the service will be credited.

Please note that steel supply issues have delayed production of our smooth SafeGuard™ steel HME 56. We have resolved this issue and production should resume in the next 3 weeks. Only the smooth HME 56 is affected, all other doors are unaffected. Our textured SafeGuard™ steel HME 56 is also unaffected.

Color-matched caulk can provide an extra touch on the job. Many have asked where they can get caulk to match Safe-Guard™ doors. **Attached is an HMI technical bulletin that lists OSI caulk colors that we think provide good matches.** Color matches are largely personal opinion -- be sure to evaluate for your own

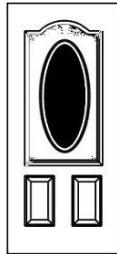
preferences. If you would like to find a distributor close to your location, give OSI a toll-free call at 800-899-8920.

More good news! Many have requested HMI's SafeGuard™ steel door in a ¾ oval and with the rectangular embossed base. Now it is available as the HME 58 and in the same sizes as our popular HME 56.



Our Popular HME 56

Still available in smooth or textured 20 gauge SafeGuard™ steel.



Our New HME 58

Now available in smooth or textured 20 gauge SafeGuard™ steel, only.



NEWSLETTER

June 2004

No. 4/2004

ENTRY DOORS
SECURITY DOORS



CUSTOM SIZES
BEAUTIFUL FINISHES
RANGE OF DESIGNS
SECURITY
DURABILITY
LASTING SATISFACTION

Customer Service Two New Team Members

Maryellen Lezynski and Rosie Avedissian have joined Maureen O'Melia, Pat Fox, and Dawn Wilbekaitis in our Customer Service team. **Welcome Maryellen and Rosie!**

We are proud to announce that your orders are normally entered within one business day now! Please double-check and sign your orders. Unsigned orders will be held three days before going into production. Due to our faster system, please do not send in your order and plan to change it later – this practice will delay your order and will add additional costs if the door is already past the point of change.

NEW! Get Your Door FAST! Available Manufacturing Lead-time Options

Our normal lead-time from our Distinctive Entrances brochure is 3-4 weeks.

Now, just write "URGENT" on your order, and for \$100 net you can have your door available for pick-up...

- 5 business days for a single baked enamel color
- 6 business days for two baked enamel colors
- 7 business days for door with single stain
- 8 business days for door with two stains

Only available for doors ordered from our Distinctive Entrances brochure.

If not picked-up, your door will ship on the next scheduled HMI truck. *Your \$100 will be credited if your door is not ready on time.*

645 East Erie Avenue
Philadelphia, PA 19134
215-634-2800
fax 215-634-2292
800-343-2610
www.hmidoors.com

Technical Information Sizing Double Doors

Attached is a double door size chart. Note that where needed, the active door is one inch wider than the inactive door.

Product Design Making Life Easier For Your Installers

Our new adjustable strike-plate for new construction jambs has been well received by installers. We want to thank Jim at Michael Perate Company for his proactive feedback. We moved the strike-plate a little further back to give the installer the option to make the door close tighter if desired. **Thanks again Jim!** Do you have any ideas that would make your work more productive? We'd love to hear from you!

Glass Issues Please Make A Note



The new glass, above, is one of several iron glass collections that combine security and classic design. Please call us if you would like to receive additional information.

Do you want Low-E glass or Rain Glass? HMI's special order ODL catalog and price book provides these options. Please note that any special order glass may add 3 weeks to your order.

RSL GE glass has delaminated numerous times recently. We are listing it as "not available" in HMI price book printings after July 1, 2004. **HMI will no longer perform replacement service on RSL GE (GE only) glass ordered after July 1, 2004.**

Please note that we do still carry Pebbled Acrylic; but **Hammered Acrylic has been discontinued.**

Western Reflections informed us that the onyx caming (found in their Fontana and Windsor collections) is discontinued until further notice. Reportedly, the appearance is not satisfactory. After August 2004 patina caming may be ordered as a substitution in these collections.

To get copies of this or past newsletters, please call or visit www.hmidoors.com online – Enter your customer number RW1000 in the "dealer's doorway".

New Construction Double Door Size Chart
Note That The Inactive Door Is One Inch Smaller on Odd Sized Units

EXACT UNIT SIZE	ACTIVE DOOR	INACTIVE DOOR
47"	23"	22"
48"	23"	23"
49"	24"	23"
50"	24"	24"
51"	25"	24"
52"	25"	25"
53"	26"	25"
54"	26"	26"
55"	27"	26"
56"	27"	27"
57"	28"	27"
58"	28"	28"
59"	29"	28"
60"	29"	29"
61"	30"	29"
62"	30"	30"
63"	31"	30"
64"	31"	31"
65"	32"	31"
66"	32"	32"
67"	33"	32"
68"	33"	33"
69"	34"	33"
70"	34"	34"

EXACT UNIT SIZE	ACTIVE DOOR	INACTIVE DOOR
71"	35"	34"
72"	35"	35"
73"	36"	35"
74"	36"	36"
75"	37"	36"
76"	37"	37"
77"	38"	37"
78"	38"	38"
79"	39"	38"
80"	39"	39"
81"	40"	39"
82"	40"	40"
83"	41"	40"
84"	41"	41"
85"	42"	41"
86"	42"	42"
87"	43"	42"
88"	43"	43"
89"	44"	43"
90"	44"	44"
91"	45"	44"
92"	45"	45"
93"	46"	45"
94"	46"	46"

See price book for available door sizes for your style selection.
To determine screen size: add 1/4" on entry door blank width, above.
To determine screen height: equals entry door blank height, exactly.



645 East Erie Ave.
Philadelphia, PA 19134

DEALER
100 Any Street
Anyplace, PA 10000



NEWSLETTER

August 2004

No. 5/2004

ENTRY DOORS
SECURITY DOORS



CUSTOM SIZES
BEAUTIFUL FINISHES
RANGE OF DESIGNS
SECURITY
DURABILITY
LASTING ELEGANCE™

Our New Brochure Your Suggestions Are Welcome

We are nearing completion on our new brochure, and making final choices on new glass styles. We welcome any suggestions you may have for glass styles that you would like to see. Please call Bob Winton.

Restocked Doors Get Some Great Bargains

New on www.hmidoors.com is a list of restocked doors with unique sizes. You can get some great bargains on these doors.

Just call us to get a list, or go to our website at www.hmidoors.com and enter your customer number (found on page 2) in the "Dealer Doorway".

New Prices August 28, 2004

Since 2002 HMI has held prices through improved manufacturing. But unprecedented increases in materials, energy, fuel and freight costs during 2004 cannot be completely absorbed.

Effective for orders placed on or after August 28, 2004 a five (5) percent surcharge will be applied on all items. Be sure to tell your salespeople.

Our New *Urgent!* Door Program Popular In Its Third Month

Thank you for making our new *URGENT!* door program a great success! As we wrote in June, you can write "*URGENT!*" on your emergency order, and for \$100 net we will have your door available for pick-up in only ...

- 5 business days for a single baked enamel color...
- 6 business days for two baked enamel colors...
- 7 business days for single stain...
- 8 business days for two stains...

... Or we will credit your \$100.

Please note -- we need these days to start on the day after we receive your *signed* order.

For example, if we receive your signed order on Wednesday, for a single color, then your door would be available for pickup the next week on Thursday morning or we will credit your \$100. Please call in advance for pickup. If not picked up, we will ship your door on the next normally available truck.

This program is only available for doors ordered from our Distinctive Entrances brochure. Order changes will not be possible. Availability is limited.

Technical Information New Unit Width Calculator

We know its tough to calculate a door or sidelite width for new construction units. The possibilities are endless.

New on www.hmidoors.com is a unit width calculator for new construction units. This calculator automatically figures a unit width, door width, or sidelite width. It works for units with single doors, double doors, and for one or two sidelite units.

Give it a unit width and a single and/or double door width and get a sidelite width. Or, give it a door and/or sidelite width and get a unit width. Its lots of fun and will hopefully make your job a little easier.

Just go to www.hmidoors.com and enter your customer number (found on page 2) in the "Dealer Doorway".

Tables of standard double door widths are also available for printing to take with you on your sales calls.

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Contact Information

Do You Prefer Email?

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Glass Issues

Please Make A Note Of The Latest

Trillite has discontinued the glass styles listed below. New special order brochures and prices lists will be updated and available by next month.

- Trillite Portico
- Trillite Deco
- Trillite Debra
- Trillite Dior

ODL announced that they would move to eliminate the following products during 2004 (already reflected in your 2004 ODL special order books):

- Crystal Heritage
- Crystal Elegance – patina only
- Crystal Impressions
- Essence
- Elite Elegance
- Palais – 659, 633, 634 only
- Beveled Elegance – 636, 919, 949 only
- Majestic – 919, 659 brass & nickel, 631, 633, 634 brass
- Crystal Elegance – 659 brass
- Legacy Master – 659 brass
- Chateau – 919



Here is our new exclusive HME 58-OR Oval Door and HS 12-DR Sidelite. Internal black wrought ironwork is sealed inside insulated glass with soft frosted privacy glass on the inside and clear glass outside. The iron is complimented by a gold finish color on the leaves and rosettes. If you are interested, please call us for a price page.

Remember for dent and scratch claims – we will need to inspect your shipping box.

To get copies of this or past newsletters, please call – or go online to www.hmidoors.com and enter your customer number in the "dealer's doorway".

Your customer number is ZZZZZZ



645 East Erie Ave.
Philadelphia, PA 19134

**Any Dealer
100 Any Street
Anywhere, USA 10000**



NEWSLETTER

November 2004

No. 6/2004

ENTRY DOORS
SECURITY DOORS



CUSTOM SIZES
BEAUTIFUL FINISHES
RANGE OF DESIGNS
SECURITY
DURABILITY
LASTING ELEGANCE™

New Weather Performance!
HMI has a new improved glossy clear-coat for the outside of our stained doors. It features a more protective finish. The inside of our stained doors will continue to be finished with the matte clear-coat.

Both our dealers and extensive study by our service manager have found that this clear-coat will give better protection to the outside of our stained doors under tough weathering conditions.

Our new glossy clear-coat will be applied to the outside of all of our stained doors, effective immediately. The inside of our stained doors will continue to be finished with the matte clear-coat.

New Sliding Screen Handle



By Popular Request, Our Screens Now Have An In-Line Screen Handle With A Hidden Recessed Latch

This new improvement will advance the look of our by-pass sliding screens – and do away with the handles possibly interfering with or blemishing the screen frame.

New 2005 Brochure Our New Entry Door Brochure Is At The Printer

We are excited about how it can help you to increase your impact with your homeowners.

New matching price books are also being designed. We anticipate that some individual prices may decrease or increase to catch-up to changes in individual glass prices that have taken place since 2002.

Depending on the printing schedule, the new brochure and prices should be ready during December.

Technical Information

Reinforcement Is Now Added To The Top Of Units With Sidelites

We listened to your installers who requested that sidelite units have better reinforcement at the top of the unit. Now, HMI reinforces the top of door/sidelite jamb units. The top of wood jambs is reinforced with a steel bracket, and vinyl jambs with ¼" plywood.

Please Note That Heavy Units Are Provided Knocked Down

Units that are very large or heavy, such as a triple panel patio door, or a double door with two sidelites (as examples) will be knocked down. This allows safer and easier handling of large units.

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NEWSLETTER

November 2004

No. 6/2004

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