**HARDWARE STUDY GUIDE**

**Price Ranges** (with lock prep and standard discounts)

Tubular (EMTEK): $290 - $505

Mortise (EMTEK): $620 - $745

Smart lock (no wifi) (EMTEK): $730

Smart lock (with wifi) (EMTEK): $940

Multipoint: $1200 - $2100

Interior hardware: $125

**LEAD TIMES**

EMTEK: 3-15 business days

Baldwin: 6+ weeks?

Ricky Mountain: 6+ Weeks?

Linea Cali (not in-stock): 1 – 5 weeks

**HOW TO ORDER**

**MORTISE**

PO #:

Product name and code:

Function: F20

Lever or knob:

Handing:

Backset: 2.5”

Finish:

Quantity:

Door thickness (2.1/4” for solid wood, 2.3/4” for Euro Tech)

IF 2-3/4” thickness request 1-3/4” cylinder

Shipping:

If Double door order Dummy (with product code) and request STANDARD STRIKEPLATE

If ordering multiple doors for same property asked to be KEYED ALIKE

**TUBULAR**

PO #:

Product name and code:

Lever or knob:

Handing:

Finish:

Door thickness:

Quantity:

Backsets: Both

Shipping:

If Double door order Dummy (with product code) and request STRIKE PLATE FOR A STANDARD 1-3/4” THICK DOOR

If ordering multiple doors for same property asked to be KEYED ALIKE

**SMART LOCK** **for Euro Tech Door**

PO #:

Product name and code:

Lever or knob:

Handing:

Backsets: Both

Finish:

Door thickness: **2-1/4”**

Quantity:

Tubular extension kit for 2-3/4” door

* Model for extension kit:
* Finish: Matching Smart lock set

If Double door order similar tubular Dummy (with product code) and request STRIKE PLATE FOR A STANDARD 1-3/4” THICK DOOR

If ordering multiple doors for same property asked to be KEYED ALIKE

Shipping:

**MULTIPOINT (interior trim from EMTEK to go with Euro Pull Bar)**

PO #:

Product name and code:

**Interior trim only**

Lever:

Handing:

Finish:

Door thickness:

 **Extended Cylinder CY4-ERSGL 35**

Quantity:

Shipping:

\*\*\* EMTEK does sell some pull bars if needed \*\*\*

**MULTIPOINT (Lever by Lever from EMTEK)**

PO #:

Product name and code:

Lever:

Handing:

Finish:

Door thickness:

**Specify an Extended Cylinder CY4-ERSGL 35**

Quantity:

Shipping:

If ordering multiple doors for same property asked to be KEYED ALIKE

**INTERIOR HARDWARE**

**EMTEK**

PO #:

Rosette name and code:

Lever or knob:

Function:

Handing:

Finish:

Quantity:

Shipping:

**BARN DOOR HARDWARE (page 157)**

Sale Order #:

Hanger style and product code:

**Specify if it is a double door**

Track length: (needs to be at least double the width of the door)

Wheel style: (spoked or solid)

Fastener Style:

Finish:

Soft close: (optional). **2 kits per slab. Product code: BSC001**

Lock or Pull (page 167)

Model number

Finish

 Shipping:

**POCKET DOOR HARDWARE (page 175)**

Model number

Finish

**LINEA CALI**

PO#:

Catalog name of item:

COD #: (this is what shows up when you however over the item on linea cali website)

Handing:

Function:

Finish:

Size:

For lever handles, please specify if you’d like a full or half set (half set has only one handle for one side of door, full set has two)

Quantity:

HOW TO DO AN RGA

If a customer’s EMTEK hardware malfunctions, you will have to help them get a warranty replacement from EMTEK. This only applies to customers who purchased their hardware through us.

1. Determine what is wrong with the lock. It’s important to rule out an installation problem. We need to know which part is malfunctioning so we can request the right part from EMTEK.
2. Once we know which part needs to be replaced, we can call EMTEK and request an RGA. They will need:
	1. The original PO #
	2. All details of the order: Model number, swing, finish
	3. A new SO#. Use the old SO# with an “R” at the end for “replacement”.
	4. Ship directly to the customer when possible
	5. Request expedited shipping when necessary
3. Within 24 hours you should receive an acknowledgment and return shipping label from EMTEK. Send the PDF of the shipping label to the customer along with the instructions for the following steps.
4. Inform the customer about the return process and what to expect
5. Once the customer receives the replacement hardware, they should install it
6. They need to send the defective parts back to EMTEK in the box they received the replacement hardware in.
	1. All barcodes should be removed or covered
	2. Shipping label needs to be attached
	3. RGA number needs to be written on the box
7. MISSION COMPLETE

How to Process a Price Match request:

1. Have the customer send a link of the hardware they would like
2. Verify if it is an exact match to an item we supply
3. Contact the manufacturer to make sure the reseller is a reputable dealer
4. If they are, honor the price match, but they become ineligible for other discounts.

IMPORTANT NOTES ABOUT HARDWARE

1. Always give customers a 20% discount on exterior EMTEK hardware. You can give up to a 30% discount in exceptional circumstances.
2. Not all products are available in all finishes. Pay attention to the material and corresponding finish options. This is especially true for unique products like smart locks, barn door hardware, etc
3. We only sell hardware with doors. They can’t buy hardware through us for a door they purchased somewhere else.
4. Interior doors with ball catches need two sets of dummy hardware.
5. If you order hardware for multiple doors, make sure they are keyed alike
6. If you order hardware for a double door, make sure the strike plate is for a STANDARD DOOR THICKNESS
7. The lever height for our multipoint systems is 41”, which is higher than the standard height of 36”
8. If someone orders a stile and rail door with a multipoint system, they need to select a small pull bar which can be placed above the lockset, or a lever by lever system. Otherwise, the pull bar will block access to the keyhole.