



Atrium News!!!

September 2001

Venting Sidelites



For homeowners who love the feeling of the great outdoors, create an open-air feeling with venting sidelites or add panels for a larger glass area. Atrium offers virtually any combination of venting sidelites and fixed panels, providing endless options to choose from. Atriums clad sidelites are provided with multipoint latching hardware and brass thumbturns. Venting sidelites also come standard with screens that allow you to enjoy the great outdoors, without the little creatures that come with it.

Exceptional Performance

On time shipments: Home Depot has reported our on-time delivery at 98% for the month of August.

Phone activity: During the month of August, our Customer Service Team received 5581 calls. The average hold time was less than one minute. The longest hold time was 4.14 minutes.

Order Accuracy: We shipped 99.3% of our orders correctly during the month of August.

Damaged Shipments: During the month of August, 99.2% of our shipments were reported as being received in good condition.

Contact Information

Phone Number 800-935-2000. Dial 4 to speak with Customer Service
Customer Service is available 8:00 to 7:00 (Central Time) Monday thru Friday
Fax Number 214-637-6724

Customer Service

Manager: David Tjaden
Ext 1213

Technical Services

Kris Nelson Ext 1147

Shipping Address:

Atrium Door Co.
1001 Ed Rutherford Road
Greenville, TX 75402

In case of an Emergency

General Manager: Randy Rice
Ext. 1238

David Tjaden 903-456-4103

David Bryant 863-324-1606

If you have been holding for an excessive amount of time, contact Atrium's receptionist at extension 1212

We Do Not Manufacture Windows

The **Atrium Companies** has begun selling a Mastercraft window to several of you. This has created a lot of confusion. We are receiving purchase orders and phone calls for these products daily. The **Atrium Door Company** is not related to **The Atrium Companies** in any way. For information regarding these windows, contact **The Atrium Companies** at 866-227-2996. Purchase orders are to be faxed to 623-877-6980

Managing Freight Claims To Decrease Costs!

Atrium and their customers lose a lot of money due to miss managed freight claims. Atrium would like to take this opportunity to define the freight carries procedures for managing claims.

- Claims for Fed-EX and UPS shipments must be filed within 30 days after receipt of goods.
- Claims for LTL shipments must be filed with the carrier within 60 days after receipt of goods.
- The company who last signed for the freight must file claims for concealed damage.
- Claims for visible damage must be handled in one of the following manners:

Your Options:

Accept the freight, note the damage on the bill of lading, and contact the shipper for disposition

Or

Refuse the freight, note the damage on the bill of lading, and contact the shipper for disposition

Failure to note damage on the bill of lading will result in the claim being denied by Atrium and the Carrier

Unavailable Products

We receive an average of 25 orders daily that have to be placed on hold as they are requesting products that we do not manufacture or provide. Below are the most requested products that we do NOT manufacture or provide.

Clad Outswing Units
Screens for outswing doors
Locking/ latching hardware on Pro Series
Doors
Outswing venting sidelites

Multipoint hardware on Unfinished venting
sidelites

Primed or painted interior faces.

French screen kits for unfinished units.