



Dear Friends,

The Chinese have a saying, "May you live in interesting times" meant to wish good fortune and well-being. Considering the current state of the world economy and the construction business, we must all be very fortunate, at least by Chinese standards.

Not surprisingly, these conditions have impacted the hardware industry in significant ways. After several years of dramatic price increases in raw materials, international shortages and production delays, as well as wildly fluctuating currencies, many hardware suppliers have had to institute changes that haven't always been beneficial to their customers. Now most areas of construction are facing an unprecedented lack of business demand.

At many companies, inventories have been reduced, both in size and variety. Services, options and flexibility have been scaled back. Some hardware companies have retreated from the marketplace altogether. For window and door manufacturers who require an assured supply to remain responsive and competitive in a battered market, confidence is now a key issue.

FFI is here to stay. We want to assure our customers we will be here to help through this time and beyond. We have been conscientious in building a company our customers can rely on. From our humble beginnings in a Los Angeles garage more than 20 years ago, FFI has pursued a measured, conservative and deliberate growth strategy to become a durable and reliable presence in the Fenestration community.

Our focus has always been on service, quality and reliability. FFI is an independent, privately-owned American company, with an in-house product development team and partnerships worldwide. This means that FFI can provide a more complete range of hardware and components and bring new solutions to market more quickly than factory-owned hardware providers.

Every year, FFI has concentrated on refining our systems and making investments in new and improved software, service systems, technical information files, inventory, and team growth and training. Our inventory is planned for a months-in-advance supply of core products. As a result of prudent financial and infrastructure planning, FFI remains healthy in this tumultuous time, ready and able to provide the parts and service you need. FFI has not raised our prices this year, and in fact has recently been able to reduce our pricing on numerous products.

Here are some reasons you should call FFI:

In-stock Products

- ✓ Stainless steel lift-slide systems, handles, and all accessories in stock
- ✓ Tilt-turn and multipoint window hardware and trim in stock
- ✓ Sliding door hardware, including stainless steel options in stock
- ✓ Motorized window actuators for green building projects in stock
- ✓ Custom track, extrusions, gasketing and components in stock

And...

toll-free 800-677-0228
phone 323-756-9974
fax 323-242-3824
info@fenestration.net
12612 Crenshaw Blvd
Hawthorne, CA 90250



Excellent Service...Every Time

- ✓ Prompt quotes, information, and follow-up
- ✓ Technical support
- ✓ House calls
- ✓ Will call appointments and expedited next day orders are available
- ✓ New delivery service via our trucks in Southern California
- ✓ In-stock items ship within 24 to 72 hours

Contact FFI Customer Service today at 800-677-0228 or service@fenestration.net. We are here to help, because we believe our success is based on your success.

Sincerely,

The FFI Management Team

A handwritten signature in black ink, appearing to read "Robert Renner".

Robert Renner, President

A handwritten signature in black ink, appearing to read "Oscar Rivera".

Oscar Rivera, Customer Service Manager

A handwritten signature in black ink, appearing to read "Ray K. Cano".

Ray Cano, Operations Manager

A handwritten signature in black ink, appearing to read "Kathleen Howlett".

Kathleen Howlett, Marketing Manager

A handwritten signature in black ink, appearing to read "Mark Halushka".

Mark Halushka, Accounting & HR Manager

A handwritten signature in black ink, appearing to read "Geoffrey B. Walne".

Geoffrey Walne, Division Manager, Automation & Motorization

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