

Supa Transition – FAQs

Q: I have a project submitted but not yet completed with Supa. Will I need to resubmit my order?

A: Great question. Absolutely not! VT has been working diligently to ensure a seamless transition for all our valued customers. Any projects already quoted will be automatically transferred to our Two Rivers production. The doors you quoted and the price you agreed to will all remain the same.

Q: Will my customer service representative or territory sales manager be changing?

A: No. The same contacts you've had for the Supa Collection will remain intact through this transition. If you have any questions, please do not hesitate to reach out to your territory sales representative.

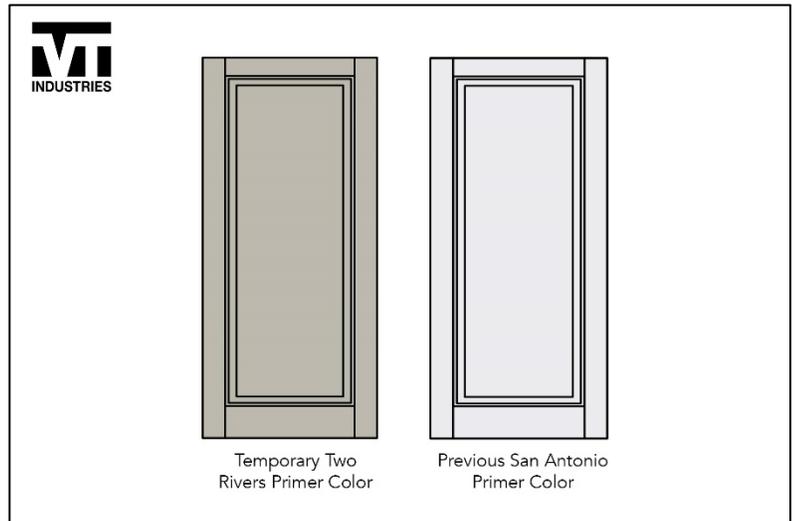
Q: Will lead times be affected?

A: We will continue to strive to achieve consistent lead times going forward.

Q: I noticed a difference in the color of the primer on the new doors. What does this mean?

A: Great catch! The primer from the Two Rivers facility will be slightly different from what you may have become familiar with on the stile and rail product from our San Antonio facility. The new primer is a different shade of gray than what Supa uses. The slight color difference will not change the performance of the primer and will only be in effect during the transitional period. Once the doors are painted, the two doors will look aesthetically identical.

Primer tinting options are available during the transition if you do not want the gray primer.



Q: What will the warranty be for the new Supa Collection doors?

A: VT Industries proudly stands behind our products, which is why you will notice that the warranty will not be changing. The Supa Collection doors will be backed with a limited 5-year warranty.

Q: Is the construction of the door changing?

A: The current construction will be upgraded to a new full thickness, doweled and joinery stile and rail construction method, which through our testing will result in improved performance in the marketplace.

For more information on the changes coming to our product lines visit the following link:

<https://www.vtindustries.com/for-the-pros/architectural-doors/technical-information/stile-and-rail-resources/>

Q: What do I need to be aware of when quoting new projects once this transition has taken place?

A: Our teams have been working diligently to ensure that the transition is as seamless as possible for our valued customers. You will be able to quote and place orders for doors the exact same way you have with The Supa Collection.

Q: Are there any changes to the product offerings?

A: All the elevations previously offered will remain the same, however pre-hung units will no longer be available for new order submitted after January 15th. Please contact your Territory Sales Manager if you have any questions or concerns regarding this information.

Q: I'm a local customer to the San Antonio facility. Will I still be able to pick-up my order at the facility?

A: Unfortunately, local pick up is no longer an option in San Antonio. Please work with your Territory Sales Manager to coordinate shipping.