

STEELCRAFT®

Chino Service Center Lead Times



Date: March 15, 2024

Subject: Weekly shipping schedule for orders received the week of March 18, 2024

The chart below lists the average lead-times demonstrated from the West Coast Regional Service Center to target a 98%+ on time delivery. Actual lead-times may vary and will be noted on the order acknowledgement taking into consideration final information date, complexity and quantities of material ordered. Thank you for your continued support.

This is a weekly update. An updated schedule will be sent next week at a similar time.

Product Category	Current Week Lead-Times*
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Frames	
Stock frames and parts	1-2 days
Custom frames	2 weeks
Modified frames	1 week
**Specialty frames - 12ga, Kerf, Thermal Break, etc.	8-9 weeks

Doors	
Stock doors	1-2 day
Modified doors	1 week
**Express Custom Doors (OEW only)	5 days
**Rapid Doors	8-9 weeks
**Non-Stock Falcon Doors	8-9 weeks
**Custom Doors	8-9 weeks
**Paladin with Von Duprin WS99 or Schlage Multi-point	8-9 weeks
**Paladin - all other approved hardware	8-9 weeks
**Finish paint and Graintech	9 weeks

Note: OEW is the preferred method of ordering. All faxed or emailed orders will add at least 5 days of additional lead-time for processing depending on order type and size.

** Items shipping from Blue Ash, Ohio. Lead-Times listed are factory lead times + 4 day cross docking.

For larger quantities please contact Customer Care for a better estimate on time.

West Coast Regional Center
14575 Yorba Ave.
Chino, CA 91710
(877) 671-7011