RETRACTABLE SCREEN ORDERING INSTRUCTIONS

Certified Dealers can place orders and do quotes by logging in to the online pricing tool website.

[order.fenetex.com](https://order.fenetex.com)

If you are not a Certified Fenetex Dealer, please call to speak with a sales representative to place your order.

In addition to these ordering instructions, you can reference a YouTube video:

[https://youtu.be/qx3zlWcTn4](https://youtu.be/qx3zlWcTn4)
STEP 1: LOGGING IN

Open a browser window and go to order.fenetex.com.

Enter the user name and password provided to you by Fenetex, then click Login.
STEP 2: SELECTING ORDER TYPE

After logging in, you will see your dashboard. From here, select one of the four options:

- **NEW ORDER/QUOTE**
  This option is for brand new orders or quotes for whole systems, split orders where you’ll be ordering “Phase 1” only for now (most commonly tracks and brackets with screens and horizontals to be ordered at a later date), Components, or Screens only.

- **SPLIT ORDERS (Awaiting Phase 2)**
  This option is for the “Phase 2” (most commonly screens, reels, weight bars and operators) of the orders submitted as “Split-Ph 1 Only” above.

- **SAVED ORDERS/quotES**
  These are quotes or orders that have not been submitted. You may make changes to these and submit them when ready for invoicing.

- **SUBMITTED ORDERS**
  These orders have been submitted for invoicing. They cannot be changed or edited without approval by Fenetex.
NEW ORDER/QUOTE

If submitting information for a new order or quote, please select whether this will be a Whole System, Split Order (Phase 1/Phase 2), Components, or Screens Only.

**Whole Systems**: This is the most common order type. For this, enter complete and final order information. Fenetex will produce complete systems.

**Split Job (Phase 1/Phase 2)**: Split jobs are produced in two phases. Phase 1 includes tracks and brackets or tracks only. This option is often used for projects where the site is under construction and the tracks need to be installed so they can be concealed in columns. Phase 2 includes screens, weight bars, reels, and operators. ***Units with hoods are NOT typically done in phased installations***

**Components**: This is where to order extrusions, remotes, or other components by the piece.

Coming soon!

**Order Screens**: Use this option if you need to order screens only (no extrusions, operators, etc - these can be ordered under the Components section).

Coming soon!

*NOTE: As you progress through the order system, each time you move to the next screen, the system SAVES your order.*

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NEW ORDERS/QUOTES: WHOLE SYSTEMS: Complete the Order Overview

Enter information in each field, noting those which are required. The information entered on this screen will pre-populate for each screen. You will enter the specific details for each screen on the next page.

**Customer Name**: This may be your business’ name or that of your customer (for example a builder: Awesome Builder).

**Project Name**: This may be your customer’s name, or the name of the project (for example: Smith).

**Warranty Registration Info**: Required to initiate and validate the Fenetex Warranty. Please enter the address where Fenetex Screens will be installed, and indicate if it is for Commercial or Residential use.

**Number of Screens**: How many screens will be in this order?

**Track Type**: What type of track will be used? See Design Guide for specifics.

**Track Color**: What color of track will be used? See Design Guide for specifics and availability. **Note**: Track color will match hoods and weight bars. Note the track and housing colors do not exactly match the screen colors.

**Screen Type**: Select the type of Screens: Shade, Insect, Hurricane or Combination (for example Clear with Ferrari.)
Screen Color: Select the color of the screens.

*Note:* As additional fabrics become available, this will be updated.

Select Operator: How will the screens be operated (motorized or manual)?

- **Somfy Motor:** This is a basic electric motor directly wired to a wall switch. Note: all electrical work should be performed by a licensed electrician. *(Does not work with remote control.)*
- **Somfy+RTS:** This is an electric motor controlled by a hand-held remote transmitter. The motor must be wired to a power supply but a wall switch is not required.
- **Manual Gear:** This is a hand-operated crank handle that turns a gear to rotate the reel which rolls the screen up and down.
- **No Operator:** This is if you are providing your own operator.

Select Hood Option - Refer to Design Guide for hoods sizes. Height of screen and operator type affect hood options. Click Next.

*NOTE:* If you select a DUAL style track, you will choose TWO fabric options and TWO operator options.
NEW ORDER: WHOLE SYSTEM: Edit Screens

Enter information specific to each screen.

Information from initial input has been used to auto-fill selection. Each screen can be individually modified as needed.

**NOTE:** Enter numbers as decimals. The system cannot read fractions. (Yes: 101.25, No: 101 ¼)

- **Overall Width:** This is overall system width in inches. This number MUST include the tracks.
- **Overall Height:** This is overall system height in inches. This number MUST include the hood or bracket and the weight bar.
- **Operator Location:** Left or Right, determined by looking at the front of the screen. This is relative to the screen itself, not the building.

If you need to enter additional information, click the + symbol to see the **Expanded View:**
From the Expanded View, you can modify details on each screen that were prepopulated by the Overview Tool, as well as include notes relative to each screen.

You can also select Operator Cable: The default operator cable is “none chosen”—you will receive a 10’ pigtails with Maestria motors and a 6’ pigtails with Direct Wire Motors.

Notes Field: Use this section for notes to us or notes to yourself. i.e. Cut to slope. Right 120.625, left 119.625

Click OPTIONS to go to the next step.
NEW ORDERS/QUOTES: SPLIT JOB (Phase 1/Phase 2): Phase 1: Complete the Order Overview

Enter information in each field, noting those which are required. The information entered on this screen will prepopulate for each screen. You will enter the specific details for each screen on the next page.

**Customer Name**: This may be your business' name or that of your customer (for example a builder: Wonderful Construction).

**Project Name**: This may be your customer's name, or the name of the project (for example: Restaurant Patio).

**Job Phase**: This is automatically shown as Phase 1. If you need to order Whole Systems or Phase 2 of a previously submitted Phase 1, GO BACK TO THE MAIN DASHBOARD and select the correct option there.

**Job Phase Type**: Phase 1 installations are most typically Track & Brackets. Though far less common, you may wish to install Tracks Only, or Tracks & Hoods. Select carefully, what you choose here will affect which details you can modify when you submit Phase 2 of this order.

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**Screen Info**

- **Number Of Screens**: 4 screens
- **Track Type**: 1-Adj Jamb Track
- **Track Color**: White
- **Screen Type**: Shade Screen Nano 95 BLACK
- **Screen Color**: Black
- **Operator**: Somfy Maestria™ RTS
- **Hood Style**: No hood - 6.5" Bracket

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**Warranty Registration Info**: Required to initiate and validate the Fenetex Warranty. Please enter the address where Fenetex Screens will be installed, and indicate if it is for Commercial or Residential use.

**Number of Screens**: How many screens will be in this order? (THIS CANNOT BE CHANGED IN PHASE 2.)

**Track Type**: What type of track will be used? See Design Guide for specifics. (THIS CANNOT BE CHANGED IN PHASE 2.)

**Track Color**: What color of track will be used? See Design Guide for specifics and availability. **Note**: Track color will match hoods and weight bars. Note the track and housing colors do not exactly match the screen colors. (THIS CANNOT BE CHANGED IN PHASE 2.)

**Screen Type**: Select the type of Screens: Shade, Insect, Hurricane or Combination (for example Clear with Ferrari. (This selection CAN be changed in Phase 2.)

**Screen Color**: Select the color of the screens. (This selection CAN be changed in Phase 2.)

*Note*: As additional fabrics become available, this will be updated.

**Select Operator**: How will the screens be operated (motorized or manual)?

- **Somfy Motor**: This is a basic electric motor directly wired to a wall switch. Note: all electrical works should be performed by a licensed electrician. *(Does not work with remote control.)*
- **Somfy+RTS**: This is an electric motor controlled by a hand-held remote transmitter. The motor must be wired to a power supply but a wall switch is not required.
- **Manual Gear**: this is a hand-operated crank handle that turns a gear to rotate the reel which rolls the screen up and down.
- **No Operator**: This is if you are providing your own operator.

*(THIS CANNOT BE CHANGED IN PHASE 2.)*

**Select Hood Option** - Refer to Design Guide for hoods sizes. Height of screen and operator type affect hood options. Click Next. *(THIS CANNOT BE CHANGED IN PHASE 2.)*

*NOTE*: If you select a DUAL style track, you will choose TWO fabric options and TWO operator options.
NEW ORDER: SPLIT JOB (Phase 1/Phase 2): Phase 1: Edit Screens

Enter information specific to each screen.

Information from initial input has been used to auto-fill selection. Each screen can be individually modified as needed.

**NOTE:** Enter numbers as decimals. The system cannot read fractions. *(Yes: 101.25, No: 101 ¼)*

- **Overall Width:** This is overall system width in inches. This number MUST include the tracks.
  - **NOTE:** For Split Jobs, width numbers will not be FINAL until Phase 2.
- **Overall Height:** This is overall system height in inches. This number MUST include the hood or bracket and the weight bar.
- **Operator Location:** Left or Right, determined by looking at the front of the screen. This is relative to the screen itself, not the building.

If you need to enter additional information, click the + symbol to see the **Expanded View:**

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Last updated: 7/28/19
From the Expanded View, you can modify details on each screen that were prepopulated by the Overview Tool, as well as include Notes relative to each screen.

You can also select Operator Cable: The default operator cable is “none chosen”—you will receive a 10’ pigtail with Maestria motors and a 6’ pigtail with Direct Wire Motors.

Notes Field: Use this section for notes to us or notes to yourself. i.e. Cut to slope. Right 120.625, left 119.625

Click OPTIONS to go to the next step.
NEW ORDERS/QUOTES: SPLIT ORDERS (Phase 1/Phase 2): Awaiting Phase 2: Select the Split Job Ready for Phase 2

When you Select “SPLIT ORDERS (Awaiting Phase 2) from the New Orders dashboard, you will see a list of jobs where Phase 1 has been previously submitted.

Under the Tools column, select the pencil icon to edit this order with Phase 2 details and dimensions.
NEW ORDERS/QUOTES: SPLIT ORDERS (Phase 1/Phase 2): AWAITING PHASE 2: Complete the Order Overview

Enter information in each field, noting those which are required. The information entered on this screen will prepopulate for each screen. You will enter the specific details for each screen on the next page.

**NOTE: Certain details entered with Phase 1 of the order are NOT changeable at Phase 2.**

- Customer Name; Project Name
- Job Phase; Job Phase Type
- Warranty Registration Info
- Number of Screens
- Track Type; Track Color
- Operator; Operator Location

**During Phase 2, you CAN make your final selection of:**

**Screen Type:** Select the type of Screens: Shade, Insect, Hurricane or Combination (for example Clear with Ferrari.

**Screen Color:** Select the color of the screens.

    *Note: As additional fabrics become available, this will be updated.*
**NOTE:** If you selected a DUAL style track in Phase 1, you will choose TWO fabric options and colors.
NEW ORDER: SPLIT JOB (Phase 1/Phase 2): AWAITING PHASE 2: Edit Screens

Enter information specific to each screen.

Information from initial input has been used to auto-fill selection. Each screen can be individually modified as needed.

**NOTE:** Enter numbers as decimals. The system cannot read fractions. (Yes: 101.25, No: 101 ¼)

- **Overall Width**: This is overall system width in inches. This number MUST include the tracks.

If you need to enter additional information, click the + symbol to see the **Expanded View**:

From the Expanded view, you can modify details on each screen that were prepopulated by the Overview tool, as well as include Notes relative to each screen.

You can also select **Operator cable**: The default operator cable is “none chosen”—you will receive a 10’ pigtail with Maestria motors and a 6’ pigtail with Direct Wire Motors.
**Notes Field:** Use this section for notes to us or notes to yourself. i.e. Cut to slope. Right 120.625, left 119.625

Click OPTIONS to go to the next step.
NEW ORDER: Add/Edit Options

This screen allows you to order Controls (remotes, switches or cranks), Crating, Fasteners, Structural Angles & Tubes, etc.

For ordering Controls: There are four basic types: Manual Crank Handle, Wall Switch (wired), DecoFlex Switch (RTS) in 2 and 5 channels, and Handheld Remotes (RTS) in 1, 4 and 16 channels.

- **Manual Crank Handle**: Standard is 48”, though longer options are available, for use with Manual Gear.
- **Wall Switch**: This is a standard one channel hard wired switch with wall paddle, for use with Direct Wire Motor.
- **DecoFlex Switch (RTS)**: This is a 5-channel remote control for RTS motors. It can be wall mounted or handheld, for use with Maestria Motor.
- **Handheld Remote**: Handheld remotes come in 1-channel, 4-channel and 16-channel options, for use with Maestria Motor.

Various angle, tubes and fasteners can be used for installations, see Design Guide and Installation Instructions for details.

When done entering options, click Shipping.
NEW ORDER: Shipping

It is critically important that you enter accurate information on this screen to get a complete and accurate shipping quote. If the information entered on this screen is incomplete or inaccurate, additional shipping charges will be applied later.

**Note:** Your business address will prepopulate in the address fields. If you would like delivery to another address, please update it here.

- **Type of Delivery:** Commercial or Residential. **NOTE:** Residential freight deliveries are subject to surcharge and delay to schedule appointments. Consider collecting your screens at a nearby freight terminal as an option.
- **Phases:** Whole Shipment or Split Shipment (for Phase 1/Phase 2 orders, will result in two separate shipments and two separate shipping charges).
- **Shipping Zone:** Select from drop down list.

**NOTE:** We gather shipping information from here but will calculate shipping charges for you separately. Shipping charges will appear once you are invoiced.

**NOTE:** If the information entered on this screen is incomplete or inaccurate, additional shipping charges will be applied later.

When done, click Review Order. This window will pop up. Please review the shipping information you entered. If it’s correct, click Continue. If you’re not sure, click Check Form to go back.

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**Is Shipping Information Complete?**

Please verify that the shipping address for this order is entered correctly. Your shipping estimate is based on this information. Any changes to the information that is entered here will result in additional fees.
NEW ORDER: Review Order

On this screen, you can review your entire order for accuracy or go back to make corrections as necessary.

At the top of this screen, you’ll also see a drop-down menu to enable you to price the order at different mark-ups for your customer, if you wish.

When you are done reviewing your order, click “Save Order.”

You can click “Download” to save a copy of the order to as a PDF.

There is also “Print Preview” option for printing a copy.

Click the “Submit for Invoicing” button to send your order in for processing. Shortly after sending the order in, you will be receive an email with the complete invoice and payment options.
YOUR DASHBOARD:

On your dashboard, you can view your previous orders by clicking either Saved Orders/Quotes or Submitted Orders.

- **SAVED ORDERS/QUOTES**: These are quote or orders that have not been submitted. You may make changes to these you can go back in and modify it to submit the order when you are ready. To modify a saved order, simply click the edit button.

This will bring you back to the beginning of the process, where you can modify any previously entered information and submit them when ready.
• SUBMITTED ORDERS These orders have been submitted. They are not changeable without approval by Fenetex.

Video tutorial: https://youtu.be/qx3zlwWcTn4

If you need support, contact susan@fenetex.com.