

DEALER HANDBOOK & CHECKLIST

UPDATED
9/30/2024



**Begin Your
Journey Today!**

**Offer Unique
Features**

**Become An
Expert**

**Gain Trust &
Close Sales**

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YOUR PREMIER STEEL BUILDING MANUFACTURER

COVERAGE AREA & LEAD TIMES

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North Carolina Manufacturing Facility

510 Riverside Drive Suite 100
Mount Airy, NC 27030



Arkansas Manufacturing Facility

2685 South 4th Street
Van Buren, AR 72956



Texas Manufacturing Facility

213511 Indian Hill Rd
Amarillo, Texas 79124



BBB® Accredited Business

View our business profile

We're Committed to BBB Standards for Trust



IMPORTANT: All lead times are from when customer notifies us that they are ready for installation.

Commercial Units are scheduled after 1/2 of first payment is received.



4 - 6 WEEKS



4 - 6 WEEKS



4 - 6 WEEKS



4 - 6 WEEKS

ALL COMMERCIAL INSTALLS ARE 6-8 WEEKS. ALL LEAD TIMES ARE WEATHER PERMITTING.
ORDER MINIMUMS: KY, OH \$8,5k+ \ WV \$15k+ \ CO \$15k+ REQUIRE SITE-SPECIFIC DRAWINGS.
NE, AZ \$13k+ \ PA, NJ, NY, MD, MA, \$15k+ & MUST HAVE 65/115 CERTIFICATION.



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- Overhead doors will be available to sell within a max distance of a 6-hour radius with a surcharge of 2.5% added to the order (add surcharge after a 3-hour distance from our shop located in Mount Airy). AR/ TX shop must add a 2.5% surcharge.
- Any jobs sold in red or yellow color-coated states will have to pay half of the overall subtotal of their door order.
- Please ensure that if the customer wants windows put the insert style on the order.
- Mayberry Garage Doors will collect 50% prior to the scheduling of doors.

510 HIGH INSULATED 511 INSULATED

Traditional Raised Panel 25 Gauge

RAISED PANELS

1 WHITE DETECTOR SENSOR

2 WHITE

Traditional Raised Panel

Constructed of top quality materials, highly detailed raised panel, deep woodgrain texture, and two coat prefinished paint system all combine to enhance the beauty of your home.

- 25 gauge steel
- 5/8 inch plate with 3 color options
- 8 retainer systems
- R-value 5.85 "10 Points"
- Vinyl interior skin "5ft Points"

WHITE

ALMOND

SANDSTONE

(Colors may vary from actual product)

510
NON-REINFORCED

511
REINFORCED

**Traditional Raised Panel
25 Gauge**

RAISED PANELS

FEATURES

25 GAUGE STEEL

Hot dipped galvanized steel (non-reinforced) with 25 gauge steel return lip provides superior strength and durability.

ROLLED SAFETY EDGES ON SECTION JOINTS

Eliminates sharp edges, and provides extra strength.

19 GAUGE HOT DIPPED GALVANIZED STEEL

Heavy duty metal studs give strong rigid support for air-traps, cables, and equipment attachments.

STEELS ATTACHED WITH RIVETS

Provides excellent strength when compared to common steel metal joining methods.

TONGUE AND GROOVE MEETING RAILS

For superior strength and better sealing against wind, rain, and noise.

RIGID ALUMINUM RETAINER WITH WEATHERSTRIP

Provides added strength while securing weatherstrips to help prevent air-gas leakage to help save the customer cost.

6.85 VALUE 6.85

Enhance your home's energy savings, meet your state operation standards, and reduce interior noise in your garage. 10% Passes

HIGH IMPACT PLASTIC BACK COVER

Protects the insulation, and enhances the exterior look of your garage. 10% Passes

CPC FREE BONDING POLYURETHANE

Environmentally friendly insulation that will not degrade with alkaline or time. 10% Passes

WINDOW GLASS OPTIONS

See website for glass options

SIZE OPTIONS

width	height
8' 6"	10' 0"
10'	10' 0"
12'	10' 0"
14'	10' 0"
16'	10' 0"
18'	10' 0"
20'	10' 0"
22'	10' 0"
24'	10' 0"
26'	10' 0"
28'	10' 0"
30'	10' 0"
32'	10' 0"
34'	10' 0"
36'	10' 0"
38'	10' 0"
40'	10' 0"
42'	10' 0"
44'	10' 0"
46'	10' 0"
48'	10' 0"
50'	10' 0"
52'	10' 0"
54'	10' 0"
56'	10' 0"
58'	10' 0"
60'	10' 0"
62'	10' 0"
64'	10' 0"
66'	10' 0"
68'	10' 0"
70'	10' 0"
72'	10' 0"
74'	10' 0"
76'	10' 0"
78'	10' 0"
80'	10' 0"
82'	10' 0"
84'	10' 0"
86'	10' 0"
88'	10' 0"
90'	10' 0"
92'	10' 0"
94'	10' 0"
96'	10' 0"
98'	10' 0"
100'	10' 0"

HEIGHTS: 8' 6", 9' 6", 10' 6", 11' 6", 12' 6", 13' 6", 14' 6"

WINDOW OPTIONS

	10' x 10'
	12' x 10'
	14' x 10'
	16' x 10'
	18' x 10'
	20' x 10'
	22' x 10'
	24' x 10'
	26' x 10'
	28' x 10'
	30' x 10'
	32' x 10'
	34' x 10'
	36' x 10'
	38' x 10'
	40' x 10'
	42' x 10'
	44' x 10'
	46' x 10'
	48' x 10'
	50' x 10'
	52' x 10'
	54' x 10'
	56' x 10'
	58' x 10'
	60' x 10'
	62' x 10'

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OVERHEAD GARAGE DOORS

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Non-Insulated Door - Cheapest out of all options, Leaves no gap above header when installed, provides no insulation.

Vinyl-back Insulated Door - Mid-tier option, Leaves no gaps above the header when installed, and offers an R-value of 6.85.

Steel-back Insulated Door - Highest quality overhead door a customer can purchase, Leaves no gaps above the header, and has the following R-value ratings for the corresponding thickness of the door:

1 $\frac{3}{8}$ " = R-value 13.45

1 $\frac{3}{4}$ " = R-value 16.88

2" = R-value 17.66

- Please ensure that any order of overhead doors are on a separate contract from the building. This is due to commission deposit difference as well as the way we schedule and process door orders as they come in.
- If we are not installing the building, please ensure that the installing company follows this diagram to avoid any potential install issues.
- Door frame must be exact to the size of door, but it is recommended that the opening be 1" less wide than the width of the door the customer is purchasing.



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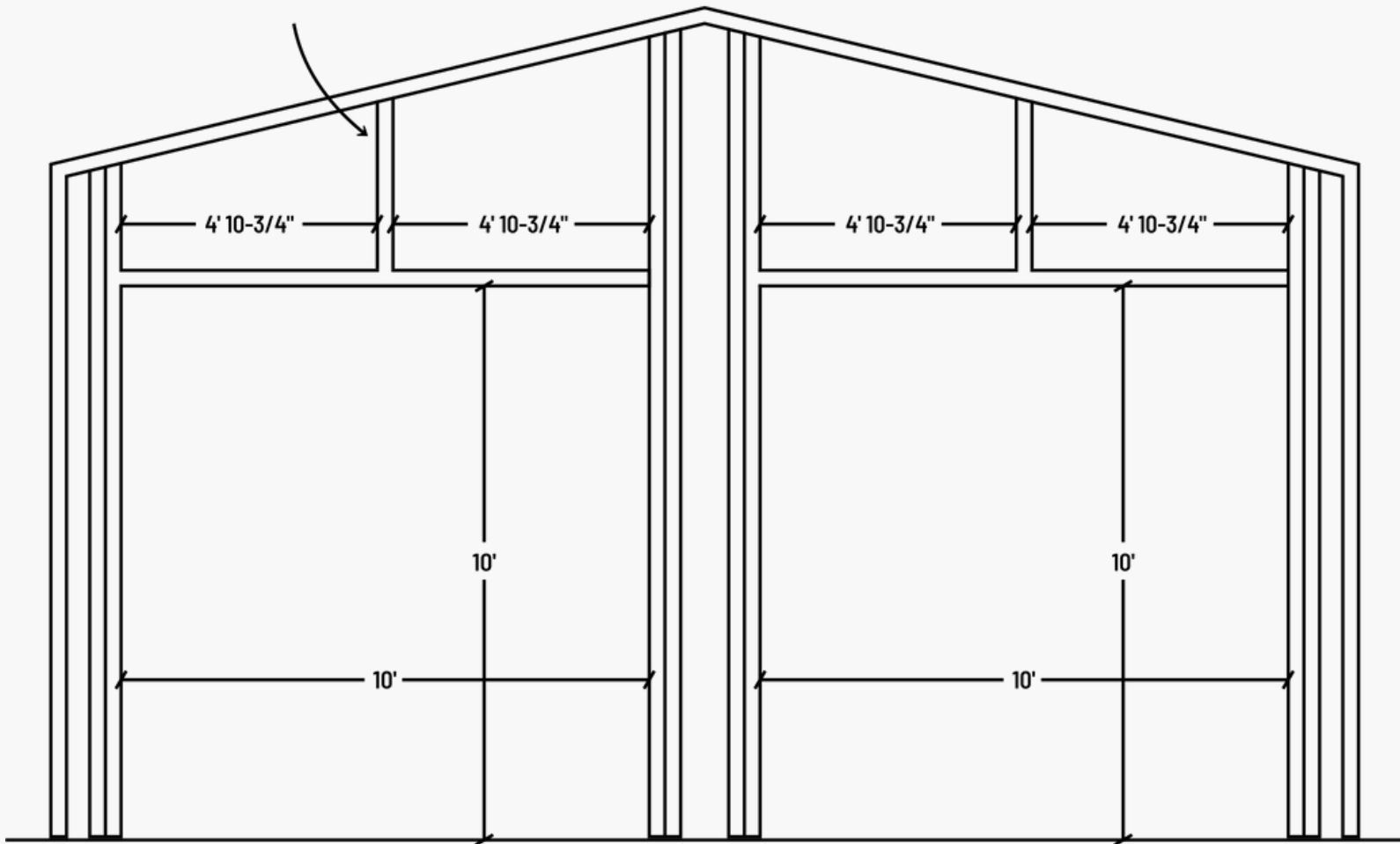
OVERHEAD GARAGE DOORS

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This diagram illustrates the essential framing components for a garage door installation, including the header, side jambs, sill, and bracing. These elements ensure the door's stability, proper operation, and long-term durability.

Must be centered
over Frameout.



Frameouts for overhead door example
Make Frameout 1 inch less wide than actual door.



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8165 Chain Drive

Has an alternating current(AC) motor. This means that the motor only operates at one speed from the open to the close position. This typically means the motor tends to be loud. It is a chain drive unit which means that a chain operates the trolley and attaches to the motor head. The chain slapping against the rail could potentially cause more noise.

8450 Belt Drive

Has a direct current(DC) motor. This means that the motor has a soft start/stop or travels at a variable speed. This motor uses a belt that has 5 high tensile-strength wires surrounded by a grooved belt made out of durable rubber. This motor also comes with a built-in camera that a customer can access through the wifi features of these units for added security. A direct current motor will always operate quieter than an Alternating Current (AC) motor.

***Both the 8165 and 8450 can be installed with 7',8' and 10' tall doors. The motors are hung directly above the door centered with the opening for that door.**

8500 Jackshaft Motor

This motor is a side mount motor. This is operated through a Direct Current (DC) motor. It mounts to the side of the door which means that this motor option provides the most clearance above the door if customers have car lifts or need clearance above the door for storage. This option can be installed on any height door the only limiting factor is the weight of the door can not exceed 830 lbs to operate safely.



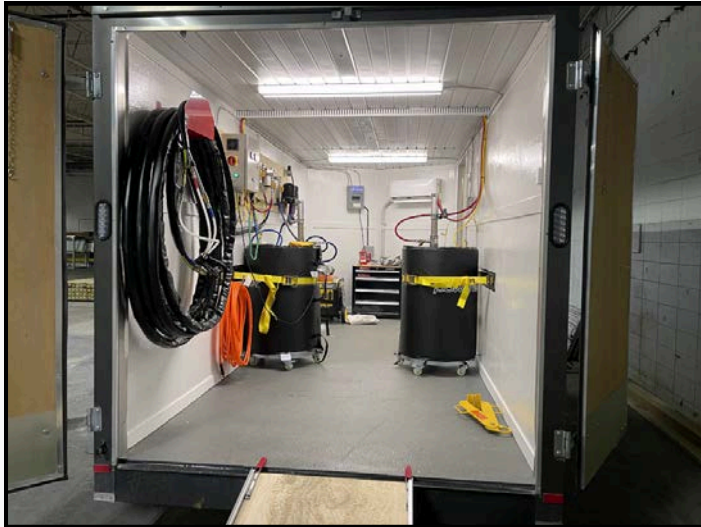
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SPRAY FOAM INSULATION

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- Closed-Cell Spray Foam Insulation
 - 2" for \$3.25 a square foot
 - 1" for \$2.25 a square foot
- Recommend to use Asphalt felt roofing paper or house wrap to create a barrier from panel to spray foam insulation.
- Highly recommended for Barndos/homes.
- Makes the building 200%-300% more rigid once the insulation has set.
- Approx. 6 R-value per inch of spray foam (closed cell).
- Please ensure that any order of Spray foam insulation are on a separate contract (CBS order form) from the building. This is due to commission deposit difference as well as the way we schedule and process spray foam orders as they come in.

CONCRETE

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- All jobs must be within a 2-hour radius from our shop in Mount Airy.
- All jobs include 1 foot of grading if it is more than 1 foot there will be an additional charge for block and or fill dirt.
- Concrete will be poured according to plans for the respective building prices:
 - 0-30 wide = \$10 per sqft. 12"x 12" footers
 - 31-50 wide = \$10 per sqft. 12"x 18" footers
 - 51-70 wide = \$10 per sqft. 24"x 24" footers
- All prices are rough estimates, not the final price. The final price will be given once the site visit has been completed. Site inspections are \$125 non-refundable.
- \$2400 job minimum
(Ex. 12'x20' = 240 sqft.) (240x\$10=\$2,400)



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CONCRETE SPECS

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- 4" Monolithic Pour Slab.
- 3500 PSI Rating.
- Type of finish options:
 - Slick or Broom.

- Fiber-reinforced.
- #4 Rebar with Footers.
- 6mm Plastic.
- Gravel.



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LIFT RENTALS

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- 5-hour radius from our shop located in Mount Airy
- **Scissor Lifts \$600:** lift will be on site until the job is complete.
- **Lull Lifts \$3,750:** Lift will be on site until the job is complete (7k lull lift) (42' stand out for forks).
- **Fork Lifts \$1,000:** Lift will be on site until the job is complete (must be on concrete only)(15' vertical stand-out for forks).
- If the customer has any gates or fences that will require a code to enter we must have that code or the customer must be on site to accept delivery.
- Customer must make us aware of any issues as far as not wanting machinery on the concrete or certain areas of their yard. (Will have to be approved by CBS only).
- The customer is responsible for providing a clear path to the job site for the delivery of equipment. (Preferably gravel)
- Customer must sign a lift agreement if they are providing their own lift.



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LIFT RENTAL UPDATE

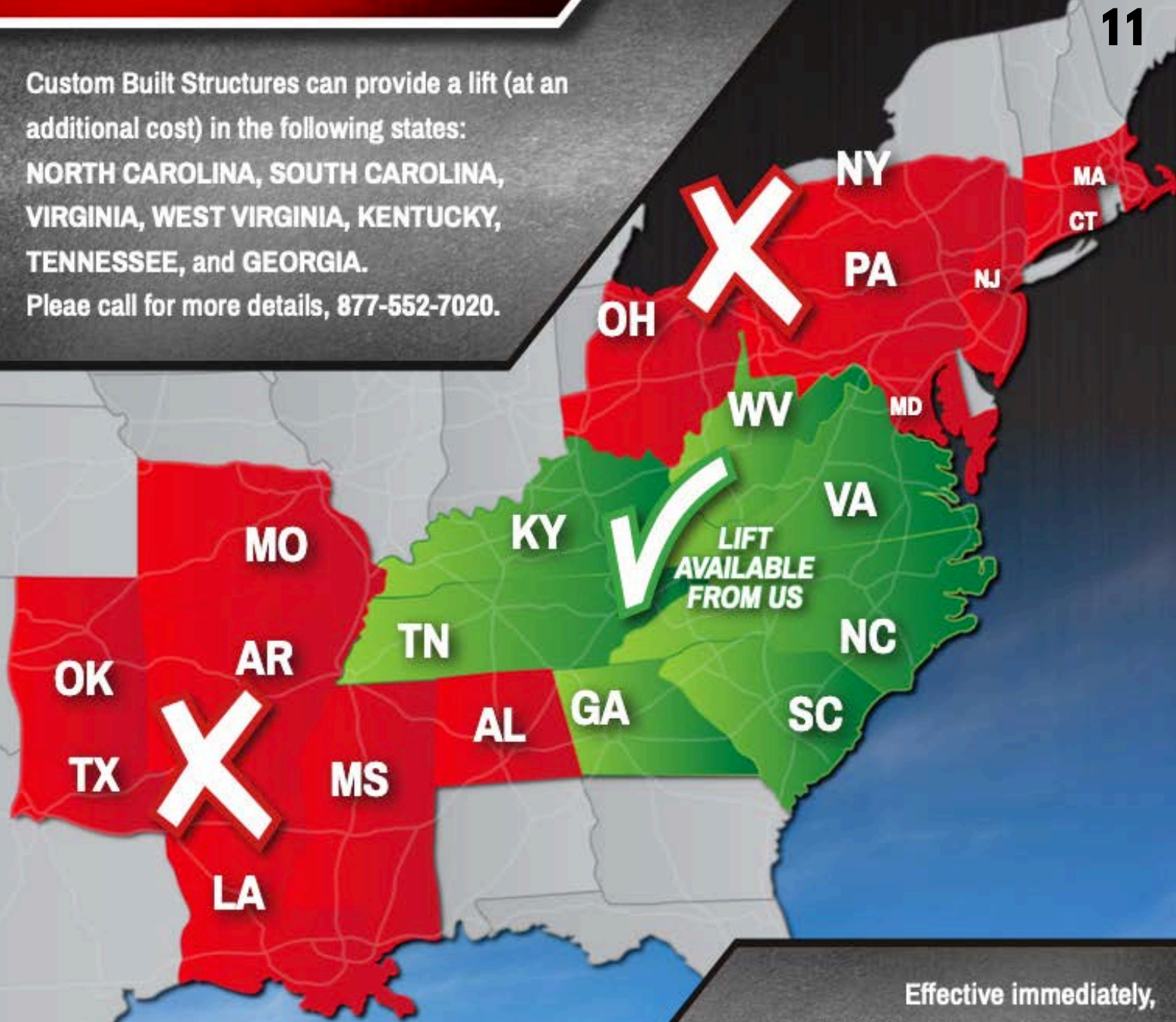
EFFECTIVE 7.24.2023

UPDATED
9/30/2024

Custom Built Structures can provide a lift (at an additional cost) in the following states:

NORTH CAROLINA, SOUTH CAROLINA, VIRGINIA, WEST VIRGINIA, KENTUCKY, TENNESSEE, and GEORGIA.

Please call for more details, 877-552-7020.



Effective immediately,
Custom Built Structures will no longer
provide a lift for: ALABAMA, ARKANSAS,
CONNECTICUT, LOUISIANA, MARYLAND,
MASSACHUSETTS, MISSISSIPPI, MISSOURI,
NEW JERSEY, NEW YORK, OHIO, OKLAHOMA,



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PERMIT & PLAN ACKNOWLEDGEMENT

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To ensure consistency across all states in our service area, the following procedures must be followed by all dealers when handling drawing fees and permit documentation. Please note that while these policies apply to all states, additional requirements exist for Alabama and Missouri, as detailed below.

\$300 Drawing Fee Requirement (Applies to All States)

Effective immediately, all orders will require a \$300 drawing fee to be collected before approval for scheduling. This fee applies to all states in our service area and covers the cost of providing plans necessary for the permitting process. The following guidelines must be adhered to:

- **Fee Collection:** The \$300 drawing fee must be paid upfront by the customer. No plans will be generated or orders approved for scheduling until payment is received.
- **Permit Decision:** Customers may choose not to pull a permit. However, if they opt out, they assume full responsibility for any consequences related to the lack of a permit.
- **Fee Waiver:** The drawing fee will be waived only if the customer provides official documentation from the county (which must include the installation address) confirming that no permit is required. Please note that if the fee is waived, no plans will be provided for the project.

Permit & Plan Acknowledgement Form (Applies to All States)

All dealers must use the Permit and Plan Acknowledgement Form across all states in our service area.

- Acknowledges that the \$300 drawing fee is a requirement before any plans are generated or orders approved for scheduling.
- Clarifies that customers are responsible for acquiring the necessary permits and that Custom Built Structures is not liable if permits are denied due to factors outside of our control.

Dealers should ensure customers complete this form before moving forward with the order. The form is available in the Dealer Toolbox or by request.



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PERMIT & PLAN ACKNOWLEDGEMENT

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Alabama-Specific Plans Requirement

For all installations in Alabama, site-specific plans are mandatory unless the customer provides a letter from the county (with the installation address) verifying that no plans or permits are required.

- If the customer cannot provide this letter, Custom Built Structures will not issue plans for the project.
- Dealers must ensure Alabama customers are informed about this requirement during the sales process to prevent delays in scheduling.

- - - - -


Missouri Leg Height Requirements

In Missouri, any structure with a leg height of 10 feet or taller will require additional structural support:

- Double-leg, double-base rail support is mandatory for structures meeting this height requirement.
- All such orders must be priced using the RV cover sheets to ensure accurate quoting and compliance with Missouri state-specific regulations.



Updated Last:
9/17/24 11:45am

**PERMIT & PLAN
ACKNOWLEDGEMENT**

Dear Valued Customer,

Thank you for choosing Custom Built Structures for your metal building needs. Before we proceed with your order, please review the following requirements:

- **Responsibility for Permits:** The customer acknowledges that it is their responsibility to obtain any necessary permits required for the project described above. Custom Built Structures, Inc. will not be held liable for any failure to secure the necessary permits.
- **Site-Specific Drawings:** In the event that the customer fails to obtain the necessary permits prior to the commencement of construction, site-specific drawings will be required to obtain such permits, the customer agrees to pay for the cost of producing these drawings. The fee for site-specific drawings will be determined based on the complexity of the project and will be communicated to the customer prior to being ordered.
- **Additional Costs:** The customer understands that any delays or additional costs incurred due to the lack of proper permits will be the sole responsibility of the customer. Custom Built Structures, Inc. will not cover any expenses related to obtaining permits or addressing issues arising from the absence of permits.

By signing below, the customer acknowledges that they have read, understood, and agree to the terms outlined in this Permit Waiver Agreement.

Customer Name - Signed	Date
Customer Name - Printed	Best Contact Number
Customer Email Address	
Full Install Address	

Download the PDF at:

CustomBuiltStructures.com/permit

PDF DOWNLOAD



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FINAL NOTES

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- Please do not promise lead times to customers. We understand you wish to rush an order; However, when we rush an order because of a promised lead time other customers get pushed and the cycle continues.
- Wind Rated Roll-Up Doors are required in Pender, Brunswick, and Carteret Counties, NC. We recommend customers verify if wind-rated doors are needed, especially near the coast.
- Only the Scheduling department can approve lead times if a date is promised to a customer.



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