

## QUESTIONS FOR ROLE PLAY

Ammo

- My husband bought some brass for a 25-06. Six of the necks are split. What does he do?
- Can I use Hevi-Shot in a fixed full choke barrel? I have a Benelli.
- Are you an ammo expert?
- I have a question about your ammunition. I have the 7mm Ultra Mag. I was on your website the other day I can't find the ballistics on the 160 grain. Where do I find this information? Are you not making the 160 grain anymore? Why?
- I was using your ammunition in my Beretta and it blew up and burned my face. I need to talk to someone about this.
- Is Remington chambering anything in the 17 Mach II? Which distributors will get them first?
- I work for the VA Police out of Lexington, KY. I need more information on your lead-free ammo.
- I need to speak with someone that can help me with sighting in my gun to achieve what you have in your catalog.
- Do you still make the .32 Remington shell? Where can I get it?
- What is the rate of twist on a 6.5 Remington?
- What is the highest pressure load a Model 700 300 Ultra Mag will take?
- Do you still make the 2x6 loads? Where can I get some?
- I have some .270 rounds that I bought about 15 years ago. Are they still safe to use?
- What kind of powder do you use in your shells? Where do you get it?
- I need some information on your copper solid sabot slugs. Can I use it in a smooth bore barrel? What kind of accuracy can I expect?
- I need to speak to a ballistician.
- Will your new "Managed Recoil" loads work in an autoloader?
- Are your copper coated shells safe to use in my full choke? My choke tube says "lead only".
- I have a Taurus 9mm. Is it safe to use your +P ammo in it?
- I am calling in regards to your 22 Thunderbolt ammo. I had a lot of misfires. The firing pin is hitting the primer every time but it's not firing. Am I going to be stuck with bad ammo?
- I need the ballistics on all of your 30-06 ammo. I don't have access to the internet.
- Where can I get EtronX primers?
- Are you making any 5mm ammo? I heard on the internet you might load some this summer.
- What is the ballistic coefficient for the 22-250 55 grain PSP?
- What is the recoil for the 300 Ultra Mag?
- What is the ballistic coefficient of a 260 Remington 140 grain?
- What is the best ammunition and gun for hunting wild boar?
- I am looking for the new Buckhammer slug. Where do I find it?

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- Can I shoot Hevi Shot in my Benelli?
- What can I shoot a sabot in?
- Can I shoot a rifled slug in a fully rifled barrel?
- Moose hunt in Alaska-what gun & caliber should I use
- What's the difference between 270 & 30-06
- What do I hunt Coyotes with?
- Nosler Partition/Swift A-frame/Core Lokt Ultra-which is best and why?
- 26" barrel-how are ballistics different
- Ballistic coefficient of \_\_\_\_ round
- Do you sell hulls?
- Where can I find Reloading info?
- What makes the Ultra Mag ammo different? Is it interchangeable?
- UMC-What's the difference?
- I bought some 270 rounds and took them on my last hunt. I had four shells out of the box fail and lost a trophy. This ruined my trip. I paid \$4,000 for this trip and I want you to do something about it.
- How does Wingmaster HD compare to lead and Hevi-shot.
  - Denser and harder than lead, lead is 90% the weight of HD. More uniform pellets than Hevi-shot, produces more uniform pattern.
- Does Remington make a line of Frangible ammo.
  - Yes, Remington disintegrator is marketed to law enforcement and is made in Slugs, buckshot and pistol ammunition. Excellent for Training and target shooting
- I have a 700 chambered in 7mm Express, can I shoot .280rem. ammo through it?

#### Shotguns

- What finish is on the 1100 Steel Shot barrel?
- I just bought a new 16 gauge Model 1100. I plan to use it for upland and deer. Which choke do I use to shoot slugs? Do they make anything other than 2 3/4" shells for this model?
- Will the 2 3/4" barrel work on a magnum Model 870? How many shells will it hold of each? Will a 3" barrel work on a non-magnum receiver?
- Can I shoot magnum shells out of this gun?
- I need a little information. How much does a Hevi-Shot choke tube cost? Can I use it for geese using steel shot? Can I use Hevi-Shot with a Turkey Super Full?
- I have an 870 Express. I want to put a slug barrel on my gun. Which barrel do I need? Is the Special Purpose the same barrel? What's the difference?
- I have a Model 870 Wingmaster. Is the bead pressed in or threaded?
- When I bought my Model 870 Express it was missing two choke tubes.
- I would like to speak with someone regarding the difference between a regular synthetic 1100 and the 1100 Competition Master. Are the actions the same? How do I tell if it is a 2004 model?
- I have a customer that wants 2 Model 332 shotguns. He wants one with the old style finish and one with the new finish. How do I find what he wants?

- I have a Model 870 Classic Trap. The side of the barrel says 2 3/4" Target Contour. Can I use magnum 2 3/4" shells with this gun? Will other barrels fit this gun?
- My 870 opens when it is fired. Is it supposed to do that?
- I have a question about the Model 1100 28 Sporting. Does it have a butt plate or a recoil pad?
- How many shells will the 870 Express hold?
- I am ordering the Model 870 Classic Trap. Your website says it has gold inlay but I don't see any in the picture. Does it? I need to know before I order the gun.
- What year did you come out with the Model 870?
- Can I shoot my RemChoke barrel with the choke tube out? Will it hurt it?
- What is the difference between a regular 870 Express, a Wingmaster, and a LE model? Is the 870 Express made out of lower quality parts?
- If I port the barrel on my 1100 will it hurt anything?
- I bought an 11-87 SPS-T shotgun for turkey hunting. Can I also use it for skeet?
- I have a Model 870 that I have had for about 20 years. I was down at the gun store and a fellow down there said you recalled all of those guns. Is this gun safe to use?
- I have a Model 11-48 and I want to know how old it is. The serial number is 5144228.
- I just bought a Model 11-87 at Wal-Mart. In the fore-end there is a little brass round thing that has been stained over. Did this break and someone tried to fix it?
- What's the rate of twist in your fully rifled barrels?
- I have over 100 Remington guns in my safe. I have never had a problem with one of them except this 870 I just bought. Every time I fire it the action comes open. What is going on?
- Do you make 870 Super Mag Syn w/ 26" bbl?
- What choke tubes come with the Model 870 SPS-T
  - Can I use other choke tubes?
- 2 holes in foam for my 870 Express, where's my other choke tubes?
- What's the difference between Express and Wingmaster?
- Can the 1187 shoot all loads? What about Trap loads? Why not?
- Choke tube diameters?
- What is the rate of twist in a fully rifled shotgun barrel?
- What is the difference between the Model 1100 & 1187
- Do we offer a left hand in 20 ga?
- What year did we introduce the Model 1100?
- What is the difference between the Sportsman and SPS 11-87 models?
  - The Sportsman has a rougher matte finish than the SPS as it is not polished as much. The SPS barrels would still match the finish of the Sportsman. You may want to apply a heavier coat of RemOil on the Sportsman to ensure it gets into all the textures of the matte black finish, then wipe away the excess.
  - The Sportsman also has a single bead sight and will come with only one choke.

- Any 11-87 barrel within the same gauge will interchange regardless of the finish.
  - The Sportsman and SPS models do not have light contour barrels. The only note I would add is that if you purchased a Model 11-87 that originally had a light contour barrel installed, to install a standard contour barrel you would need to purchase a standard fore-end to use with the thicker barrel.
- What is the difference in shotguns that have a light contour barrel compared to standard contour barrels?
  - The light contour barrel is a few ounces lighter than the standard contour due to the thinner contour on the outside diameter of the barrel. The barrel can still safely shoot factory loaded ammunition with the correct choke installed.
- Is the Model 105CTI made in left hand?
  - The Model 105CTI has a bottom drop feed/thus both right and left hand shooters can use the same firearm.
- What do the dots on your choke tubes signify?
  - The dots on the choke tubes have no significance other than for decoration.
- Why is the 11-87 sportsman less expensive than the special purpose?
  - On the 11-87 special purpose, the receiver and the barrel are polished which is a costly process.
- What year was Rem-choke screw in chokes introduced?
  - 1986
- Can you give me the order # for the 870 brown laminated stock shotgun?
  - The express 870, 12 gauge with brown laminated stock has an order # of 25568 for the 28" bbl, 25569 for the 26" bbl and 25577 for the left-handed 28" bbl. We also have a 20 gauge 25583 w/ 28" bbl., and 25582 for 26" bbl. We also carry a youth model in the laminate and various other combinations.
- Can I still get the Fall Flight Camo 870?
  - Technically, there could still be some of these in our warehouse but we are not currently manufacturing the fall flight pattern.
- Can you tell me what year my gun was manufactured? 870, serial # 374,986V
  - This shotgun was manufactured in 1953.
- If my gun has an M on the end is this a magnum or super magnum?
  - This shotgun would be a magnum.
- Why can't I get the front bead sight off of my Model 870 Express?
  - The bead is pressed in on the Express version, and we do not recommend removing it.
- Can you use a 2 3/4" and 3" chambered barrel on a Model 870 Super Mag.?
  - Yes, it will fit and work perfectly. But keep in mind that you will not be able to use 3 1/2" shells while this barrel is on.
- Can you shoot 2 3/4" shells in a magnum gun (3" chamber)?
  - Yes, you can shoot both 2 3/4" and 3" shells in a magnum gun.

- Can the safety on the Model 105 Cti be changed to left hand?
  - Yes, the safety is gunsmith reversible to left hand.
- Is the Parker gun built in the Custom Shop?
  - No, it is built by Connecticut Shotgun Mfg. Co and being offered through Remington.
- What does the name 105 Cti stand for?
  - This name is representative of the 100<sup>th</sup> anniversary of the first Remington autoloading shotgun combined with the fact that the gun was developed in 2005. Cti stands for Carbon Titanium.
- What kind of pattern can I expect with the new 1100 Competition?
  - This gun should provide a 50/50 pattern.
- Why does the 1100 Competition have a 10mm rib?
  - This is the preferred size for target shooters.
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#### Rifles

- I am calling about the Model 700 recall.
- I have a Model 700 22-250 that I have had for years. Winchester has a varmint round that will do 4000 fps with 45 grain bullet. Will this round hurt my gun?
- This is a real stupid question. What is a BDL? What is the new CDL? Then what is an ADL?
- I am calling from Wal-Mart #73. Do you offer a left-handed version of the Model 7400? Can you switch the trigger?
- In your standard caliber guns, what length barrels do you offer in a 22-250? I want an ADL? Why do you have different barrel lengths? I have a book that says this model has always had a 22" barrel?
- You make the 700 Titanium. Is it available in the 300 Winchester Short Magnum? My dealer says he has some coming in.
- Do you make any guns in the 204 Ruger? Are they in your catalog? When will they be out? How much do they cost?
- I want a Model 700 VLS with a stainless steel barrel. Will the Custom Shop make this for me?
- My 700 fires when I take the move the safety from safe to fire. Is this one of the guns under recall?
- My Model 700ML is about 7 years old. On your new guns it says you can shoot up to 150 grains of powder. Will that work in my gun?
- Can I use smokeless powder in my 700ML? How much?
- I was in Gander Mtn. and I saw the new BDL in the .270 WSM. It has a synthetic stock and black matte barrel. What other calibers does it come in? It's not in this year's catalog.
- Who makes the stock for your 700 LVSF?
- Why can't I find the 700 P at my dealer?
- Bolt lock call:  
Is this a recall?

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Is this going to make my firearm safe?

Where can I take it

Can my gunsmith do it

Sent in rebate info where's my rebate?

- Are production guns button rifled or hammer forged?
- What's the difference between ADL & BDL? What do the letters mean?
- What does VSSF mean?
  - What are the flutes for?
- What model autoloaders do we offer? What calibers
- Which rifle is more accurate a bolt action or autoloader?
- How many rounds does \_\_\_\_ gun hold?
- What is the rate of twist in my \_\_\_\_ gun?
- What is the rate of twist in a muzzleloader?
- Does the Custom KS come with a Detachable mag?
- Can I use the weather shroud with the 209 conversion?
- What youth gun do we offer in left hand?
- When was the change made in the 710 receiver from a nylon receiver to steel?
  - The 2004 and previous models produced since the 710 introduction in 2001 have a fiberglass-reinforced nylon receiver. The bolt locks into the barrel on this model and it is not necessary for the receiver to be steel.
  - Reason for the change: Consumers prefer the feel of the steel on steel than the steel on the nylon for ease of movement.
- What model firearms are you making in .300 win mag.
  - Refer to Centerfire Rifle by caliber. (keep printed on your desk, will use several times daily)
- What is the difference between ADL, BDL, and CDL and what do the letters represent?
  - ADL----no longer made except in special runs—originally lowest grade wood (birch). Unloads from top.
  - BDL---better grade of wood—usually Monte Carlo stock, high gloss, unloads from bottom (hinged floor plate).
  - CDL---Best grade of production wood—usually shotgun style stock, not Monte Carlo, has cheek piece.
  - DL=deluxe A,B,C originally designated grade of wood.
- Did you ever make a 7600 wood gun in a 25-06?
  - We did make a 7600 in a light color wood in the 25-06, it was a special run.
- I have a 710 can you tell me if mine is on recall?
  - On our website we have a place where you can put your serial number in and it will tell you if your gun is in the recall.
- Remington dropped the Model 700 ML after the 2004 production year. What muzzleloader has replaced it in 2006?
  - The Genesis line.
- What is the difference between the Model 700 Sendero and the 700 Police?

- What year was the 700 Classic produced in .223Rem?

### ISP

- Where can I get different chokes for my SPR 220, 210, 310, 320 or 100 shotgun?
  - Extra chokes for the Spartan firearms can be ordered through Colonial Arms by calling 800-949-8088 or on their website at:
  - <http://www.colonialarms.com/>
- Can I shoot steel shot in my Remington 210, 220, etc shotgun?
  - The barrel can safely handle steel, some of the chokes cannot however. As long as you are using the IC or Cyl choke in a 12 gauge model you can safely shoot steel in your firearm. The chokes offered with the smaller gauges are not capable of handling steel shot.
- Is the hammer on the SPR220 a functioning hammer or a fake?
  - It is a functioning hammer and does strike the firing pin.
- What is the difference between an ejector and an extractor in the SPR201/220 models?
  - The ejector kicks the cartridge out of the receiver whereas the extractor raises it from the chamber and allows you to remove it by hand.
- Where are Spartan firearms manufactured and by whom?
  - In Russia by Baikal
- How many triggers are on the SPR210 shotguns? How many are on the SPR220 line?
  - SPR210 shotguns have single triggers; the SPR220 line has double triggers
- Are the external hammers functional on SPR220 (product number 89546)?
  - Yes, they are functional. They must be cocked to fire the shotgun.
- What loads will the SPR 453 handle?
  - Yes the Spartan Auto will handle 2 ¾ in 3 dram equiv loads. I would not recommend going below that for it to function reliably. The gas system regulates by use of a spring inside the barrel lug. The firearm is supplied with a wrench that can be used to adjust the spring to function lighter loads, or reduce the recoil of heavy loads. It is all explained in the owner's manual. Tighten the spring for light; loosen the spring for heavy loads.

### Rimfire

- What is the best scope to use on the new Model 504?
- Your new Model 504 is advertised as having 5-R rifling. What is that?
- I bought some 17 Remington ammunition and it won't go in my 597.
- Do we offer a bolt action 22?

### Obsolete

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- I have a question about an old Model 58. If I give you the serial number can you tell me when it was made? Can you send me an owner's manual? How many of this model were made? In what gauges?
- I need a magazine for a Model 541.
- I have an old Model 32. What information can I get about it? How much is it worth?
- My husband died about 5 years ago. I was going through his things and found an old bayonet with Remington logo dated 1917. What is it? Is it worth anything?
- Can you give me any information on a Remington '03 double barrel shotgun? Do you have a department that repairs or restores these models? I have a 218 Bee rifle, how much would a box of shells cost?
- I need parts for my Remington Model 32 over&under shotgun.
- I have a Model 512 and it doesn't have a serial number. How do I know how old it is?
- When was my model 11 made?
- I bought a gun at Sears about 40 years ago and they said you made it. Can you tell me how old it is and send me an owner's manual?
- Is Remington still making any handguns?
- Do you have a trade in program on the 742?
- Where can I buy older Remington shotguns barrels and stocks?
  - Try Vintage Sporting at 256 534-9272 or, Corsons at 928 718-4282

#### Consumer

- I was just looking at your new catalog and was wondering if you will be bringing out the 700LVSF in the .308 caliber this year?
- When will the 700CDL in 7mm08 be out? Can you tell me which dealers will have them?
- Is my S20 rebate coupon I received for the Model 700 Safety Modification Program good towards the purchase of a new gun?
- How do I tell how old it is? Will other Remington 12 gauge choke tubes work in this gun?
- What pressures are these gun set up to take? Ruger says their guns will take any factory loaded round.
- I am looking for gun #25819. What dealers have them? I have had mine on order for a while and my dealer says you aren't making them. Can I call the distributor and get one?
- I have a Remington Model 742 Woodsmaster. I need step-by-step instructions on how to break it down and clean it.
- Is Remington owned by Wal-Mart? Do they sell 2<sup>nd</sup> quality guns? Why are their guns cheaper than the local gun shop?
- I am trying to get some information about wholesale purchasing of reloading components, especially bullets and what we need to do to buy directly from Remington. We are in Canada, does that make a difference?
- I need the price of a Model 1100.

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- What is the address to your NY facility? What's the phone number in case I need to talk to a gunsmith?
- I have a Remington chainsaw. I have a Remington security system. I have a Remington shaver. I have a Remington nail gun. Who do I talk to?
- My gardener told me that Remington buys black walnut trees. We are getting ready to take one down. Who do I talk to about buying the wood?
- I have a gun built in the Custom Shop in 1998, how much is it worth? What did it sell for when it was new? How many were made?
- I need to talk to someone about the Shooting School.
- Who do I need to speak with about attending the Armorer's Training?
- I ordered shooting patches and score pads over a month ago. You said they were backordered but I should have them in 30 days. It's been 30 days. Who do I need to speak with about this?
- Who is in charge of Human Resources?
- I am a dealer and am looking for a 25939. I saw it at Wal-Mart. Where can I order one?
- I need directions to your corporate office from the GSO airport.
- I have a Cul-M-Rite scale that is bad. What do I do?
- I bought some Stren fishing line and it just keeps knotting up on me. Do you have a warranty on this?
- Is your company privately or publicly held? Who do I talk to about a financial report?
- I want to order a Law Enforcement catalog. I am a police officer but I want you to send it to my house. If I find a gun I want, can I order it directly from you? What is the shortest length barrel I can legally have?
- My gun was stolen and I need the serial number for insurance purposes. I sent in my warranty card, do you have that information?
- I am a dealer and my books are in a mess. I have about 4 guns here that I don't know where I got them. If I give you the serial numbers will you tell me who I bought the guns from? I really need this information before the ATF busts me.
- I have an idea for a new gun that you could make. If you take the 1100 ....
- This is an emergency. I need to speak with the President. I was firing my 700 with some Federal Ammunition and it just blew up. It cut my face. What are you going to do???
- I am calling from Ahlman's. We have tried to reach someone in the Field Service Department all week and they must all be out. Is there someone else we can talk to while they are out?
- I need to order some "Fundamentals of Trapshooting" brochures and some patches. Do I talk to you?
- My son just won the Wyoming State Sporting Clays Shoot. Who do I need to talk to about sponsorship?
- I am calling from Bubba's Gun Shop. We are sending a gun back for repair. What is your PFL?
- My family and I are going to the Baseball Hall of Fame this summer. I think this is near your factory. Do you have a museum or some type of tours available?

- Oh, I'm sorry I thought I was calling Winchester. Do you have their number?
- Will you send me a sticker and some patches for me and my buddies? We all shoot Remington guns.
- I applied for a rebate on my Model 700 last fall and haven't heard a thing.
- How much WD-40 do you I need to put on my 1100?
- Are your clay targets toxic? My husband shot a bunch over our pasture and I am worried they could hurt our horses. How do I get rid of the debris?
- Who can check on my 1187 Rebate?
- Where can my dealer find it?
- Stren scale is broken. What should I do?
- Donation requests-what to do?
- New product Idea-what to do?
- 25 straight patch-what to do  
for individual  
for group
- What is the new magnaflex line for? What colors does it come in? What reel would it work on?
- MSDS-where to find?
- What is the price of \_\_\_\_\_ gun?
- I'm a dealer and can't find your product for my customer. Who did you sell \_\_\_\_\_ to?
- I am a gunsmith and I used to get books about how to service your guns. I need one for the new models like the 597 and 710. Will you send me one?
- When are you making \_\_\_\_\_ gun?
- Where can I find basic model history on the Remington website?
- Can I input my serial number somewhere on your website and find out how old my gun is?
- Are all of Remington's firearms now imported?
  - No, we are proud to be America's oldest firearm manufacturer with our main factory in Ilion, New York, a second factory in Mayfield, Kentucky. We do offer a few imported firearm models to reach the portion of the market that is interested in the lower-end imported line.
- Remington Arms purchased Charles Daly Company?
  - Charles Daly is still in business. We have a contract with the manufacturer of Mauser actions to import the Mauser actions for our own line of firearms, the Models 798, 799.
- What is the warranty on Remington firearms?
  - American manufactured models carry a two year warranty against manufacturing defects. This is two years from the date of manufacture with the proof of purchase. Our ISP line carries a one year warranty on the firearms and a 60 day warranty on the wood. Again, the warranty covers manufacturing defects.
- Does humidity degrade clay targets?
  - Humidity may affect the material within the packaging and/ or the clay targets. Even if the clay targets do not appear to have moisture build-up,

the cardboard box that they are shipped in may have retained the moisture. We recommend storing the clay targets in a controlled temperature/humidity setting.

- My Remington Electric Shaver no longer works and needs servicing. Who do I contact?
  - You should contact Remington Products Customer Care Center at 1-800-736-4648 for additional information.
- What is the difference in a rimfire and a centerfire ?
  - A rimfire cartridge contains priming mixtures around the rim of the cartridge and the firing pin strikes the rim to ignite the primers. In a centerfire rifle, the firing pin dents the primer located in the center of the cartridge base. Rimfire rifles are basically made for plinking and/or varmint hunting. Centerfire rifles, depending on the caliber, would be more for deer hunting.
- My dealer says that “the guns sent to Walmart are seconds and poor quality.” Is this true?
  - No, we do not sell seconds. Walmart guns are of the same high quality as any of our other guns.
- I want to open a gunshop, who do I need to talk to about ordering directly from Remington?
- What new models are you going to offer next year?

#### Accessories

- I lost the combination to my safe, what do I need to do? The problem is I gave the safe to my father several years ago and he died over the weekend
- I am calling from a retail dealer. We have an Express 16 gun safe on the floor that we can't open. We have checked the combination and have installed a new battery. What do we do now?
- I am a dealer and have lost the instructions on my Express gun cabinet. What do I need to do to get in it?
- I am using RemOil on my gun. Is there any compatability problems using a synthetic base grease after using RemOil?
- I bought a 1999 Bullet knife at a yard sale and the blade is broken. Where do I send it for repair? Is it warranted? Can you send me a box and a copy of the original papers? What is it worth?
- I just bought a new safe and I can't get it open. What do I need to do?
- I am calling from Dick's Sporting Goods. We have a safe on the floor and we've lost the combination. Can you give it to me?
- None of my local dealers carry your knives. I want a knife from the Deerhunter's Series.
- I bought a pair of waders a couple of months ago and they are leaking. Where do I send them for repair?
- I want to buy the Model 842EX safe. How much does it cost? How much does it weigh? What is the fire rating? Can I keep my important papers in it?
- Where do I get a dehumidifier for my gun safe?

- I broke the door on my Remington Wildlife Feeder. Can I send it back to your factory for repair?
- What knives have a drop point blade?
- What's the NRR on R 2000?
- Where can I buy extra shelves for my safe?
- What should I used to clean my gun with that won't leave a residue?
- What is a bullet knife?
- Where can I find your knives?
- Safe-How do I work the combination?
- Does Remington have a listing of past bullet knives?
- Where should I return my Remington Knife for repair,
  - Remington Cutlery should first be returned to point of purchase to exchange or refund if possible. If not return to:  
 Remington Arms Co., Inc.  
 Attn: Cutlery Department  
 870 Remington Drive  
 P.O. Box 700  
 Madison, NC 27025
  - Unless knife is Series 5, 6 or 7 made for Big 5 it must be returned to point of purchase.
- How do you remove the residue left behind by your abrasive Remington bore cleaner?
  - After cleaning the bore with Remington Bore Brite, you should run patches down through the bore until they come out clean. Then push a clean patch saturated with Rem Oil through the barrel. Then push a clean dry patch through the barrel to remove any excess lubricant.
- My knife has a broken blade where do I send it? Do your knives have a lifetime warranty?
  - If the knife is made in the USA, you will need to send it to Camillus (address), these knives do have a lifetime guarantee against manufacturers defects. The knives made in China or anywhere else needs to come to the Madison location to the attention of Shanda Roberts. If the knife is purchased at Big 5 it needs to go back to the store where they purchased them. There is limited warranty on the knives that are not made by Camillus.
- How does the Model 365 mini humidifier work and how long do I have to charge it each time and how long does it stay charged?
  - It is a compact unit that attracts and holds moisture through water crystal technology. It will usually last 60-90 days before the need to recharge and recharging takes 10-12 hours by plugging it into an outlet until the crystals are blue.
- I need a parka where can I get one?
  - The Parka's are manufactured by one of our licensee products called The Brinkman Corporation, 877-525-9070.

**Operator**

- I need to order a catalog.
- I am calling from Joe's Guns and we need a couple of boxes of catalogs. What do we need to do?
- I need to speak with Tommy Millner.
- I need to speak with someone in Law Enforcement.
- I need to order some parts please.
- I was recently given a Model 11-87. Can I get an owner's manual for this?
- May I speak with someone in your Marketing Department? I am from Guns & Ammo magazine and I need images from your new Remington Art book.
- Can you give me \_\_\_\_\_ email address?
- I need to speak with Fred. He's in NY.
- I need to speak with someone in AR.
- Scott Lester, please. Also, I need his extension number
- I am a dealer in CA and I have run out of catalogs. I need some more.
- Is Little Johnny Loschin there?
- I am calling from Fort Bragg and I need to talk to someone about the M-24.
- I need to talk to someone in Customer Service about product information. I am calling from Bangers.
- I need to speak with Dennis Sanita.
- How do I send a fax to Bill Hendrix?
- I need to speak with someone in service.
- I need to speak with someone in charge of your telephone system.
- I need to order a catalog. My name is John Smith #123456, 123 Any Road, Building 901, Anytown, US 98765.
- Someone just called me from this number. Was it you?
- I want to talk to someone in R&D.

**Parts & Repair**

- I have an old Ithaca 10, will the SP-10 barrel fit?
- I need to speak with someone in Sales. I am a salesperson with Sports South. I need a barrel for a Model 1100 that will handle 3" shells. Which barrel will work? What finish does the barrel have?
- I recently purchased a Model 11-87. I noticed that some of the guns came with an R-3 recoil pad. Can I get one for my gun?
- I am calling from Canada and I need to order some parts.
- I need to speak with someone in Tech Support. I have a Model 1100 that won't eject. I am using Winchester Light loads and Fiocchi Crushers. When I used the Crushers I couldn't even get the bolt open but with the Winchester the gun did try to cycle.
- I have the 870 SuperMag. Will the barrels off my other 12 gauge interchange?
- I need to check the shipping status of a parts order

- Could you direct me to Engineering? I have a question about whether the barrel on an older gun will fit a new gun.
- I have a Model 870 Super Mag. I want an 18" barrel that will shoot 3 ½" shells. Can I buy a 3" barrel and put it on this gun? Can you custom make this barrel for me?
- I have a Model 1100 20 gauge and I would like to order a new barrel for it. What barrels are available?
- I am calling from the UK. I need to talk to someone about by youth sized stocks.
- Why can't I put a magazine extension on my 11-87? What do I need to do?
- My 700 has a 24" barrel and I want about 2" cut off. Can I send it to your factory for that?
- Do I have to ship my gun back to you by overnight mail? Do I need to send it through a dealer? Do you have to send it back to a dealer? I live in NY City in Queens.
- I need to know how to adjust the trigger on my Model 700. It's too loose and I want to know which screw to turn to tighten it up.
- If I put a muzzle break on my gun will it affect my warranty? How much difference will it be in recoil?
- I have a Model 870 in a black synthetic; can I send it back to the factory for you to put a camouflage finish on it? If not, who can you recommend?
- Do you offer a cantilever barrel for the 1187 super mag?
- Extra barrels-where to find? What kind?
- My dealer sent my gun in for repairs. Who do I talk to for an update?
- I need to talk to a gunsmith.
- I have a question about your warranty. I bought a Police model about 4 days ago. I took the stock off and leaned it up against the wall. The stock fell and broke. The stock is still functional but it is not aesthetically pleasing. Is this covered under warranty? I live in Alaska so I need to know before I go to the expense of sending it in. Can I speak with a gunsmith?
- I have a Model 597 and I need to someone to help me sight it in. I can't hit anything with it.
- I need to speak to someone in Customer Service. I am a dealer and I have a customer that has a Model 870 SM and the recoil pad has recessed in the stock.
- I have a Model 870 with a live shell stuck in it. It won't pump, it is completely jammed. I can't transport it to my gunsmith with live ammo in it. What do I need to do?
- I need a magazine for my new Model 504. Can I order one directly from you?
- What's a 209 conversion?
- Does Remington sell actions only?
- Do I have to pay for shipping my firearm to the factory (or RARC) for repair?

Remington

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