

Internet FAQ's

Parts & Repair

How can I get another ISS key to unlock my firearm?

In order to send out the key, you will need to send or fax either a copy of your receipt or a copy of your driver's license to the address below and we'll be glad to provide you with a key.

Remington Arms Company
P.O. Box 700
870 Remington Drive
Madison, NC 27025-0700
336-548-7801-fax

If you wish to purchase additional keys, you can order these by calling us at 1-800-243-9700 M-F 9-5 EST.

Do you do updates on the Model 3200? Remington does offer an update on the Model 3200.

This service is offered to replace parts that can be worn over time and to help insure an extended life for the firearm. The cost for this update is \$350 through our factory repair department.

Generally this type of work will take approximately 10-12 weeks to complete. You can find instructions for sending your firearm to our factory in the Support>Repair section of our website.

The following parts involved in the update are:

Bottom Tang
Bottom Tang Pin
Bottom Tang Screw
Ejector Stop Pin
Ejector Tip
Ejector Tip Rods (left & right)
Firing Pin Retractor
Hammer Assy (left & right)
Hammer Cocking Rod
Sear Block
Sear Block Pin
Sear (left & right)
Sear Spring
Selector Block
Strut
Tang Block Screw
Tang Block Slot Nut
Tang Connecting Block
Tang Strut
Tang Strut Pin
Top Lock
Top Lock Latch
Top Lock Lever Plunger Assy
Top Lock Lever Screw
Trigger Adjusting Screw
Trigger Adjusting Screw Nut

Trigger Connector Spring Pin
Yoke Rod
Yoke Rod buffering Spring
Yoke Rod Buffer Washer
Yoke Rod Nuts

A Barrel Band is installed on 30" barrels along with a barrel band pin.

Why won't Remington sell me a bolt assembly for my Model 700 so I can just install it myself? Why do I have to return it to the factory?

Each caliber has a specific sized bolt which will correspond with that specific caliber rifle. Since each rifle and bolt will have a variance with headspacing, the factory must examine each specific firearm and "fit" the bolt to that specific rifle.

Rifles:

What gauge/caliber is my firearm? ALL of our firearms are marked with gauge/caliber on left hand side of the barrel. If you cannot read this information or if you have a used firearm and think it may have been rebarrelled, we recommend taking your firearm to a gunsmith to have a chamber cast done.

Are your stainless rifles truly "stainless steel"? The Model 700 BDL SS rifles are not completely "Stainless Steel" they do have some carbon content. They still need to be cleaned and maintained like any rifle. If you have any questions regarding the care of your firearm, we recommend referring to your owner's manual or our "Guide to Firearms Care" which can be located through the following link: http://www.remington.com/Support/guncare/gc_home.htm

What is a button rifled or hammer forged barrel?

To manufacture our button rifled barrels, stock metal is cut down and drilled with a mandrill with reverse rifling which cuts out the lands and grooves of the rifling. This mandrill is push buttoned through the barrel. This process is used for our Custom Shop rifles, Model 597, & Model 710 rifles.

Our hammer forged barrels start with cylindrical metal which is hammered around the mandrill. Although this process somewhat stresses the metal, the barrel is heat treated to relieve this stress. This process is used for our standard production rifles & shotguns.

Why do the current Model 597 rifles have a metal magazine and how can I get one? Due to consumer demand, we started offering a metal magazine in our Model 597 rifles in 2002. You can order a metal magazine through your local parts dealer or by calling our parts department at 1-800-243-9700 Mon-Fri 9-5 EST.

Do you offer a bolt action rimfire rifle? We do not currently offer a bolt action rimfire rifle as a standard production model. We do offer the Model 40-X through our Custom shop which you can view through the firearms section of our website or through the following link: www.remington.com/firearms/custom/custom.htm

Is Remington Arms going to offer a .17 HMR caliber? Remington Arms is pleased to announce the first .17 HMR caliber automatic in our Model 597 LS. Our testing revealed this firearm to be an exciting addition to our Model 597 line, bringing in 5 shot groups that average at

100 yards of 1.25". The Model 597 .17 HMR will utilize a detachable magazine that will hold 8 rounds. This magazine can also be used with the Model 597 Magnum models.

What Left hand firearms do you offer? For years, firearm manufacturers have kept left-handed shooters out in left field. But not Remington. We've always offered a full complement of left-hand guns, and the tradition continues today with over 55 total firearms in five standard production models and four Custom Shop models. You can view all of our left hand firearms in the firearms section of our website or through the following link:

http://www.remington.com/firearms/left_hand/lefthand.htm

Who else offers synthetic stocks for Remington firearms? There are many aftermarket companies that offer stocks that fit our firearms. Here are 3 companies that also offer synthetic stocks that will fit some of our rifles and shotguns:

McMillan <http://www.mcmfamily.com/>

Bell and Carlson <http://www.bellandcarlson.com>

HS Precision <http://www.hsprecision.com/>

Please note that any alterations or modifications will void the warranty on your firearm.

209 Primer Conversion

Will the new 209 Primer conversion kit work on my older model 700 Muzzleloader? Yes. The new Remington 209 Primer conversion kit will work on any caliber Remington Model 700 Muzzleloader.

We are proud to introduce the Model 700 ML conversion kits which contains the firing pin assembly, musket cap nipple, the 209 primer nipple, 209 de-priming tool, and the bolt disassembly tool. The nipple will also be available separately. This kit is an accessory and can be purchased from Cabela's, Bass Pro Shops, or a local Remington dealer can order it from their wholesaler.

What is the proper way to adjust rifle sights? Instructions on sight adjustment can be found in your owner's manual. We recommend starting at a range of 25-30 yards for initial sighting in. In order to adjust the sights on your firearm, move the rear sight in the same direction as you need to move the bullet on the target. There is a windage and elevation screw that should be loosened to make the following adjustments:

If the bullet hits above the center, slide the rear sight down (backward) on the ramp.

If the bullet hits below the center, slide the rear sight up (forward) on the ramp.

If the bullet hits to the left, slide the rear sight aperture to the right.

If the bullet hits to the right, slide the rear sight aperture to the left.

Shotguns:

What extra shotgun barrels do you offer? We offer a number of extra barrels to meet various hunting needs. These barrels can be purchased through your local dealer, Bass Pro Shops,

Cabelas, or by calling our parts department at 1-800-243-9700 Mon-Fri 9-5 EST. You can view a list of our replacement barrels at the bottom of the firearms section of our website or through the following link: www.remington.com/firearms/xtrabbl.htm

My Model 1100 or Model 1187 Premier is not cycling properly, what can be the problem?

There are many items that can affect the cycling of an autoloading shotgun. These 12 gauge shotguns need a minimum of 3 ¼ dram and 1 ¼ oz shot to properly cycle. Some components that you can check are:

Barrel seal-make sure that it is in good condition and properly installed on the detent as shown in your owner's manual

Piston/piston seal assembly-make sure that these are also in good condition and that they are in the correct position as shown in your owner's manual.

Action Spring- this is the spring that is located in the action spring tube that runs from the back of the receiver through the rear stock. This can become corroded or gummed up with oil and debris over time. Waterfowl hunters especially should check this part of the firearm regularly.

If you have checked these items and your firearm is still not operating properly, we recommend that you have your firearm evaluated by a Remington Authorized Repair Center or our factory. You can locate your nearest repair center by visiting the Repair Information Center in our Support Section and selecting your model and state:

<http://www.remington.com/Support/repairsvc/ModelSelection.asp>

Are the parts for the new Model 16 gauge 870's interchangeable with the old 16 gauge 870's?

Yes. All parts will be interchangeable. However, 16 gauge Model 870 barrels with the Rem-Choke system are not currently available for individual sale. Also, these new barrels will need to have a magazine cap detent ball and spring installed by your local Remington Authorized Repair Center or qualified gunsmith. If this is not installed, your old magazine cap will not stay tight.

How do I determine the correct length of pull for my daughter to get a better fit for her first shotgun?

One of the most inexpensive ways to obtain an approximate length of pull is to measure from the bend of your elbow to the bend of your index finger. The trigger should contact your finger between the first and second knuckle. You can also contact your local gunsmith for assistance.

Do you have a fully rifled barrel for the Model 1187 Super Mag?

We do offer a fully rifled barrel with rifle sights for the Model 1187 Super Magnum. Our Model 11-87 Super Mag Fully Rifled barrel should be available through your local dealers.

Can I use 3 and 3 ½ inch barrels on my 870 chambered for 2 ¾?

Yes, however you can only shoot 2 ¾ in. shells in this gun and by using a larger barrel it will significantly impair your accuracy by using a larger barrel with smaller shot.

Rifle Ammunition:

When will the ammunition for the 17HMR be available? We will have an ammunition offering with a 17 grain Hornady V-Max bullet. It will feature a green tip and loaded to the same 2550 fps velocity level established by Hornady.

Can I use the new 17HMR caliber ammunition in my standard Model 700 .17 caliber rifle?

NO. The 17HMR is a rimfire cartridge and is chambered for specific rimfire rifles. It ignites by the firing pin hitting the rim of the cartridge. This ammunition should NOT be interchanged or used in .17 caliber centerfire rifle where the firing pin will contact the center of the cartridge for ignition. Always be sure to check any ammunition for correct caliber or gauge before using in your firearms.

Is the Remington 300 Short Action Ultra Mag (300 SAUM) interchangeable with the 300 Winchester Short Mag (300WSM)?

No, these rounds are not interchangeable. Our new Premier, SA Ultra Mag cartridges feature a state-of-the-art design unlike any previous short-action ammo to date. Here's how it works: The SA Ultra Mag cartridge headspaces off the shoulder of the case, rather than a belt, promoting more precise bore alignment and, therefore, improved accuracy. Furthermore, the highly efficient case design duplicates or exceeds belted magnum ballistics with less powder which means less felt recoil. Finally, the entire package achieves greater downrange velocity and energy than traditional 7mm Remington Magnum and 300 Win Mag calibers — something never before possible from a short-action cartridge.

Why aren't my guns shooting as flat as the ballistic tables show? The information that is presented on our ballistics chart was gathered by testing our ammunition in perfect conditions, in an enclosed area, with a 24" test barrel with the barreled action locked into a vice. The results you get out in the field or at the shooting range are going to vary from what we have on our ballistics chart.

What is the difference between a long-action & a short-action caliber?

Basically the difference between a long-action and a short-action caliber is the length of the case and the powder capacity.

What is the difference between Remington High Velocity and Remington Express Rifle Ammunition?

The High velocity loads travel faster due to a decrease in the weight of the payload. The Express loads are a price point load that has a heavier payload.

What are your rifle primers made of? Most of our primers made of brass and/or brass-plated steel. There are some that are nickel-plated for identification purposes. To check if they are brass-plated you can use a magnet. If the primer sticks to the magnet, then the primer has a steel content. If it does not stick to the magnet, the primer is made primarily of brass. The substance in the primer is a proprietary mixture.

What is the thickness of the of the nickel plating on the R-P nickel-plated brass?

The nickel plating is typically only a few ten thousandths of an inch thick. Prior to the first loading, the inside of the case mouth should be chamfered slightly to remove the nickel that builds up due to electrical potential at an edge. This will allow the bullets to seat better. Some people actually have crushed rifle shells due to the nickel at the case mouth.

Does the nickel plating on brass increase the case length? The plating doesn't affect the overall length to any degree of significance. However, since the plating is a little harder than the brass and the brass surface is etched slightly to hold the nickel, case life is typically a little shorter than with a plain brass case.

Shotgun Ammunition:

Where can I find reloading information on Gun Club hulls? The Gun Club hull is a unibody SP. It's listed under this name in the Alliant Powder Reloader's Guide and in the Lyman Shotshell 4th edition. The Unibody SP hull can be black or green corrugated plastic with a high or low brass-plated steel cap. It does not have a separate plastic basewad. Beyond this information, you should check with powder manufacturer to see if any of their data applies to this hull.

Can I use the Hevi Shot Choke tube for waterfowl? If not what do you recommend?

No. We recommend an improved cylinder or modified choke tube for shooting waterfowl with a Hevi shot choke tube..

Accessories:

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Can I use a musket cap with the 209 conversion kit?

Yes you can. This kit is actually designed so that you can use musket caps, percussion caps, or 209 shotgun primers with the new 209 conversion kit

I have an old collectible knife and need some parts refurbished. Can I send my knife to you for repair? Unfortunately, we do not refurbish or replace parts for older, collectible knives. You can contact a gentleman named Del Baird who owns Del's Knife Repair at 423-562-6874 as he performs this service.

The Remington bullet knives are only warranted during the year of their production. We do not repair or replace after that year because it is a collector's knife.

The following repair facility may offer parts and refurbishment for collectible knives.

Del's Knife Repair
156 Tree Circle
Lafollette, TN 37666
423-562-6874

Is it possible to change the combination on my safe? The combination may be changed by a certified locksmith at your cost. We recommend advising us of the new combination so in the event the new combination is misplaced, we will have it on file.

If the combination is changed by someone other than a certified locksmith the warranty on the lock will be void. Neither Remington Arms nor S&G will be responsible for locksmith charges if the lock failure is due to changing the combination.

Will the safe accessories also work on my Remington gun cabinet? No, the safe accessories are not designed for the gun cabinet and will not fit. If additional parts are needed, please contact our Consumer Service Department at 800-243-9700, Monday – Friday, 9:00 am – 5:00 pm EST.

What is the warranty on the Remington gun cabinet? The term of Remington's Limited Warranty is one year from the date of purchase to the original purchaser. *Then include a link to the Gun Cabinet Warranty (which needs to be added to the website).*

Where can I purchase shelves for my gun safe?
These may be purchased by calling 1-800-247-5625 for Liberty Safes.

History:

Model Six

The Model Six autoloading rifle, introduced in 1981 and discontinued in 1987 featured many custom touches including Monte Carlo stock with cheekpiece, curved grip, flared fore-end, rich cut checkering, and a cartridge head imbedded in front of the receiver. Detachable sights, with flat faced front gold beads were also features on this fancier version of the Model 7600. Internal components, functioning, and reliability remained identical between the two models.

Mohawk 10-C

The Mohawk 10-C Autoloading Rifle was introduced in 1972 as a promotional rifle offered to distributors in large quantities at a special discount. It was essentially a Nylon 77 with a standard ten-round box magazine. A total of 128,358 Mohawk 10-C rifles were sold through 1978, although it was never listed in any Remington catalog.

Other Useful Links:
<http://www.remington.com/aboutus/history/mohawk10c.htm>

Model 12

Approximately 831,759 of these rifles were produced between 1909 and 1938. The Model 12 was offered in six different grades including the No. 1 Standard, the No. 2 Gallery Special, No. 3 Target, No. 4 Peerless, No. 5 Expert and No. 6 Premier.

Other Useful Links
<http://www.remington.com/aboutus/history/m12.htm>

Model 14

This durable hunting rifle was offered in five grades with retail prices ranging from \$34.90 for the basic Model 14A Standard Grade rifle to \$172.30 for the Model 14F Premier Grade Rifle. Other variations included the Model 14C Special Grade, Model 14D Peerless Grade and Model 14R Carbine. The Model 14 rifle was chambered for the same ammunition as Remington's Model 8 rifle-- .25 Remington, .30 Remington, .32 Remington and .35 Remington rimless centerfire ammunition.

Remington sold 125,056 Model 14 and Model 14 1/2 rifles and carbines between 1912 and 1935. In 1936 Model 14 firearms were replaced by Remington Model 141 "Gamemaster" rifles and carbines.

Other Useful Links:

<http://www.remington.com/aboutus/history/m14.htm>

Model 14 1/2

The Remington Model 14 1/2 Slide Action Sporting Rifle was introduced a year after the Model 14 rifle (1912). Remington's retail price list dated January 12, 1914, offered the No. 14 1/2-A Standard Grade Rifle (with 22 1/2-inch barrel and pistol-grip stock) for \$17.25 and the No. 14 1/2-R Carbine (with 18 1/2-inch barrel, straight-grip stock and saddle ring) for \$16.75. Both were chambered for .38-40 W.C.F. or .44-40 W.C.F. ammunition. The Model 14 1/2 was nearly identical to the Model 14 except for the chambering, barrel length and markings.

Remington sold 71,440 Model 14 and Model 14 1/2 rifles between 1912 and 1919. In all, 125,020 of these rifles were made in the twenty-three years of production through 1934, when they were discontinued and replaced by the Model 141 rifles.

Other Useful Links:

http://www.remington.com/aboutus/history/m14_1_2.htm

Model 31

Remington produced this model from 1931 to 1959. There were nearly 200,000 12-gauge, 16-gauge and 20-gauge shotguns produced during this time period.

Other Useful Links:

<http://www.remington.com/aboutus/history/m31.htm>

Nylon 77

The Nylon 77 was a spin-off from the Nylon 66 MB, but it had a five-round clip instead of a tubular magazine. A ten-round clip was optional. The Nylon 77 was produced for only three years, and was last featured in the 1971 Remington catalog. During that period a total of 15,327 rifles were sold. In 1972 Remington brought out a variation of the Nylon 77, renamed the Mohawk 10-C.

Other Useful Links:

<http://www.remington.com/aboutus/history/nylon77.htm>

Sportsman 78

The Sportsman 78 is a Model 700 in every sense of the word. It was introduced during the 1984 model year, though it was not catalogued until 1985. The Sportsman 78 filled the gap left by loss of the Model 788 Remington for an economy grade rifle. The change from the 788 to the Sportsman gave us a single system for its high power bolt action in which much of the wood and metal working machinery and inventory matched. The differences between the 700 ADL and the Sportsman are cosmetic. The bolt handle and stock are slick rather than checkered. The bolt body is not jeweled and the metal finish overall is shy of that seen on the ADL. It is also drilled and tapped for scope mounts and will use the same mounts designed for a Model 700 long action rifle. The Sportsman 78 was offered in .223 Remington, .243 Winchester, .308 Winchester, .270 Winchester, 7mm Remington Magnum and .30-06 Springfield.

Other Useful Links:

<http://www.remington.com/aboutus/history/m78sptmn.htm>

Model 541-X

In 1984, '85 and '86 Remington manufactured 9,077 Model 541-X small-bore, nine-pound target rifles for the U.S. military. The military designation of these rifles was M13.

The Model 541-X was inexpensively built to assure being the lowest bid on the military contract, although Remington quality came through in such features as wood-to-metal fit, a crowned muzzle, a metal balance block within the stock, and quality sling swivels and mounts.

These rifles had a twenty-seven-inch, heavy barrel with a Redfield No. 68 target globe front sight and Williams "Foolproof" micrometer rear sight, and a five-shot synthetic box magazine. The plain, one-piece, oil-finished hardwood stock had a full pistol grip and beavertail forearm and no checkering. U.S. was stamped over the serial number.

These rifles were only sold to the U.S. military and were never advertised in any Remington catalog or sporting arms brochure. All records related to this model were turned over to the government at the end of the production.

Model 721

We manufactured the Model 721 from 1948 until 1961. This rifle was the predecessor to the Model 700 with many of its best features surviving in the Model 700. Some of the features advertised in its introduction would include:

- Strongest bolt action of its time
- Light, streamlined, fast-pointing
- Exclusive encased bolt head
- Fine, crisp, match rifle trigger
- Rugged yet smooth and accurate throughout

Scope bases designed for Model 700 long action rifles should interchange with the Model 721. However, parts will not interchange.

I have an old Remington typewriter can you supply me with some detailed information?

Remington was in the typewriter business from 1873 until 1886. Our research shows that the last model actually built and sold by Remington was a Model 9. Although many typewriters still bear the Remington name, these typewriters were actually produced by Remington Typewriter Company. For more information about older typewriters, we would suggest you conduct a search using "antique typewriters" as your subject and locate one of the many websites devoted to collecting these fine machines. You may also wish to contact the Remington Society of America at www.remingtonsociety.com.

I have an old Parker side-by-side shotgun. Can you provide information about it?

Remington purchased the Parker Co., or Parker Bros., in 1934 and continued producing Parker guns until World War II. After the war Remington did not resume manufacturing this gun due to market demands. Consequently, at the request of Parker collectors, most records of the Parker Company were made available for their use. We would suggest that you contact the Parker Collectors Association for more information on these firearms. They can be reached at www.parkergun.org.

I have a Ducks Unlimited shotgun. When was it made? Over the company's history, Remington Arms has produced many guns for the benefit of wildlife conservation groups. Most

of these guns were sold as a commemorative edition or were produced to assist in fundraising efforts. Ducks Unlimited is one of the organizations fortunate enough to have several Remington guns carrying their insignia. In order to assist you with identifying your gun we would need a complete description of the gun including barrel length, choke constriction, any special markings, the serial number, and the barrel code (a two letter code on the left side of the barrel just past the gauge/shell length marking), etc. We will be happy to provide you with any information we have available.

Misc:

How can I get in touch with someone about the shooting school?

Unfortunately our Shooting School has been suspended indefinitely. Please contact 800-742-7053 for further information.

Does Remington have a sponsorship/donation program?

Thank you for thinking of the Remington Arms Company and offering us the opportunity to help assist with your event by providing a donation. Due to the thousands of requests we receive each year, we are unfortunately unable to provide free products to every worthy event and program. You can, however, send in a request for our promotional package on your departmental letterhead to the following address. Again, we appreciate your interest in Remington products.

Remington Arms Company
Attn: Donation Requests
PO Box 700
870 Remington Drive
Madison, NC 27025-0700

Do you have any interest in purchasing a Black Walnut tree?

Thank you for your kind offer. However, we are under contract with a company to provide our wooded products. These are specially "farmed" for us, therefore guaranteeing no foreign objects (such as nails and/or bullets). We would suggest that you contact a high school or college near you with a wood-working program; the students there may be grateful for such an offer.

Where can I find information on Remington saws and sawblades? We sold the parts of our company that makes and sells sawblades several years ago. You can contact Rem Grit at:

Rule Industrial
70 Blanchard Road
Burlington, MA 01803
617-772-5220

Where can I find Remington firearms, ammunition, and accessories?

Remington is unable to provide availability of products of independent dealers. Most dealers purchase their products through wholesalers and distributors. You can locate your nearest Remington dealer at http://remington-locator.custhelp.com/cgi-bin/remington_locator.cfg/php/loc/enduser/loc.php for product availability and pricing.

Where can I find information on Remington Hair Dryers, Shavers, Power Tools, Chainsaws...?

These products are not manufactured by Remington Arms Co. You may want to check with one of the following companies for assistance:

DESA International 1-800-972-7879
2701 Industrial Drive
Bowling Green, KY 42101
Telephone: (270) 781- 9600
Fax: (270) 781- 9400
Toll Free: 1-866-672-6040
www.desaint.com

Remington Products 1-800-736-4648
60 Main Street
Bridgeport, Connecticut 06604
TEL: 1-800-736-4648
www.remington-products.com

Products: men's and ladies' shavers, grooming and personal care products, and travel appliances

NOTE: Remington Products Company, L.L.C. is not affiliated with Remington Arms Company, Inc.

Remington Credit Card...

THE CONTOUR OF THE VARMINT BARRELS IS THICKER THAN THE ADL AND BDL, THEREFORE IT DOES NOT HEAT UP AS FAST.

WHAT STEEL OUR THE REMINGTON SHOTGUN BARRELS MADE OUT OF?

41-40 CHROME MOLY.

WHAT IS THE AVERAGE RECOIL OF A MODEL 700 .30-06?

I THINK THAT WE SHOULD PUT THE RECOIL CHART THAT FINK AND I CREATED ON THE WEB.

I sent my rebate information in several weeks ago, but don't have the check yet. Where's my money? Answer: Dear You. Our rebate issues are administered by a fulfillment company outside of Remington Arms Co., Inc. Please call the toll-free number on your rebate coupon (800-432-5807) for the status of your rebate request.

Shell Catchers

3. What are the benefits associated with the rate of twist?
ans. This rate of twist helps with stability. The bullet will have a better travel path resulting in better accuracy.

Can I use steel in my new Hevi-Shot choke tube?

Yes, steel may be used in the New Hevi-Shot choke tube.