

glassnewsTM

The UK's Only Industry Newspaper

Who reads us? Window, Door, Roof Fabricators & Installers,
IGU Manufacturers & all who are associated with glass & glazing.

Issue 9 | December 2011

TRADE NEWS – PAGE 8



UAP Limited is promising to open the door to increased profits for the uPVC market with its latest product range.

GLASS DEVELOPMENTS – PAGE 40



Sales for sealed unit manufacturer Olympic Glass have grown as much as 50% since using SWISSPACER warm edge spacer bars.

G11 AWARDS – PAGE 46



Glass News reports from the London Hilton, Park Lane, where this year's G11 Awards Presentation and Gala Dinner was held.

CASH INJECTED INTO GREEN DEAL

It was announced by the Treasury at the end of November that the government's plan to refurbish the UK's 14m inefficient homes will be kickstarted with £200m of incentives.

Danny Alexander, chief secretary to the Treasury, committed the cash, hoping that early adopters will take up the energy efficiency scheme and give confidence to business. The plan was revealed in

detail for Consultation by energy and climate change secretary Chris Huhne. From October 2012, it means that homeowners can take a loan to install insulation or other energy-saving measures. The aim is that their savings

in energy costs from the measures will be larger than the loan repayments.

The £200m funding could be worth hundreds of pounds to homeowners who to take up the deal in its first year, but how will that benefit

construction, and the glazing industry specifically? The GGF has been continuing its government lobbying on the subject, and the federation welcomed the Consultation, in the hope that it will provide clarity regarding

a number of issues of vital importance to the glass and glazing industry.

To contribute to the formal GGF response to the Green Deal Consultation, please contact gwillson@ggf.org.uk for further information.

THE AUTUMN STATEMENT – WILL IT HELP THE GLAZING INDUSTRY?

The end of November saw the inevitable autumn statement released to the public by Chancellor George Osbourne.

The statement was delivered alongside the publication of the Office for Budget Responsibility's (OBR) updated forecasts for growth and borrowing – which did not make for fun reading! The OBR stated that growth was slower than originally anticipated, and expected higher borrowing in each year of their forecast.

It was not all doom and gloom, however, as the announcement of permanent reductions in spending are there to ensure that the UK meets its fiscal targets, and some of those savings can be used short term to help fund investment in infrastructure to generate long-term growth. Alongside this, Osbourne announced measures to help households and businesses cope with higher inflation.

But will it help the glazing industry?

Well, not if you were hoping for early retirement, as the State Pension age has been raised to 67 between April 2026 and April

2028. However, small and medium sized businesses could benefit from. The statement also revealed that a new build indemnity scheme will be launched for builders and lenders in order to stimulate the construction of new homes, which could be good news for the glazing market. The other big (or 'only', depending on your view) announcement that could benefit our sector is the news that the first planned 3.02ppl rise in fuel duty will be deferred from January until 1 August 2012, while the second increase, which had been due on 1 August will be cancelled.

If you are looking to take on an apprentice, or are a young person wishing to enter the construction industry, the statement also introduces a Youth Contract worth a total of £940 million over the Spending Review period, in order to provide wage incentives for small firms to take on young apprentices and employees.

Whether these – albeit small – measures will benefit our industry during 2012 remains to be seen, but if you have benefitted, we'd love to hear from you, so get in touch the usual way.

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DECC PANEL ADDRESSES NIA CONFERENCE

The National Insulation Association (NIA) has held its annual conference with over 300 industry delegates and external guests attending Harrogate Conference Centre keen to hear more about preparations for the Government's Green Deal and Energy Company Obligation (ECO).

The annual event saw its largest ever attendance and was the first opportunity for open discussion amongst industry peers, and associated agencies about the current Green Deal Consultation document. A key highlight was the attendance of a full panel of senior officers from The Department of Energy and Climate Change (DECC) who addressed key issues and took open questions from members.

NIA Chief Executive, Neil Marshall, commented: "The conference was a great success but there are many changes facing the industry and the Green Deal and ECO are very much part of this. The attendance of key members of the Green Deal team is a clear indication of the key role that the insulation industry has in its success. Our members have a crucially important role in contributing to the Government's energy efficiency retrofitting agenda. The Green Deal and ECO have the potential to transform the UK's housing stock but there still remain a number of key areas that need to be addressed including:

- Additional support for Cavity Wall Insulation (CWI) and Loft Insulation (LI) to maintain sensible volumes under the Green Deal and ECO. Based on the current proposals CWI and LI volumes are expected to reduce dramatically after the Carbon Emission Reduction Target (CERT)



ends on 31/12/12. This would have serious implications for the industry in terms of jobs and the transition that is needed to SWI and result in lost carbon savings from low cost CWI and LI measures.

- Support and funding from Government for skills and training to support the tenfold increase in Solid Wall Insulation supply chain capacity that will be required.
- A high level Government backed consumer awareness and engagement programme and additional incentives to drive consumer uptake.

During the conference delegates were also addressed by key external speakers including Andrew Warren, David Strong and Brain Scannel, Chairs of Ministerial Green Deal Forums and representatives from Which? magazine, Kingfisher, The Energy Retail Association, Association for the Conservation of Energy, Price Waterhouse Cooper, The Local Government Association and the Solid Wall Insulation Guarantee Agency (SWIGA).

Closing the agenda, NIA Chairman, Tony Hardiman commented: "This year's conference is the biggest to date with over 300 people attending and it's been all about informing you, our members of the task ahead of us. We have major challenges going forward into 2012 with the Green Deal and ECO but we will be ready for them."

More details about the Green Deal and its effect on the insulation industry will be released continually in coming weeks.

Sit down with a cuppa, relax & unwind with your very own industry newspaper!

THANK YOU!

I was going to use my Editor's intro this month to talk a bit about the year that was 2011. However, we have an extensive review of the year on page 36, so instead I hope you will forgive me for using this column to express my gratitude.

As most of you will know, starting a new business is no easy task, and there are so many great publications targeting this sector that – I have to be honest – when Christina and I started out, I was apprehensive.

But, like our readers, we did our homework, put in the hours, and Glass News March/April 2011 was born. Then, it was just a case of waiting anxiously for the feedback. Wow! It was better than I ever could have expected, with support coming in from various corners of the marketplace. Words can't describe how proud I was when the launch issue arrived on my doorstep, but I recall a conversation between myself and Christina, where we repeatedly called the first issue our baby!

Since then we have been fortunate enough to pick up even more support ensuring the newspaper's regular growth, and for this we have to genuinely and enthusiastically thank all of our advertisers,

contributors, agencies, industry experts and anyone else who has helped us along our way. I personally would like to make a special mention of Danny Basden of WindowParts and Alan Fielder of Edgetech for their regular monthly editorial contributions, which have always been a joy to read.

Extending the personal thanks, I have to mention the lady herself, my publisher, Christina, whose brainchild the newspaper format was, and who employed me when I'd experienced some difficult times and continues to do so! I also have to thank Christina for some cracking nights out – I wish I could remember them more! But in all seriousness, much gratitude must also be expressed to the design gurus at hook-a-duck, without whom the words would not translate onto the page every month and make their way to the printers.

We hope we have done the glazing industry justice so far, and have some exciting plans for 2012, including a new website launch. So thank you for staying with us during our first year, we look forward to working with you in 2012 and beyond. But in the meantime, have a wonderful Christmas, and here's to a prosperous New Year.

Congratulations to all our winners! Good Luck in this months Time Out pages!

Last months crossword solution



November Competition Winners!

- Sudoku:**
Mrs A Harries, Kent
- Crossword:**
Mrs A Harries, Kent
- Spot The Difference:**
Dee Letap, Surrey
- Eye Spy:**
Kathy Wilkinson, Worcester

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NEW FACTORY HELPS INCREASE CAPACITY

Arrow Homecare are proud to announce their new trade only supply for PVCu window frames, doors, conservatories and sealed glazing units.

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and conservatories incorporating the new Planitherm soft coated glass in a multitude of sizes offering a turn around time of five to seven working days.

The new factory has the capacity to produce in excess of three thousand

units per week based in Scunthorpe, North Lincolnshire.

Any interested trade customers should call their Commercial Account Manager, Phil Mancey on 07788 132649 to discuss your requirements in detail.

GGF IN GREEN DEAL PRIVATE MEETING WITH ENERGY MINISTER

Following the Glass and Glazing Federation's attendance at the House of Commons Briefing with the Federation of Small Businesses and the Federation of Master Builders on Thursday, 3 November 2011, GGF Chief Executive, Nigel Rees had a private meeting with Greg Barker MP, Minister of Energy and Climate Change and Lord McLean on Tuesday 9th November at the Department of Energy and Climate Change to discuss the detail of Green Deal and how it will work for the Glass and Glazing Industry.



ensure that the Government hits its target of making 14 million homes energy efficient by 2020."

In the meeting Greg Barker understood the frustration caused by the delay in the Green Deal Consultation and informed that it is still a few weeks away, insisting that once published, the Consultation would explain how the Green Deal will work.

Nigel Rees concluded, "Last week at the Parliamentary Briefing the Federation and the window industry were mentioned throughout the talks. The private meeting last night was an excellent direct discussion with Government that consolidates the view that the Government considers windows as an integral part of Green Deal"

Overall both meetings were excellent sessions with many encouraging words for the Federation and the Industry from Government. They were adamant that SMEs and windows will both play major roles in Green Deal. The Consultation should

iron out the detail and how Green Deal will transpire. Meanwhile, the GGF is gearing up for its Green Deal Debate on November 17th in the Midlands. At the debate, GGF members will be invited to air their views and concerns on all elements of Green Deal.

The GGF Green Deal Debate is a members only event and all members are invited to attend. If you are a GGF member and would like to attend this key event then please contact Bridie Joyce to book your place on bjoyce@ggf.org.uk or telephone 020 7939 9109.

Find out more:

Go to the GGF Green Deal FAQs: <http://www.ggf.org.uk/green-deal-faqs>

Read more on the Energy Bill: <http://services.parliament.uk/bills/2010-11/energyhl.html>

Read more on DECC's Green Deal statement: http://www.decc.gov.uk/en/content/cms/news/pn11_83/pn11_83.aspx

For further information go to: www.ggf.org.uk

SERVICE AND SUPPORT ONLINE

Universal Arches' new website is now 12 months old and visitor numbers continue to increase for supporting information, online ordering and most impressively of all, the 2-way HD video support facility at www.universalarches.com.

Not only has the UK's leading bending specialist got a team of expert support personnel and proven marketing literature, but feedback from both new and existing customers has shown that the website is an important portal for all information relating to shaped PVCu frames. The company is also one of the leading companies in the glazing industry to harness Twitter and has promised a £500 donation to UNICEF once they achieve 1,000 followers. They currently stand at 788.

Nearly all companies in the glazing industry now have some sort of web

presence, but the secret is navigation and content. Given the bespoke nature of the products manufactured by Universal Arches, it's been important not only to add standard products from their catalogue to the online ordering section of the website, but the facility to upload bespoke designs for order processing and quotation.

The customer support function at Universal Arches has for many years supported their customer network. But the integration of a live 2-way HD video facility provides real face to face support. Visitors to the website only need a set of speakers and a webcam and they can interact directly with a member of staff.

Rather than the sending of several faxes each way, customers can now query designs and drawings in real time, speeding up and simplifying the ordering process. Alternatively



company staff can help users navigate on the website through the online ordering system using the 2-way video link. It's proven to be a dynamic means to support customers and demand is increasingly daily.

The company has taken a great deal of pride in the support they offer, something recognised when they were awarded the coveted G09 Specialist of the Year. Since then there's been further investment in the factory, new delivery systems, option of a fully glazed service directly to customers and a new colour service, all available within 7 days.

For further information log on to www.universalarches.com, call the sales office on 01744 612844 or help them reach 1,000 followers on Twitter @universalarches.

TRAINING DAY FOR NETWORK VEKA MEMBERS

'Make More Profit with Network VEKA' was the objective of the sales training seminar that members of the respected trade organisation recently attended.

The two training days were presented by Balls 2 Marketing to around 24 Network VEKA members in Burnley and Reading and the aim of the programme was to help members change the markets that they sell to, opening up new ways of selling windows and doors.

Sarah Ball who delivered the training said: "The great thing about this programme was that it had been designed specifically to Network VEKA and was tailored to target its members needs exactly. A lot of training seminars can often be too

general, but those who attended were able to take a lot from the programme as it was specific to their products and their market."

Steve Hancox, MD of Staffordshire installer member Goliath Homeworld, attended the Burnley training day and said: "The training day was



a good success, it was well attended and invited lots of audience participation and open discussions.

"We found that the programme was a good refresher, with a lot of older methods of selling making a comeback, and we have already made some changes and put in to place things that were suggested at the training day. I would definitely recommend it to other Network VEKA members."

Network VEKA chose Balls 2 Marketing to deliver the programme as they offer specific self marketing strategies for the glazing and construction industry, with Sarah boasting 28 years experience in the industry.

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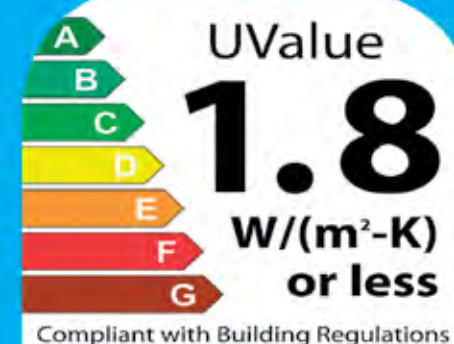


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HARD WINTERS TAKE THEIR TOLL ON FERROUS STEEL, ZINC AND ALUMINIUM BASED EXTERIOR DOOR FURNITURE

Tony Chadwick, Managing Director of the Trojan Group, like many others in the industry, is becoming increasingly aware of the harm our hard winters can do to ferrous steel, zinc or aluminium based painted or plated exterior door furniture such as handles and letter plates.

Tony explains, “Salt, acid erosion or a damaged surface will eventually result in corrosion on zinc-based plated products and sooner or later they will show signs of failure. The hard winters we’ve had recently have speeded up the process for many products.”

Most products in the industry, including Trojan’s, are certified as having achieved the current BS EN Grade 4 or 5 standard – an indication of having achieved 240/480 hours corrosion resistance and the highest grade available – yet some are still failing. This is something that concerns Tony. “If products are classed as meeting the highest standards, but are not able to withstand the climate, that suggests that the standard needs reviewing.”

As a result of the effects of acid erosion, there is an increasing demand from fabricators and installers for alternatives to ferrous, aluminium or zinc-based



products such as those made from stainless steel. But to date, many manufacturers have struggled to bring such products to market at a viable price.

However, Trojan’s reputation for innovation has been demonstrated once again. The products in the company’s range of all stainless letter plates, door handles, T-hinges, knockers, letters and numerals comfortably exceed the current BS EN requirements

and come with a 25 year guarantee and a competitive price tag.

With anecdotal evidence suggesting that the costs of recalls and site visits are starting to impact on bottom lines, especially on tight margins, it makes increasing sense to invest in Trojan stainless steel every time. Trust Trojan to come up with the solution.

Tel: 01922 713933
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PHOENIX DOOR PANELS LAUNCHES ALL-NEW COMPOSITE DOOR ‘LIFESTYLE’ BROCHURE



Phoenix Door Panels, one of the UK’s largest domestic replacement door manufacturers, has launched its all-new, lifestyle-themed composite door brochure specifically designed to appeal to consumers.

The glossy brochure’s 40 pages showcase the entire County Collection Composite Door range using location photographs of Phoenix composite doors installed in customers’ homes. It is available direct from the company or downloaded via the website at www.phoenixdoorpanels.co.uk.

Featuring colours, glass and hardware options for each style, the retail brochure also contains helpful information for homeowners

on the performance, maintenance and security benefits of GRP composite doors along with full technical specifications.

Recently-introduced niche GRP products, such as the Door and a Half, Stable Doors, Twin Doors and Contemporary Composite Door ranges are also covered in a dedicated Special Options section highlighting solutions for bespoke applications.

“It’s our most comprehensive brochure to date and is aimed at providing installers with a powerful and persuasive selling tool to help win them more business and close sales,” explains Phoenix National Sales Manager, Haydon Statham. “Rather than use studio shots of our products, we wanted to sell aspirational ideas to prospective purchasers so they could visualise how a new entrance door would look on their properties,” added Haydon. “And judging by how well it’s been received, we think we’ve succeeded!”

Contact Phoenix Door Panels on 01487 740469, email info@phoenixdoorpanels.co.uk or visit the website at www.phoenixdoorpanels.co.uk.

DON'T MISS OUT ON THE NEXT ISSUE!

Contact our sales team on: 07805 051322
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or keely_portway@yahoo.co.uk

£1 MILLION CONTRACTS IN TWO WEEKS FOR SHEERFRAME WINDOWMAKER

Sheerframe windowmaker Coalville Glass has won new contracts totalling over £1 million in value in just two weeks in October.

The family-run Leicestershire business which specialises in serving the new build sector has seen a flood of new orders from five different house builders to supply and install windows at sites across the Midlands.

Says MD Ray Whitehorn: “We’ve been making Sheerframe windows since 1989 and have seen ups and downs in the market in the past twenty or so years. There’s no doubt that for the past couple of years the new build sector has been a tough place to be. With systems supplier L.B. Plastics, we have worked hard during that time to win business and

to maintain our reputation for quality and service delivery. That hard work is clearly paying dividends as the market shows signs of recovery.”

In addition to work for Miller Homes – Coalville Glass is currently working on their impressive Miller Point development in Coventry – the team has won contracts with Persimmon Homes in Leicestershire and at two Linden Homes sites in the East Midlands. Coalville is has just been selected to supply and fit Sheerframe windows for CameronHomes and continues to win work for Peverill Homes.

Sheerframe director David Strang says that Coalville Glass is one of many Sheerframe

new build sector fabricators currently seeing an upturn in fortunes.

“The system is widely specified and we are continually introducing innovative new products and features which give the Sheerframe fabricators an added edge. As housebuilders move towards zero carbon homes, the merits of Sheerframe windows come to the fore.”

In addition to its new build successes Coalville Glass is also reporting an upturn in its retail business locally with strong demand for the Sheerframe bi-fold doors option. The company plans to relaunch its trade operation, serving regional builders, window and conservatory installers, in the New Year

and is currently promoting its “service pledge” to house builder clients.

For information about Coalville Glass & Glazing visit www.coalvilleglass.co.uk

For information about Sheerframe windows and doors visit www.sheerframe.co.uk



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UAP CAN UNLOCK PROFIT FOR YOUR BUSINESS

Door hardware and security specialist UAP Limited is promising to open the door to increased profits for the uPVC market with its latest product range.

UAP say their new range will make adding additional security to entrance doors quicker, easier and more profitable than ever before - meaning that businesses can appeal to wider markets by simply investing in these low-cost and easy to fit products.

UAP's Managing Director David Jennings explains: "Today UAP continues to strive to be the best in the industry and, by listening to exactly what it is that homeowners want and moving with changing markets, our latest range reflects both the modern



need for stylish security solutions and, the need for cost-effective products that offer greater profit margins for the installer.

We recognize that homeowners are crying out for extra entry door security and UAP have a top anti-theft list which can transform a weak, defenceless door into a protective barrier to precious property."

These five essential products UAP recommends are: UAP+

Zero Lift Kitemark Cylinder, UAP Anti-Vandal Letter Plate, UAP Door Viewer, UAP Identity Card Slot and UAP Security Chain.

"We want to make it clear that for businesses in the uPVC market, increasing security on entrance doors is far easier and much more cost effective than you might think." David continues. "It's very simple to do as all our products are easy to fit, low cost to buy, and offer great profit potential. UAP can help vastly improve your company's overall appeal to wider markets with simple, low cost additions to entrance door security.

"We know today's homeowners need style as well as substance and, to ensure that every requirement is met, all UAP's

door hardware products are available in a complete range of sizes, materials and finishes to match and are covered by a guarantee of up to ten years. With many products, extras come as standard and are also available with enhanced features, such as Anti-Vandal design, Nanocoast weather corrosion resistant technology or Salamander one hour fire check protection."

The Manchester based company has been supplying the industry with high-quality, stylish and cost-effective door hardware and door security products for over 15 years and their latest catalogue is packed with an ever-expanding range of products, from door knockers, viewers, letter

plates, letters and numerals, through to hinges, chains and cylinder locks.

On top of all this, David Jennings has recently assured all customers that UAP will not see any increases in pricing in the near future, promising that customers can enjoy price stability, along with great service, products and quality.

"We see many companies take a price increase positive policy where they are keen to put in price increases as soon as any market shifts, but at UAP Tradelocks we view this policy as being simply wrong," explains David.

"We take a much more customer friendly approach. We balance the various complex factors and then make a decision. This has



resulted in us having just two modest price increases in the past four years."

If you'd like to find out more about how UAP's range of door hardware and security products can benefit you and your business, please ring the Sales Department on 0161 796 7268 or visit www.universal-imports.com.

Free brochures are available upon request or to download online.

COMMUNITY LEADERS SUPPORT NEW APPRENTICESHIP INITIATIVE

A decline in the number of apprentices entering the construction sector and the increase in the number of unemployed under 25-year olds, has given rise to a new initiative aimed at strengthening communities and offering young people skills and advancement in the building industry.

The initiative, launched this week by CC Developments UK 2007 Ltd, has been given a much-welcomed reception by community development schemes in London and its surrounding boroughs.

Darren Bolger, Managing Director of CC Developments UK, with over 20 years experience in the industry said: "The introduction of the new initiatives will offer builders, tradesmen and professional service providers within the construction sector the opportunity to work in their immediate communities through our accreditation scheme. Through our Apprenticeship Scheme, we are also providing under 25-year-olds the opportunity to access the construction sector, working with professional companies and

offering them the chance to build on their future, resulting in long-term vocational careers within the building and construction industry."

Statistics released by ONS (Office for National Statistics) revealed last week that unemployment within the under-25 year old age bracket has hit the highest level since 1992 with figures resting at 1.2million.

Further research by BIS (Business Innovation and Skills) reveal a decline in the number of apprenticeship starts for the construction sectors, compared to 2008/2009 and only a 5% increase up from last year.

The apprenticeship scheme launched by CC Developments UK 2007 Ltd is being piloted in and around London and it's surrounding boroughs and is forecast to provide up to 1000 apprenticeships within the first year. The scheme will be driven nationally in regional phases throughout 2012/2013.

Mr. Bolger further added: "The apprenticeship schemes will offer under-25-year-olds

the opportunity to work on projects within their communities. Partnerships, which we have forged through community link building, will provide the necessary mentoring to deliver long-term strategies, work and continued progress to all apprentices under our scheme.

"Under the accreditation umbrella of A.C.E (Academy of Construction Excellence) scheme, builders, construction companies and personnel will be offered building projects in their own localities, driving construction to local and community levels, thus economically strengthening each community and offering young people in the area work and training and vocationally long-term prospects."

Kevin Jenkins, OBE, co-founder of Community Links, who received the Overall Beacon Fellowship Award in 2001 for 30-years of building communities with young people welcomed the initiative. Mr. Jenkins said: "The Apprenticeship Programme launched by CC Developments will no

doubt have a positive impact on both communities and young people in general. The scheme will enable unemployed youngsters to move on in a difficult time and to give them a chance to build their futures. This is a wonderful initiative."

Community Links, an East London charity works with over 30,000 people each year, working within one of the most deprived areas in the UK. The charity, which ran the most successful New Deal project in London and the South East, also advises people about benefits, housing and debt problems. Last year alone, Community Links ran youth clubs and children's activities for almost 4000 young people.

Kevin Everard and David Morris of the SIP (Specialist Intervention Providers) scheme will also be working alongside the Apprenticeship Initiative. SIP, which works extensively with young people, provides mentoring and offers alternatives, steering young people away from crime culture, instead offering them choices, which would otherwise be out of their scope.

The organization, ran by Mr. Everard and Mr. Morris is backed by the Home Office, provides quality training to young people and professionals in an effort to make the UK a safer place. Through the training that both Kevin and David have provided, 300,000 youngsters have benefited since the pair first launched in 1998.

In response to CC Development's Initiative, Mr Morris, a former police officer, said: "Having worked with thousands of young people from some of the most deprived areas of the Country, I have seen so many of them fall into a criminal lifestyle. They see no legal opportunities to provide a future for themselves."

"At last, with CC Development's scheme, any young person has a viable alternative. With dedication and hard work, any young person can learn skills, which will provide a future for them and their family."

Equally enthused by the Initiative, Mr. Everard also a former police officer said: "Having worked on

community based projects since 1998 predominately with young people, one of the main issues effecting the prospects of their future is that they struggle to find employment. The Apprenticeship scheme will provide opportunities that have not been there in the past."

"Through our experience, positive relationships built through work can replace negative relationships built through inner-city gangs and provide a positive identity and a sense of self-worth in young people."

Zac Goldsmith, Conservative MP for Richmond Park & North Kingston also supports the Initiative. Mr Goldsmith said: "Apprenticeships offer the best possible preparation for young adults, particularly at a time where jobs are short and university qualifications have been devalued. This is a very valuable initiative and I wish it well."

Building and construction sector companies can call Eric Churet on 0203 405 2553 for more information about A.C.E. membership.

FUHR 'HOLIDAY LOCK' ENSURES SECURITY & PEACE OF MIND FOR HOMEOWNERS

Meeting both BS10621 functionality and NHBC requirements FUHR'S new 'HOLIDAY LOCK' provides a double deadlock when a dwelling is unoccupied.

FUHR, one of the industries oldest and best respected manufacturers of door locks, has launched the 'HOLIDAY LOCK' - a 5 lever deadbolt mechanism that is attached to their conventional multipoint lock immediately above the main lock case: The new 'HOLIDAY LOCK' throws a small deadbolt through the drive bar, and through the faceplate, but with no projection past the faceplate.

It jams the drive bar, meaning that the multipoint lock is double deadlocked when the dwelling is unoccupied.

Tests have proved the resulting lock to be exceptionally strong.

The FUHR MULTISAFE lock itself has passed many PAS 23/24 tests for fabricators who use the FUHR locking system, however with the increasing threat of cylinder bumping and snapping, FUHR realised that a new solution was needed to meet forthcoming BS standards.

Whilst a lot has been done by Euro profile cylinder manufacturers to increase security the solution developed by FUHR is relatively inexpensive whilst conforming to both the latest NHBC requirements for enhanced security whilst a dwelling is unoccupied, and to the functionality of BS10621.

The new 'HOLIDAY LOCK' comes pre-mounted on the FUHR MULTISAFE multipoint lock with latch, deadbolt and two hooks, with a 20mm wide faceplate and rounded ends - a lock format which has now become the norm for composite doors going into the new build sector.

It is also available in split spindle format, so the final choice of lever/lever or split spindle operation can be made by the customer, and can even be changed later by the householder simply by changing the spindle from one to the other as required.

Ian Ward MD of FUHR UK commented "This is yet another example of FUHR's commitment to meet the specific demands of the UK market.

FUHR appreciates that the German and UK markets are very different; the commitment to producing a traditional UK 5 lever locking mechanism in our own factory reflects a strategic decision to concentrate on meeting the needs of the British marketplace.

This has been supported by FUHR's major investment in the UK to provide an infrastructure which will guarantee that FUHR is not only competitively priced but in a position to respond quickly to the needs of our UK customers.

Talking to the new build sector, we know that the latest NHBC guidelines for enhanced security of unoccupied dwellings are driving the demand for an even more secure product.

The fact that the new 'HOLIDAY LOCK' meets the functionality of BS10621 and in combination with the multipoint lock meets the physical security aspects of the draft specification of BS10621 means that the launch of FUHR's new HOLIDAY LOCK has already been well received.

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FURTHER INVESTMENT AT SOLIDOR

Leading composite door company, Solidor, have just completed the first phase of their ongoing investment programme, as the company continues to set sales records in each month in 2011.

The impressive sales statistics have now been supported with a new capital investment programme, to help maintain the impressive statistics and to further the growth of the Solidor network into 2012 and beyond. New machinery has been the primary focus with a new fourth CNC machine added to the existing three, along with a new P Machine door frame router, edge bander, double headed welder and vertical panel saw.

As the delivery fleet expands to cope with the increase in demand for Solidor's 2nd generation composite doors, the company has purchased a brand new purpose built low-loader Supertruck, from the industry specialists. This will help support the nationwide distribution of



products from Solidor and sister company, Nice Door Panels to companies such as Affordable Windows, Conservatory Outlet, CWG Choices, Everglade and Swift Frame.

In addition to the capital equipment, Solidor have also invested in the people side of the business, a philosophy that the company has been built upon. Cameron Edmonds started as an apprentice back in 2005 and has now moved into a more customer facing role, along with the introduction of Danny Barnett who brings with him over 15 years' experience in the plastics industries. There are also 6 new production staff and

a fourth dedicated driver, taking the workforce to over 50 in total.

The very latest quality standards have also been introduced across the business and the BM TRADA Q-Mark is the latest achievement, this is regarded as one of the most rigorous certification processes available for construction products. This sits alongside the existing standards of BSI ISO 9001, PAS23/24 and Secured by Design accreditation.

Gareth Mobley, managing director of Solidor, comments: "We've experienced a surge in growth over the last 18 months and with it now put in place an investment programme to support further growth. Installers are now realising that not all composite doors are the same. Some have more USP's than others and that we believe sets us apart!"

Tel: 01782 311191

3D BECOMES HORNSCHUCH'S UK AGENT

3D Laminates Ltd has been appointed the sole UK agent for all Hornschuch PVCu window and door grade foils from their Techprofil and Techform foil ranges, with effect from early January 2012.

This important strategic venture with Konrad Hornschuch AG, will see 3D take on all responsibility for the sales and marketing of their impressive range of foils, building on their existing 7 year relationship with Hornschuch in the development of their CoolSkin™ technology for door skins.

Hornschuch has already built an impressive global reputation for their products and can now boast over 80 sales offices across several continents.

3D will harness their considerable experience of the UK market and will look to make an immediate impact.

The Techprofil range includes over 50 different finishes including white and cream, all backed with a comprehensive and extensive 10 year warranty and can be used on standard foil lamination machinery. With one dominant player supplying window grade



From left to right: Vince Richardson and Mark Lofthouse (3D Laminates) and Rainer Irouschek (Hornschuch).

foils in the UK, 3D believe that they have a product range that can directly compete and that includes the enhanced Cool Colors range for extremes in temperature.

Mark Lofthouse, managing director of 3D Laminates comments: "We've built an impressive reputation for our CoolSkin sheets and are looking to expand our long-term relationship with Hornschuch in the window grade foil market."

"There are a lot of exciting technological developments coming from Hornschuch and we're excited about introducing these to the UK market."

For further information contact 3D Laminates on 01535 603007 or log on to www.3d-laminates.com.

LOW CARBON FULLY RECYCLED WINDOWS SUPPLIED TO SHELTERED HOUSING SCHEME

Advanced performance thermally efficient windows, featuring frames manufactured solely from recycled PVC-U, have been supplied to a Birmingham sheltered housing scheme.

Manufactured by Framexpress and installed by lead contractor, Berben Group, 128 recycled windows were specified by Yardley Great Trust at its Foliot Fields site, a supported living scheme for older people.

Made using the new recycled low carbon RECO22 window framing system from Profile 22, the carbon footprint of the extruded window profile is just six per cent of that manufactured using virgin material.

The first window system to secure a dedicated A+ rating across all domestic applications from the BRE earlier this year, the specification of RECO22 by the Trust, provides a strong fit to its own commitment to the sustainable management of its property portfolio.

Lynn Bailey, housing manager, Yardley Great Trust, said: "We try and instil a positive approach to sustainability in all of our activity from supporting residents in reducing waste to working with local suppliers and the specification, wherever possible, of products that we feel fit with our own commitments to the environment.

"At Foliot Fields we wanted to make properties warmer and importantly more secure for residents but we also looked at environmental impact and ongoing maintenance costs. We felt that this particular specification was the strongest fit to our own values."

The 31 properties at Foliot Fields were built by Yardley Great Trust in 1984. A



registered charity, the Trust was founded in 1955 and aims to relieve poverty through grants, as well as providing care and housing to older people throughout the Birmingham area.

As residents remained in occupancy throughout the project, full consultation with them and close working between partners formed a central tenet of project delivery.

Barry Nunes, commercial sales manager, Berben, said: "Window replacement isn't in itself disruptive but as the residents were elderly and some had mobility issues, the project team worked closely with Yardley Great Trust to make sure that disruption was kept to an absolute minimum and that the specific requirements of those individuals were met in full.

"We found that once installed the feedback we had was very positive, residents felt warmer but also fed back positively as to the ease

of use and in particular an increased sense of security and sound proofing."

RECO22 was launched by Profile 22 last year, bringing together the commercial window systems specialist's expertise in extrusion and innovation in recycling and the recovery of waste and end of life PVC-U, developed by parent company, the Epwin Group.

In addition to cutting the carbon footprint of extruded framing material to just six per cent of that of virgin material, a triple glazed option means that RECO22 delivers an advanced thermal performance achieving u-values (the measure of thermal insulation) as low as 0.8 W/m²K.

Andrew Reid, Commercial development director, Profile 22 said: "In recovering and recycling old material and closing the loop on the recycling process by re-using that material in an advanced generation of low maintenance and energy efficient products we believe we are adding value in our offer to social housing providers.

"In RECO22 we are able to offer social housing providers a low maintenance, low carbon and energy efficient window option. We believe that goes a long way to supporting them in meeting targets, not just of environmental sustainability but also the long term sustainability of housing maintenance budgets."

To find out about Profile 22's advanced performance energy efficient window and door systems visit www.profile22.co.uk or call 01952 290910.

For more information on Berben visit www.berben.co.uk or call 0121 7896369.

To find out more about Framexpress visit www.framexpress.co.uk or call 01952 581100.

NEW ECOCLEAR CONSUMER DVD RELEASED

Solaglas' new consumer DVD to promote EcoClear® with Planitherm® inside is now available to all EcoClear fabricator and installer customers.

The award winning sealed unit business of Saint-Gobain filmed the new video in August and uploaded it online shortly after at www.solaglasathome.co.uk. Four thousand DVDs have now been produced and will be distributed to customers from December.

The new DVD is part of a major marketing campaign to communicate EcoClear with Planitherm inside as

the best double and triple glazed unit for windows and doors. All EcoClear branded sealed units now include Planitherm as standard. Planitherm, as seen on TV and in consumer magazines, is Saint-Gobain's innovative energy efficient glass coating and Solaglas is the market leading expert in Planitherm.

Each fabricator customer is being given enough copies of the DVD to help them, and their installer customers, sell the advantages of energy efficient windows to homeowners.

Marketing Manager Matt Kirby says: "We're very

excited about EcoClear's new DVD and it will make a big difference to installers selling in the home. Energy saving is a hot topic in the trade and among consumers. The DVD explains simply and clearly the savings in energy and money homeowners stand to gain by making sure their windows are installed with EcoClear sealed units, as well as the aesthetic benefits from the virtual elimination of internal condensation to perfectly clear glass with no haze or tint. The new DVD is just one of the many ways we are helping customers win new business."



EcoClear's new DVD available to customers.

For a copy of the DVD call your sales representative or dial 0870 606 2004. To view the video online visit www.solaglasathome.co.uk.

CRITTALL KEEPS FAITH WITH COUNTRY HOUSE CHARM

Properties on one of England's most famous country estates have had their windows replaced using modern versions of the original Universal Suite steel frames.

The historic home of the Duke of Devonshire is regarded as one of the finest country houses ever built and it is frequently featured as the setting for television programmes

or films, as well as being a very desirable wedding venue. The extensive estate, meanwhile, contains many smaller properties, including a group of eight cottages in a settlement known as Pilsley.

Here, Crittall Windows' Midlands based distributor has undertaken a carefully planned replacement contract on behalf of Chatsworth's Building Department: removing the old steel windows and

installing the manufacturer's tried and trusted Homelight units. KJA Services fitted more than 80 of the double-glazed and corrosion protected replacements over a period of two months.

The Estates Manager for Chatsworth, Malcolm Holland comments: "There are eight cottages in two groups of four, dating from 1959, which are occupied by retired staff from the estate,

or private tenants. These were the original windows that we had to replace – also manufactured by Crittall – but they were obviously ungalvanized and featured a single pane of glass."



SYNSEAL ACQUIRES IGU PROCESSING CAPABILITY

Synseal Extrusions Ltd has announced the acquisition of the assets of Midland Glass Ltd, the Mansfield-based insulated glass unit manufacturer.

Synseal has purchased the production machinery and associated handling equipment in a move that greatly extends Synseal's support capabilities for its customers, in addition to offering excellent potential for future product development. Synseal will operate its glass division from the 43,000 feet² premises formerly occupied by MGL.

This news coincided with announcement of three new managers joining Synseal to head up the company's foray into the IGU market. Mark Cerrone (formerly of MGL) has been appointed Glass Manufacturing Manager,

Kelly Toor (formerly of MGL) has been appointed Customer Services Manager and Brian McDonald (formerly of Hegler) has been appointed Commercial Manager.

Explaining the decision David Leng, Synseal Chief Executive said: "We have seen a steady movement from polycarbonate to glass in conservatory roofs and our demand for glass for our bespoke vertical sliding windows range is growing at a very healthy rate. Enquiries are also building for our new triple glazed system so it makes sense for us to be able to offer IGUs to our customers, in addition to engaging ourselves with the technical side of glass manufacture.

As the performance of replacement windows



(Left to Right) Brian McDonald - Commercial Manager, Steve Musgrave - Manufacturing Director, Kelly Toor - Customer Services Manager, Mark Cerrone - Manufacturing Manager, David Leng - Chief Executive.

and conservatories is now inextricably interdependent it will give us a great advantage to engineer both the profile and the IGU in parallel to ensure that the most cost effective solution can be delivered to the market" added David.

"This offers us an excellent opportunity just at the right

time. I am also delighted that we were able to secure such good quality people to take this forward. We are looking at a number of other acquisitions in the glass and glass related sector and will expand our capability when possible, and it is crucial that we have the right people to work with us."

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POSITIVE RESPONSE TO GGF GREEN DEAL DEBATE

The GGF Green Deal Debate captured the interest of many GGF Members and the Federation was pleased that members of all sizes, profiles and regions across the UK attended on Thursday November 17th in Birmingham.

The event was moved to a larger venue to accommodate the numbers attending and included presentations from Giles Willson, GGF Deputy CEO and Director of Technical Affairs as well as Pamela Mulcahy of GK Political – the lobbying firm that has worked closely with GGF on Green Deal from the outset.

Giles Willson commented on the response from members, “The GGF Green Deal Debate provided essential background knowledge and facts for the Government’s initiative for energy efficient measures but more importantly it gave our membership a great platform to air their views and concerns. As a result, this has equipped the GGF with genuine industry feed back to start work on the Green Deal Consultation document which DECC (Department of Energy and Climate Change) are about to publish soon.”

The debate included presentations, Q&A sessions and break off workgroups to allow members the opportunity to discuss the burning issues on the Government’s flagship policy.

Pamela Mulcahy commented, “It was great to members and to have the opportunity to update them on the work GK Political has been doing on behalf of the GGF. We feel it’s highly important that we’re able to provide members with as much information as possible about the Green Deal. We’ll continue to work with government to achieve

the best possible solution for GGF members, and hope that the soon to be published consultation document will contain workable models for Green Deal provision that will guarantee access to the market for members of all sizes.”

GGF Members Comments on the GGF Green Deal Debate

“It often difficult to get a handle on what’s fact and what’s fiction on Green Deal and until the consultation is released, nobody truly knows the facts. That said, one source that’s always dependable is the GGF. They may not have all the answers but they have been at the forefront of discussions with Government for the past two years. This GGF Green Deal Debate updated Members with current thinking, objections and opportunities that may present themselves. Warmly supported by a strong attendance from

members, workshop groups enabled in-depth review of every segment of Green Deal and being in small groups allowed 100% participation and contributions, ensuring GGF fully received members’ views which will help the Federation lobby policy makers for manageable energy reduction schemes. It was an excellent and worthwhile event....

Chairman of the event and Chairman of the GGF Home Improvement Executive Chairman, Alan Burgess, Owner/Managing Director of Masterframe

“It was a really refreshing and informative debate. I got the sense that the GGF were really on the ball with the Green Deal developments to date, but that they were also extremely eager to hear from their members as to how the Government could improve it for our industry. The GGF have made some excellent contacts with the people in Government driving this

initiative and they are well placed to ensure that the views of its members are listened too. There was a wide variety of companies both large and small at the debate and some excellent ideas were put forward.”... Mark Warren, Managing Director of Lister Trade Frames.

“The Government’s Green Deal program presents great challenges for the Industry and the GGF Members debated the impact of the Government’s Green Deal. It was good that companies of all sizes came together for a constructive day of learning, debate and policy formation. The GGF’s organisation of a members’ only event in which to understand and debate all the issues was of great benefit to all involved...” Martin Tarrant-Jones, Chairman of Crystal Windows & Doors Ltd

“An extremely well organised event that helped give some perspective to the different issues facing both large and small GGF member companies within the Federation. It was a great shame that the final Green Deal Consultation document hasn’t been published, though I believe everyone left the day with a better understanding and also feeling a little less threatened. There’s been a lot of good work from GK Political and GGF, hopefully we can now get a robust solution that’s simple to work with and benefits all members.”... Grant Matthews, Head of Product Development, Everest Windows.

This was an excellent GGF event that debated the controversial subject of the Green Deal in relation to the window industry. Though I feel the majority of the delegates who attended still have reservations as to the benefit to the Green Deal, I sensed a warm approval and acknowledgement from



GGF Members that their understanding of the Green deal had been enhanced. I am sure all the delegates now eagerly await the publication of the proposals in order to formulate a response to the Government’s Green Deal Consultation... Shaun McAllister, Divisional Operations Director Anglian Windows.

“A very well organised event hosted by the GGF today with very grown up discussion about the potential opportunities or threats of Green Deal. I went to the meeting with an open mind about the Green Deal, and now I am more aware of the potential threats and opportunities for the industry.”... Matthew Glover, Owner of Conservatory Outlet

The full outcome, suggestions and all members’ feedback of the GGF Green Deal Debate will be compiled into report form and all the members who attended will be sent a copy of the report via email. If any other members wish to receive a copy of the report and the presentations then please contact the GGF 020 7939 9101 or email info@ggf.org.uk

The GGF wishes to thank all the members who attended the Green Deal Debate and for the much valued contribution. Following the success of the Green Deal Debate, the GGF is already planning for a follow up event in Spring 2012.

Find out more

Go to the GGF Green Deal Section: <http://www.ggf.org.uk/green-deal-faqs>

Read more on the Energy Bill: <http://services.parliament.uk/bills/2010-11/energyhl.html>

Read more on DECC’s Green Deal statement: http://www.decc.gov.uk/en/content/cms/news/pn11_83/pn11_83.aspx

SME OWNERS SWITCHED ON TO RENEWABLE ENERGY BUT SIMPLY CAN’T AFFORD IT OR FIND IT TOO CONFUSING

A poll of UK SMEs by business-to-business energy supplier, Opus Energy, points to the sector being switched on to buying energy from renewable sources but put off by cost and perceived complexity.

Nearly three quarters of small businesses that are not currently on a specific renewable energy tariff (72%) said they would consider it in the future, with the rest ruling it out as a result of cost (47%) and complexity (18%). One third (29%) claimed to be not interested.

Charlie Crossley Cooke, Managing Director, Opus Energy, believes the findings provide a useful insight into the real impact of current renewable policy on UK small businesses:

“We estimate that around 10% of every customer’s bill is made up of green subsidies and that the proportion of renewable subsidies that all UK businesses pay will rise by around 25% over the next 12 months. SMEs are paying for renewable energy whether it’s clear to them or not. There needs to be more transparency for small businesses around the contribution they are already making to renewables – and perhaps then there’ll be greater take up by SMEs.”

Over the last few years Opus Energy, a major supplier of electricity and gas to businesses in the UK, has sourced a large proportion of the energy it supplies to its customers from cleaner, low-carbon sources.



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The vast majority of powder coating undertaken in the UK and Ireland from Qualicoat members and independent powder coaters meet what is known under the Qualicoat Specification (12th edition) as 'class 1'. These powders are high quality and offer excellent weathering and life expectancy, however, there are projects and situations where even higher durability coatings are required by the specifier.

Using 'Qualicoat' powder coating the method of pre-treatment and powder coat application is tightly monitored and the chances of coatings failing due to corrosion or adhesion during its expected life are virtually eliminated. All powder coatings, however,

will age over time and using higher durability powders will ensure that the surface finish looks better for longer. Higher durability powders can be used on high rise applications, or other places where access could be difficult or where there is a particularly harsh environment.

Powders for architectural coatings fall into three basic classes:

- Class 1 – 1 year 'Florida' – weather exposure
- Class 2 – 3 year 'Florida' – weather exposure
- Class 2 – 10 year 'Florida' – weather exposure

In class 1 the sample must retain at least 50% of its original gloss level at the end of the test, whereas for class 2 powders they must retain at least 75% and class 3 powders at least 90% over the same period of exposure. Colour variation over time is similarly more stringent on classes 2 and 3.

As a specifier, should higher quality finishes be required, contact a Qualicoat member and discuss the project in greater detail. Pretreatment and powder application is virtually the same for classes 2 and 3, the only change is the formulation of the powder which uses enhanced resin systems and higher grade pigments and stabilisers.

Current news and information on architectural powder coating is frequently updated on the Qualicoat UK and Ireland website at www.qualicoatuki.org. The European website offers the complete specification which can be found at www.qualicoat.net. Printed literature and telephone support is available from Qualicoat UK & Ireland's Head Office in Birmingham on 0121 601 6746.

LEAD SERVICE RECEIVES 'GREEN' BACKING

Quotatis, the UK's number one provider of qualified internet generated sales leads, has extended its commitment to the renewable energy sector by receiving endorsement by the Energy Saving Trust.

To achieve this valuable accolade, staff received extensive training so that they provide accurate, current, relevant, and unbiased advice to callers and online enquirers. This required significant investment on behalf of Quotatis and its employees, since they had to go through a three-step process involving training, accreditation and endorsement, which included practical and written exams.

"We are extremely proud to receive the EST endorsement," explained Quotatis's Business Development Director, Lorraine Clayton. "It elevates us above the competition and makes us more than just a lead generation company. This proves that we are committed to providing the very best advice regarding energy efficiency, which takes us the next level beyond simply generating leads. We can offer in-depth advice – backed up by the highly respected Energy Saving Trust – on a range of energy saving methods, including double glazing, insulation, replacement boilers and renewable energy. This, in turn, provides opportunities for our business partner."

This commitment is shown by Quotatis also joining REA (Renewable Energy

Association) and STA (Solar Trade Association) to ensure that they are kept up to date with the requirements of the industry. Quotatis also has the IIE (Investors in the Environment) accreditation for which the company has the 'working towards' logo.

"Almost 10% of the UK's energy is generated by renewable methods, be that solar, hydro, geo-thermal, wind, or biomass," explained Teresa Gizzi, Quotatis's sales director. "That figure is expected to grow as increasing numbers of homeowners turn to renewables either encouraged by government feed-in tariffs, or to avoid crippling energy costs. As a result, sites like www.allrenewables.co.uk are becoming extremely popular as customers seek out the best deals. Therefore, it is up to us to ensure that we provide the best possible service."

Quotatis's new UK-based call centre was opened to cope with the growing volume of leads and subscribers. Fifteen staff work seven days a week to qualify the leads received from homeowners seeking the services of the qualified trades people registered with Quotatis. More people will be employed as the workload increases.

Every enquirer is contacted and asked key questions about their requirements, after which the leads are passed on to subscribers. "It is this diligence and commitment to the service it provides that puts Quotatis head and shoulders above competing lead providers," Teresa reminded.



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A QUARTER OF US NOW EXPECT RESPONSE TO EMAIL WITHIN AN HOUR - LEADING TO ERRORS AND STRESS SAYS NEW SURVEY

Technology is accelerating email response times, creating unrealistic expectations, email overload, error and costly workplace stress*.

Author of Brilliant Email and email management expert, Dr Monica Seeley points out that a few years ago a response to an email was expected within a few days or even a week. However, her recent survey reveals that today a quarter of us expect a response within the hour. Over a third of us, within two hours and over two thirds within half a day. Only a quarter of us think a response within one day is acceptable and only seven percent of us are prepared to wait two days.

"Today's 'always on' culture of email, smart phones and social media means we expect almost instant responses to our communications. We pressure ourselves into thinking that most email has to be answered and often as soon as it arrives. But like driving, the faster we respond, the more damage we do when we make a mistake. "We are confusing speed of email response with effectiveness" and allowing

technology to dictate and potentially damage the way we work. This survey highlights the need to reduce email overload and to make email reply expectations realistic with sufficient time for a considered response," states Dr Monica Seeley.

Garth Ralston, Business Intelligence Development Manager for Aimia who manage large customer loyalty schemes like Nectar and Aeroplan agrees. He is introducing an email etiquette scheme across his division giving guidelines on email conduct including expected response times.

"Most of us now have Blackberries or iPhones making it easy to interact 24x7. As a result, even if you don't reply, the general presumption is that you will have read the message whatever time it was sent. In the office, the speed of expected response is even more acute. I sometimes get a phone call just 20 minutes after someone has sent me an email to see what I think of it. I also receive meeting requests 20-30 minutes before a meeting and the inviter is surprised when I don't attend. Our email etiquette sets out rules we will aspire to follow

i.e. people should not expect a response from an email they send before the following day.

Similarly as a receiver if they need more time to respond fully they should send an email to confirm receipt and state when they will reply."

Monica Seeley explains that much of the pressure for fast replies is in the mind of the recipient saying many senior managers tell her they are surprised by how quickly people respond to their emails. This is borne out by the survey which shows that most respondents (83%) felt that internal senders expect a quicker reply than external senders and (87%) believed senior managers expected a faster response than junior managers. Similarly, over three quarters of respondents strongly believed (76%) that people picking up email on smart phones such as Blackberry or iPhone expect a faster reply than those dealing with email on a conventional PC/laptop.

The survey, among one hundred respondents from a range of leading public and private sector organisations also highlights double standards around email response times. Although, most of us now expect a

response within half a day - almost two thirds (60%) of respondents admitted they only sometimes left people sufficient time to respond to their emails and only a third (39%) of survey respondents thought they 'frequently' left enough time. Monica says; "This is a worrying trend, as emails often need a substantive response - data needs collecting, case law needs referencing and the faster we respond, the faster the other person will expect a reply."

The IT Director of a leading retailer of luxury goods agrees adding; "Our customer facing employees and their email response times are driven by the level of service people expect from a premium brand. However, speed of response should not be confused with quality service. We were aware of a lack of consistency in speed and depth of response between internal senders and some unrealistic reply expectations particularly between those juggling customer requirements and the internal people they needed information from. So we are changing our culture and setting realistic expectations to get consistent and appropriate

response times externally and internally."

To help combat unrealistic expectations and unnecessary emails Monica Seeley advises people to improve their email etiquette.

For example by including a line in their email signature stating that they check their email at regular intervals but not as each email arrives. Alternatively she advises the use of an auto response with the same message. Similarly she applauds organisations that have a statement on their customer service webpage stating how soon they will reply i.e. within three days. She recommends that businesses start adopting similar frameworks for every day emails, especially internal ones.

"Respond in haste and repent at leisure has been the mantra of many who have found their email used as evidence in a dispute."

"A wrong or unplanned response can be costly. This survey confirms my view that it's time for us all to recalibrate our email expectations and reply times," concludes Monica Seeley.

NETWORK VEKA ASSURE GOES ON GROWING IN FIRST YEAR



Nearly three quarters of all Network VEKA installers in England and Wales have signed up for its Assure self-certification scheme in less than a year since its launch.

Some 81 out of 114 qualifying installers and fabricator/installers have now registered with the scheme, with many prospective members also taking an interest.

Assure offers members a subscription-free alternative for self-certification, costing nothing more than a token £1.50 certificate fee per installation, while some other schemes can charge anything from several hundred to over £1,000 a year.

Network VEKA MD John Ogilvie said: "It is also quick and easy to use and gives members a co-ordinated brand with its combined Network VEKA logo.

"But because it is only available to Network VEKA members, it also assures the homeowner of all the other standards and guarantees that all our members automatically offer."

"Surveys have shown that many homeowners were confused about the protection offered by some other schemes so such clear and comprehensive cover is very important."

He added that Assure is open for any member to apply because the organisation's minimum standards are already higher than those demanded by the Government for such 'Competent Person' schemes.

Tel: 01282 473170
www.networkveka.co.uk

KEY-FREE ACCESS TO ENTRANCE DOORS

Hardware specialist VBH now offers affordable key-free door access from stock in the shape of Yale Keyfree, an exciting new development in entrance door security.

Keyfree allows a door to be locked and unlocked electronically, either by remote control using a sender in a key fob (similar to that used with cars) or by typing in a user defined PIN code on the inbuilt keypad.

Keyfree is a battery powered stand-alone product so requires no mains connection, which can be troublesome and expensive. The unit will issue a low-power warning in plenty of

time to allow the batteries to be changed but there are mechanical and electrical back ups that enable the unit to be opened by an emergency key or PIN number holder in the event of complete power loss.

The unit can be fitted to any door material, subject to the multipoint lock used, and its attractive polished chrome or gold finish is designed to enhance the appearance of any door. VBH cites the following examples of when keyless access is desirable: someone who relies on home-help can issue carers with a visitor code to allow them access when required. If a child comes home early

from school and has no key, he or she can contact a parent for the PIN and be safe and warm indoors. When weighed down with bags it is much easier to blip a transmitter than sort out and use a key. There are many more examples laid out in the Keyfree literature.

As well as providing easy access, Keyfree is tough on intruders and is a Secured By Design approved product. If the unit is tampered with from outside it emits a loud alarm to ward off any would-be burglar.

The door can always be opened from inside without the need to unlock the door or key in a code, making it



ideal for emergency escape and, with safety in mind, a Child Safety mode can be selected where an alarm alerts parents if the door is opened from inside without their knowledge.

More on Keyfree can be obtained from the Downloads page of www.vbhgb.com or by contacting VBH direct on 01634 263300 or sales@vbhgb.com.

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ROSEVIEW INVEST £100K IN NEW MACHINERY

Roseview Windows, the UK's longest established manufacturer of PVCu vertical sliding sash windows, has laid the foundations for growth by investing £100,000 in new machinery.

Roseview's investment included the purchase of new quad-welders, CNC cleaners and a new saw centre enabling the company to manufacture a greater number of their REHAU Heritage, Eurocell and Plastmo vertical sliding sash windows. To accommodate the new machinery, Roseview re-arranged the existing equipment in their dedicated 30,000 sq ft factory in Olney, Buckinghamshire.

Managing director Willie Kerr comments on the news:

"Demand for our unique brand of sash windows has increased significantly over the past year thanks to the burgeoning PVC-u VS market and we have responded by making a £100,000 investment. The new quad-welders and CNC cleaners will allow us to manufacture much higher volumes and continue to provide fast turnaround as our customer base expands."

The investment in new machinery is the latest development in what has been a very successful year for Roseview Windows. Despite difficult market conditions, Roseview grew by an impressive 150%. The company also became the first fabricator in the UK to incorporate a run-through



sash horn on all three of their vertical sliding sash windows – a feature that has been particularly well received in the heritage sector.

"2011 has been an immensely successful year and we are looking forward to continuing our growth into 2012," Willie concludes.

For more information on Roseview's range of products call on 01234 712657 or visit www.roseview.co.uk.

SYNSEAL MAKES ARTISAN AVAILABLE FROM STOCK

Synseal continues to drive demand for coloured profiles by making the most popular colours for each system available from stock.

Many people in the industry see coloured profiles as being a major area of growth for the PVCU window industry. Installers of Synseal-made windows say that the Artisan-foiled profile has helped them win business and enter markets that were previously closed to them.

Raj Nanji, a director of Ilford-based Synseal fabricator and installer DDG Windows, said: "One real benefit of Artisan is that we can compete with the timber boys – we've got the scope of timber but the benefits of PVCU. We've had builders and developers taking a close look at our projects and have been surprised that they are PVCU. As a result, we've been asked to work on high-end jobs where we wouldn't have traditionally been considered."

"Sales of replacement white PVCU windows are down, but that doesn't give a true

reflection of the available markets in the UK," David Leng, Synseal's Chief Executive said. "Synseal has continued to innovate and launch new products that our customers can use to develop and grow, even when the market appears to be shrinking. Key to the growth is availability – the end user just does not want to wait. Therefore, we have supported the success of our Artisan foiled profile by stocking the more popular colours. This will exploit its recent success and generate even more demand."



KOMBIMATEC PROVIDES EMERGENCY SERVICE

Kombimatec sprung into action and got window fabricator, Prizma Windows, up and running within a week following a massive fire on August 13th that wiped out their factory, including all machinery and stock.

An electrical fault in a marble factory in the unit behind Prizma Windows' site on Gorst Road in North West London was to blame for the fire that destroyed

both premises and an adjoining garage.

"There was simply nothing left," explained director, Jeetendra Halai. "We had operated in that building for 12 years, fabricating approximately 150 windows per week in both PVCU and aluminium. After we lost everything, we thought it would take ages to get up and running again."

Fortunately for Prizma Windows, a vacant building

opposite proved suitable for their needs, and Kombimatec – which had supplied the company previously – provided several pieces of essential equipment, including a copy router, drainage router, a DGS530 Electronic Saw, and a EV470 CNC Cleaner.

"It quickly transpired that we could be up and running in no time at all," Jeetendra said. "Therefore, we contacted our PVCU and aluminium suppliers, Veka

and Stayfix Aluminium, as well as our hardware suppliers, to make sure that our stock levels were back up to their previous levels.

"While it will be another couple of months before we are firing on all cylinders, it has been fantastic that we have got our business back up and running in no time at all. Kombimatec provided a very good service, with absolutely no hiccups whatsoever."



THE GRASS IS GREENER FOR EDEN WINDOWS

Eden Windows, Doors & Conservatories of Kent has become the newest member of the Conservatory Outlet network and the seventh installer to join in the last twelve months.

Based in Gillingham, Eden will now supply homeowners in 'The Garden of England' with Conservatory Outlet products; something which will be reflected in the company's imminent showroom refurbishment. Supported by Conservatory Outlet, Eden have designed what is set to be one of the best showrooms in Kent and plan to open a second within the next twelve months.

Following the establishment of several dealers in and around London, the South

East represented natural progression for Conservatory Outlet as the fabricator strives to achieve full UK coverage via its network of installer-customers.

Similarly Eden was the natural choice within this area because of its experience and success throughout Medway, Canterbury and Tonbridge. Indeed one of Eden's first orders placed with Conservatory Outlet was for a conservatory with a retail value of £55,000.

As a result of joining the Conservatory Outlet network, Eden will now be the sole recipient of the relevant leads generated by Conservatory Outlet's main retail-facing website as well as those generated by its

own brand new website, also provided by Conservatory Outlet.

The installer will also benefit from provisions of high quality bespoke brochures, a 24/7 electronic quoting and ordering system, and the trade secrets of many other successful installers within the network.

"I've always felt that a Conservatory Outlet dealer would prosper in Kent because of the style of properties and relatively affluent demographic in the area. I'm delighted that this dealer is Eden Windows," said Greg Kane, sales director of Conservatory Outlet.

Commenting on the partnership Paul Kelly, managing director of Eden Windows, said;



"Conservatory Outlet dealers are among the best installers in the country and I wanted Eden Windows to be part of this elite network. What's more, within days of our new website going live we started to receive leads which have now been converted into sales and finished installations."

Conservatory Outlet: Tel 01924 239813 or visit www.conservatoryoutletdealers.co.uk.

HOMELINE AWARDED ISO14001

Homeline Building Products - leading manufacturers of lead and tin free fascia, soffit, window trims and cladding - has earned internationally renowned accreditation for its green credentials and environmental responsibility.

The company is delighted to announce its successful completion of the Environmental Accreditation - ISO14001, designed to ensure businesses implement effective environmental management systems to reduce their impact on the environment, whilst improving efficiency and demonstrating compliance with legislation.

In addition to achieving ISO14001 certification, Homeline Building Products have also attained recognition as the UK's first roofline manufacturer to launch a BBA accredited recycled roofline system.

The "Core" range of fascias and soffits are virtually indistinguishable from Homeline's standard range but are uniquely manufactured with an inner core of recycled PVC-U

encapsulated within a virgin shell to produce the perfect finish. Core does not only match the industry's most rigorous recycling and sustainability criteria, it exceeds them.

Julian Allen, Homeline's Group Manufacturing Manager commented. "It has always been our firm intention to drive forward with our goal of producing a range of environmentally friendly uPVC building products to distribute across the UK, meeting the demands of both retail and commercial customers.

"Achieving ISO 14001 - in addition to a further investment in our mixing plant to produce our recycled roofline - demonstrates our commitment to environmentally responsible manufacturing.

"This achievement is testament to all the hard work and dedication shown by our team at Homeline Building Products, and emphasises the company's commitment towards continuous improvement in everything it does".

For more information please visit www.homeline.uk.com.



TOTAL SATISFACTION FOR KENRICK

Leading hardware distributor Total Hardware has enjoyed yet another successful year of working with its chosen hardware manufacturer Kenrick.

The Leeds-based distributor, which has been working with Kenrick for more than six years, offers a nationwide one stop shop for high quality hardware solutions. This year, the business has grown significantly despite tough market conditions and strengthened its reputation for providing quality products and superb service. Total Hardware was originally attracted to Kenrick because of its wide range of quality, branded products, its understanding of the market and the strategic routes to market that it has developed, which have helped Total Hardware to significantly expand its business over the years.

Kenrick supplies an extensive range of products to Total Hardware, including its Excalibur, Centurion and Centurion Fast-Fit shootbolts, Mushroom espagnolettes, Easi-Fit high security espagnolettes and Excalibur door locks.

The Excalibur shootbolt system is Secured by Design approved and offers first rate security features, whilst being simple to install. Durable and reliable, it's a multi-point locking system that benefits from a robust unhandled die-cast gearbox and bi-directional die-cast claws. It also fits all Eurogroove systems, making it a very flexible option for many different systems and applications.

The Centurion system is very simple and easy to use and is one of the fastest to fit shootbolt locks available, making it a very popular product with fabricators and installers alike. It benefits from steel shootbolts, a robust unhandled die-cast gearbox, adjustable mushroom cams and a night vent. Available in backsets of 20mm and 22mm, the

system also exceeds the corrosion requirements of BS7412.

The Centurion Fast-Fit shootbolt has been designed with the fitter firmly in mind. It is quicker and easier to install than ever before, enabling fabricators to significantly increase profitability, without compromising on quality.

Chris Morris, Total Hardware's director, says: "We are delighted to have worked with a loyal and reliable supplier for so many years. Kenrick is quality outfit which provides excellent service and competitive prices. Their products are superb and we know that they will offer the very best in terms of performance security for our growing customer base."

Total Hardware was set up seven years ago by directors Andy Cunningham and Gary Cox. The firm operates from its 10,000 square foot premises in Leeds and employs eight staff.

Kenrick is a leading supplier of hardware solutions for PVCu, aluminium and timber window and door systems. The company has a proud heritage spanning more than 200 years, having been established By Archibald Kenrick who manufactured buckles and livery fittings. Kenrick's range of top quality products includes the market leading Excalibur multi-point window shootbolt are extremely cost effective and easy to install.

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HOURLASS SEAL INVESTS TO HELP CUSTOMERS SEAL THE DEAL

Hourglass Seal, manufacturers of precision sealed glass units for over 20 years has invested in a fully automated For. El Super Spacer application line to future proof its products.

Andy Thomas, sales and marketing director at Hourglass Seal explains why the company took the decision to invest at this level when most companies have put spending on hold: "For the last 20 years we have kept pace with glass technology and innovation to ensure we continue to give our customers the highest performing and most cost effective sealed units. We believe legislation will only continue to tighten as far as energy performance of a window is concerned, so we want to ensure our customers continue to lead the field with the best products on the market."

"We have been aware of Edgetech's Super Spacer product for some time now and knew it was the market leader in the UK, but changing our spacer gave us the opportunity to upgrade our machinery and improve our productivity at the same time. Working closely with machinery experts Promac, we researched the machinery options available and could see that the fully automated route would have the biggest positive impact on our business."

"We are currently manufacturing 2000 sealed units a week and when the new machine is fully up and running in January 2012, we will have the capacity to make 3500 units a week on a single shift basis. The new machine will also incorporate a flood fill gas press and sealing robot. All of this automation

means reduced handling which in turn reduces the chance of our units being marked or damaged in any way."

"Making such a significant investment in the current economic climate is perhaps more risky than making the same investment when the market is booming, but we haven't built the previous 20 years success on standing still and not taking any risks. We are confident that working with our chosen partners and taking advantage of all the additional support they offer, we will be able to keep our customers well ahead of their competition."

"As well as further improved energy performance Super Spacer will also mean our customers can benefit from reduced condensation and improved durability. It is also the best product to use in triple glazed units, which we have also been manufacturing for some time now. There is no need for desiccant which obviously eliminates the risk of any finding its way into the unit, and Super Spacer has over 20 years proven performance staying perfectly parallel to the edge of the unit, even on curved products."

"Hourglass Seal has a wealth of experience working with fabricator customers, specifiers and architects and we pride ourselves on the outstanding service we offer across the board. We look forward to further exceeding customer expectations with this automation, which is the latest investment in our expansion plans which have already seen us move to a brand new unit, introduce new vehicles and revamp our website."

Hourglass Seal will be marking its investment with an Open Day on 24th January at its Gloucester premises where local dignitaries, customers and prospects from all sectors will be able to see the new machine in action and find out more about the company's products and services.

If you would like more information on Hourglass Seal call 01452 651100 or visit www.hourglass-seal.co.uk or for more information on Edgetech's range of Warm Edge Technology, call 08700 566844 or visit www.superspacer.co.uk. To find out about the best machinery or machinery upgrade to suit your business, call 01788 577 577 or visit www.promac.co.uk.



Hourglass Seal invests to keep customers ahead.

WAKEFIELD TRADE WINDOWS INSTALL SCM CNC MACHINING CENTRE FOR COMPOSITE DOORS

Wakefield Trade Windows are a well established PVCu window and door manufacturer and installer with 30 years experience in the building industry and over 20 years experience in PVCu products.

Owner and Managing Director, Peter Hujwan, decided in 2010, to enter the Composite Door market, buying in doors, but he soon became dismayed by their quality, security, and delivery. So it was decided they would manufacture their own Composite doors alongside all the other products Wakefield Trade Windows make in their

10,000 sq foot factory in the centre of Wakefield. It was decided to use Distinction Door Solutions, because of their quality and service, and the help and advice given by Distinction's Sales Manager, Alan Welch.

Peter Hujwan comments "It is easy to jump into any market with two feet, but I wanted to wait until any problems with fittings, glass and cassettes had been sorted out. Also I wanted to research this growing market for composite doors and then supply our customers with a quality, high security door at a competitive price. Next was to source Machinery. You have to be very careful when investing £150,000 and not to get it wrong."

So having seen previous marketing campaigns from SCM UK, Peter Hujwan decided to approach them as potential suppliers, and after several meetings, discussions and demonstrations by SCM UK's Area Sales Manager, Ian McCarthy, orders were

placed for an SCM CNC Machining Centre, model Record Actionline 100 ALL TVN-P and an SCM S1000E Single-Sided Edge Bander, with Distinction Doors nominated to supply all door blanks.

The Record 100 ALL TVN-P has a 3200mm long table consisting of a number of moveable support bars upon which a series of vacuum hold-down pods are located that fixes the door securely during machining operations. Two vertically moving location bars that assist in loading and unloading the doors without surface damage are included as well as a number of location stops to position the door on the CNC's table.

A powerful, high speed Routing Head sizes the doors and machines glass apertures, letter box openings, etc. A separate heavy duty Universal Horizontal Machining Unit is located adjacent to the Routing Head for machining hinge and lock details using

special cutters after PVC edging material has been applied to the 2 long sides of the door on the Edge Bander.

The CNC is programmed using SCM's 'W-Door' Cad/Cam software package that is very simple to learn and use. Programming can take place in the office and programs downloaded to the CNC's PC Controller using a disc or hard line. Any new hinge or lock details required are easy to program, making it a fast turnaround when a customer needs a door customising to their exact requirements.

The SCM S1000E Edge Bander applies a 2 or 3mm PVC edging material supplied in a roll to the door sides. The edge of the door has PUR glue applied using the Nordson PUR Blue 4 special application unit rather than the standard hot melt glue pellet system. Easy to clean and maintain, melt-on-demand temperature control system, maximised adhesive usage and reduction of waste ensures an excellent glue line

is achieved. This is followed by the PVC being guillotined to length automatically, then pressed on to the edge of the door by a series of pressure rollers. An End Trimming Unit trims the PVC exactly to the corners of the door, followed by a Top and Bottom Edge Trimming Unit that radiuses the top and bottom edges, followed by Scraping and Buffing Units to give a smooth edge to the door.

Concluding, Peter Hujwan states "We are very impressed with the 2 machines from SCM and we have already experienced a good influx of orders for our composite



doors, as our customers seem to be upgrading their existing houses rather than moving house. We provide excellent quality, secure doors, competitively priced, and we are not aiming for the mass door market, preferring to offer the personal touch to all our new and existing customers."

Wakefield Trade Windows
Tel: 01924 291729
www.wfdtw.co.uk

SCM Group (UK) Ltd
Tel: 0115 9770044
www.scmgroup-uk.com



QUALITY CARE YIELDS PROFIT FOR FRAMEXPRESS

The frameXpress approach to customer service has yielded positive sales results that are set to increase through 2012. The senior management team have an optimistic outlook based on customer comment and increased sales figures that have grown steadily throughout the year

Whilst many people have jumped onto the customer care initiative and placed emphatic focus on customer support, for the frameXpress team this was always of paramount importance. Senior management at the leading Midlands fabricator, have nurtured business relations with customers, since the company was launched over 11 years ago and it is this quality that places the company ahead of competitors.

Additionally however, whilst frameXpress continues to place customer care as a top priority, the management team also gives significant weight to staff morale believing that support and encouragement in career development further substantiates customer support.

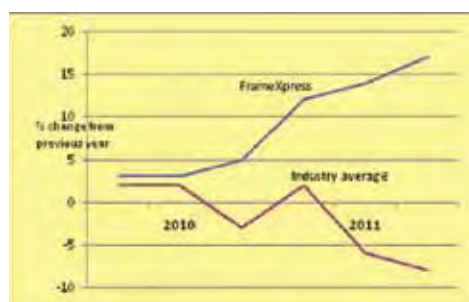
There are major differences in the service support provided by frameXpress which lie in the commitment of the entire team and a desire by senior management to educate and encourage staff in career development which ultimately will provide improved service for customers that they can rely upon.

The vast majority of customer service strategies adopt the idea that customers have top priority making this their cornerstone. Loyalty has always been a frameXpress 'watchword' however, with decision makers believing that this works in two ways. Establishing strong foundations and encouraging staff naturally boosts morale which has a knock on effect that leads to customer loyalty.

Mark Westbrook, Managing Director comments, "If customers see the dedication of a committed team this in itself reaps major benefits in helping to develop and maintain strong business relations."

Ian Davis, Sales Manager at frameXpress continues, "A stable workforce makes a marked difference which is where frameXpress has a leading edge. Whilst many companies offer fast turnarounds and guaranteed product standards, there are few in this industry who can truly substantiate this with the support of a team that have grown together. The various departments at frameXpress have become a committed workforce which provides customers with the consistency that only a loyal, dedicated team can provide, as our figures can attest."

Window figures data as supplied by D&G Consulting, demonstrates the staggering difference between frameXpress statistics and current market analysis and trends.*



Mark Westbrook and Stuart Green have pledged huge commitment to staff as well as customers to ensure that strong working relations can be maintained throughout the company.

"Tailored solutions are only as good as the team that delivers them", comments Mark Westbrook. "Whilst customer satisfaction is of paramount importance along with product quality we believe that team reliability and consistency hold equal place."

He continues, "Today customer service experts are chanting variations of the mantra: 'Make the customer number one'. frameXpress has always placed customer service in that position but the difference is that the team has been encouraged and trained to the highest standards and applauded for their achievements. This reflects in our positive results.

"Impersonal answering services with information being scarce, along with limited delivery times or products being out of stock have come to be expected for many new customers who have recently started ordering with us. We understand our customer needs and support them by ensuring all internal structures are solid. This has led to a steady increase in sales for frameXpress over the last 12 months.

Ironically, the sad reality appears to be that customer service levels are declining while competition for customer loyalty is actually increasing."

He concludes, "The business world needs a makeover with a different perspective. frameXpress grasped that and has reaped the benefits. A happy, satisfied team that takes pride in its achievements leads to far better customer satisfaction – it may be a small detail to some and could require a considerable culture change for others to accommodate, however this philosophy has been the key to unlocking sustained long-term success for frameXpress and its customers."

* correct at time of going to print 28th November 2011.





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‘(S)I(LENT)-PAD’: SWISH SPECIFIED ON UNIQUE DEVELOPMENT

Swish Window and Door Systems has been specified and supplied to an innovatively designed new property, built on the site of a former toilet block and featuring advanced levels of thermal and acoustic insulation.

The corner plot in a Bristol suburb has been transformed as the site of a modern sedum-roofed and cedar-clad three bedroom property.

Its position in close proximity to a dual carriageway meant the acoustic performance of the building envelope was a critical part of the design process.

Windows in dual-colour grey on white supplied by SG Windows and manufactured in Swish, were specified by developer Inglerock to provide an enhanced level of noise insulation, achieving a reduction of 39 decibels (RW39dB).

Neil Rogers, managing director and owner, Inglerock, said: “The acoustic insulation was very important to us. We’re not very far away from a dual carriage way and we didn’t want that to impact on the living space. For that reason we specified a high level of wall insulation – 120mm behind double thickness plasterboard - roof insulation, including a sedum roof and high performance windows.”

“The other element to the window installation of course was the aesthetic side. These are dual colour, white on the inside to support the sense of light and space inside and grey on the outside to blend with grey render and cedar which will grey with age.”

A Swish Approved Commercial Manufacturer, SG Windows manufactured and installed a total of 13 high performance windows to the project. Alongside the thermally efficient Swish frames, these featured

specially developed acoustic DGU manufactured from an 8.8mm sheet of Standip Silent Glazing, 14mm cavity and 6mm low-e thermal glass.

Installation and manufacture were also made more challenging as SG Windows had to accommodate an 11 degree curve in windows installed at the front of the property.

Steve Rubotham, director, SG Windows explained:

“Part of the front of the building actually curves including one window aperture.”

“The large window at the front of the building is consequently manufactured from three separate products fitted on a pre-welded cill and then joined with coupling bars. Alongside this there was a demand for an exceptionally high level of acoustic performance which

was achieved through the use of acoustic glass.”

“Combined this was certainly a more unusual project and one which created a unique set of challenges.”

The building also features a heat recovery and ventilation system. This meant that windows could be designed and installed without the inclusion of trickle vents which would have impacted on the effectiveness of sound



proofing.

Neil, a former procurement manager for Redrow Homes, added: “The aesthetics are very strong throughout the property, the windows fit in and compliment the definition that exists between the different material types and deliver the practical

performance that was so important to this project. We’re delighted with them.”

For more information about the Swish Window and Door Systems 0808 178 3040, email info@swishwindows.co.uk or visit www.swishwindows.co.uk.



TUBULAR STEEL DOORS FOR STRENGTH AND ELEGANCE

Designers looking for doors which combine slender frames with high strength and durability are increasingly opting for cold-formed tubular steel from members of the Steel Window Association.

Tubular steel extends the scope of steel construction into heavy-duty doors, screens and curtain wall systems by retaining the high strength of steel with long spans and slender lines.

Ideal for commercial buildings such as retail, office and leisure developments, these doors can be relied upon to withstand high levels of usage while retaining their elegant appearance. They are also widely used in public buildings – especially schools – which are subject to high levels of wear and tear.

Tubular sections offer lightweight frames which maximise the ratio of glass to steel, producing very light, transparent facades which are ideal for busy showcase entrances.

“These doors are a high quality alternative to aluminium, which is currently the dominant material in this sector” comments Paul Richardson, sales manager with Liverpool-based manufacturer REA Metal, a Steel Window Association member. “Cold-formed steel is long-lasting and simple to

design and install because you don’t need any secondary support.”

Insulated profiles incorporating thermal barriers are available which ensure the highest level of thermal resistance for external doors, allowing designers to meet ever tightening energy conservation requirements.

When fitted with triple-glazed argon-filled low-E warm edge insulating glass units, tubular steel doors can deliver U-values as low as 1.3 W/sq m K.

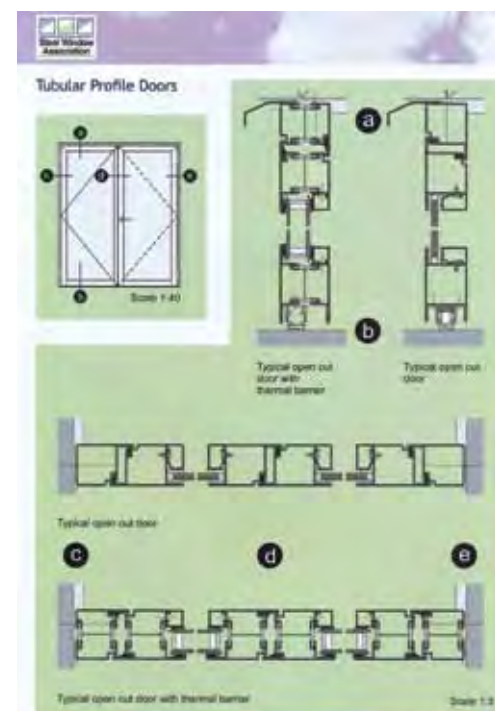
“Tubular steel doors can meet the latest energy requirements of the building regulations” comments Mr Richardson.

“And they are of welded construction which makes them very strong.”

Where there is a requirement for fire safety combined with maximum daylight and vision, fire-rated tubular steel doors are unbeatable. Several SWA members offer fire-rated tubular steel designs.

Steel doors and windows are corrosion resistant because all modern tubular steel frames are rustproofed, usually by hot zinc-spray in accordance with BS EN22063:1994 and, where specified, are stoved polyester colour coated.

For more information call the Steel Window Association on 0844 249 1355, email info@steel-window-association.co.uk, or look at website www.steel-window-association.co.uk.





RICHMOND OAK – WARE IT'S AT!

Glass News finds out how Sussex based conservatory and orangery supplier Richmond Oak has benefitted from an innovative software package to boost its already popular product offering.

Richmond Oak has been using the Vector and Vector Orangery software packages from Windowlink for many years now, and in this time, they have seen many new features added. "We couldn't manage without the power of these programs," commented Managing Director, Paul FitzGerald. "From the very beginning, we liked the speed of Vector – particularly as it is pricing the whole job as it's entered, thus saving a huge amount of time, whilst eliminating the chance of errors."

Richmond Oak's latest offering is the Contemporary Conservatory, which provides a more rustic appeal. Says Paul: "Because Vector uses actual cross-sections, our printouts for conservatories and orangeries look just like the real thing. When prospective customers compare our paperwork to that of our competitors, they can see that we're far more detailed and professional."

Full proposal

"We've now got Vector producing not only a quotation, but a full proposal including covering letters, certificates and warranty,



Paul FitzGerald

with the result that all of these can be printed in seconds – something that took us quite a bit of time in the past."

The most recent addition to the Vector package is the ability to calculate the exact weight of the roof, frames and glass, which means that transportation costs are known even before the job has started.

"I just can't believe how much this software can

do," enthuses Paul, "every time I ask Windowlink if something new can be added, the answer is 'yes' and I can only put that down to a good design of the software."

Top end

Richmond Oak is focusing its attention on the upper end of the market, with a typical conservatory costing upwards of £25,000 and orangeries £45,000, and according to Paul, business is steadily growing – excellent news in a still very difficult economy.

Part of the reason for this success is certainly down to the software used by Richmond Oak.

Additionally, the company is heavily invested in good photography and has its own website: www.conservatoryphotos.co.uk – a site which not only

"Every time I ask Windowlink if something new can be added, the answer is 'yes' and I can only put that down to a good design of the software."

contains photographs, but also offers virtual tours of recently completed projects, which has proved very popular with prospective customers.

For more information about Richmond Oak, visit: www.oakconservatories.co.uk, call: 01323 442255 or follow them on Twitter: @RichmondOak.



"From the very beginning, we liked the speed of Vector – particularly as it is pricing the whole job as it's entered, thus saving a huge amount of time, whilst eliminating the chance of errors."

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KEYLESS ENTRY TO SOLIDOR

Easily lost, stolen or difficult to find, keys may comprise the security of your home, so rather than use keys the iLock solution focuses on 'Keyless Living.'

The innovative iLock allows the occupier to gain keyless access to their homes, by means of presenting their unique fingerprint to the door handle and can accommodate 39 pre-programmed users in its memory. You can even pre-program people needing short-term access such as tradesmen and there's also a manual key override facility.

Fingerprints are one of those bizarre twists of nature. Human beings happen to have built-in, easily accessible identity cards which are unique to each individual, making them an ideal security device which represents you alone, literally at your fingertips.

Available in chrome or gold, the stylish iLock also comes with an anti-tamper facility, a 9 volt back up battery and a single push exit button. Solidor have developed their own video to highlight the key features and benefits of this cutting edge digital locking technology on their website. With no other major composite door manufacturer incorporating this system, thanks to a

trading agreement with ERA, Solidor have again come up with another industry 'first.'

Gareth Mobley, managing director comments: "We've added another new feature to our doors which is literally at your fingertips. It's highly secure, safe and looks good to. It's a great and cost effective way to enhance the entry to your home and embrace the modern keyless way of living."

For further information log on to www.solidor.co.uk, call the sales office on 01782 311191 or follow them on Twitter @SolidorLtd.



TRADELINK TAKES TESCO'S LEAD

As much of our industry focuses on the fact Tesco sells windows, Tradelink, the trade fabricator with 19 years experience of understanding installers' needs, has improved productivity by taking Tesco's lead.

Jim Moody, Tradelink's Managing Director explains what his fabrication company had to learn from the leading supermarket chain: "Tradelink operates on strict World Class Manufacturing principles, which means every member of staff is tasked with coming up with ideas on how to continuously improve our operation. That is why, when doing his shopping in Tesco, our Purchasing/Stores Supervisor had an idea for how to apply the same philosophy they were using to keep shelves stocked for their 24 hour opening times with minimum disruption to the customer, to his team's role at Tradelink. As a result the empowered five man team in our stores reorganised their working days to ensure they now man their station 12 hours a day; provide emergency stock of certain items to our four factories in case higher daily demand outstrips historic daily calculated quantities; move things like large bulky

stillages around after 4pm when there are fewer cars and lorries in the yard; and manoeuvre trolleys through the factory aisles topping up hardware stocks before and after shifts when there are no operators around. Of course none of this is rocket science, but these simple changes keep our factory operatives happy and make their jobs easier. As a result productivity increases.

"These changes were implemented as a direct result of a member of our team seeing something that worked in a completely different context and applying it to our business. In Tesco's case, it monitored the most popular, quick selling products and held additional stock of these products above the shelves,

out of the reach of shoppers. This way even if they ran low of these products, they could access emergency stock with simple steps, eliminating the need to push a large trolley through its busy shoppers. We also learned that all major stocking and deliveries are done where the store is least busy with fewer people and cars in the car park. I'm thrilled that a member of Tradelink's team was able to take such a laborious task as supermarket shopping and turn it into an opportunity to learn and ultimately to improve our business. It's a true demonstration of World Class Manufacturing in action. Every little helps!"

For more information call Tradelink now on 01354 657650 or visit www.tradelinkdirect.co.uk



Tradelink Takes its Lead from Tesco.

CAB - MAKING THINGS HAPPEN IN THE UK & EUROPE

The Astronaut James Lovell once said "There are people who make things happen, there are people who watch things happen and there are people who wonder what happened. To be successful, you need to be a person who makes things happen."

The CAB technical team are people who 'make things happen', with support and feedback from a growing membership of companies throughout the aluminium in building supply chain in the UK.

CAB speaks authoritatively on behalf of members on various technical committees and working groups with its influence extending beyond the UK as more and more standards are being decided on a European level.

As CAB's Technical Consultant, Patrick England, is shortly to take the chairmanship of the FAECF's Technical Committee (Federation of European Window and Curtain Walling Manufacturers' Associations), CAB's priority is to lead from the front and 'contribute for change'.

Patrick comments, "Technical Support for membership is a two way dialogue, whilst both Martin Ford and myself offer support on the standards and advise on all matters relating to the best use of aluminium, we also want to hear of issues that are affecting >>



Patrick England - CAB Technical Consultant.

WEATHERSHIELD TARGETS 1,000 UNITS A DAY & TRIPLE GLAZING WITH SWISSPACER V

Luton based trade fabricator Weathershield Windows set up its own sealed unit production line in June, and is already making 300 SWISSPACER V units a day. All the units are energy rated, and currently 30% are supplied with the top 'A' energy rating.

Managing Director Mohan Soor has been manufacturing window frames for 25 years but

wanted to take advantage of the growth in demand for

high performance sealed units. "By manufacturing

sealed units in-house, we can better control costs, quality and customer service, and can quickly capitalise on market trends. Early next year, for example, we will be offering triple glazed units: we've already had enquiries for them. We'll also use SWISSPACER V to supply customers with A rated units as standard. We chose SWISSPACER as our sole supplier as its warm edge spacer bar is the best on the

market, and it's incredibly easy to use.

"We see our growth continuing as customers demand better performance," adds Mohan. "The market as a whole has been depressed but we are doing remarkably well - our target is to be manufacturing 1,000 units a day by the New Year!"

For more information call 0845 601 1265 or visit www.swisspacer.com



DHF WEBSITE SEES HITS BY SPECIFIERS INCREASE BY MORE THAN 50 PER CENT

A dramatic increase in the number of visits to the Door and Hardware Federation (DHF) website confirms it is increasingly becoming a "must-visit destination" for door and hardware specifiers, contractors, customers and end users.

In the latest three month period, the website www.dhfonline.org.uk registered 403,000 hits. This compares to 261,000 hits made to the site in the preceding three month period, a jump of more than 50 per cent.

"This huge increase in the number of visitors demonstrates that building professionals are increasingly turning to our website to access a wealth of industry news, resources and specialist advice," said DHF executive chairman Bob Perry.

"It's become an invaluable resource for specialists and specifiers in sectors including industrial and commercial doors and shutters, garage doors, building hardware and architectural ironmongery."

In particular, visitors are downloading copies of

DHF codes of practice, best practice guides and technical specifications. The top ten downloads for the three month period showed that a total of 29,000 documents were downloaded by site visitors.

The three most popular DHF best practice guides and documents to be downloaded were on door maintenance, restraining roller shutter barrels and guidance on Building Regulations Part M compliance. More than 21,000 of these three documents were downloaded.

The DHF's large library of technical publications, specification guides, codes of practice and codes of conduct set out the standards of workmanship, quality assurance and business integrity of its members. These guides are easy to find as they are grouped under areas of interest such as security, fire, architectural ironmongery, garage doors & gates, metal & timber doorsets, maintenance and industrial doors.

Tel: 01827 52337
www.dhfonline.org.uk

>> members businesses. With our sister organisations in other countries across Europe working together under FAECF, we have a real opportunity to influence the outcome of developing standards. However, CAB can only achieve change on the European level if businesses in the UK continue to become involved and this applies to the whole of the sector supply chain."



Martin Ford - Technical Support Officer.

A call for membership - yes, join CAB and be one of the businesses in the UK who are involved, well informed and join the team of 'people who make things happen'.

CAB's Technical support advice line is available free to specifiers by contacting CAB on 01453 828851.

For more details on CAB and membership contact Julie Harley at julie.harley@c-a-b.org.uk or visit the website at www.c-a-b.org.uk.



KOMBIMATEC MAKES IT BIG ON THE INTERNATIONAL STAGE

Kombimatec has won a major contract to supply its machinery to several PVCU window fabricators in Algeria.

The machinery supplier has signed a deal with PVCU profile supplier, Algiers-based BKL Industries, that will see it supply its popular machines to a countrywide network of franchised fabricators.

BKL Industries is quickly expanding its business, and is setting up fabricator companies in all the major centres in Algeria. The agreement includes the purchase of a defined set of machines and tooling from Kombimatec – reminiscent of the PVCU window revolution in the UK.

"Exports are an important part of our business," explained Derek Parsons, managing director of Kombimatec. "Part of our portfolio of machines includes excellent 'start up' pieces of kit, and we have focused on the Asian, African and South American markets as these are the expanding markets for PVC window and door sales."



Kombimatec wins major contract to supply its machinery to PVCU window fabricators in Algeria.

Kombimatec machines fit the bill because they are designed to be easy to use and simple to maintain. International customers also choose Kombimatec machines because high

quality components and detailed service manuals are readily available internationally.

Kombimatec's highly trained technical team also has an intimate knowledge of the products the company supplies, and can therefore easily diagnose and resolve any problems, keeping companies in production by minimising downtime.

The backbone of the production is the EKS432PLC Single Head Corner Welder, once the main start-up machine for UK fabricators 20 years ago – many of which are still in use today and has become the preferred machine for cill and reverse butt welding in the UK.

"We have established new customers recently in Australia, Pakistan and Columbia, delivering machines equipped with fully tested tooling to maximise the potential of the success of our customers," Derek explained. "Thanks to our overseas success, we are strengthening our position in the UK, giving us a greater ability to make an impact on our customers' businesses here."

QUOTATIS OPENS NEW CALL CENTRE TO HANDLE LEAD VOLUMES

Quotatis, the UK's Number One provider of high quality sales leads, has opened a new UK based call centre to cope with the growing volume of leads and subscribers the company now handles.

At present 15 staff work 7 days a week to qualify the leads received from homeowners seeking the services of the qualified trades people registered with Quotatis, a number that will be increased in the New Year. Every enquirer is contacted and asked key questions about their enquiry, after which the leads are passed on to subscribers.

The opening of the call centre, which is based at the Quotatis offices in Norwich, follows an increase of more than 40% in the number of leads received by the company. There has also been significant growth in Quotatis' subscriber base as more tradespeople and contractors are experimenting with online lead generation, finding that the costs and quality improve upon their alternative methods. Quotatis offers a cost-effective 'pay-as-you-go' system of providing business leads with no join up fee or contract.

This offers subscribers complete control, with businesses paying for as many leads

in their area as they require and without any commitment.

Quotatis is the largest provider of online sales leads by a significant margin, devoting considerable resources to ensuring that the company's subscribers enjoy an uninterrupted flow of leads.

In addition to the call centre the company has promoted Janet Small to the post of National Sales Manager with a replacement Team Leader being recruited to head the customer service

and sales team. Scott Wilson will be responsible for 12 staff in this area.

"We are delighted with the volume of sales leads we are receiving from homeowners," says Quotatis' Sales Director Teresa Gizzi. "Business is really booming in a number of home improvement sectors, especially for photovoltaic panels and boiler replacement and the new call centre is essential to qualify and pass on the leads whilst they are still current and effective."





SYNSEAL STREAMLINE VERTICAL SLIDER PRODUCTION WITH STATE OF THE ART STUGA SAWING & MACHINING CENTER

Synseal's vertical slider production has been crammed full of orders throughout 2011 giving the company a headache to keep with production demand.

In the spring it was decided to purchase an automatic sawing & machining center in order to streamline production, improve efficiency and reduce costs. After careful consideration the company chose the Stuga AutoFlow-2VS.

The AutoFlow-2VS is a version of this popular center designed to make vertical slider production simpler by introducing extra features not often found on automated machines of this type. The AutoFlow is able not only to handle all normal saw cuts and prepping operations but in addition it can cut the cill to frame angle on the 'VS' frame

which is in the opposite plain to normal as well as produce the mechanical fixing preps in the sills used to fix the sill and frame together. These small extras fully automate the process thereby reducing human errors to the absolute minimum. A wide range of sills can be cut automatically as well.

Installed during the summer months the AutoFlow-2VS has now been producing a considerable throughput of windows for many months and is the mainstay of production on the vertical slider line which it has transformed.

With an exclusive profile suit not supplied to fabricators in bar length demand for the popular Synseal VS window has soared month on month throughout the year and the company has now come to depend on the

Stuga AutoFlow-2VS as the mainstay of the line.

A further reason for choosing Stuga as the supplier was the high number of recommends for the company from Synseal's own fabricators who were able to confirm how excellent the back-up is from the British based manufacturer. There is no point in having the very latest leading edge technology if the technical back-up isn't there to support it and Stuga have the best in this area as well. With six technicians spread throughout the UK and a British based service center in Norfolk Stuga are always here in the UK time zone with people and spare parts at the ready.

For further information on the Stuga AutoFlow-2 or any other Stuga product please call 0845 652 8685 and ask for Machinery Sales.

SWISH 'CODE 6' WINDOW SYSTEM SPECIFIED IN CUMBRIA

Swish Window and Door Systems triple glazed system has been specified on a new social and affordable housing project in the North West of England.

New bead options mean Swish is able to offer a window system which can accommodate a 44mm triple-glazed unit, capable of achieving U-values as low as 0.8 W/m²K, supporting specifiers in achieving Code Level 6 and beyond.

Appointed by Riverside Housing Association, lead contractor Story Construction, selected Swish fabricator, World Group to supply 240 triple-glazed high performance windows to a 30 property development in Carlisle.

Delivered to a Code Level 4 standard the development of two and three bedroom properties, also included a Secured by Design specification.

Also supplying doors to the project, World Group managing director, Cliff Spooner, said that he expected to see growing

demand from the commercial sector for high performance products.

He said: "We came on board with Swish 18-months ago because we saw value in the brand but also that we could deliver an exceptionally high level of thermal performance and achieve it affordably.

"We have recently completed a period of significant investment and believe that with it and particularly the investment we have made in our Secured-by-Design specification, we have a very attractive commercial offer that will allow us to support our customers effectively moving forward."

Tested on an industry standard side hung fixed combination 1230mm by 1480mm window, the development of its triple-glazed option by Swish has included hardware trials and also full opening/closing cycle testing, to ensure performance.

Andrew Reid, commercial sales development director, Swish Window and Door Systems, said: "The new triple glazed option offered



by Swish, allows developers to specify an exceptionally high performing and thermally efficient window and one that will deliver against criteria set out under Code level 6.

"What's also significant is that the product that we have tested is the industry standard window for the calculation of U and WER values. That's to say it's not an 'artificial' specification that's been manipulated to achieve a low U-value and 'headline claims'."

For more information about the Swish Window and Door Systems 0808 178 3040, email info@swishwindows.co.uk or visit www.swishwindows.co.uk.

TRADELINK TURNS 20

Cambridgeshire based fabricator, Tradelink, is celebrating 20 years of business in January 2012.

At a time when many fabricators are closing their doors, or keeping them open at the expense of profit, Tradelink is bucking the trend. Jim Moody, Managing Director of the company explains: "Tradelinek was established with the aim of supplying quality windows and doors to the trade. Twenty years on and we continue to work to this same objective. It sounds simple, but not many fabricators deliver quality products with great service – especially in the current economic climate when their margins are being squeezed

and the pressure is on. Keeping product and service at the heart of what we do has not only ensured our stability and longevity, it has also enabled us to continue growing. Sales continue to grow and we're pleased to report that we have managed to remain profitable.

"Tradelinek operates a World Class Manufacturing philosophy company wide which puts a firm focus on continuous improvement. That is why our products and services are always under review and we continually re-invest to give our customers an even better experience. In the last few months alone we have acquired an aluminium business to support the customers we have working



in the commercial sector, and added the leading Kommerling brand to our existing range of Rehau products.

"We understand the market is tough at the moment but we are determined to give our customers all the support they need to ensure their continued success. We're looking forward to another 20 years of listening and understanding installer's needs."

For more information call Tradelink now on 01354 657650 or visit www.tradelinkdirect.co.uk.

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SIG Specialist Glazing Products	01202 580550

* Other recognised trade outlets are available too.

www.ultraframe.co.uk

IT'S NOT MAGIC IT'S HIDDEN FIX

A leading door furniture and hardware supplier is ready to amaze and astound the industry as they unveil a brand-new product to the market.

UAP Limited, based in north Manchester, say their latest product will completely transform the way a decorative door knocker is added to an entrance door making it a quick, simple and profitable process.

The bright sparks behind this innovation insist you will have absolutely no need to get your toolbox out, to drill or to screw whatsoever and still be able to fix a beautiful and stylish door knocker to a front door.

Launching in early 2012, the Hidden Fix Door Knocker has a patented design with a super-strong, waterproof adhesive covering, so it can simply be stuck on to a door with nothing more than a – ta-dah!

Managing Director David Jennings says: "It's no secret that a decorative door knocker can really enhance and improve the overall look of an entrance door. But, all the measuring, drilling and bolting involved in fixing one often puts people off. Not to mention the unsightly fixings showing through on the inside of the door.

"This, often tricky, process creates a lot of work and extra cost, just to get the few holes in the right position to fix the door knocker in, and if a customer changes their mind the holes can't be filled and the door will be left damaged. So we understand why many just don't bother!

"But UAP's latest innovation removes the need to drill into the door so not only do you get a much cleaner, smoother look on the inside, it also eliminates the chance of water ingress

and rot, so getting a call out for remedial work on liable water damage will be a thing of the past.

"With the Hidden Fix door knocker you can increase your profits with a cost-effective and high-quality product, which will save you both time and money.

"What's more, it can be removed easily, leaving no damage to the door."

Combining the style, quality and value for money that customers have come to expect from UAP products, the Hidden Fix Door Knocker will be available in a choice of aluminum, PVD gold (both corrosion resistance and titanium coating), mirror polished stainless steel, black, white, brass and chrome in both classic Victorian and Slimline styles. All come with or without a hole for door viewers.

David continues: "We recommend that the Hidden Fix adhesive is fitted to the door during production and the door knocker is kept separate until installation, this will ensure that the product does not get damaged in transit."

Discover the magic of Hidden Fix and how it can transform your profits from January 2012.

Contact the UAP Sales Team on 0161 796 7268 or visit www.universal-imports.com.



PREFIX'S WINTER BUNDLE-LAND

Prefix Systems have just launched a winter bundle promotion – customers receive extra discount when they order Cornice and their latest LivinRoom cross over extension products together on a classic conservatory roof. As part of their 15 year anniversary celebration in the conservatory sector customers can enjoy a further 15% off these two products on roof orders until Spring 2012.

As consumers look for something a little different from the standard white conservatory, the Cornice product is a cost effective upgrade. It shrouds the conservatory gutter and hides the ends of the glazing bars to provide smooth clean lines at the eaves, and is available in any colour.

Included in the bundle offer is LivinRoom, the best of both worlds, combining the light and airy feel of a conservatory with the walls and ceiling of an extension. As consumers look at new ways of extending their living area, this is another new sales opportunity and may appeal to those consumers who are looking for something a little more aspirational.

This promotion offers a great incentive for installers to look at new sales opportunities over the winter months. The additional 15% discount is providing Prefix customers with an important



competitive edge, in what historically has been a quiet time of year for the conservatory sector.

Alternatively, customers can also look to the wide range of colour options from Prefix which includes whitegrain, fir green, grey, ebony black, cream, Irish Oak, rosewood, golden oak and Chartwell Green along with a stunning and unique cast iron effect gutter. There's also a complete range of long lasting, heavy duty paint finishes choosing from.

These offers are subject to certain terms and conditions and are available from now up until the end of March 2012 from the 3 Prefix branches in Lancashire, Northamptonshire and South Wales.

For further information about the Winter Bundle offer contact your local branch, log on to www.prefixsystems.co.uk or follow them on Twitter @prefixsystems.

CMS COMMENDED AT TOP ENVIRONMENTAL AWARDS

CMS Enviro Systems Ltd has been commended at a top environmental awards ceremony in the 'Waste & Resource' category. CMS were one of four companies given a special commendation at the prestigious VIBES (Vision in Business for the Environment of Scotland) awards, at an event held in Edinburgh.

The Vision in Business for the Environment of Scotland (VIBES) Awards recognise

the commitment, actions and achievements of Scottish Companies in reducing their impact on the environment. This year categories included: Best Management Award; Changing Behaviour Award; Energy Award; Environmental and Clean Technology Award; Transport Award; Best Micro Business.

The keynote speaker at the event was Gordon McGregor, Environment and Energy Director for

Scottish Power and member of Scotland's 2020 Climate Group.

Gillian Bruce, VIBES chair said: "The VIBES Awards recognise businesses which have taken significant steps to improve or reduce their impact on the environment. We would like to congratulate each of the winning and shortlisted companies.

"These companies impressed the judges with their innovation, dedication and

support for sustainable practices while also protecting their bottom line. We hope that other Scottish businesses will follow their example and achieve their environmental goals."

This is the third concurrent year that CMS has made it to the finals of these prestigious awards. Each of the shortlisted companies received site visits from the awards' judges over a three month period. The winners were announced at a ceremony at the end of November.

Andrew Kerr, Managing Director of CMS said: "We were thrilled to make it to the finals for the third year running so winning a commendation is a tremendous honour. It demonstrates how robust our commitment to the environment is, and how this can deliver demonstrable benefits both for us, our customers and the local community."

Tel : 01236 729821
www.cms-es.co.uk



KOMMERLING'S PASSIVHAUS WORKSHOP

Following on from Kömmerling's recently held PassivHaus Workshop at their head office in Lichfield to a panel of customers, there's been an increase in enquiries from existing customers and specifiers. The workshop was originally intended to show off the latest developments in their product portfolio and to introduce some of the German engineering philosophies in product design.

Much is talked in the media about PassivHaus specifications and standards, but Kömmerling and KBE are one of only a handful of PVCu Systems Companies that can boast actual PassivHaus Certification. This important achievement and the KBE System 88 from Kömmerling formed much of the open forum during the workshop and has helped stimulate recent enquiries.

Triple glazing is nothing new for the pan-European parent company of Kömmerling, Profine Group, as these product developments have been researched and engineered for the environmental demands of tomorrow. The KBE System 88 takes triple glazing as standard, along with UK hardware and is extruded with Greenline, the company's exclusive lead free compound.

This new KBE System 88 from Kömmerling has won several awards for innovation in Europe and boasts a number of unique



features including the 6 chambered and 88mm frame depth design. It can boast an impressive 0.7 W/(m²K) 'U' value, using Argon gas filling in the IGU, exceeding the Passivhaus specification and is designed to include high performance triple glazing as standard.

The workshop was also designed to highlight the fact that Kömmerling and its window and door systems can readily meet the demands for PassivHaus specifications and also those for Level 6 of the Code for Sustainable Homes, as specifiers increasingly look towards zero carbon emission homes in the future. Kömmerling's customers are now perfectly placed to meet the demands for highly energy efficient and environmentally sensitive window and door systems for the specifier, trade and consumer markets.

For further information log on to www.kommerling.co.uk, call the sales office on 01543 444900 or follow them on Twitter @kommerling_uk.

SECOND CUSTOMER SATISFACTION AWARD FOR CHATSWORTH WINDOWS

Northallerton based Chatsworth Windows, which last year was named by REHAU as its Authorised Partner scheme Fabricator and Installer of the Year, has just received another award based on its exceptional customer satisfaction levels.

Independent Warranty, which provides Chatsworth's insurance backed guarantee, has presented a Customer Care Merit Award to the company based on a 99% customer satisfaction rating.

Like the REHAU award which was based on analysis of customer satisfaction surveys completed after an installation was complete, the Independent Warranty award was based on a

quality installation survey of Chatsworth customers.

Stuart Scott, the Managing Director of Chatsworth, said: "We pride ourselves on our commitment to quality throughout the customer experience – from how we sell to the quality of the product, the standard of workmanship and the after sales service.

"It is great to see that commitment being independently recognised and we will be proudly displaying this new award alongside our award from REHAU."

Chatsworth Windows supplies trade and retail customers throughout North Yorkshire and is outperforming the market with sales up 12% in 2011.



SYNSEAL'S GREEN CREDENTIALS RECOGNISED

Synseal was nominated and shortlisted for the Green Manufacturer of the Year Award at the 'Insider Made in the Midlands Awards', a scheme that rewards the work of the region's manufacturers. The prestigious Awards Presentation Dinner was held at the Ricoh Arena in Coventry on Tuesday November 2nd.

"Synseal are delighted to have been nominated alongside such a respected group of manufacturers that included Jaguar Land Rover, Morgan Motor Company, AGA Rangemaster Group, Wade Ceramics and SI Group to name a few," Production Director Robin Byron said, who attended the event with HS&E Manager Glenn Evans.

Synseal was shortlisted on the night, but narrowly beaten by Alumet Group

for the Green Manufacturer award. CEO David Leng said: "We are very proud of our carbon reducing ethos which, via our processes and products, stretches to all corners of the UK and beyond."

Synseal impressed the judges with its environmental strategies that include: a year-on-year reduction in energy consumption of 8%, producing an average saving of 600 tonnes of carbon; a 30% reduction in vehicle emissions through the introduction of 34 new delivery vehicles; and the on-target achievement of zero waste to landfill by the end of the current year.

Other initiatives considered include the reduction of tyre wear and replacement, and a saving of almost 15% in office paper usage. Of considerable significance was the company's focus

on the introduction of A rated windows throughout its range, and the use of recycled PVC-U in the manufacturer of new profiles to virtually eradicate waste of this valuable material.

The Made in the Midlands Awards are judged by leading Midlands business people. "There is always something appealing in being judged by one's peers, by people that are successful and understand the pressures and indeed, the pleasures of running a thriving business," David said. "It is important to emphasise the strength and qualities of manufacturing in the Midlands, where Synseal continues to be a growing employer and leader within its field."



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FocusInstant3D users will have the added benefit that the price will be re-calculated automatically when changes are made. This means that, not only can the customer see what their house is going to look like, but also see the effect on the price when adding features such as Georgian etc.

windowlink

For full details contact Giles:

T: 0844 854 1560 E: sales@windowlink.com

HEALTH & SAFETY HEIGHTS SCALED WITH HEGLA STORAGE SOLUTION

Hegla's pvc racking and storage system has recently created a lot of interest due to both the versatility of the product and the health and safety advantages it provides some customers. Although Hegla is well recognized for its vast knowledge in relation to glass handling, cutting and storage systems, the company equally excels in providing solutions for the profile market



The adaptability of the Hegla system creates considerably more space within existing premises enabling investors to utilize their car parking space for its intentional purpose and not to store excess pvc product.

The increased warehousing efficiency enables companies to maximize upon the potential of existing facilities without the need to look at moving into larger premises. Manufacturers can therefore look to expand their businesses for the right reasons and in the right areas.

Enquiries for the Hegla racking system have also been generated because of health and safety issues. In one instance it would eliminate the need for an entire warehouse to be organized every day before staff arrived, to ensure that both machines and

product did not adversely affect movement around the production floor.

Enhancing the storage capacity and efficiency in old or new premises is fast, efficient and developed to tie in with specific production schedules, as the Hegla team tailors each system to an individual customer's requirements.

Whether it is required for compact or large premises, the designs are specified to cater for individual storage needs. This includes products such as the semi automatic floor to ceiling concertina racking system for bulk quantities or the smaller manual concertina option for small quantities.

Unlike the cantilever structures that are fixed to the floor with working gaps between each section

for fork lifts to operate, this offers substantial benefits with the need for only one moving gap along the whole run.

The system enables operators to decide upon a position where profile is stored and then that gap is opened to allow the fork lift to enter. Via the motorized coupling bogie system upon which the racks sit, the operator can then close this gap and open another section for another amount of stock to be moved or stored.

With health and safety of paramount importance the Hegla PVC racking solution houses a number of features including a safety light beam which protects those working within the system as well as an audible warning device to inform operatives when the racks are moving.

The concept was developed to allow the racks to sit side by side without a gap and can be easily adjusted either automatically or manually to suit production requirements.

Meticulous attention has been incorporated into the design with the racking solutions manufactured to meet all current industry standards and produced in individual corporate colours if so required. This enables customers to optimize the storage of all sized goods and weights in any facility.

The computer aided design ensures the best solution for every project with each installation not only meeting the existing storage requirements of most companies but, importantly, provides additional capacity for future growth.

Steve Goble, Managing Director at Hegla UK comments, "In simple terms the Hegla racking system will provide a complete solution at a realistic cost that will quickly pay for itself."

For more information on the Hegla range please call: 01908 261933



15 NEW PRODUCT DATA SHEETS FROM NWL

North Western Lead Co (Hyde) Ltd has overhauled 15 of its product data sheets to provide the end user with a wealth of technical information on the company's extensive range of products.

The move is part of an initiative to provide NWL's customer base with an even better level of technical support and service than ever before. It follows hot on the heels of the recently launched website from the company, which equips NWL's customers with all the tools they need to create attractive panels for doors, windows and cabinets at a fraction of the cost of traditional stained glass.

Designed to offer technical information in a clear and concise format, the product data sheets can now be downloaded from NWL's new website. They cover a range of products including Decra Glow self adhesive film, Rainbow self adhesive film, Decra Led coloured lead, Decra fused tiles, Decra Bevels, Decra Led premium lead and Alpha lead. They

are packed with advice on the type of applications they are suitable for, hints on how to apply them and the performance you can expect from them.

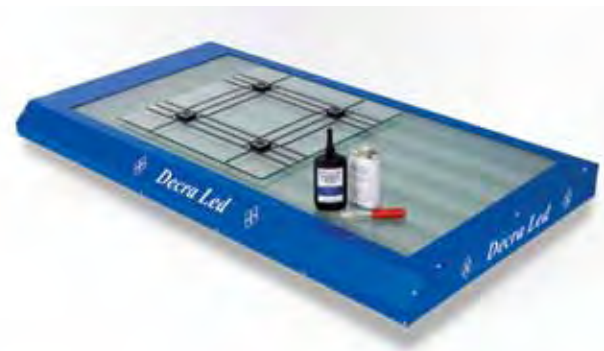
More data sheets cover the essential products used during application, such as UV lamps, Decra Clean glass cleaner and Decra Guard coating for glass, including information on how to handle and store them.

Stephen Hart, NWL's managing director, says: "We are very pleased to launch these new data sheets which further underline our wholehearted commitment to provide an unrivalled level of service for our customers. We have had some very positive comments from our

customers, who welcome us going the extra mile to support them during these challenging times."

North Western Lead Co (Hyde) Ltd was established in 1946 and is a leading supplier of decorative glass overlay products, including glass bevels, self adhesive strip lead, film and fused tiles. The company's flagship product - Decra Led® - is a self adhesive lead strip. Manufactured from ingot lead which has been specially selected to produce a polished even finish with clean cut edges, Decra Led® provides consistent malleability for ease of working on all designs.

Tel: 0161 368 4491



CERTASS SELECTED FOR THE GREEN DEAL PILOT BY UKAS

UKAS has selected Certass Limited to be one of the few organisations to be on the initial Green Deal pilot scheme. UKAS will accredit Certass to certify installers against the relevant standards for Green Deal certification.

Only installers accredited through one of the Green Deal Certification bodies, such as Certass, will be able to install products for the Government's Green Deal initiative, ensuring a robust system of consumer protection.

Jason Clemmit, Managing Director of Certass Accreditation said 'I am delighted that Certass has been chosen for the Green Deal pilot. To be chosen for the pilot scheme demonstrates the work

and commitment Certass has undertaken to become part of the Green Deal initiative. Certass is a leading Competent Person Scheme operator and our ethos for technical excellence and service makes us well placed to deliver Green Deal Certification to our ever growing membership base.'

Green Deal is due to launch in October 2012 and is designed to save energy, reduce carbon emissions from the UK building stock and reduce property occupiers fuel bills.

Certass, is a Competent Person Scheme covering the installation of replacement windows, doors and associated glazing products in domestic properties, and is licensed by the Department for

Communities and Local Government. Certass was established in 2006 and is a not for profit organisation dedicated to raising standards in the glazing industry, demonstrated by initiatives such as the Thermal Rating Register. Membership of Certass enables contractors to self-certify installations as an alternative to submitting a building notice or using an approved inspector.

For more information please contact Gemma Swankie at gemma.swankie@kinnell-holdings.co.uk - 0845 0948 025 - www.certass.co.uk



FUTURE PROOF WET

Edgetech returns for the final article in the series from its Institute of Spacerology. This time Alan Fielder, Director of Sales and Marketing looks at the qualities sealed unit manufacturers should be looking for in their WET suppliers to future proof their businesses.

In my last column I looked at the potential changes in legislation that might be applied to the Building Regulations in 2013, what these changes might mean for the window industry and what that in turn means for the Warm Edge Technology sector. I concluded that as much as we can speculate and guess what will happen, ultimately we don't know what's coming. What we probably can be sure of though is a continued drive towards increased energy efficiency.

Before we even arrive at 2013, we also have the uncertainty of The Green Deal to contend with. The Government has announced its plans but details of the scheme are very much still up in the air, and despite the pages and pages of discussions and debates about The Green Deal in our own window industry publications, it is still unclear what impact the initiative will have on our industry. The consultation document is now 'out there' and the scrutiny and comment process has begun. Fuelling the discussions more recently is the news that tariffs for solar panels have been reduced.

This means the pay back for consumers is nowhere near as incentivising as it was when the scheme was first launched. As with any new initiative though there is bound to be a period of adjustment, but however much the scheme evolves, the reasoning behind it doesn't change. Whether using a carrot or stick approach, the Government needs us all to be more energy efficient if they are

going to meet their stringent targets of cutting carbon emissions by 80% by 2050.

A moving target

We can be fairly sure that legislation will tighten and incentives will continue to push us towards a greener future. Whatever your personal opinion about the environment or even how you view the level of impact windows can have on cutting carbon, you cannot hide from the fact that much of the world is driving for more energy efficient products. As our industry continues to evolve as a result of this demand, Warm Edge Technology – as a window component that improves thermal efficiency – continues to grow in importance. That is why it is even more important that suppliers in this sector step

up to the plate and ensure their offering is on target and is what the customer needs. It's no good offering the same solution for a challenge that is continually evolving because that will only serve to be a short term fix at best. Warm Edge Technology has significantly grown in popularity in the window industry for the last 10 years and now makes up approximately 50% of the market. As more and more sealed unit manufacturers switch to Warm Edge, they are starting to look for a more tailor made solution.

Tailor made solutions

WET suppliers that are going to lead the market through The Green Deal, the potential move to Triple Glazing and to a possible change in legislation in 2013, need to be robust. They need

to be able to supply any size and type of company with the products they need depending on the volume they produce and the budget they have. They need to offer the best technology whether companies are looking for durability, energy efficiency or productivity. They need to offer tailor made solutions to the entire market that are backed up with sales and marketing support packages that truly support sales all the way down the supply chain.

If you are interested in finding out more information about a supplier that can offer you a tailored solution from the widest range of WET, call Edgetech on 08700 566844 or visit www.superspacer.co.uk.

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- Co-extruded sash with Liniar's patented glazing seal



CONCEALED HARDWARE

Stainless steel track mounted in-board, only hinge knuckles visible when door is closed.



SLIM SIGHT LINES

Slimmer panel joint sight lines, bespoke sash profile maximises glazed areas.



LOW THRESHOLD

Less trip hazards due to the range of low threshold options available. All of which are wheelchair friendly.



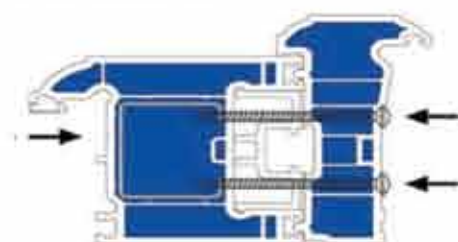
NO KEEPS NECESSARY

Shootbolts located into the track.



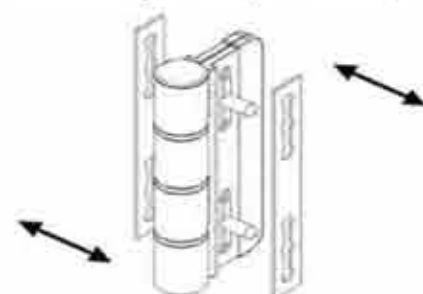
Meeting Stile Fixing

Meeting Stile fixed to door after single roller adjustment. To be fixed from either inside or outside.



Hinge Adjustment

Add/Remove hinge packers to adjust each hinge independently.



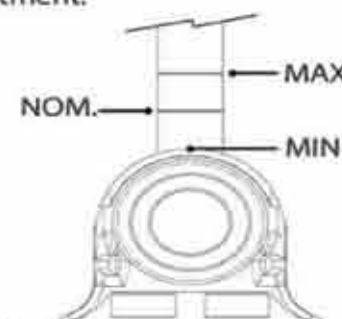
Toe and Heel

Each door to be 'toe and heeled' to suit constant nominal door gaps of 8mm. (see reverse)

Liniar Bi-Fold Plus Inst

Roller Adjustment

Remove cap for allen key adjustment.



Single Roller

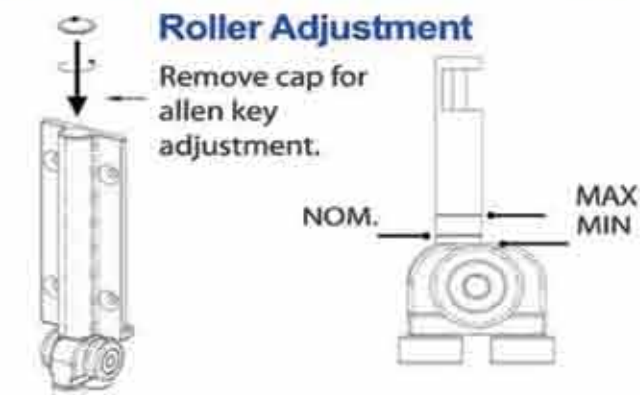
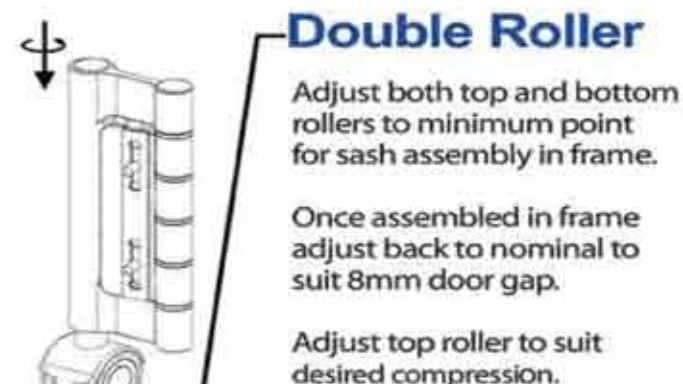
Remove top single roller for door assembly. Fix in position once door is assembled.

Adjust bottom roller to suit 8mm nominal door gap. Adjust top roller to suit desired compression.

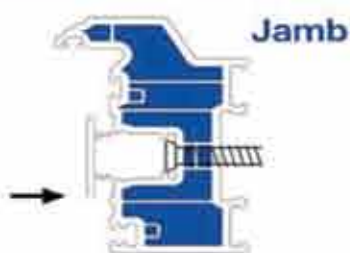
Email: sales@pearlwindows.co.uk or visit: www.pearlwindows.co.uk



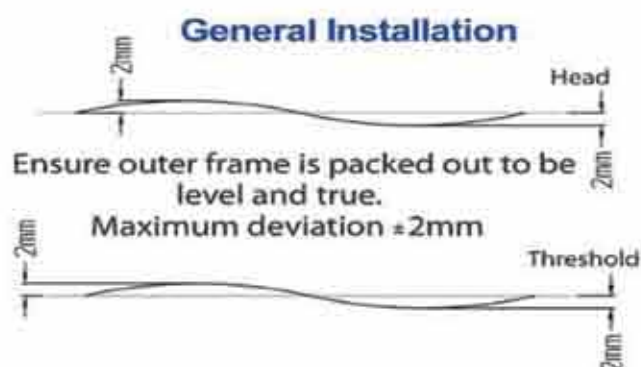
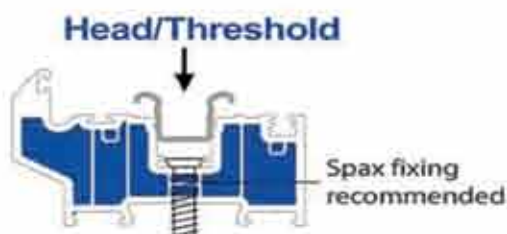
Installation Example: 5-3-2



Frame Fixings



Fix through recess at 600mm centres. Clip trim/track in after fixing.



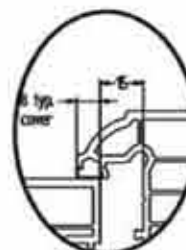
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NEW AMBIENCE MARKETING SUITE FROM TUFFX DEFINES LEADING QUALITIES

Leading industry glass roof manufacturer, TuffX has launched vibrant, new marketing suite for its Ambience range which includes a stylish new brochure as well as a dynamic product guide that have been developed to give customers a leading edge when approaching consumers.

The literature, that adopts a contemporary style, features all the key benefits of the market leading brand in simple, concise sections to help exemplify the advantages of performance and aesthetics to homeowners.

Meticulous attention to detail has been placed on the design of the attractive Product Guide to draw the consumers' attention to product detail. This incorporates four colour option glass samples in a compact wallet, with corresponding data included on each product. Specifications include information on performance values such as heat reflection and light transmission.

The literature, which can be personalised and used by TuffX customers as an additional sales tool, is part of a comprehensive marketing strategy that has been instigated to help both customers and consumers choose the most appropriate product for any conservatory roofing installation.

Every attention has been given to each product in the Ambience range to highlight its individual benefit with the new suite having been designed to reflect the company's



ethics and strong drive to provide quality, consistency and market leading products.

With an emphasis placed on professionalism and excellence, new flyers and advertisements have also been introduced to assist in promoting the main benefits of the latest products in the Ambience range, Ambi Max and Ambi-bronze. Both of these products are already proving extremely popular due to the broader scope they offer both commercial and domestic customers.

Steve Halford, Sales Director believes that whilst the industry may be familiar with the terminology and performance capabilities of the new range, the consumer is still yet to fully appreciate the vibrant differences and advantages of tinted, high performance conservatory roof glass.

Steve Halford comments, "Our marketing portfolio will assist in developing a broader understanding of the products in general in concise terms and will expand possibilities for our own customers' businesses."

He concludes, "We have developed the marketing portfolio to provide customers with professional tools that are eye-catching, with simplistic terminology in order to educate and not confuse the end user. We believe this will give them a leading edge in a ferociously competitive marketplace."

VULCAN CELEBRATES SUCCESSFUL SUMMER CONTRACTS

Hull-based Synseal fabricator and installer, Vulcan Windows, completed nine key projects over the summer, including the challenging Dorchester Primary School window replacement contract.

Windows fabricated using Synseal's Shield profile were installed as part of a major improvement scheme at the school, which were put forward as an equal alternative to the windows Hull City Council had previously specified.

Some of the project's more challenging elements included installing screens that were more than 14m long with aluminium doors (supplied by sister company Vulcan Aluminium), faceted frames, and aluminium mullions. "One screen was pitched from the centre and all frames incorporated

angles which were both difficult to manufacture and install," explained Peter O'Brien, Vulcan's Commercial Manager.

Vulcan Windows was also the main contractor on the project, and carried out all associated building works in house. "The school's headmistress and NPS Humber (the council's architectural consultants) were both delighted with the outcome," Peter said.

The Dorchester Primary School contract was one of nine (out of 13 bid for) that Vulcan won through the local authority's automated bid system.

"The contracts all needed to be completed in the six weeks holidays so a quick turn around was needed – everyone in the company pulled all the stops out to

achieve client completion dates," Peter explained.

"This has been a successful trading period for us on which we hope to grow in reputation as a company specialising in solutions for difficult commercial applications."

Synseal also provides the profile that is used as part Vulcan Windows' curtain walling system which is used in schools and hospitals.

"Vulcan Windows is a great ambassador for Synseal's profiles," Brian Walker, Synseal's Fabricator Development Manager said. "The team is committed to installing the very best products, and they have proved that the commercial and domestic sectors needn't be exclusive, so long as they have the knowledge and expertise to back it up."



QUALICOAT'S CONGRESS IN MUNICH

Qualicoat UK & Ireland were recently in attendance at the World Congress and 25th anniversary of Qualicoat. Held in Munich at the end of October, the milestone was marked by a spectacular Gala Dinner with Qualicoat members from as far away as Australia.

The congress was organised in conjunction with ESTAL, the association for European Surface Treatment on Aluminium. With almost

200 delegates in attendance, representing over twenty countries, there was a varied programme of events organised during the four day congress, which included visits to local manufacturers such as BMW and Mann.

The Congress was opened by the Michael Oswald, VOA President and organising association, followed by honoured guests, Markus Sackmann, State Secretary, Bavarian Ministry of Labour

and Social Affairs and Dieter Reiter, Chief Executive and Governing Member of the Munich City Council.

During the 2 day congress, speakers presented various topics regarding the quality of finishing applied to architectural metalwork. Professor Michael Stacey, Chair in and Director of Architecture of the University of Nottingham, discussed the importance of finished aluminium in

today's architecture. Russell Deane, of Akzo UK, offered an in depth look at the durability of class 2 and 3 powders and how these can significantly extend the life expectancy of architectural aluminium.

Delegates were left in no doubt that the Qualicoat label had become a common world standard for the powder coating of architectural aluminium. Growth was being



Congress speakers.

experienced in many countries across the globe with new members joining and becoming active in furthering the quality and durability of the Qualicoat label.

Copies of the Qualicoat standard are available through the UK associations



Mo Panam, Qualicoat Vice President, cutting the 25th Anniversary cake.

website together with an up to date list of manufacturers and applicators at www.qualicoatuki.org. Printed literature and telephone support is available from Qualicoat UK & Ireland's Head Office in Birmingham on 0121 601 6746.

WHAT'S IN STORE FOR 2012

2011 was a busy year for BFRC. It saw the launch of an impressive range of new Window Energy Rating (WER) products – the Simplified Energy Licence (SEL), a version of the SEL established specifically for System Houses, a WER for roof windows and the BFRC's own proprietary WER Calculator. BFRC also launched the much-anticipated BFRC Door Energy Ratings (DER) scheme.

Though there will be less new BFRC product initiatives in 2012 we do believe it will be a significant year for windows and doors energy efficiency – despite the pretty dire economic situation.

Increased Energy Prices

The latest fuel price rises will dramatically affect domestic winter energy bills and it is predicted that further increases will feed through in 2012. As these costs hit homeowners, there will be heightened interest in domestic energy efficiency measures including BFRC rated windows and doors.

The Green Deal could stimulate further demand for energy efficient product. There will be a consultation on revisions to the Buildings Regulations that could include

further improvements to the thermal efficiency requirements for windows and doors. BFRC will be playing an active part in the resultant consultation process.

BFRC believes that the result of regulatory changes could see the minimum WER band go from 'C' to 'B' and a whole window u-value move from 1.6 to 1.4. DERs could see a u-value change from 1.8 to 1.6.

More Energy Efficient Doors

The launch of WERs and their inclusion in building regulations saw the windows industry embrace energy efficiency in its product development much more quickly than many predicted. That dynamism and rate of product development will apply to doors in 2012 as manufacturers gear up to make the most of the marketing opportunities of BFRC's Doors Energy Rating (DER) scheme.

The development of ever more energy efficient windows is crowding out the BFRC WER 'A' band. More and more product is achieving ever more efficient 'A' rated status.

As happened in the white goods sector the 'A' band will need sub-division. BFRC will work towards that sub-division so that the most energy efficient products can differentiate

themselves and market their energy efficiency properties.

These upper bands will also allow Triple Glazed windows to take their place in the BFRC WER scheme.

Marketing WERs and DERs

During 2012 BFRC will be implementing a consumer awareness campaign for WERs and DERs in the UK media. This will ride on the back of increased homeowner concern of energy prices and communicate the benefits that the best doors and windows can provide.

BFRC will start 2012 with a bang! January will see the launch of another specially designed SEL for a particular manufacturing sector. Watch out for more details in the New Year.

Companies with product registered and rated by BFRC will be able to take advantage of all these developments. The comprehensive range of product licences, and the expertise and support given by BFRC, all provides a total energy efficiency solution for windows and door companies. It also provides an invaluable marketing and comparison tool.

Please phone or email us to find out how BFRC can help your business in 2012.



James Strawbridge.

By Chris Mayne, General Manager BFRC

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WHAT LIES AHEAD?



Well, we've reached the last issue of the year already, and what a year it has been. I was at a meeting only this week, when I was asked how I found working on a glazing industry newspaper. The question almost answered itself, in terms of sourcing news stories, as 2011 seems to have been one of the most eventful in the 10 years I have been in the trade press.

In February, news came through that the dedicated glazing exhibition, Glassex was to close, after two years in a new spot, alongside Interbuild in October. This did not so much come as a shock, more a disappointment to those who got a lot out of attending and exhibiting.

Much talk in 2011 has surrounded the Green Deal, and whether or not the glazing industry would be able to benefit. A significant amount of lobbying to government has taken place on this matter, and the Glass & Glazing Federation and Pilkington stand out as warranting a special mention for all their hard work in this area.

While on the subject of green issues, 2011 was also the year that, after 7 successful years Ecobuild organiser International Business Events Ltd was purchased by UBM for up to a whopping £51 million. The first exhibition under the new organisers will take place in March, so we will have to wait and see until then whether UBM can keep up the good work that International Business Events started. Staying on topic, there was widespread concern at the end of October, when proposals were announced to reduce subsidies for domestic solar electricity to protect the Feed-in-Tariff (FiT) scheme. This

"Derek had provided me with a great deal of fascinating opinion pieces over the years, and it saddens me that I will not have the pleasure of reading a new one. RIP Derek, and best wishes to his wife and children at this difficult time of year."

is not yet set in stone, but it has certainly caused concern for so many people who saw renewable energy, and solar PV in particular, as one of the remaining growth industries to be tapped into.

In other news, the publication of The Consumer Protection Report caused much controversy in May. Commissioned by the DGCOS and researched and compiled by chartered accountant, David Herman, the report was published to serve as a blueprint for consumer protection bodies, whilst providing some key questions for homeowners to ask before buying double glazing or conservatories. This was a move to try and in some way overcome the undeserved reputation the industry has built up over the years, stemming back to the 'hard sell' techniques of the 80s. The industry was quick to respond, with spokespeople from the GGF, CPA and Network VEKA contacting the trade press – and Herman himself – to point what they saw as inaccuracies and omissions in the report. Herman has since updated the report, after asking organisations to send documentary evidence of said inaccuracies.

Shortly after this came the announcement that a new ombudsman scheme would

launch, backed by FENSA and the GGF, and described as a 'no frills' straightforward scheme to provide customers of registered businesses with an option if things go wrong.

Everybody in the industry will remember when news came through that Tesco would start supplying windows, backed by Job Worth Doing. Quite apart from the supermarket giant muscling in on an industry where those within it have worked hard over the years to build their businesses, reputations, skills and customer base, the big rub with this news came in Tesco's sales pitch. Here is just one example of what it said: "The 4 hour sales pitch, aggressive sales tactics, nagging phone calls and ludicrous discounts are common place, which all makes for a very unpleasant experience! There is a better way! At Tesco Windows & Doors we're visibly different in so many ways."

We were dealt another, more personal blow in September, when we lost industry great Derek Bonnard, following a short period of illness. Derek was one of the good guys, widely described as a gentleman and innovator, and the industry came together in its grief. Derek had provided me with a great deal of fascinating opinion pieces over the years, and it saddens me that I will not have the pleasure of reading a new one. RIP Derek, and best

wishes to his wife and children at this difficult time of year.

But let us finish on a high note, and in keeping with remembering Derek Bonnard. The latest G11 awards saw almost 600 members of the glazing industry arrive at the Hilton, Park Lane to celebrate some of the best in the business. It was heartening to see so many like-minded people together in one place, and it was hard not to get emotional when the Derek Bonnard Award for Excellence was announced – to the loudest cheer of the night. We have an in depth review of the awards on page 46, and would like to offer our congratulations to all the winners.

There has, this year, also been a wide range of other news stories, product launches, acquisitions, and more, so we can't wait to see what 2012 will hold. Whether the freeze on fuel duty and newbuild indemnity scheme announced in the Chancellor's Autumn statement will have the desired effect and boost the construction sector, whether the glazing industry will benefit from the Green Deal, whether the solar PV subsidies will indeed be cut, we can be assured of one thing. The glazing industry will pick itself up, dust itself off and find new ways to innovate. I look forward to finding out about your latest news, products, schemes and appointments in 2012.

"The latest G11 awards saw almost 600 members of the glazing industry arrive at the Hilton, Park Lane to celebrate some of the best in the business."



Windowlink would like to wish customers old and new a very special Christmas and a fantastic New Year!

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The Management and Staff at Windowparts wish all of their customers and friends the

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This year we have decided to make a donation on behalf of Anglo European and our customers to Rainbow Trust Children's Charity (Registered Charity No: 1070532). The charity provides support to families who have a child with a life threatening or terminal illness. Please see the donation slip to the bottom of this ad – we hope that you may choose to make a donation to this worthy cause. Further details can be found at www.rainbowtrust.org.uk.

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Happy New Products for 2012

Four Seasons now fabricates aluminium windows, doors and bi-folding doors.

As trade supplier of K2 conservatory roofs and Smarts aluminium glazed products, Four Seasons can make 2012 a Happy New Year for your business.

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HAVE THE POWER

Now available from Makita is a comprehensive range of useful power tool accessory sets, structured the range at three levels of user experience. Within those three tiers is a wide variety of the most useful and popular accessories.

Specific attention has been taken to provide industry sizes for UK professionals and duplications of the most popular dimensions have been provided in some of the sets. Each set contains a balanced selection of sockets, screwdriver and drill bits while the high end kits also incorporate tape measures and spirit levels ensuring that a professional has everything they may need for the job.



Top of the range PRO-XL sets are carried in a robust, aluminium carry case. The 120-piece set has a list price of £110 plus vat. PRO-XL sets are also available in 70 and 40 piece sets. The mid-range PRO sets are 60, 105 and 120 piece selections, in moulded carry cases with a strong, clear plastic front cover design, ranging in price from £34 to £56 plus vat.

The TRADE sets are 50, 75 and 100 piece sets ranging from £22 to £38 plus vat each in plain moulded cases.

More information about the full accessory range is available at www.makitauk.com.

FESTIVE FINANCE

Volkswagen Commercial Vehicles is getting into the festive spirit with a new Christmas themed advertising campaign. The latest finance offers, which run until 31 December 2011, include a new Caddy van for £199 a month (plus VAT) with free servicing for up to three years or 30,000 miles (whichever comes first).

There will be two entertaining radio adverts, appropriately titled 'Carol' and 'Reindeer', which feature the voice of Philip Glenister from the TV series Life on Mars. To highlight further finance offers available from Volkswagen Commercial Vehicles Finance, the radio campaign will be supported by online and press adverts featuring Christmas presents that unwrap to reveal a Caddy and a Transporter van.

The new Transporter is currently available from £239 a month (plus VAT) with free

servicing for up to three years or 30,000 miles (whichever comes first), or for something bigger, there is the new Crafter from £309 a month (plus VAT) with a £1,000 deposit contribution.

'To highlight that our great commercial vehicles also make great commercial sense, we thought we'd have some fun with a special Christmas campaign about some of our most competitive finance offers,' said Mark Hopkins, Head of Marketing, Volkswagen Commercial Vehicles UK. 'And we're sure that van buyers taking advantage of this offer will definitely have a very happy new year,' he continued.

For even more control of 2012 business budgets, Volkswagen Commercial Vehicles Finance also offers insurance and a range of fixed-cost maintenance plans.

WINDOWPARTS LTD.

WINDOWparts Ltd is the Luton based market leader in the supply of spares for the repair and maintenance of uPVC, Timber and Aluminium double glazing products.

WINDOWparts has traded from Luton for over 13 years, having moved into the current 10,000sq ft warehouse on Cosgrove Way almost seven years ago. This is a result of the work that has gone into company from its humble beginnings in the original premises, a shop in Dallow road Luton. The company is owned by the husband and wife team of Raj and Urmila Mistry.

WINDOWparts have their own range of products marketed under the Flexi-Range. 'Fix it with Flexi' has been the marketing slogan used very successfully by the company over the last two years. The Flexi-Range is a group of 'one size fits all' products which were all invented and introduced into the product range by Raj Mistry. The most well known of these is the Flexi-Handle, a fully adjustable lever/lever handle covering centres from 59mm to 96mm.

WINDOWparts is incredibly active in the supply of products into the wholesalers. This includes suppliers to the Locksmith Industry and a number of national suppliers to the repair and maintenance markets. We offer a comprehensive range of repair products to all sectors, encompassing the high street Hardware and DIY stores.

During 2011 WINDOWparts has taken a number of positive steps to move the company forward in line with making the whole operation more efficient and customer friendly. These improvements include the installation of a new computer system, allowing the company to use the internet to keep up to date with the modern technology needed to control the whole of the business.

In January of 2011 WINDOWparts opened its second branch in Apsley Way at Staples Corner in North London - a now established branch which is building a good customer base and contributing to the overall performance of the company. The publication of volume two of the WINDOWparts brochure has also added great value to the company. The second issue, contains a number of new products and has an additional 100 plus pages. This brochure is a tribute to the business' in house graphic



designer Slava Gurinova, who has provided a sales aid of very high quality.

In addition to this a customer service department is now available. This provides a better point of contact with customers and makes it easier to control the web sites, E-bay and Facebook shops. The internet has offered numerous opportunities to broaden the company's exposure and increase the number of people who can access its products.

WINDOWparts has taken a number of positive steps to ensure it is able to continue offering its huge range of products during this period of austerity. Raj continues to look for new innovative solutions to everyday problems, whilst exploring new suppliers throughout the world. This will help WINDOWparts to stay abreast of the industry needs.

Raj tells us: 'As we approach the new year, we are putting the necessary controls and purchasing plans in place to ensure we can meet the challenges ahead. It is important for the company that we have a plan which is achievable and workable.'

'Everyone at WINDOWparts continues to work to make our quality and service a benchmark for the company's future success. For as long as we can Fix it with Flexi, and we continue to innovate with our new products, the company will continue to prosper.'

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THE GLASS MACHINERY COMPANY SUPPLIES TAILORED SOLUTIONS FOR NICHE MARKET

A leading specialist glass manufacturer based in Kidderminster near Birmingham, has made substantial investments in equipment from The Glass Machinery Company. In a recent investment GGP Glass Ltd has installed a lamination oven which is the first of its kind to be installed by The Glass Machinery Company in the UK.

The Microglas Lamir H600, which is available in many working dimensions has been tailored to 2000 x 3200m for this particular project to suit the needs of the production facilities at GGP Glass Ltd. The capacity of the machine which includes forced air cooling and a second drawer

matched the company's output requirements perfectly.

As a family run business that was established over 10 years ago, GGP Glass has since carved a niche in the market as a reputable firm that will provide unique glass solutions. With the company making a decisive move to progress into toughened glass processing it was essential that the high standards for which it is recognized would not be diminished.

Tony England, Owner at GGP Glass Ltd stated that it was vital when accommodating the toughening process into manufacturing methods

that the machinery installed could meet the exacting demands of a specialist manufacturer.

With clients including Boots Chemists, The Olympic Village and House of Fraser as well as numerous contracts to supply the private sector with niche products including shower cubicles for holiday homes in Barbados to decorative panels in manor houses, GGP is recognized for product quality, consistency and excellence.

The installation comes at a time of growth and development for GGP Glass who, with the corporate philosophy of working on projects others will

not consider, believe that the laminating oven will add a new dimension to the business, allowing for diversification to include such toughened glass products as balustrades and staircases.

Investment in the Lamir was based upon the knowledge and reliability of The Glass Machinery Company team. The patented Microred technology offers GGP Glass a simple and effective way to broaden the product range without overcomplicating production methods.

Tony England comments, "As a family processing business we specialize in providing innovative products to the market. In order to bring



quality solutions to the market we have to invest in machinery that will keep us ahead in this sector.

He continues, "Our work speaks for itself as customers such as Goldman Sachs will attest. We needed a machine that could be tailored to our exact specifications based upon the products we manufacture. We therefore needed to increase the size of the oven without paying huge additional premiums.

He concludes "We know the high standards of The Glass Machinery Company from previous experience and although we evaluated the market extensively,

found that they were the only company who would accommodate our very specific requirements."

Phil Birchall, Managing Director at The Glass Machinery Company comments, "During a difficult economy we feel it is more important than ever to go the extra mile when it comes to customer service. As GGP Glass expand their business arena we have installed a cost-effective system that will help to broaden their entire portfolio and help the company to maintain its leading market edge".

Tel: 01630 638555

SOLAR FITS STILL A GREAT OPPORTUNITY, SAYS QUOTATIS

Feed in Tariffs (FITs) still represent a fantastic return on investment, despite the recent reduction announced by the Government, lead generating company Quotatis has claimed.

FITs were launched by the government in April 2010 in a move designed to encourage the widespread domestic installation of photovoltaic panels. To this end the scheme has been very successful – there were more than 16,000 new solar PV installations in September 2011 alone – as homeowners have taken advantage of a generous tariff that paid them 43.3p/kWh for every unit they produced

whether they used that energy themselves or sold it back to the grid.

At the end of October 2011, the Department for Energy and Climate Change announced that FITs would be reduced to 21p/kWh for new projects, and homes would have to prove that they are already energy efficient to qualify for the tariff.

"There has been something of a panic following the Government's announcement to reduce the FITs, which I believe is unjustified," Teresa Gizzi, Quotatis's sales director, explained. "FITs make up just a small part of rapidly growing and important

industry, and despite people's fear that it will pull the rug out from beneath it, the opposite is probably true.

"When FITs were launched 18 months ago, the cost of an average PV installation was about £13,000. That figure has dropped to around £9,000 and is still falling. Therefore, homeowners will still get a return of anywhere between 4% and 10% on their investment – far better than what the high street banks are offering! Plus, energy bills will still be lower."

Teresa went on to explain that looking at the FIT in isolation ignores the many other benefits that energy efficient products bring.

"The Government's other announcement – that homes have to prove a minimum level of energy efficiency before they qualify for FITs – is positive news for industry," Teresa explained. "You can't view solar power on its own – generating your own energy is just one piece in a huge jigsaw puzzle of reducing our reliance on fossil fuels. There's no point in enjoying free electricity when the sun shines, only to whack up the heating when it gets dark.

"Therefore, the industry must work together to educate homeowners on how to save energy by making their homes more efficient, rather than just sell them the

sexy shiny panels for their roofs."

Quotatis was recently endorsed by the Energy Saving Trust to give impartial advice to homeowners on energy saving matters. "This means we can now offer in-depth advice – backed up by the highly respected Energy Saving Trust – on a range of energy saving methods, including double glazing, insulation, replacement boilers and renewable energy," Teresa said.

"This, in turn, provides opportunities for our business partners. Energy prices are still increasing, and homeowners are looking at a variety of ways to make



their homes cheaper to run. They approach us for advice, and any resulting leads are then passed on to our registered team of installers."

Concluding, Teresa said: "People are not going to lose interest in the energy efficiency of their homes just because FITs have been reduced. Now, more than ever, businesses need to position themselves to make the most of a revolution in sustainable home improvement."

SWISSPACER HELPS OLYMPIC GLASS SALES GROW 50%

Sales for sealed unit manufacturer Olympic Glass have grown as much as 50% since using SWISSPACER warm edge spacer bars.

The Kent-based company has grown significantly since it was established 17 years ago and is now one of the UK's leading manufacturers of sealed units, producing

around 5,000 units a week. It first started using SWISSPACER two years ago when customers began asking for high performance windows.

Gary Jenkins, Managing Director of Olympic Glass says: "Using SWISSPACER is an easy way of improving the energy efficiency of our sealed units without

making any changes to the other components. Excellent customer service is at the heart of what we do, and SWISSPACER is a high quality product."

Gary expects sales of energy rated windows to continue growing as Building Regulations tighten and homeowners become more energy conscious. He has

also noticed more requests for triple glazing. Gary adds: "Triple glazing is definitely becoming more prevalent. We can and do manufacture triple glazed units and SWISSPACER is one of the few warm edge spacers strong enough to cope with the extra pane of glass.

"Our investment in the best machinery and the

best components, such as SWISSPACER, allows us to achieve the best possible products for our customers, helping us to grow and keep ahead of demand."

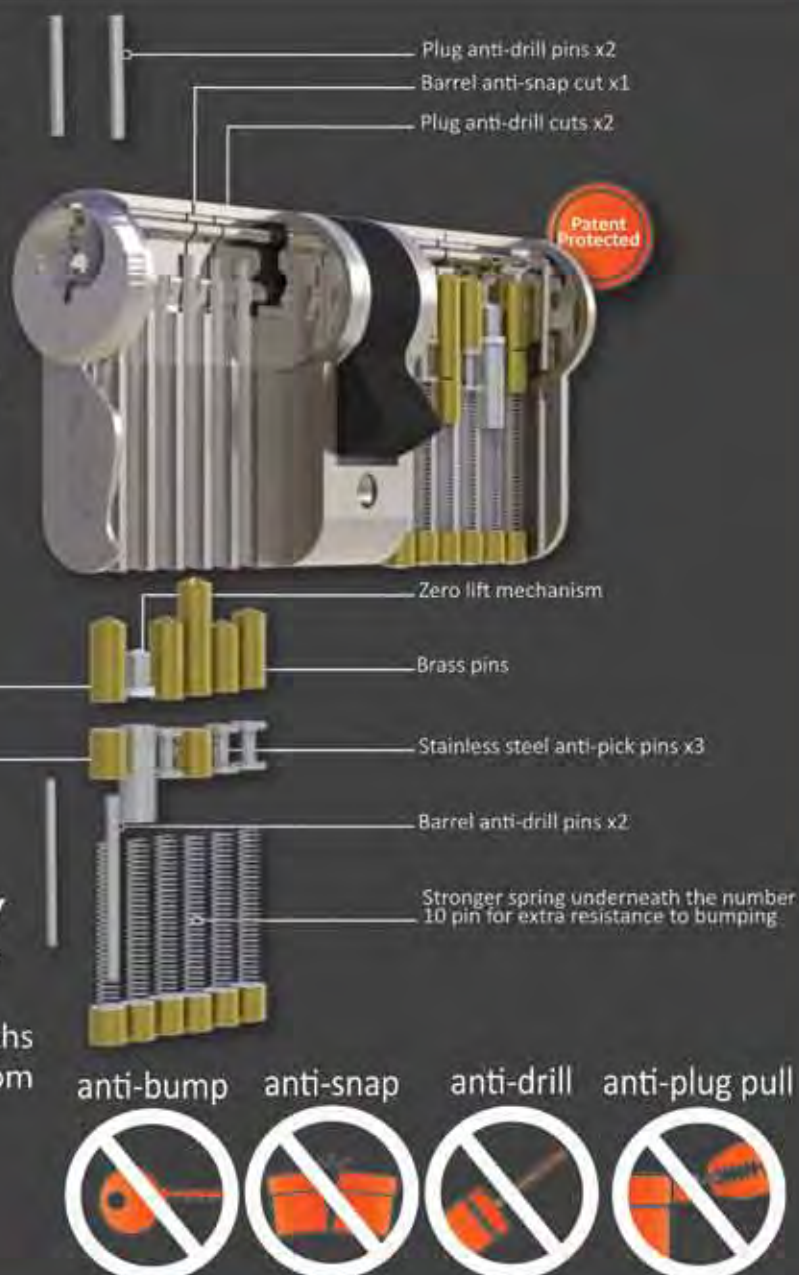
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Sales for Olympic Glass have grown as much as 50% since using SWISSPACER warm edge spacer bars.

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WINNERS ANNOUNCED IN WINDOWS GIVEAWAY

Saint-Gobain Glass has announced the second winner of its big national giveaway – Mr and Mrs Colley from Preston, who were lucky enough to win the value of their recent window installation – almost £7,000 – paid back in full.

The couple appointed Merseyside-based PLANITHERM Installer member, “The Window Men”, to install 15 windows and 2 stable doors in their family home, and were prompted by partner Simon Jones to send off the completed competition form, which was included in a marketing pack provided by Saint-Gobain Glass.

“My partner Brian and I have about 50 years window fitting experience between us,” Simon explained. “Both of us worked together for many years for a national company before setting up on our own in 2002, and we get the majority of our leads through referrals and don’t see ourselves as natural salesmen.

“We joined the PLANITHERM Installer Network because we believe in the product, and the marketing materials help us to explain to homeowners the benefits that energy efficient glass can provide a home. We are a FENSA registered company and only install A rated windows that are made to order by our supplier Total Glass.”



The Window Men is one of more than a thousand window installers that have joined the PLANITHERM Installer Network to benefit from leads generated by the massive Saint-Gobain Glass consumer marketing campaign, which has included adverts on television, on radio, in magazines, and which has made a household name of PLANITHERM.

Homeowners have been entering the competition in their hundreds, in the hope that they will win back the value of their window installation. “Like all other entrants, I’m sure Mr and Mrs Colley forgot about the competition once the form was posted,” Simon said. “Yet they were delighted when I called them with the good news, although they tried to play it cool; I felt a bit like a gameshow host!”

Sustainable development is an issue that Saint-Gobain Glass takes very seriously and sustainability runs through the veins of “The Window Men”. Simon explained that all windows that they replace are dismantled for recycling, and they have plans to expand the business into photovoltaics. “I’m a bit of an eco-warrior on the quiet,” Simon explained, “and being ‘green’ is good for our brand.”

For more information on Saint-Gobain visit www.saint-gobain.co.uk.

NEW INTERACTIVE WEBSITE LAUNCHED BY TUFFX

Leading glass specialist, TuffX has launched a vibrant new website for the Ambience conservatory roof glass range which reflects the high quality products and services offered by the company.

The easy-to-navigate website www.ambiglass.co.uk has been designed to incorporate up to the minute data regarding all products within the Ambience portfolio with dedicated sections on the individual coloured roof glass options as well as the new Ambi-Max super length units.

Already, the site has proved extremely popular with both existing and new customers frequently visiting the enquiries section.

The new website www.ambiglass.co.uk also includes topical news items and information together with a section highlighting recent customer installations to visually demonstrate the



stunning qualities that are making the Ambience range so popular with the end user.

The site will be regularly maintained to ensure that information remains current at all times with only the most useful and relevant news uploaded. Corporate news will also be frequently updated to offer visitors to the site a broader view of the company as a whole.

Graham Price, Managing Director, comments, “As our product range diversifies it is important that our customers can have quick access to accurate information. Furthermore the website offers a fast and efficient way to contact the most appropriate personnel regarding any order or technical query. As more and more people turn to the internet as their first stop to research most things today, we believe it is imperative to offer our customers a reliable point of reference to reinforce the principal benefits of our range.”

Graham Price concludes, “Existing and prospective customers now have more access to the products and services available. Our site traffic has already increased and we consider that customers will find this a useful information and marketing tool which we will monitor and update to support them.”

Tel: 0845 3 400 200

GGF WELCOMES GREEN DEAL CONSULTATION

The Glass and Glazing Federation welcomed today the publication of the Green Deal and Energy Company Obligation Consultation, in the expectation that it will provide clarity regarding a number of issues of vital importance to the glass and glazing industry.

The Department for Energy and Climate Change (DECC) is seeking views from industry and stakeholders on all aspects of the schemes, which have

been published alongside an impact assessment, draft secondary legislation and a draft code of practice. Responses are due by 18th January.

Since the outset of Green Deal, the GGF has been lobbying government on a number of issues that could have a significant impact on glass and glazing manufacturers and installers, and the Federation has been working alongside a wide range of stakeholders to promote the interests of its members.

The GGF would like to invite its members to contribute to its formal response to the government consultation.

Nigel Rees, Chief Executive of the GGF, said: “The GGF has been lobbying hard on a number of aspects of the Green Deal that are of importance to our members. It is important that we maintain momentum, and continue to highlight our concerns to DECC through a response to the consultation.”

“The GGF calls on its members to help us produce a thorough and compelling response. The consultation documents span over 700 pages altogether, and with an eight week deadline for responses, it’s vital that we act quickly. I urge members to get in touch and work with us to ensure the best possible outcome.”

Read the full consultation here: http://www.decc.gov.uk/en/content/cms/consultations/green_deal/green_deal.aspx

To contribute to the formal GGF response to the Green Deal Consultation, please contact gwillson@ggf.org.uk for further information.

For further information go to: www.ggf.org.uk



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PRODUCT NEWS

A VIEW OF THE WORLD THROUGH DECORATIVE GLASS

Guy Hubble, Joint Managing Director of RegaLead shares with Glass News readers the secret of why offering decorative glass products can provide a welcome boost to your business.

The array of decorative glass products available worldwide continues to evolve, as the market demand grows for new and innovative ways to use glass to create modern and stylish looking surroundings.

This evolution means that the decorative glass sector is rather resilient, due in the main to the enduring British love affair with the choice, colour and individualism it offers. It's this appeal which has meant that in contrast with most other areas of our industry, the decorative glass market has continued to grow.

2012 isn't likely to be any different. With forecasts for further increases, especially on the back of the buoyant composite door sector, decorative glass offers a real opportunity for companies to differentiate and continue to grow their sales. Adding decoration to glass is an easy but effective way to help your products stand out from the competition so maybe now is the time for you to consider

adding decorative glass to your offering.

Spoilt for choice

Guy explains: "Although RegaLead has been around for over 25 years, new customers are often surprised when they learn about the range and scope of value adding products we offer and the ease with which they can add them to their portfolio. Decorative glass is what we do, which is why we are well positioned to partner companies that want to take advantage of this growth market. Throughout 2011, we revitalised our entire range with a host of new products that will help designers create even more beautiful decorative glass.

"In an increasingly tough market, we all look for ways to continue to add value whilst remaining cost effective. People have the misconception that moving away from what they are used to means huge investment of both time and money, but that's not the case with decorative glass options - things don't have to be complicated. Our Decorative Options Brochure details all of our standardised items, for which we provide the templates and cost model. Keeping a standard range

of products relevant to the current market means we keep lead times short and keep costs manageable.

"Our CadRam Resin Dispensing System for example will have an initial impact during the installation and training period, but once up and running will reduce labour cost and uses low cost materials. Or a move to Sandblasting involves almost no material costs which allows for an even bigger margin.

Partner for success

Despite the continued gloomy news about the economy, Guy is confident that RegaLead and its customers can continue to thrive by continuing to adapt the company's product offerings to stay ahead of the competition. RegaLead's heritage is founded on the promise to add value to glass, windows and doors through



Guy Hubble, Joint Managing Director of RegaLead.

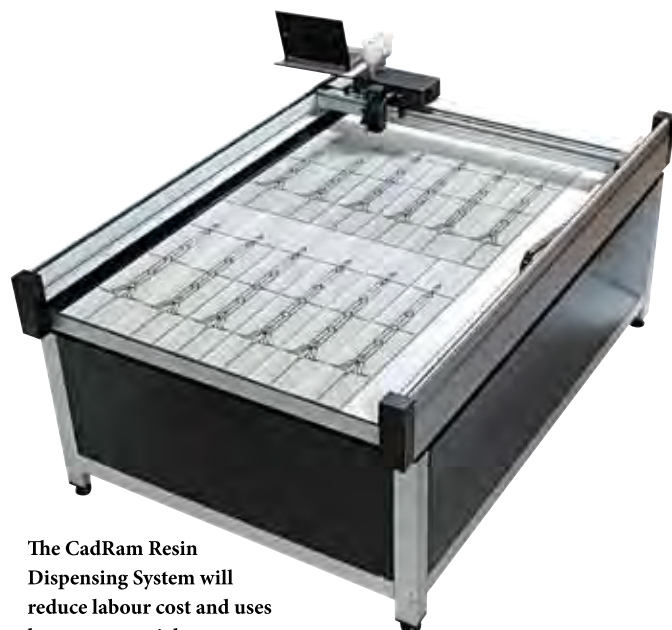
decoration, something we've been doing for the last 25 years. Continues Guy: "Over 2012, we are determined to continue with this commitment, and through ongoing investment in range extensions, new products and the marketing support to back it up, will open up the profitable world of decorative glass to as many companies as possible."

For more information on RegaLead or the product range

please call 0161 946 1164 or visit www.regalead.co.uk.



The Fanlights brochure.



The CadRam Resin Dispensing System will reduce labour cost and uses low cost materials.

WRIGHTSTYLE IN LONDON OLYMPIC TEAM

A UK company that supplies its specialist systems worldwide is completing two prestigious contracts for the Olympic Games in London next year.

Wrightstyle Limited's glass and steel glazing systems are designed to protect buildings against a range of threats, most commonly fire, with recent overseas contracts in the Lebanon, United Arab Emirates, Malta and the USA.

The Devizes-based company is supplying fire-rated and acoustic door and curtain wall systems for the VIP concourse area of the Olympic main stadium, and curtain walling and fire-rated unlatched doors for the ArcelorMittal Orbit, the 115 metre high observation tower under construction in the Olympic Park.

The complex structure, which will be the UK's largest piece of public art, will allow visitors to view the whole area from two observation platforms and is expected to be completed by the end of this year.

The Orbit is a key component in legacy planning for the Olympic Park and for the regeneration of the wider area.

Wrightstyle was also involved on legacy planning for the last Olympic Games in Athens, helping to transform its 41,000 sq metre media hub into one of Greece's foremost retail centres.

The company's systems can also be found in the 70,000-seat Moses Mabhida

Stadium in Durban, South Africa, built as a venue for the 2010 FIFA World Cup. Wrightstyle also supplied to the 2006 Doha Asian Games.

Wrightstyle's fire, ballistic and blast systems have also recently been installed in the Dubai Metro and the nationally-important US Marines Chapel in Virginia. The company is also currently involved in a major regenerative project in Beirut, the Lebanese capital.

"Steel glazing systems are an important component in modern architecture, combining the inherent strength of steel with transparency that only glass can provide," said Kim Kempster, Wrightstyle's managing director.

"However, building in fire protection, or protection against other threats, has become a highly specialist business – and one for which we are recognised worldwide. We are extremely pleased to be working on projects for the London games," he said.

www.wrightstyle.co.uk



2011 & BEYOND



Andy McDowell, Commercial Director of Pilkington Building Products UK offers

his view on the tough trading conditions 2011 provided, and looks forward to next year, and beyond.

The last year has been a difficult one for everyone, from families to businesses. The decline in economic activity since the recession has been felt by almost every industry, glass included.

Energy costs in the manufacture of glass and overall material costs have increased, leading in turn to an increase in the delivered cost of glass and glazing products.

However, just because the economy has been tight doesn't mean that it has been impossible to work in the challenging environment, and to create and launch new exciting products within it.

Explains Andy: "Coinciding with the 21st birthday of the Pilkington K Glass™ brand, we recently launched Pilkington K Glass™ S – our soft coated addition to the prominent K Glass range."

"It's proving to be a very successful launch and we are proud of the work that went into it, as well as the last 21 years of K Glass history."

"It was a big decision to go ahead with the Pilkington K Glass™ S launch, not just because it was a challenge in terms of technology and production, but also in terms of spreading the word about its arrival."

"We are still engaging in the long term challenge of communicating the benefits of Pilkington K Glass™ S, and explaining what is new and innovative about it as an addition to our range."

Positive feedback

Successful brand launches create happy customers, and Pilkington has had very positive feedback so far. But, as Andy states: "Of course, there is always room to improve and we understand that we need to fill some gaps in our product ranges. We particularly need to look at our range of both off-line and on-line coated products, and how that can be improved upon, to ensure that we are providing our customers with what they need and want. The quality of our products has had positive feedback though, confirming that our existing ranges are clearly being well received.

"We also recognise a strong desire on the part of our customers for us to continue to take a lead in regulatory lobbying activities. These help to develop a strong, competitive marketplace for glass products, and benefit both us and our customers.

In this current economic climate, it is good for fabricators and installers to differentiate in a manner that your customers value: in brand, service, quality, performance. Too often, the industry can find itself merely focused on price and not on these other vital elements. To outsmart the competition in relatively static markets in order to grow means making sure that you stand out from the crowd. Without this ability to sell yourself as the best at branding, service, quality, etc, things are much more difficult in times of economic strain.

Any continues: "Future opportunities come in all shapes and sizes, and we see the increasing use of low-iron glass as an important one for us. We are the sole domestic manufacturer of such a product (all our UK float lines have that capability), and so

making this available to our customers represents a great opportunity. We also have a new line of products launching in the future that present some great prospects.

One of the areas we are currently looking at is the expansion throughout 2012 of our coated products range. In addition, as building regulations tighten and customers seek new methods of differentiation, triple glazing is becoming a market-wide opportunity.

Niche products

"Niche products are a good way for us to fill in any gaps in our product range, and to ensure we have products suited to a wide variety of applications. We already have a great example in the form of Pilkington Spacia™, and this is certainly an area in which we look to expand in the future. On a more general level, the Green Deal will provide the whole fenestration industry with a great opportunity, and we are delighted that glazing

has been included in the consultation.

"Looking ahead to the future in terms of goals and aims, our company has made Health and Safety its number one priority, and our Commercial functions are fully engaged with this."

"Although good progress has been made over the last few years, when it comes to Health and Safety there is always more that can be done to help our employees and customers improve

their performance. On the business side of things, an increased rate of new product introduction into the UK market is clearly at the heart of our recent off-line coater investment."

"We want to make sure our product range meets our customers' requirements now and into the future. By introducing new products, we are continuing to advance and grow as a company, and our aim is to ensure that our customers share in that."

GGF LAUNCH NEW LOOK WEBSITE

The GGF has refreshed the look of its website and added some new features and sections to improve the overall site performance and online experience for GGF Members, homeowners and the trade in general.

Commenting on the new site, James Lee, GGF Marketing and Communications Manager said, "The site has been improved both visually and functionally.

We hope members will take full advantage of these changes, in terms of using the site to gain more GGF information whilst also uploading their own promotional information and news."

New Sections/Features

The website now has new sections and features including;

Energy Efficiency (with three sub sections)

- Green Deal – This area contains the latest information on Green Deal and Frequently Asked Questions on this Government Flagship Policy which could have major implications on the industry.

- Window Energy Ratings System – A new section explaining Window Energy Ratings (WERs)
- The Energy Savings Calculator – this invaluable tool has been relocated to the Energy Efficiency section.

Electronic News Tickertape

This new feature cuts right across the homepage and will include GGF News, Industry News and Members News as it happens.

Partnerships

A new space created to highlight the growing number of relationships between the GGF and third party organizations.

Regions

This new page shows the GGF's span of membership across the regions of the UK and Internationally.

Specialist Interest Executive

This new area highlights the four Specialist Interest Glazing Groups

Updated Areas

In addition to the new sections of the website, the GGF has also revamped the following areas;

Homepage

Now easier to navigate and with a new introduction to the GGF.

This section will soon have a new search facility for finding anything about glass and glazing on the GGF website.

About Us

This new section includes the GGF's broad mission, its history plus access to the GGF Annual Reports, the GGF's EDI (Equality, Diversity and Inclusion) Policy and the new Corporate Social Responsibility (CSR) Programme that is now in place throughout the Federation.

Groups

This section has been relocated and divided according to the three GGF Executives – Home Improvement, Glazing and Specialist Interest. Each group page now has more space available for content.

PLUS Coming Soon

Look out for two more new sections which will be going live soon;

Technical

The GGF's Technical Department is an essential component of the Federation and the industry. This new Technical area will house all the GGF technical information and in effect become an encyclopedia



of the Glass and Glazing Industry.

Media

As the media becomes more demanding in the electronic information age, the GGF felt it necessary to set up an online Media section that will be accessible by designated log in only. As well as media access GGF members will also be able to use the GGF Image Bank and the GGF Editorial Library in line with the GGF brand guidelines.

With much more to come on the GGF website, James Lee concluded, "We will endeavor to populate the site with as much relevant content as possible as the more we have on the GGF site the better it is for search engine optimization and Google rankings. Quite simply, more information means more visitors and subsequently more customers for our members."

To view the new look website visit www.ggf.org.uk

GLAZING INDUSTRY FLOCKS TO HILTON, PARK LANE

Glass News reports from the London Hilton, Park Lane, where this year's G11 Awards Presentation and Gala Dinner was held.

It was with a huge amount of excitement (despite a mild hangover) that I headed into London on 25th November, with The Hilton, Park Lane as my destination, no less. No, not a sudden lottery win, instead a new home for the annual G-Awards Presentation & Gala Dinner, which was this year held at the exclusive venue, and which saw nearly six hundred attendees from a wide range of industry sectors make their way to London and don their glad rags to celebrate the winners – and catch up over a beverage or two! Glass News is proud to have been a media partner for this year's event, so we would like to thank Tony Higgin, organiser of the event, for all his hard work, and to offer our congratulations to all of this year's winners:

The winners

- Promotional Campaign Of The Year – Retail: Nolan uPVC
- Public Sector Project Of The Year: Stafford Aluminium
- Health & Safety Initiative Of The Year: Ultraframe
- Apprentice Of The Year: Johnathon Peacock, Goldseal Tradline
- Component Supplier Of The Year: Mila Hardware
- Promotional Campaign of The Year – Trade: Saint-Gobain Glass UK
- Customer Care Initiative Of The Year: Solaglas
- Energy Efficiency Initiative Of The Year: Rehau
- Conservatory Installer Of The Year: Sherborne
- Installer Of The Year: West Yorkshire Windows
- Fabricator Of The Year: Quickslide
- Glass Company Of The Year: Pilkington (Cumbernauld)



Public Sector Project Of The Year – pictured, Andy Jones, Managing Director, Edgetech, Steve Allcock, Managing Director and Dee Benning, Commercial Sales Director, Stafford Aluminium.

The industry was characteristically enthusiastic, through the hilarious comedy of Sean Lock, to the winner announcements. But the biggest cheer by far came with the announcement of a new award – the first Derek Bonnard Award for Excellence, named after the hugely missed Managing Director of Promac Group, who passed away earlier this year. The award was won by Solaglas for its hard work helping to rebuild communities affected by the recent riots and was presented by Joe Hague, Commercial Director of Promac.

Organiser, Tony Higgin, commented: "The G11 Awards are a way of giving public recognition to companies who are driving the industry forward and the Presentation & Gala Dinner undoubtedly belong to the winners and finalists. I would like to thank everyone who entered, our judges, sponsors, finalists and, of course, winners for making the night such a huge success. I would urge other companies who do not normally do so to enter in 2012."



Apprentice Of The Year – pictured, Dave Broxton, Managing Director, Bohle Ltd, Johnathon Peacock, Goldseal Tradeline.



Component Supplier Of The Year – pictured, Geoff Todd, Head of Commercial - UK Downstream, Pilkington Glass, Sarah Burden, Marketing Communications Manager, Mila Hardware.



Promotional Campaign Of The Year – pictured, Mark Warren, Managing Director, Lister Trade Frames, Nolan uPVC's Marketing Manager Sarah Clevely.



Health & Safety Initiative Of The Year – pictured, Gwain Paterson, Managing Director, Thermoseal Group, Joe Martoccia, Director Sales & Marketing, Ultraframe.



Promotional Campaign of The Year – pictured, Gary Morton, Managing Director, Mighton Products, Derek Dragten, Marketing Director, Saint-Gobain Glass UK.



Glass Company Of The Year – pictured, Giles Wilson, Technical Director, GGF, Steve Laing, North & West Regional Sales Manager, Pilkington (Cumbernauld).

Chris Long, Managing Director of Sherborne expresses his delight at winning the Conservatory Installer of the Year: "We are truly thrilled to have won this award. I'd like to thank all the Sherborne team for their hard work and dedication and our customers for all the kind things they say about us and their continued support."

Fitting testimony

Comments Managing Director of West Yorkshire Windows, winners of Installer of the Year Award: "It is an absolute honour to be named the G11 Installer of the Year. This title is a fitting testimony to the hard work that has been put in, not just over the last 12 months, but over the past eighteen years by all of the staff at West Yorkshire Windows."

Stafford Aluminium won the Public Sector Project of the Year for their inspirational work on the historic Bournville Village site. Dee Benning, Commercial Sales Manager stated: "We are

delighted to have secured this prestigious award despite facing some very tough competition."

"A few years ago we took conscious decisions to cut overheads invest in quality people and plan for the long term instead of constantly reacting to market fluctuations and looking for short term gains. This change of strategy has begun to pay dividends and has recently seen us secure a number of long term high profile projects including the G11 award winning project at Bournville."

Said Sarah Clevely, Marketing Manager for Nolan uPVC, winners of Retail Promotional Campaign of the Year, said: "As the only Welsh business shortlisted this year we are delighted to have won Retail Promotional Campaign of the Year against

"The G11 Awards are a way of giving public recognition to companies who are driving the industry forward and the Presentation & Gala Dinner undoubtedly belong to the winners and finalists."



Joe Hague, Commercial Director of Promac presenting Solaglas with the Derek Bonnard Award for Excellence award.

some leading names in the glass and glazing industry. Being chosen as winners in our category is great recognition for the company, staff and our supply chain. The award provides a great platform for growth and further success in 2012."

Mila's Managing Director Richard Gyde accepted the Component Supplier of the Year Award, he says: "To be judged not just the best hardware supplier but the best overall component supplier in the industry is a real accolade and a fantastic endorsement of all that Mila has achieved over the last couple of years."

"We have invested heavily in a continuous improvement programme which has seen us achieve On Time In Full delivery rates which are now the best in the hardware sector, as well as a stunning

range of new products and new service innovations."

REHAU picked up the award for Energy Efficiency Initiative of the Year, and Business Unit Director at REHAU Window Division, Wolfgang Gerner spoke of the company's winning entry for the REHAU Geneo® Passivhaus certified window system: "It demonstrates



Installer Of The Year – pictured, Graham Hinett, Chief Executive, GGF, Andrew Glover, Managing Director, West Yorkshire Windows.



Conservatory Installer Of The Year – pictured, Derek Dragten, Marketing Director, Saint-Gobain Glass UK, Chris Long, Managing Director, Sherborne.

MILA WINS COMPONENT SUPPLIER OF THE YEAR AT G11 AWARDS

Mila Hardware is celebrating after it was named Component Supplier of the Year at last week's G11 Awards at the Hilton Park Lane Hotel.

Managing Director Richard Gyde accepted the trophy from Sean Lock and said: "To be judged not just the best



Richard Gyde, MD of Mila holding the award with Sarah Burden (left) Marketing Communications Manager of Mila, Oliver Burgess, Supply Chain Director at Mila (far right).

hardware supplier but the best overall component supplier in the industry is a real accolade

and a fantastic endorsement of all that Mila has achieved over the last couple of years.

"We have invested heavily in a continuous improvement programme which has seen us achieve On Time In Full delivery rates which are now the best in the hardware sector, as well as a stunning range of new products and new service innovations.

"I am immensely proud of the team at Mila and am delighted that their expertise and hard work has been recognised at the industry's most prestigious and high profile event."

www.mila.co.uk



WEST YORKSHIRE WINDOWS – INSTALLER OF THE YEAR 2011

West Yorkshire Windows was awarded the much coveted title of 'Installer of the Year' at the G11 Awards, held on the 25th November 2011 at the Hilton Hotel on Park Lane.

The Wakefield-based Conservatory Outlet dealer was extremely well supported on the night and proved to be a popular winner of this very competitive category. Managing Director Andrew Glover, his wife and HR Manager Nicola, General Manager Colin McCabe and Sales Manager Jo-ann Bowles all went on stage to gratefully accept the award which was presented by FENSA CEO Graham Hinett.

After being shortlisted from the many entrants for the G11 Installer of the Year category, West Yorkshire Windows welcomed the visit of the GGF's Micky Sulston for a full day on the 15th November, during which he was given guided tours of the company's showrooms and offices as well as site visits at completed and current installations. He also got the opportunity to speak to both employees and customers of the installer which has showrooms in Wakefield, Leeds and Doncaster, and has been trading continuously for over 18 years.

The win for West Yorkshire Windows suggests that Micky was nothing but impressed by the installer's approach to sales and marketing, installation planning and execution, and overall customer care,

amongst many other things.

West Yorkshire Windows was a founder member of the Conservatory Outlet network of installers and still remains a champion of the Conservatory Outlet brand, occupying a trading area that includes over 3 million homes throughout West and South Yorkshire. As such, West Yorkshire Windows completed almost 1,500 installations between July '10 and June '11, including double and triple glazed windows, conservatories, and the company's very own 'hybrid orangeries'.

The G11 Award is therefore the pinnacle of a very successful year for the family-run West Yorkshire Windows during which a third showroom has been opened, sales records have been broken and considerable growth has been achieved.

'It is an absolute honour to be named the G11 Installer of the Year. This title is a fitting testimony to the hard work that has been put in, not just over the last 12 months, but over the past eighteen years by hundreds of people at West Yorkshire Windows,' said Andrew Glover.

'As a company we will use our new status as Installer of the Year to further improve our game and hopefully put ourselves in pole position to retain the award next year. Congratulations must also go to Tony Higgin, the event organisers and the sponsors for putting on a fantastic awards ceremony.'

Tel: 01924 239813



Fabricator Of The Year – Dave Jones, Managing Director, VEKA, Adrian Barraclough, Chairman. Ben Weber, Business Development Manager. Mick Madigan, Operations Director. Tom Swallow, Sales Manager, Quickslide.

perfectly the benefits of REHAU's strategy of applying successful product platforms across several markets and of using our experience in one market to inform our development in others.

Alongside our new 0.8 window and other initiatives such as our online U-Value and WER calculator, it confirms REHAU's commitment to ongoing innovation in the energy efficiency sector. I was delighted that REHAU come out on top in what was a very competitive category."

Generous and positive

As well as rewarding the hard work of so many in the industry and providing a much needed networking opportunity, G11 also

showed how generous and positive those in doors, windows and glazing can be with the announcement from Gary Morton that guests had raised over £2,500 for Hope House Children's Hospices.

Following the awards came the dancing, and Glass News was up there on the dance floor with the best of them, so I feel it my duty to apologise to anyone hit by flailing arms or whose feet were stepped on in the name of dancing.

We won't be applying for Strictly any time soon! But a great night was had by all and as I (rather tamely) retreated to bed at 2am, the party was very much still going on. We hope everybody had as great a time as we did, and it was great to see you



Customer Care Initiative Of The Year – pictured, Joe Martoccia, Director Sales & Marketing, Ultraframe, Ian Davy, Installation Manager, Solaglas.

all, as always.

Photos from the night can be seen at www.g-events.co.uk or if you want slightly less professional images from later in the evening, you can see these at the Glass News Facebook Page.



The Glass News team.



Energy Efficiency Initiative Of The Year – pictured, Robert Aitken, FENSA, Wolfgang Gorner, Director Window Division, REHAU.



L-R Andrew Glover, Nicola Glover, Jo-ann Bowles, Colin McCabe, Graham Hinett.

SYNSEAL SALUTES ITS G11 WINNERS

Synseal Extrusions CEO David Leng has congratulated Quickslide and West Yorkshire Windows, both prominent Synseal sellers, for winning the two most prestigious categories at this year's G Awards.

Held at The Hilton in London's Park Lane, Quickslide took the coveted Fabricator of the Year trophy, with West Yorkshire Windows awarded the Installer of the Year title.

Another Synseal fabricator, Pioneer Trading, was a finalist in the Promotional Campaign of the Year (Trade) category, for its

adventurous Signature campaign that involved the launch of its own exclusive sash window. Meanwhile, Clearview Home Improvements was a finalist in the Conservatory Installer of the Year category.

"We at Synseal send our congratulations to Quickslide, West Yorkshire Windows, Pioneer and Clearview for their splendid achievements in the G11 Awards. They have each shown professionalism, commitment and qualities that place them at the top of their categories. We are very proud that they are all long-term Synseal customers and sellers."



SAINT-GOBAIN GLASS PLANITHERM CAMPAIGN TAKES G11 TRADE PROMO CAMPAIGN AWARD

Saint-Gobain Glass has been announced as the winner of the 'Promotional Campaign of the Year - Trade' category at the recent G11 Industry Awards.

The campaign was recognised for its success in both promoting Planitherm to homeowners and motivating the trade to benefit from consumer demand.

Pronouncing Saint-Gobain Glass as the winner of the category the presenter told how the judges were impressed with the company's 'long-term commitment and integrated marketing approach'.

"G11 was an excellent experience and winning our category gave us an opportunity to celebrate the success that is being reflected by our customers in the

market place. The trophy has pride of place now at our offices," said a delighted Craig Dodsworth. "The Planitherm campaign is not something that happened overnight. It's a great stamp of approval for us and our partners."

Saint-Gobain Glass also gave its support the G11 Awards ceremony as a sponsor: "The event is great at bringing

together companies from across the industry to share in a wide range of achievements," added Craig.

www.planitherm.com



QUICKSLIDE TAKES PRESTIGIOUS FABRICATOR OF THE YEAR PRIZE AT G11

Vertical slider market leader Quickslide took the highly coveted Fabricator of the Year prize at this year's G11 Awards, beating some stiff competition to demonstrate to the judges that the company's intensive investment programme is delivering returns for the company and its customers.

In choosing Quickslide the judges said: "The winner

stood out due to their commitment to product and factory process development, enabling them to offer an even increasing range of product variations and product designs."

An ecstatic Adrian Barraclough, Chairman of Quickslide, said that the trophy is a powerful adjunct to the hard work and commitment that has

gone into the extension of the product range and the infrastructure to cope with it: "We set out to increase our product range and to improve our production and



logistical infrastructure, a series of processes that has required an unbelievable commitment by everyone at Quickslide. For someone outside of Quickslide to come along and tell the industry - and us - that we've done things rather well is very satisfying indeed."

Quickslide continues its dominance of the vertical slider market and now



A proud Adrian Barraclough cherishes the Fabricator of the Year trophy accompanied by some of his management team at the recent G Awards held to highlight best practice in the UK glass and glazing industry.

offers a full range of complementary casement windows, and composite and bi-fold doors. Several

new trucks are enhancing deliveries of the new products.

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DOOR TO NEW OPPORTUNITIES

Brian Webb, Divisional Sales and Marketing Director at Epwin Group Building Products Division explains how the retail GRP composite door market is a still largely untapped opportunity in the commercial sector, but that this looks set to change and could provide an opportunity in the near future to break into this market.

DERs, or the Door Energy Rating Scheme was launched in October. The unfortunate acronym aside, the scheme replicates the Window Energy Rating system to give consumers access to an easily understandable and therefore, accessible, measure of thermal performance.

"The launch of the DER scheme is timely," says Brian, "because it comes at a time when manufacturing efficiencies have increased affordability of GRP composite doors, putting them in reach of homeowners, the aesthetic appeal has always been there.

"DERs and thermal efficiency alongside security give the product huge consumer appeal and that is opening access in the retail market, providing the industry puts a little work in first."

Untapped opportunity

In fact, a new national consumer poll by Epwin super fabricator Sierra suggests that established in the commercial sector, the retail GRP composite door market remains a still largely untapped opportunity. The survey of almost 1,000 households found the majority of consumers had only a limited understanding of the make-up of GRP composite doors, selecting PVC-U panel, timber and steel doors as their preferred material type.

Webb continues: "It's clearly down to interpretation but I don't believe that for one minute that if homeowners understood the thermal efficiencies, the strength,

security and just how good an aesthetic match GRP delivers to timber without the maintenance, that they would select timber or steel above it.

"I'm convinced that this is an issue of awareness and that the inference has to be that installers aren't taking the product offer to the home owner. If this is the case, and I believe it is, GRP doors represent a significant and comparatively untapped retail opportunity."

According to the Sierra study, security is the major driver for door replacements. In particular those respondents aged 60 or above, highlighting it as the determining factor (53 per cent), followed by appearance (38 per cent), price (6 per cent) and low maintenance (3 per cent). This trend was largely followed by the 45 to 60 and 30 to 45 age groups.

For the 18 to 30 category price took on proportionally

more importance, cited by 15 per cent as the determining factor in their purchase while security was listed by 45 per cent in this group as their priority and appearance by 40 per cent of respondents, low maintenance and energy efficiency making up the remainder.

Strength and security

Webb continued: "The qualities that we see consumers list as important in a door are strengths delivered in GRP, security and strong aesthetics.

"The relatively slow take up in retail may come down to price point but affordability is increasing all of the time. The composite door market is a very real area of opportunity."

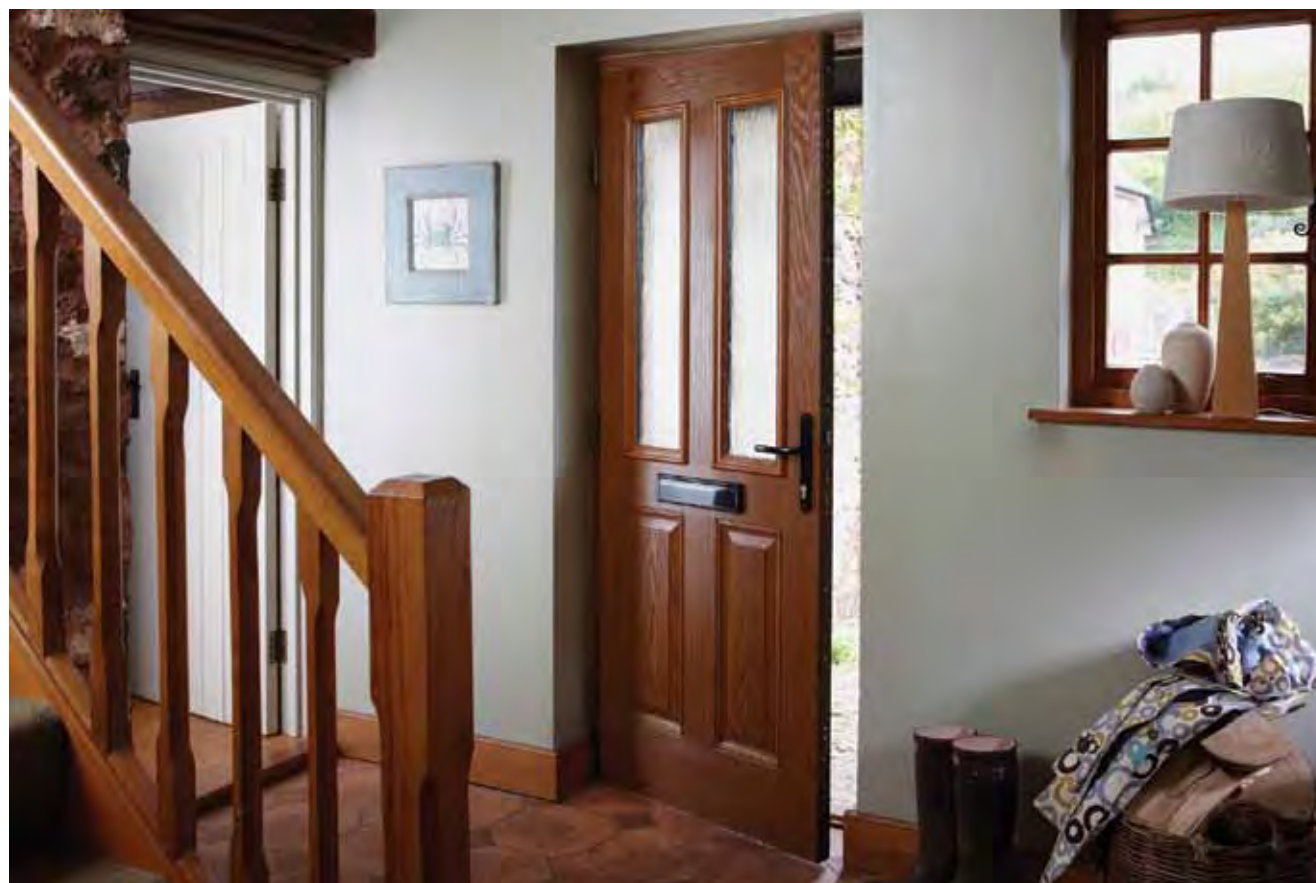
This is supported more broadly by research which suggests that the composite door market provides one of the few positive areas of reading for the window and door industry. Describing



D&G Consulting forecasts a consistent growth in composite door volumes from 620,000 units this year to 664,000 units by 2014.



The composite door market provides a positive area of reading for the window and door industry.



A national consumer poll by Sierra suggests that established in the commercial sector, the retail GRP composite door market remains a still largely untapped opportunity.

it as "the success story for the UK window industry" in its 2011 Annual PVC-U Window Industry Report published at the end of the summer, D&G Consulting forecast consistent growth in composite door volumes from 620,000 units this year to 664,000 units by 2014.

It adds that this rate of growth can be expected to increase as retail markets catch up with the social sector.

For its part, Sierra offers a range of 17 different door styles capable of achieving top DER ratings and u-values as low as 0.7 WM2K, each style available in a choice of five standard colours.

"GRP composite doors absolutely deliver on thermal efficiency and aesthetics, alongside security, these are

features that have huge have huge currency in a second time replacement market", adds Webb. He continues: "The price point is now there too. What we haven't probably got is the level of consumer awareness – yet.

"That is changing and is going to change rapidly as installers bring GRP doors to the retail sector, either as an added value sales proposition 'bolted' on to door and window replacement or as a stand-alone sale – something which in itself can be a very useful way of maintaining turnover when consumer confidence is a little more fragile.

For more information on Sierra, its product range and installer support programme visit www.sierrawindows.co.uk or call 0808 1783455.

MOVING FORWARD

Tradelink is celebrating 20 years in business this year. Managing Director Jim Moody explains how expanding its range has been a big part of the company's success, while it has also remained dedicated to its core market of trade installers.

Anyone that visits Tradelink will see a company with World Class Manufacturing at its core. One of the most important areas of World Class Manufacturing is continuous improvement. Every member of Tradelink – whether working in the factory or the customer service department – is focussed on giving the customer the best possible experience and often put forward ideas for what we can do even better. As a result the company is always developing and growing as a business, but as it continues to grow, something it never lets fall from view is future proofing customers as well as giving them what they need right now.

Jim explains: "When Tradelink was established exactly 20 years ago, it set out its stall as a window and door manufacturer for the trade. Despite opportunities to supply other sectors, we took the decision to ignore these distractions and have always focussed our plans for growth on supplying the core market with the very best products and great service. It sounds straight forward but there aren't many companies that do both consistently. And there aren't many companies that invest the necessary time and money to give their customers everything they want and need to succeed.

Pricing Every Project

"Like every other fabricator, it's our business to work closely with installers. But perhaps unlike other fabricators we really listen to our installers when they tell us what they need. We've even developed new products on the back of ideas



The Tradelink facility in action.

suggested by installers! As a result of this close working relationship we understand that installers need a reliable business partner that can supply quality products, whatever the project. In the good old days installers could walk away from jobs that required strange colour combinations or difficult window shapes. In today's market, they have no such luxury. Every project needs to be priced.

"What's more, whatever the job is, installers that have built their reputation on quality can't afford to fit a poor alternative just because it isn't their standard offering. It's more important than ever to work with suppliers that can deliver whatever you need, when you need it.

"Tradelink already offers an excellent range of energy rated windows, high performance sealed units, energy efficient and secure composite doors and easy to install conservatory roofs, but as we enter 2012 we are expanding our range significantly."

Smart Aluminium

Tradelink can now offer its customers a range of aluminium products as well as PVC following its acquisition of Lee Aluminium – a well respected fabricator with a 22 year history. Jim tell me: "Because aluminium is currently one of the few growth sectors in the window industry, we wanted to do more to help our customers stay ahead of this trend by adding aluminium to our fabricated range. Although we have always

offered the product to our customers through supply partners, we wanted to bring a full aluminium fabrication facility in-house so that we could continuously improve this area of the business." Lee Aluminium is one of Smart Aluminium's longest standing fabricators and just like Tradelink has always concentrated its efforts on supplying the very best products to the trade. The Lee Aluminium facility was moved to its own 7000 sq ft factory at Tradelink's premises in March.

A Changing Profile

Jim continues: "Another significant development we have invested in for 2012 is the introduction of Kommerling profile, to sit alongside our existing range of Rehau products. We opted for Kommerling because its range fell in line with our own premium product strategy. Its latest profile developments coupled with an extensive range of foiled colours, complement our existing PVC-U range well



Tradelink Managing Director, Jim Moody.



The O70 3D render.

and Tradelink is now able to supply Irish Oak, Grey, Black and Chartwell Green from stock for casements, doors and patio doors. The other thing our customers can now benefit from, with the introduction of the Kommerling profile to our range, is the Ovolo profiles which have set the standard for decorative timber look-a-like windows.

"Rather than diversifying too far away from the core products we know we can make well and deliver to our customers when they need them, we have worked hard to build a comprehensive, premium range of window and door products. We think our range now includes all of the current product variations available on the market today, which we believe provides us with a strong foundation for our own, as well as our customers', continued growth."

For more information call Tradelink now on 01354 657650 or visit www.tradelinkdirect.co.uk

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THE NEXT LEVEL

Mark Bristow, Regional Manager for Guardian UK explains how the company is taking its commitment to the UK market to the next level.

Guardian Industries is pleased to announce the installation of a high performance glass coating facility, to be installed at its UK plant in Goole, East Yorkshire. Guardian's experience in the world wide float glass market ensured that the UK facility was designed and constructed with an area dedicated to a coating facility. Says Mark: "We are very pleased at Guardian to announce, that the time has come to take Guardian's commitment in the UK market to the next level."

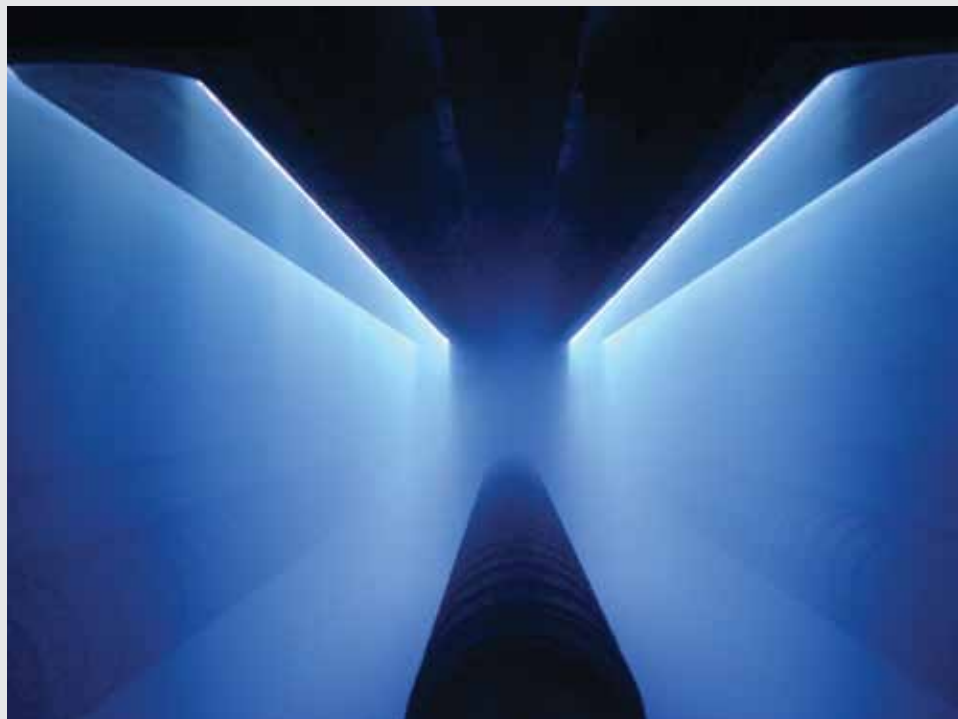
Soaring energy costs, fuel poverty, global warming, and excessive CO2 emissions, are just some of the many reasons the UK government has committed to exceptional energy saving measures in building to reduce energy costs and CO2 emissions. The government's drive to save energy and reduce CO2 has seen deadlines set; all new build domestic houses built from 2016 should be zero carbon or carbon neutral, meaning improved thermal efficiency and where possible energy production, which can not only help to sustain the energy demands of the home in a renewable way, but also feedback to the grid where possible.

Furthermore new commercial buildings will also be zero carbon / carbon neutral by 2020. Taking the wider picture, the government has agreed to reduce CO2 emissions across the UK to just 20% of the 2006 CO2 level by 2050, that's an almost unbelievable 80% reduction in CO2.

Strategies

To meet these targets, the government has implemented a number of strategies which will ensure that the UK adheres to the agreed levels as closely as possible. Recent Building Regulation revisions, specifically in Document L – Conservation of fuel and power, have seen the performance of building materials dramatically improve, raising the bar significantly between 2006 and the most recent level set in 2010. Continuing towards the zero carbon / carbon neutral target for 2016, further revisions to Document L have been proposed, with the next revision going into consultation in December this year, for implementation in April 2013, and the subsequent revision taking place in 2016. These revisions will see further performance

"This support has enabled us to develop and establish our coated products in the UK, preparing us for our coater start up. Being able to produce our own coated products in the UK, will not only enable us to better service our independent customers, it will also dramatically reduce the carbon foot print of our energy saving glasses, through reduced transportation emissions."



Inside a Magnatron Glass Coater.



An ariel shot of Guardian's Goole Plant.

improvements put in place for building materials to ensure the government can hit its CO2 reduction targets.

So how does this impact the glass and glazing industry?

Over a quarter of the CO2 emissions in the UK come from our homes, a further quarter of the CO2 emissions from our home are a direct result of our windows. Therefore, in the residential market alone our window performance dramatically impacts the UK's over all CO2 emission levels.

Guardian Industries is a world leader in coated glass development, both in low emissivity glass which provides high levels of thermal insulation and in solar control which prevents buildings from over heating. Low emissivity and solar control glass dramatically improve the performance of our windows.

New and advanced coatings from Guardian offer a range of performances to cater for different Building Regulation requirements. The installation of our own High Performance Glass Coater in the UK, will ensure that the development of these energy efficient coated glasses continues and can be designed to cater specifically for the UK market.

Support

"Guardian UK's coated glass is currently supplied from Luxembourg, Germany, and Spain, where sister plants for Guardian, have allocated inventory specifically for the UK market," says Mark. "This support has enabled us to develop and establish our coated products in the UK, preparing us for our coater start up."



A Magnatron Glass Coater.

Being able to produce our own coated products in the UK, will not only enable us to better service our independent customers, it will also dramatically reduce the carbon foot print of our energy saving glasses, through reduced transportation emissions."

Construction of the new magnetron coater has already started! The £30 million project is going to create 50 new jobs in the plant at Goole, for which recruitment has already begun. The full construction of the coater is expected to be finished by the fourth quarter of 2012.

Mark explains: "Guardian's commitment to the UK market will not just allow us to service our independent UK customers more effectively, it means we can now develop products which have previously been beyond our reach. We already have products under development which we will be able to produce here at Goole, and are designed to meet the needs of the future, way beyond current market expectation".

This is a very exciting time for Guardian Industries UK, and we intend to use our new coating facility to ensure our independent customers thrive and succeed well into the future working with Guardian High Performance glass products.

THE THOUGHTS OF THE BASMAN

THE CURSE OF THE CHRISTMAS SHUTDOWN

As we approach December, most companies within our industry feel Christmas taking its hold. The staff will start to look forward to a ten day break into the New Year. For some of them a time to visit family, entertain and generally enjoy the festive season, safe in the knowledge that they will all return to work in the new year.

In other organisations, the staff will feel the trepidation that comes before the Christmas shut down. In a number of manufacturing companies it is a regular occurrence to lay the factory staff off.

This is a practice that happens every year, to protect the company from the financial burden that accompanies this long period of inactivity and lack of production.

To go hand in hand with this, there is always the added concern as to whether you will be taken on again when the factories re-open in the New Year.

During this time spare a thought for the principles of the companies – those hard working owners, directors and partners. Anyone who is involved in the day to day running of any business will tell you that we as a country are experiencing difficult times.

To help all of these people through this difficult festive period, we should all recognise what is required by us to ensure we pay our suppliers and in turn collect the money from our own account customers. It is always too easy to blame the boss, but they are the ones

“From my time dealing with this over the years, you will hear some of the funniest excuses for non-payment known to man.”

who will if necessary have to carry the burden and find the money to pay the wages for this period of inactivity.

Given the austerity measures that the whole country is experiencing, it is very important that the credit control measures which govern the collection of money from your account customers comes into its own during December.

With normal net monthly terms you are collecting the money for goods sold in October. From my time dealing with this over the years, you will hear some of the funniest excuses for non-payment known to man. Be firm, at this time of year it is difficult for all businesses to collect money to pay the suppliers and the staff.

As a small anecdote to this, a true story, an account customer came into the shop and was asked by the managing director when he would pay his outstanding account. The answer was: “When I return from my holiday.” True to his word the man paid his outstanding account the day after he returned from his holiday. He had however been on holiday to India for six

“There is no need to behave badly or embarrass either yourself or the management of the company.”

months between the two conversations.

There is every reason to be optimistic about the New Year, the dealers in doom and gloom will have us believe the worst. Get your cash collection to the forefront and make it a priority. Be positive and work hard and then we will all have our jobs to go back to.

Finally, the company Christmas Party. This is a recognition of all of the work you and the other members of staff have contributed throughout the year. Enjoy it. There is no need to behave badly or embarrass either yourself or the management of the company. Whilst we all want to enjoy ourselves, I for one always drink water or other non-alcoholic drinks.

This allows me to avoid THE CURSE OF THE CHRISTMAS SHUTDOWN!

Glass News says...

We would just like to add to Danny's comments, a massive thank you for his help and support during 2011. As he states, running a business is not always easy, particularly when your creditors or previous creditors are finding new and ridiculous ways to ensure non-payment for work carried out in good faith. This is not only the case in the window industry, it extends to many other markets too. So let's make a concerted effort to look out for each other and have a great festive season and hopefully a



“So let's make a concerted effort to look out for each other and have a great festive season and hopefully a prosperous New Year.”

prosperous New Year.

As an additional note, anyone who knows the Glass News team will know that we too are the picture of abstinence, whether at Christmas or throughout the year! Yes, I laughed as I wrote that. Have a great festive season!

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We look forward to hearing from you!

2011 PRODUCT REVIEW

The Success Stories

It is refreshing, in tough economic times, to see some great examples of product investment and innovation – after all it is this that can stand a company out from its competitors. In light of this, we would like to offer you, our readers, the opportunity to find out more about some of the products that you were most interested in throughout 2011. So enjoy our product review of 2011, and we look forward to bringing you more exciting industry news, opinions, advice and product developments in 2012.

Simple Lite

Unique to composite doors, the Simple Lite technique, which we included in the May issue, applies a liquid pattern to satin glass to create a subtle, stylish effect to the glass. The design can be highlighted in crystal clear or anthracite to suit the home. This offers you homeowner customers the opportunity to let maximum light into their properties, without compromising on privacy. The satin glass provides the best of both worlds - cleverly transmitting almost as much natural light as clear glass, whilst obscuring the view to offer complete privacy. The sunlight coming into the building is diffused so it is soft – yet natural – and will permeate further into the room than standard opaques or patterned glass would permit. There is a great deal of choice, with 14 glass designs to choose from to suit many of Rockdoor's most popular styles.



Bondpay Scheme

How many of you have completed a job, only to find at the end that your customer has 'issues' with payment? The Bondpay scheme, featured in our May edition and registered with the FSA, is designed to make this a thing of the past. Both parties simply register with the scheme, describing the work to be done and the price agreed for the job. The homeowner then pays the money up front for the work, to Bondpay, giving the contractor certainty; when he completes the contract he will be paid the full amount.

Secure account. The money is held in a secure client account at HSBC, where both the homeowner and the contractor can see it but not touch it. Only when the work is completed to the satisfaction of the homeowner is payment authorized to the contractor.



Dispatch Tradesman

As part of its 'Business Class' programme, May saw Citroën launch a new Ready to Work Dispatch Tradesman limited edition. Only 200 units of this well-equipped model were produced – complete with a carefully selected specification to enhance the original model's high levels of practicality and operator appeal. The new vehicle is based on the already well-specified Dispatch HDi 90 manual L1H1 1000 van. To the comprehensive standard Dispatch specification, which includes Trafficmaster Smartnav satellite navigation and Trackstar stolen vehicle tracking, the Dispatch Tradesman adds a range of additional practical features.

Woodgrain Georgian Cruciforms

In our launch March/April issue, we featured the Woodgrain engraved cruciforms, designed and manufactured by Thermoseal Group, which make it easier to construct a Woodgrain Georgian grille without the difficulties of cutting a perfect mitre finish. They are available in size 18x8mm and can be colour-matched to any foiled colour on request. Standard colours are White and Cream, but colour-matching to any foiled colour, including the Classic and Prestige ranges from Renolit are available on request.



Bi-Fold Plus Window

Linair added an innovative bi-folding window system to its highly successful Bi-Fold Plus range in June, to offer many of the same innovative design features including slim sightlines and concealed hardware, but in a window. Because it is based on the same design as Bi-Fold Plus it is also more energy efficient. The window is available in a variety of configurations and is adaptable enough for use on domestic and commercial applications.



Perfect Fit Blinds

In our Solar Shading feature in October, we found out how Hillarys stays at the forefront of product innovation new launches of faux wood venetians to new roller and romans fabrics and Perfect Fit venetians and rollers. Perfect Fit blinds are ideal choice for customers who are looking for style and practicality. They fit most double glazed units without the need to drill and are ideal for doors, tilt and turn windows, skylights and Velux windows. The frame covers any small gaps helping to reduce draughts and make them an effective blackout solution when used with blackout fabrics.



Durabase System

The Durabase System, from Wye Valley Engineering in Hereford was the Reader's Choice from March/April. The system is a pre-fabricated steel base and modular wall for conservatories, manufactured to order and delivered to site in kit form ready for quick and easy assembly - meaning no need for large scale excavations. A Durabase steel base is made from strong box section steel which is shot-blast and finished with an anti-corrosion red oxide

treatment. Each steel base is bespoke and made to the exact size and shape of the conservatory, ensuring a perfect fit. The modular walls are made from tough galvanised steel, insulated and finished with real clay brick. When all put together, The system is

indistinguishable from a conventional conservatory base and walls, and together provide a strong, firm foundation for your customer's conservatory with excellent insulation properties. The Durabase Plus is also available.





External Georgian Bar

Also in September, Crystal Direct, introduced a high quality external Georgian bar (also known as an astragal bar) to its windows. Crystal end mills the Georgian bar and supplies the window fully glazed rather than supply 'snap-on' end caps for installers to fix onsite. The result is a neater and more professional finish to the window and less chance of discolouration over time due to weathering of different materials. It also means installers don't have to worry about losing an end cap onsite or find the bar doesn't fit properly.

Stable Door

The Nan Ya Stable Door blank was adapted from the Cottage Stable Door in July to provide a purpose-built stable door that is completely sealed and weatherproof. The blank comes furnished with Winkhaus locks and door roller latch, and a rack bolt to join the two halves. The rebate between the halves is formed by two Exitex double door centre seals and rain deflectors. The door blank comes with all the reassurances associated with products manufactured by Nan Ya.



Isotool Insert

March/April also included ISO Chemie's ISOTOOL Insert, designed to improve the speed and accuracy of installing the ISO-BLOCO One Control tape on to the frames of PVC or aluminium windows. The, easy-to-use roller tool enables you to quickly apply the sealing tape around the perimeter edges of the window profile, clipping the tape firmly into position in the extruded grooves for a neat, reliable and accurate finish, whilst the ISO-Tool Cut can achieve better and more reliable shaping. Both tools are an integral part of the offsite application of ISO-BLOCO One Control, a pre-compressed multi-purpose joint sealing tape featuring a tear-off film.



Fully Glazed Frames

September saw specialist angle, gable and bending fabricator, Universal Arches add the option of fully glazed frames, along with a bespoke colour service to its product offering, both a first for the specialist sector. While glass templates are available at the point of order through their unique 3D computer modelling software, the option of a fully glazed bespoke frame within 7 days will make life considerably easier for the installer. The new colour service ensures frames can be sprayed in any standard RAL colour and fully manufactured within 7 days, this is in addition to the fact that any foiled profiles can still be processed by the company.



Versalux Abrasive Belt Machine

Also in July, we were lucky enough to witness the relaunch of the Versalux abrasive belt machine by Bohle. The Versalux Mk V can perform a range of tasks such as rough grinding, arrissing, smooth grinding and polishing for repetition or custom work. Fitted with twin platten rollers, the position of the belt on the Versalux can be quickly adjusted behind or in front of the rollers for arrissing or flat grinding. Equipped with inline ball castors and an optional ball castor table, the Versalux is also ideal for shape work, hollows or cut-outs for glass of almost any thickness. Bohle also provides a wide range of belts to suit a variety of grinding and polishing tasks.



County Collection Composite Doors

Staying with Doors in October, Phoenix Door Panels added three new contemporary designs to its County Collection range of composite doors. The Hampshire, Hertfordshire and Dorset Ranges enhanced the existing comprehensive choice of styles with a modern twist and touch of 'European flair' suitable for all types of homes. Four glazed offset panels in the Hampshire Range accept leaded, sandblasted, bevel or 'funky' Fusion designs for an overall creative effect. The Dorset style features two offset glazed panels to illuminate the interior, while affording a degree of privacy. The Hertfordshire doors owe their distinctive appearance to slanted glazed tops. These

'eyebrow' shapes form a strong visual focal point, which is complemented with a wide range of interesting glazing options.



Guide to Best Practice in the Specification and Use of Fire-Resistant Glazed Systems Edition 3

In September The Glass and Glazing Federation announces the re-launch of The Guide to Best Practice in the Specification and Use of Fire-Resistant Glazed Systems Edition 3. It was almost five years since the best practice guide was published and the GGF's Fire-Resistant Glazing Group (FRGG) decided it needed a more comprehensive guide to assist in the specification, testing and use of fire-resistant glazed systems to



match the increasing use of specialist glasses within the building environment. The third edition was expanded to reflect the changes in fire safety legislation and to keep pace with the constant product development in this diverse and specialist sector.

Defender Door Lock

June also saw the launch of Securistyle's multi-point door lock that addresses the issue of Secure Escape. Designed and manufactured in the UK for the UK market, you can secure the door from the outside using the Secure Escape mode, while the inside of the door is open, allowing easy escape in the event of a fire. Security remains a key concern for homeowners and residents when choosing a new door, but this lock is designed to offer a secure locking mechanism that could also save lives in the event of a fire.

Energy Rated Door

Who can forget the news in October that The British Fenestration Ratings Council (BFRC) and Door-Stop announced the UK's first installation of an energy rated door. BFRC Director Giles Willson commented at the time: "Composite door manufacturer Door-Stop was the first company to register with the BFRC's Door Energy Ratings Scheme and has supplied the first installed energy rated door too. The BFRC fully supports Door-Stop's achievement and hopes to announce many more registrations and door ratings shortly." Leeds-based installation company Alternative Windows ordered the 'B' rated door from the Door Stop website for homeowner Mrs Debra Smith, who lives in Wakefield.



iPad Compatible Vector and Focus

Windowlink broke into the iPad market in June with a new way of linking a salesman's laptop with an Apple iPad. Nowadays, just about every sales rep uses a laptop to show a conservatory or orangery to prospective customers, but there can be problems when trying to get the homeowners to be able to see the screen while the salesman creates the design. With the Windowlink system, the representative



can sit at the table and hand an iPad to the customers who can then sit comfortably on a settee whilst watching the presentation. The salesman can explain various aspects of the design as he goes along. In addition, the

customers can operate the software themselves simply by touching the iPad screen. For example, they can rotate the conservatory simply by running their fingers across the screen.

LivinRoom

We were lucky enough in our November Conservatories feature to include an article about Ultraframe's brand new LivinRoom, a value alternative to the high-end traditional orangery. LivinRoom was specifically designed to give consumers the feel of an extension, but at the price point of a conservatory, whilst avoiding Local Authority 'red tape' in most instances. The new solution also comes under one holistic guarantee, giving

added peace of mind to the end user.

LivinRoom is made from engineered steel profiles which form a pre-fabricated 'ladder' framework. The steel framing and roof are structurally integrated and the complete system is fully configurable, with internal projection available between 300 and 1200mm. The ladder framework is then clad with 12.5mm plasterboard before a finishing skim coat – once decorated, this additional wall area gives

a cohesive and substantial 'real extension' feel to the space. Unlike other systems, LivinRoom can be used for pitches between 15-40 degrees and the designer has a choice of using window frames below or brick piers. But unlike some other products on the market that rely on brick piers for support, LivinRoom is self supporting and instead it relies on support at both the eaves beam and through fixings to the glazing bar.



ALUMET STAFF RAISE £170 FROM MOVEMBER

27 members of staff at the Alumet Group have taken part in Movember, a fundraising event where men grow moustaches throughout November.

Staff each donated £5 to take part, with all funds going to Myton Hospice. Hannah Morris from Myton Hospice judged the 'taches along with Alumet's retired Construction Manager and 'king of the tache' Graham Hindley. The winner was Contracts Director Steve Smith, with Lee Aston coming close in second place.

Hannah commented "It's great to see so many of Alumet's staff taking part in Movember. It's a bit of fun, but also a great way to raise essential funds for Myton Hospice. We are very grateful for Alumet's support."

www.alumet.co.uk



Runner up Lee Aston and winner Steve Smith



The Alumet team

CLIENT TESTIMONIAL

Hi Christina,

As you are aware, Conservatory Outlet plays an active part within the trade press media, regularly providing the industry with developments from across the company and its network of dealers.

We research the market constantly, hence our recent introduction of the Triple Glazing Website ("Triple Glazing Superheroes", read about it in this month's Trade News pages). We also monitor our enquiries carefully to ensure the effectiveness of any budgets allocated.

It is interesting to see that a new publication such as Glass News is delivering such great results!

Earlier this year we received an interesting lead from the interactive version of Glass News, and two of our recent enquiries from installers, looking to join the Conservatory Outlet network, have come after they read the printed copy of Glass News! Talks with one are still ongoing.

Congratulations to everyone at Glass News for delivering something to the industry which is obviously very well read.

Ben Wilson, PR & Marketing, T: 01924 239813, W: www.conservatoryoutletdealers.co.uk



CONSERVATORY
OUTLET

CLIENT TESTIMONIAL

Dear Christina,

At last something to wrap my fish and chips in! – what a fantastic issue, well done! And what coverage you've given us too! Congratulations on a new design which, I'm sure, will beat your competition hands down – I just can't get over the size of the latest issue!

Kind Regards, Giles Hayhurst

windowlink

Windowlink have recently launched the latest iPad link from their Vector package, so that customers can relax whilst you present your products. Rental prices start at just £12 per week or an outright purchase from just £295. Revolutionise how you sell in the home – call 0844 854 1560 or email: sales@windowlink.co.uk

VISION PRODUCTS SETS SIGHTS ON SPECTUS WINDOW SYSTEM

Spectus Window Systems has won a competitive tender to supply Vision Products, a fabricator with a difference, with its Elite 70 profiles.

Vision Products is a supported business run by Wales' Rhondda Cynon Taff County Borough Council, and was set up specifically to provide employment and training opportunities for 80 local people with disabilities. 21 of these work in its PVC-U manufacturing department, fabricating high quality PVC-U windows, doors and curtain walling for a whole host of applications, including social housing, school building stock and care homes.

Vision Products reported sales of £2m this year and has been a Spectus fabricator since 2004. Spectus has always been proud to work with a company that gives so much back to its local community, so when this contract finished and Rhondda Cynon Taff County Borough Council put the business out to tender, Spectus was keen to re-apply. Having successfully completed the pre-qualification questionnaire (PQQ), Spectus submitted its invitation to tender (ITT) in March 2011.

It was up against a number of its competitors for the Vision Products contract, but was able to demonstrate to the council the unique extra value it would bring to Vision Products as its profile supplier and has just been signed up for another four years.

"Spectus will continue to provide Vision Products with help and support in tendering for public sector projects," explains Spectus Window Systems' Commercial Manager, Peter Colclough. "We provide Vision Products with dedicated resource for finding and completing tenders, something that proved a real differentiator

when we were pitching for Vision's business as it shows that we go above and beyond price, product and service to aid our customers in winning the work they want."

Having demonstrated its expertise in delivering many social housing and council projects over the years, Vision Products is now in the process of tendering for more work with other Housing Associations in the area. Vision Products' PVC-U Manager, Cheryl



Williams, comments: "Social housing is certainly our biggest contract area. We recently started work on a project with Holbrook Homes for Swansea Housing Association called The Corals, and will be supplying them with tilt and turn and reversible windows and French doors - 160 units in total."

"The windows will be manufactured from Spectus' Elite 70 profiles and we're taking advantage of Spectus' special foiling, Spectrum, on this project to produce grey foiled windows for the properties."

"We've also just completed a care home with a high dependency unit for Hendra Housing Association called Woodcroft Care Home, using Spectus Elite 70 white PVC-U windows."

"We supplied some curtain walling for Leadbitters, the main contractor on the £96,000 project, too and have had some excellent feedback on the quality of

our products and what we're like to work with."

Again demonstrating the unique added value that Spectus delivers for its customers, Spectus has put Vision Products onto its fabricator marketing programme, Framework, and Vision is already benefitting from increased marketing support as a result. Framework is a programme which helps Spectus fabricators to build a detailed marketing plan

and have confidence in their subsequent marketing activity, safe in the knowledge that there's a clear plan in place.

An initial face-to-face meeting with Spectus' Marketing Manager Joanna Plane is followed by a discovery and evaluation session of any existing marketing activity.

From there, an analysis of the business and the market is performed and a detailed, relevant marketing plan for the year ahead is formed.

Cheryl concludes: "As a council-run business, we don't have an in-house marketer, or a marketing budget, so Spectus' support in this area is absolutely essential if we're to compete in the commercial world. It's all part of the first-class service we receive from the company as our profiles provider."

For more information please visit www.spectus.co.uk.

WORKING GLASS HEROES COMPLETE 'SURVIVAL OF THE FITTEST' FOR GREAT ORMOND STREET HOSPITAL

Ten of ESG UK's toughest and fittest (!) employees, headed by Production Director, Craig McGiffen, took part in the inaugural London Men's Health Survival of the Fittest event on November 12th 2011.

This monster of an event was held at Battersea Power Station. The ten strong team completed a very muddy 10km of running with challenging obstacles en route including 10ft high walls, muddy skips, monster trucks and cars.

So why did team ESG do this? Yes, they are all crazy but they all wanted



to raise some money for a very worthy cause – Great Ormond Street Children's Hospital.

Production Director, Craig McGiffen says "We are all very proud to have completed the gruelling

Survival of the Fittest event but we are even more proud of supporting such a worthwhile charity that provides inspirational and world-class care to hundreds of children every day."

www.esguk.co.uk

EOS ENERGY'S STAFF DONATE CHRISTMAS GIFTS TO CHARITY COLLECTION

Staff at Southam based solar panel specialists EOS Energy have been collecting Christmas gifts for disadvantaged families.

Staff were supporting the Link Romania charity (reg number 1069722) which distributes shoeboxes full of gifts to poverty stricken families in Romania, Albania, Bulgaria, Moldova and the Ukraine.

The boxes are full of items such as toiletries, sweets and



toys, and are most likely the only presents the families receive at Christmas. EOS Energy's staff grouped together to fill 12 boxes which will be added to

other collections across the country.

For more information visit www.eosenergy.co.uk or www.linkromania.co.uk



DETERMINATION GOING FORWARD



BY JUSTIN RATCLIFFE - CAB CHIEF EXECUTIVE

As it is the final month of the year, it is nice to start with a positive note and the G11 Awards held at the London Hilton Hotel in late November certainly provided it. Over 500 members of the fenestration supply chain applauded some excellent winners (with CAB members picking up one award and several shortlist nominations) but more than anything was the air of sheer determination to succeed in the face of the likelihood of a further 24-36 months of challenging times. The organisers and winners are all to be congratulated.

If the Governor of the Bank of England has difficulty in predicting tomorrow I think you will excuse me making rash predictions. It is clear from discussions though with a number of members recently that business is still out there, surprisingly the schools sector is considered 'steady' – perhaps we have forgotten just how many projects managed to get over the line before the end of BSF as we knew it. There are other good news stories around about companies moving to larger premises

and expanding their export markets to record levels of turnover. Away from CAB, and in the wider marketplace, there have sadly been casualties and the brutal reality is that there are more to come. In this context, support from the Chancellor cannot come soon enough.

Writing the day before the Autumn Statement it is clear that there will be a boost to infrastructure projects. The leaks lend support to the fact that Government acknowledges that construction is key to economic growth and is at last beginning to accept that recent research has shown that every £1 invested in the sector generates £2.84 of economic activity. In addition the employment that this generates will help bring many of those who have lost their jobs in the recession back into work.

Investment is one thing, but making sure that companies win profitable work is another especially in the current climate. To win work in the first place it will be crucial to understand the changing face of specification. These two themes will be central to



Justin Ratcliffe.

many of CAB's meetings in 2012 as they affect the whole supply chain. Of course we will also be looking in detail at other key issues the sector faces next year including Green Deal, the Olympics (post construction work) and standards and regulatory issues such as the Building Regulations and security standards.

As this rounds off 2011, I would together with my team of Patrick England, Martin Ford and Julie Harley like to wish all of you the very best for 2012.

Let us all go forward with determination to succeed.....

For further information on CAB or its work on aluminium and sustainability, please contact Justin Ratcliffe on 01453 82 88 51 or email justin.ratcliffe@c-a-b.org.uk.

ULTRAFRAME BOOSTS COMMERCIAL TEAM

Ultraframe, the UK's leading designer and manufacturer of home improvement solutions which transform light and space around the home, has beefed up its Sales and Marketing offering with a series of new appointments, including new Director of Sales and Marketing, Joe Martoccia.

Iain Thomson, Managing Director at Ultraframe, commented: "Although the construction and home improvements markets have been less than buoyant over the last couple of years, Ultraframe is undertaking prudent investment in various departments and functions necessary to grow the business and these additions to the sales and marketing functions are just some of many in the months and years to come".

"Joe joins Ultraframe at an exciting time as we transform ourselves from simply being the leading conservatory roof system provider to a company that provides innovative light and space solutions into the home improvement, extension and building sector.

"We extremely happy to have Joe on board and we are confident that with his vast experience, an MBA in Strategic Marketing and fluency in two European languages, he is ideally placed to further develop the Ultraframe brand across not only diverse geographic territories but also by building deeper relationships with specifiers, developers and main contractors."

Joe has immense knowledge gained across a wide spectrum of building products and brands and he has spent time in senior sales and director roles with prestigious brands such as Norbord, Kronospan and also Potton Timber Frame Homes and Buildings, where he was able to take



this family owned company, double sales and margins, and successfully help the shareholders achieve substantial value when insulation giant, Kingspan plc, bought the company.

Commenting on his appointment at Ultraframe, Joe said, "I was attracted to Ultraframe because, for me, it has the ingredients in place to become even more successful than it already is – it's important for companies to invest in a constant stream of innovation if they want to be successful and this is evident with Ultraframe, just look at its recently launched LivinRoom orangery!"

"My task is to give an even greater focus to the company strategy of working closely with its trade partners and helping them to grow quickly and sustainably. I am looking forward to working with the team and getting to meet those in the industry soon."

Alongside the new director, Ultraframe is adding further sales and marketing resources to ensure the company has the right commercial team to achieve challenging growth and development objectives.

The marketing team has now been joined by Usman Akhtar who has been appointed as Senior Marketing Executive. With a specific responsibility for Research and Planning, Usman will spearhead

Ultraframe's further push into the specification market, targeting architects with the company's full range of light and space solutions.

Usman has a MA in Advertising and Marketing and his energy and ideas will be a further boost to the team. He has recently worked in the building materials sector for two well known and high profile brands, namely Tarmac Precast and Heidelberg Cement.

In addition, Chad Mayoh, who has worked for the business for nine years, first in internal sales before transferring to marketing, has been promoted to Senior Marketing Executive. Chad's specific responsibilities will be for all the company's web sites, which now total six, the Ultra Installer Scheme and the development of affiliate schemes for the fabricator and trade intermediary channels/routes to market. Chad will also continue to be a major contact point for retailers across the country.

On the sales side, Ultraframe has been joined by Hugh Bessant who covers the Northern Home Counties and by Peter Mulligan who covers the Southern Home Counties. Both Hugh and Peter have extensive B2B building materials experience and are looking forward to offering a high level of customer servicing to retailers in their respective regions.

CASH FOR TASH

Employees at innovative composite door manufacturer, Solidor, took part in Movember, to help raise money and awareness for men's health.

Various shapes of facial hair were nurtured during the month from the Burt Reynolds, to the goatee and Fu Manchu, yet no one achieved a walrus within the four weeks!

During November each year, Movember is responsible for the sprouting of moustaches on thousands of men's faces

in the UK and around the world. The aim of which is to raise vital funds and awareness for men's health, specifically prostate cancer and other cancers that affect men. In 2010, over 112,000 UK men (Mo Bros) and women supporting their male counterparts (Mo Sistas) got on board, raising £11.7 million in the process.

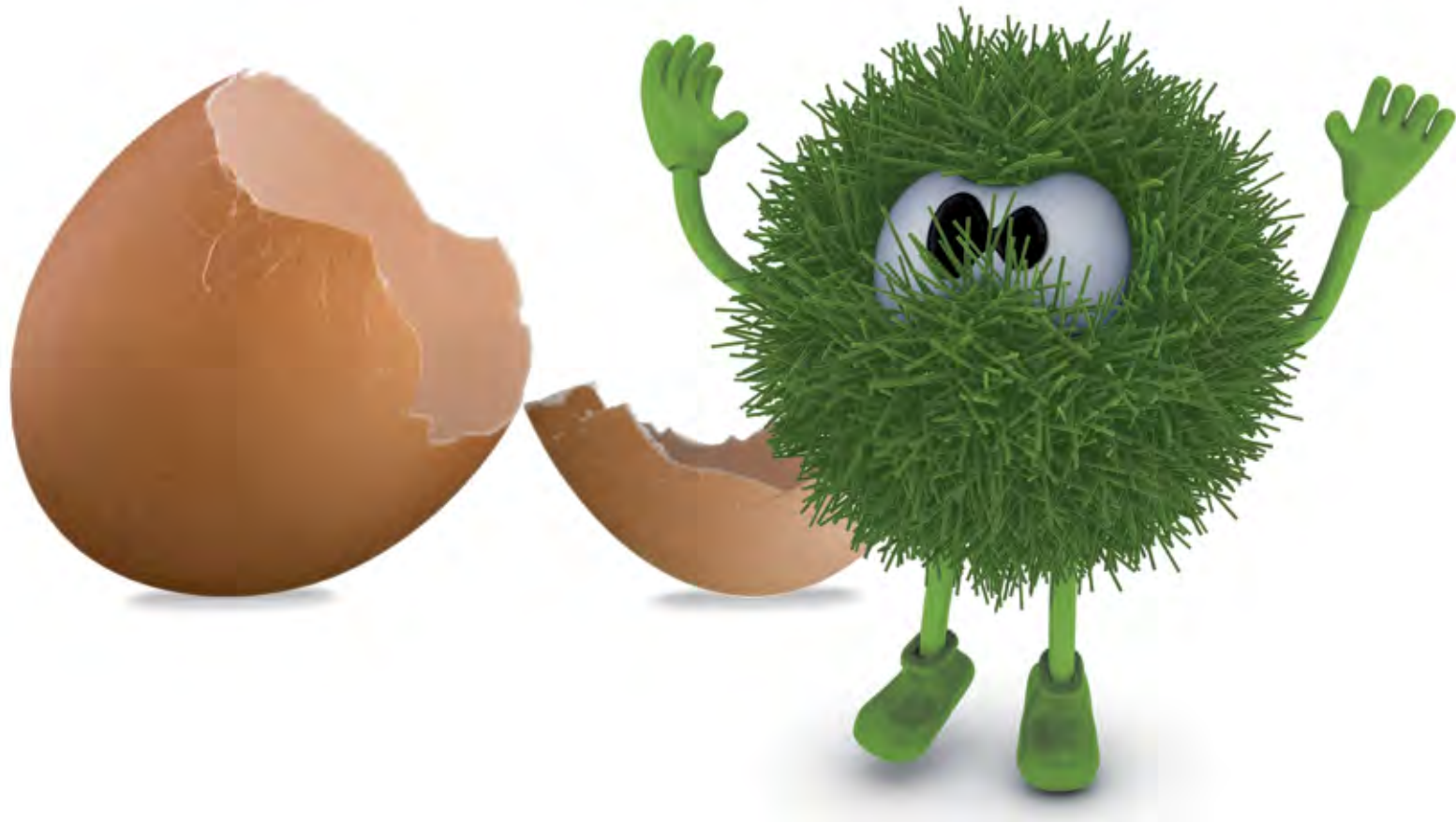
At Solidor, 18 Mo Bros started the month and raised an impressive £2,000 which was donated to The Prostate Cancer Charity. Gareth



Mobley, managing director of Solidor commented: "It was great to be able to raise funds in a light hearted way, though most of us were itching for the first few weeks! I must say a big thank you to everyone that contributed to our fundraising efforts."

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January 2012



The birth of the Insight Index

“The Index will transform the way companies find suppliers, research information and source products in the window, conservatory and glazing industry.”

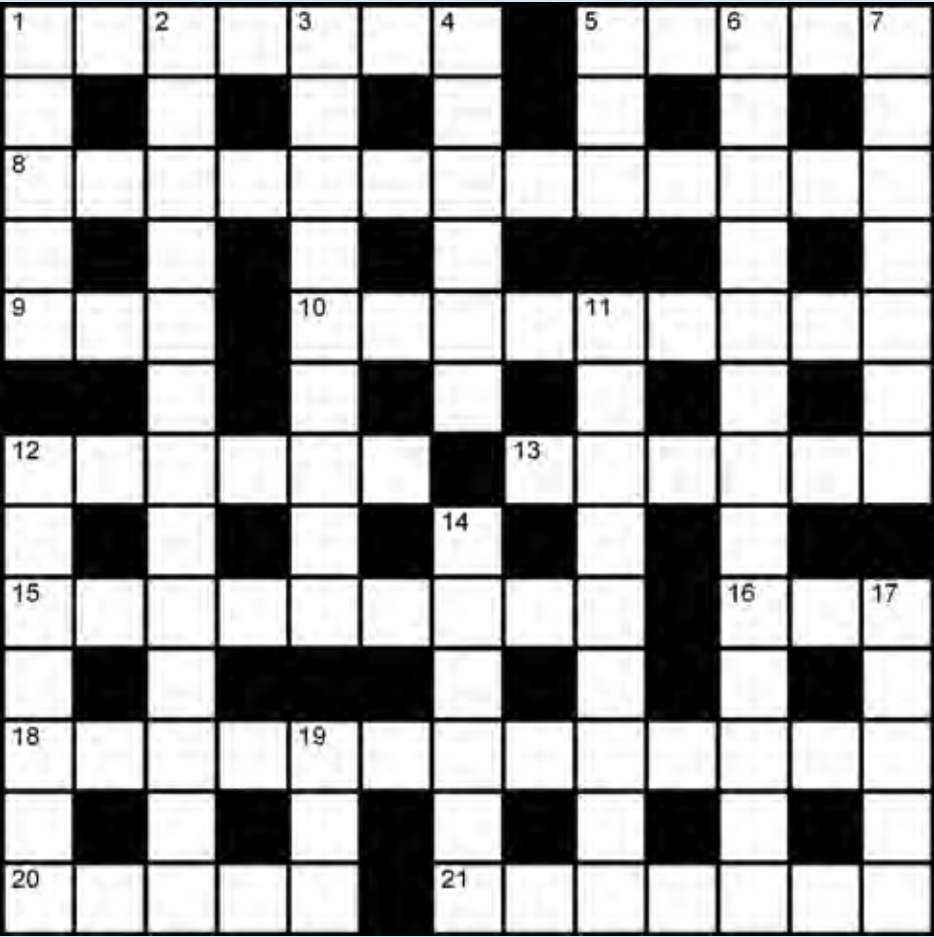
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Across

- 1 Rico met unusual joint part (7)
5 What the boy did on the burning deck (5)
8 Starlit ant can weirdly span UK to to US (13)
9 Musical speech by knocker? (3)
10 I'm a dental re-ordered sandwiched glass (9)
12 Base for statue is wound dressing surrounded by acid scale (6)
13 Gnat is unusual heavyweights (6)
15 Europa net reform for exterior glass (5,4)
16 Type of person sounds like large northern deer (3)
18 O opt Cheese fig strangely making Captain Flint's currency (6,2,5)
20 Tides changed to assigned a location (5)
21 No Clue

Down

- 1 Measuring device sounds like a bit more than a yard (5)
2 Top pine marten oddly given job again (13)
3 No rituals strangely lowers u value (9)
4 Mob net weirdly buried (6)
5 Briny sounds like third letter of alphabet! (3)
6 Sad in gluttony oddly performing wonderfully (13)
7 Seed cad reshaped into tens of years (7)
11 So I lessen re-ordered without sound (9)
12 Cues given to performers on computer screens (7)
14 Work for political party? (6)
17 A kite re-ordered makes girl's name (5)
19 Concluding it's stopped (3)

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Spot which page the image below appears on and be in with a chance of being a winner!



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Prize
Sudoku

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	1		2			6		5
2		9				7	3	
			3	8		9	1	2
7							9	
4		5	1		6	3		7
	8							4
1	7	2		9	5			
	3	4				5		1
8		6			3		2	

Fill in all the answers in the grid above, fill in your contact details below and send your competition entry to: PRIZE SUDOKU COMPETITION, Glass News, FAO: Christina Shaw, 15 Balfour Road, Bentley, Doncaster, DN5 0NN

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Just for fun!

Below are 7 Trade Anagrams
- can you solve them? Answers below.

- 1) Y E S T F A
2) V E C I E S R
3) T R K E M A
4) W N W O D I
5) T E P O R C T
6) I C F F O E
7) E E N G R

Answers: 1) SAFETY, 2) SERVICE, 3) MARKET, 4) WINDOW, 5) PROTECT, 6) OFFICE, 7) GREEN.



Spot The Difference

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PRIZE!

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David Appleton, HM Inspector: 0115 971 2800

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