



Dynamic duo

PVC-U sash window fabricator, Roseview Windows, has chosen independent sealed unit manufacturer, Glass Systems, as its sealed unit supplier.

"Because of the nature of sash windows, we have to supply all our products fully glazed," explained Roseview's managing director, Willie Kerr. "We used to manufacture our own sealed units in-house but found it was easier and more cost effective sourcing them from Glass Systems. Glass Systems offers three weekly deliveries; fitting in perfectly with our manufacturing schedule, and meaning we don't have to hold too much glass in stock. It offers the competitive trade prices you would expect from a company that produces 35,000 units plus per week and the product quality is consistently high; a factor I suspect that's down to the massive investments the company has made in recent years."

According to Roseview, the switch from in-house manufacturing to using Glass Systems as a supplier not only means better quality for Roseview's products, it also means a better quality of service for its customers. 01792 773752, www.glasssystemsltd.co.uk

Hardware choice



Glazerite customers will now be able to show homeowners a clearer picture of their hardware choices with the launch of a dedicated brochure for them to use in conjunction with existing Veka marketing material.

Director, Jason Thompson, explained: "The Veka literature features generic installation pictures from a number of manufacturers and installers who all use different hardware from various sources. Our bespoke hardware brochure shows the quality of the fittings used whilst also explaining in laymen's terms the features and benefits to the homeowner. We have now made it easier for homeowners to clearly see the options available all in one place, which in turn helps them make a more informed decision by using this brochure alongside the Veka material."

Trade customers are able to show consumers details such as Glazerite's choice of offset handle, as well as locking mechanisms, door handles and of course the choices of hardware colours. www.glazeritewindows.co.uk

Service pledge

Conservatory roof kit company, Zoom Ready, has promised to deal with all customer queries or concerns within one hour.

The 'Customer Service Pledge' is Zoom's 'Brilliant Idea No. 21'. Each 'Brilliant Idea' is designed to make selling conservatories easier and more profitable for installers, and the latest Brilliant Idea shows Zoom is committed to giving customers the best possible service.

Zoom chairman, Martin Randall, said: "Things can and do go wrong from time to time but it's how a company deals with mistakes that's important. Most conservatory roof companies claim to be customer-focused, but how many



guarantee a response within the hour?

"With Brilliant Idea No. 21, we're promising to do just this. If customers have a problem or any concern, our customer account teams will look into it and resolve the issue in less than an hour!" www.zoomroom.co.uk

Latest ladders

Summer 2013 sees the introduction of the new Builders stepladder and Box Section Extension ladder from Werner, the manufacturer and distributor of ladders and access equipment.

The Builders stepladders, available in both swingback and platform versions, are manufactured from heavy duty aluminium and offer slip-resistant treads with full width anti-slip coating.

Benefits include a compact footprint enabling users to get closer to their work, an increased horn height to



improve usability and safety by encouraging a steady climbing rhythm and several features designed to give a smoother profile including plastic top caps, a new spreader design and intelligent positioning of bracing.

The Box Section Extension ladders are available in both double and triple section models and in closed lengths ranging from 1.85m to 4.09m, offering reach heights of between 3.6m and 10.62m. The new ladders feature slip resistant 'D' rungs which increase user comfort when standing on the ladders for extended periods, and feature manually operated locking catches which prevent the sections separating.

www.wernerco.co.uk

Turning up the heat in fire doors

Capstone Doors says it has 'turned up the heat' in the fire doors sector with the introduction of a number of new features including styles, colours and performance in its FD30 range.

The Capstone FD30 fire door is available in seven styles and specifiers can now further customise these with any RAL colours and even custom finishes through the company's new paint plant.

Accreditation has now been extended to Winkhaus Ecoframe with toplights and sidelights. All doors may be dry-glazed using the Trisys re-glazeable cassette system from Capstone – a substantial benefit to the fabricator in terms of labour and cost which includes an adjustable glazing clip.

www.capstonedoor.co.uk



New sliding folding door system

ESG has launched the new ESG Aspire sliding-folding door system, creating what the company describes as a truly 'responsive building material'.

A premium sliding-folding door system for interior use, ESG Aspire offers 'quality and design excellence' by combining ESG's switchable glass technology with a minimalist frameless design.

At the touch of a button, the glass can let light through or ensure complete privacy. The ESG Aspire offers a flexible design feature, which is suitable for dividing living and working space and can also be combined with coloured interlayers to fit in with interior schemes.

The frameless design has no visible wiring, no bottom track and the top track can be discretely recessed into a bulkhead, maximising unobstructed viewing. Quickly and easily, the doors concertina and fold back to give the room more space, light and air.

The standard Aspire range is available a choice of two or three-parts, up to 2,500mm x 2,500mm in size, with double-handed options up to 5m across and other bespoke configurations available on request. ESG can supply and install the complete system including low voltage track, conductive fittings and accompanying electrical controls.