

IN BRIEF

■ UK DISTRIBUTOR FOR SPILKA

Sealco (Scotland) has been appointed as the UK distributors for Spilka hardware produced in Norway.

Sealco's managing director Derek Malcolm explains: "Our exclusive partnership with Spilka will see Sealco carry extensive stocks of Spilka products in our Falkirk warehouse. This will ensure the UK manufacturers and specialist maintenance companies will be able to rely on a next delivery throughout the country."



Spilka uses high quality materials to ensure low maintenance and long lasting performance, besides the Classic range for timber and PVC-U windows, the Spilka Opus hinge is used for aluminium clad windows by some of Europe's leading timber window manufacturers and its Tango sliding patio door gear provides a unique function at a very competitive price.

■ GLASS SYSTEMS MARCH EAST

The Glass Systems Group is expanding its customer base to include the East of England. Managing director Alan Atkinson says: "Historically Glass Systems has not ventured into the eastern side of England. However, following the demise of Uniglaze 2, a gap has been left in the market, which prompted us take the next step of our expansion. "While a separate company, the new venture in East Anglia will benefit from the advantages, knowledge and expertise of our group. It will have its own sales office, production facility, geographical area and customers. The 'head office' function, will be at our HQ in Swansea."

Kömmerling refines liquid composites

Kömmerling is refining and repositioning its Kodiphone and Kodiguard range of liquid composite products.



The revitalised range will be rebranded and packaged and customers will also benefit from training and support packages to ensure that they fully understand not only the benefits of the products, but also how best to use them.

Chris Davis, composites manager for Kömmerling, explains: "We have recognised that in the past some composite products have not lived up to expectations. This may have been the fault of the product or its incorrect application. Our new approach builds on our strong technical expertise while recognising that our customers need support to understand how and when to use the products and the best way of incorporating them into both their existing processes and how they might allow them to extend their offerings."

The revised range will be referred to as liquid composites, which better describes the nature of the products. One aspect that has been overlooked in the past are the environmental credentials of this type of approach,

both in its initial production (handled at the company's European manufacturing plant in Germany), and its later application. Kömmerling has been able to reduce the carbon footprint of the production process and features such as natural curing, which requires no additional power is just one example range's enhanced 'green' credentials. Applications where the product has already been successfully used include bonding fire glass to other glass, bonding multi-layered toughened and textured glass, bonding to manufactured DGU specifications (meeting Low E compliance) and use in curved glass applications.

The key products in the environmental liquid composite range are Koediphone Acoustic, Koediguard UVS UV Blocker, Koediguard Safety available in ultra violet or three-part exothermic curing products. High performance manual attack and Ballistic products can also be manufactured using liquid composite material.

Letter to the editor

Dear Editor

Are we victims of misinformation?

It was reported at the beginning of the year that the Office of Fair Trading (OFT) had written to more than 50 installers of double glazing, insulation and solar, asking them to ensure that they provide consistently good standards to consumers.

The move came after the OFT conducted a review of the energy efficiency sector, incorporating consumer experiences; information provided by enforcement and regulatory partners such as TSS, the ASA and Ofgem; and consumer organisations including Citizens' Advice, Consumer Watchdog and Which?

This review revealed that installers in the energy efficiency arena often exercise poor practice such as high pressure sales techniques, unclear information about paperwork and cancellation rights, and even poor quality installations.

Of particular note was the concern regarding instances where consumers could have been given misleading or inaccurate information about their eligibility for a grant or subsidy, or the levels of energy saving they could make.

I'm all for doing everything possible to ensure consumers only get the very best products and services, after all, how else is the double glazing industry in particular to shake off the, in the main, very unjust 'cowboy' perception?

But do the majority of hard working and reputable installers really still have to face being tarred with this image?

I thought at the very least it was the turn of the bankers which, having made obscene profits despite all but ruining the economy, are surely more deserving recipients!

In all seriousness, the issue of misleading information is one which needs to be addressed. The blame for misinforming consumers about their eligibility for a grant or subsidy towards energy efficiency measures cannot be laid solely at the feet of installers, particularly when it, in fact, stems from further up the chain.

Many people have noted how the Green Deal seems to have been mishandled in many respects by the very people implementing it – Government. If information is inaccurate at the top, how can it possibly be anything but when it reaches the consumer?

By partnering with a fabricator that works hard to keep abreast of all the up to the minute industry developments, installers can rest assured that they are armed with all the facts in order to correctly advise their consumer customers.

Yours sincerely

Jim Moody
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Tradelink