



vista

the newsletter from Climatec Windows

Winter 2009

INSIDE

See photos and read about the products that can be found in our brand new show area and meeting area. Fully working windows and doors, plus a set of windows in a variety of foils are now in place in the newly refurbished reception area at Climatec's office and factory in Southend on Sea, Essex



ALSO IN THIS ISSUE:

- Meet the accounts department
- Climatec's Order forms go Interactive!
- Christmas Shutdown Dates
- Climatec achieves secured by design for french doors
- Focus on Climatec's Production Manager, Richard Anderson

...and much much more

NEW FOR 2010

INTERACTIVE ORDER FORMS

With heavy emphasis on waste recycling and respecting the environment very much in the forefront of peoples minds, at Climatec Windows we have pledged to reduce our paper waste in line with our own Green philosophy.

Now piloting with one of our customers, we have produced a suite of interactive order forms. By re-creating our current order forms to allow you to fill in via your computer, you now have the facility to email these forms direct to our Order Processing team and therefore eliminate the need for faxing and posting, reducing the amount of paper that comes into and out of the office.

A full introductory pack plus cd containing the information you need to start this process is available from our marketing department. Contact Jayne at j.lovett@climatec-windows.co.uk.



CHRISTMAS SHUTDOWN

Climatec's factory and offices will be shut on Wednesday 23rd December 2009 and will open on Monday 4th January 2010. We would like to wish you all a very merry Christmas and prosperous new year, and look forward to your continued custom and support in 2010.



CLIMATEC TURNS PINK!

Climatec staff 'wore it pink' for this year's Breast Cancer Campaign in October. Strong supporters of this charity, the team raided their wardrobes and dragged out their pink clothes to proudly wear them to work.. all day!!



MORE NEWS FROM CLIMATEC WINDOWS INSIDE.../

11-14 Fletchers Square, Temple Farm Industrial Estate, Southend-on-Sea, Essex SS2 5RN
Telephone: 01702 613733 Fax: 01702 613367 www.climatec-windows.co.uk

climatec
windows limited



Climatec's product development is foremost designed to help you achieve a competitive edge over other retailers using similar products. In what we all recognise as a very crowded market, Climatec is still investing to help our customers rise above the competition.

And whilst acknowledging just how difficult it is to stand out from the crowd, we hope to demonstrate by focusing once again on accreditation and certificated products in this issue, that these play a key role in helping you win business over your competitors.

We hope that in our issues of Vista, past and present, we have brought to the table informative and interesting news and to this end we would like to wish all our customers past, present and future a good Christmas and a prosperous New Year.

Phil & Steve, The Directors

ROLL UP, ROLL UP...

The stage is set, and Climatec's show goes on....

After months of hard work, we are excited to announce that our show area is now open and is stocked with current products for visitors to view, and literature to take away.

The old dark reception area that used to greet visitors has now been replaced with a light and airy meeting and showroom area. A counter has been built to welcome visitors, which also houses our full range of brochures, including our own company brochures, as well as product brochures from our suppliers. There are copies of our order forms, specification sheets and technical data that can be seen on request, and Climatec's estimating team are on hand to discuss potential orders and provide quotes within 24 hours.

The range of products that can be found in the showroom area are testament of the high quality windows and doors Climatec are proud to have in their portfolio. Visitors can now see for themselves the quality of works and finish that each product is manufactured to.

Windows in both classic (bevelled) and contoured (sculptured) finishes are on show, and different styles of hinges have been fitted so visitors can decide on whether to purchase the standard friction hinge, or a fire egress/easy clean hinge.

A set of six windows are on display in a variety of foiled finishes so you can now see the standard finishes we are able to offer, plus any obscure ones if required.

We have a vertical slider with astragal bars in situ and is fully working for demonstration purposes of both the up and down movement and the tilt in facility for an easy way to clean both sides of the windows.

The doors on show include a set of Rehau French doors and a single leaf door made from Deceuninck profile, plus a stunning composite door from Rockdoor complete with their new 'bright bronze' finish handles and letter box. A bi-fold door set completes this variety of high quality doors and will no doubt tempt customers into swapping the French doors currently in their thoughts, with an impressive set of bi-fold doors that will enhance their room into something more luxurious.

Why not bring your customers to our showroom?

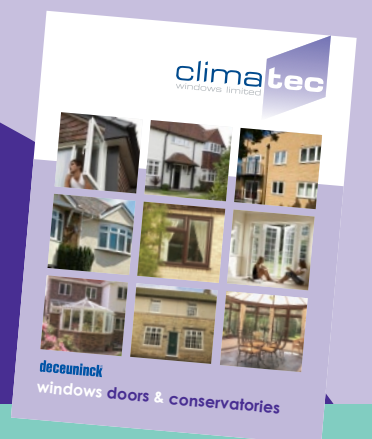
Ever had a customer that couldn't commit to that big order because they wanted to see a full range of working products? Then if the order is worth the visit, why not bring them to our factory? As well as being able to view the products on show, they can also have a tour of our factory and see the products actually being made. Contact our Sales Manager, Brian MacDonald on 07789 373641 to discuss.



Offering you a choice..

Following the successful launch of our corporate brochure, we felt it was necessary to produce a smaller brochure for our alternative range of products using the Deceuninck 2500 chamfered profile. The Deceuninck range fits nicely into our company ethos of high quality products, but offers a slightly different product to our REHAU range of windows, doors and conservatories. Windows and doors (including bi-fold doors) are available in this 70mm chamfered design, in white and woodgrain finishes and carries all accreditations that you would expect from any product manufactured by Climatec Windows.

For copies of this brochure or further information on the Deceuninck 2500 range of windows and doors, visit our website www.climatec-windows.co.uk or contact us on 01702 613733.



Art Works!



Bi-fold doors are the perfect product to put on the back of your house, bringing the outside world into your room.

So, when we decided to put a set of bi-fold doors into our showroom, we wanted to show this effect. We contemplated garden photographic images on the back wall, or even a view of a swimming pool and decking, but eventually were pointed into the direction of a local spray paint artist by one of our customers... and what a great decision we made.

In two days, John Callaghan and his wife Mel, had transformed the showroom's blank, back wall into a garden scene that we would all like to see from our window. Using tiny spray guns, they worked meticulously to recreate a photo supplied by us, spray painting every small detail to create the final image.

For more information on John and his work, contact www.sprayartist.co.uk



DOUBLE DOOR SECURITY

With very few companies in the UK managing to achieve Secured By Design status for their French doors, we are very excited to announce that we are on our way to joining this exclusive list!

After months of research to improve our door sets, we now believe we have found the perfect specification for our range of double leaf external doors, that not only provide the weather performance you would expect from any of our window, doors and conservatories, but also offer the best security available.

Manufactured from REHAU profile, these French doors have been partnered with Paddock's Millenco Mantis 3 lock to successfully pass all testing for enhanced security and receive PAS24-1 certification. Following a repetitive cycle test (10,000 cycles) at Chiltern Dynamic's test house, we will soon receive our certificate from Secured By Design, meaning our French doors can now join Climatec's list of products already approved by this very successful UK Police initiative to reduce burglary in homes.



Ever wondered what a door or window has to endure to pass the tests for Secured By Design consideration?

DOORS - Front, side and back doors must achieve PAS23 and PAS24 to be considered for Secured By Design accreditation.

PAS23 – Fitness for Purpose

Tests include:

- operating forces
- air permeability
- Watertightness
- Wind resistance
- Resistance to vertical loads
- Resistance to static torsion
- Slamming resistance
- Closure against obstruction

- Abusive forces on handles
- Resistance to soft and heavy body impact
- Resistance to hard body impact
- Basic security
- Cyclic operation

PAS 24 – Enhanced Security

Tests include:-

- manual manipulation

- manual infill medium removal
- Mechanical infill medium removal
- Mechanical loading
- Manual check
- Soft body impact
- Hard body impact
- Manual cutting
- Hardware and cylinder security

WINDOWS - All ground floor windows and those easily accessible above ground floor must be certificated to BS7950, BS6475-1 and BS6375-1 to be considered for Secured By Design accreditation.

BS7950 – Enhance Security

Tests include:-

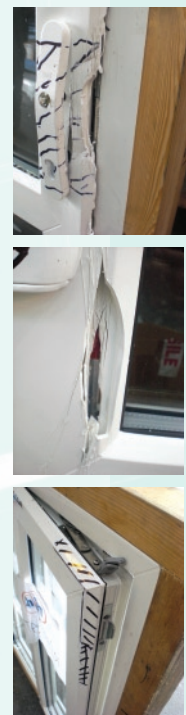
- manual manipulation
- manual glazing removal

- mechanical glazing removal
- mechanical loading
- manual check

General Performance

In addition, windows must conform to the requirements PVCu standards: BS7412

A 15 minute dvd explaining the SBD test requirements for doors and windows is available from Chiltern Dynamics, telephone 01494 569800.



FOCUS ON

In this issue of Vista, we put Production Manager **RICHARD ANDERSON** in the hot seat.

1) When did you join Climatec Windows?

I joined Climatec Windows in September 2006, working alongside Bill Lowther and Brian Turner.

2) Did you join as Production Manager, or have you had any other jobs in the company?

I joined the company as a Production Manager, having previously worked at another window company as a Production/New Products Manager.

3) As Production Manager, how does your typical day normally pan out?

My daily duties at Climatec are busy to say the least, but my main objective is to ensure that customer's orders are completed, on time for each day's deliveries, which I'm glad to say is normally achieved.

4) Would you like to see any changes/improvements in the production process at Climatec?

There are many things I would like to implement in the future to increase productivity and efficiency and these improvements have formed part of a review proposal to be presented to the Directors in the near future.

5) What would you say is the most challenging part of your day?

I would say dealing with issues that arise throughout various departments each day is a challenge in itself, in this industry

you need to have a degree in Problem Solving!

6) After a long day in the office, how do you manage to relax?

It's very hard to relax when you have two highly strung boys running around when I get home, so I normally spend my time entertaining them, whilst having a shandy!

7) Eating in or Eating out? Which one do you prefer?

I do enjoy both, but eating out is best as you don't have to worry about the washing up!

8) What else fills your time, away from the windows and doors?

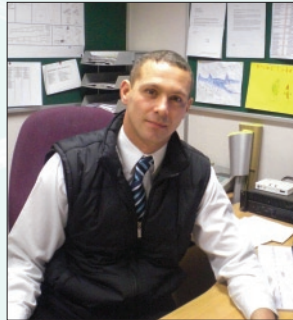
When I have got some spare time I go scuba diving around the south coast and also jetski, but if the weather is good I may find some time for some fishing.

9) What's your motto for a happy life?

I have two! "Live life to the full" plus "You only get out of life what you put in". Nothing's for free.

10) Finally... how are you spending your Christmas day?

I will be spending Christmas day at home with the family, and no doubt playing with loads of toys, carving the turkey and watching the rubbish on TV.



In this issue of Vista, we introduce you to the hub of the company, Climatec's Accounts Department.

(Pictured left to right) Michelle Donovan, Steve Muskett and Jackie Hickson are responsible for all monies coming into, and going out of the company. Working very much as a team, they all chip in with each others jobs as and when required.



STEVE MUSKETT – Accounts Manager

Apart from doing as he is told by the girls since he started in January 2007, Accounts Manager, Steve has ultimate control of the company finances, managing the company accounts and monitoring both sales and purchase ledgers. As well as authorising payments, Steve is responsible for the company's VAT returns and construction industry returns. Steve takes a lead role in the annual company audit process, and whilst monitoring the company cash flow is looking constantly to save money wherever possible, for example reducing company utility bills.

MICHELLE DONOVAN – Accounts Clerk

Michelle runs the purchase ledger on a day to day basis. Matching delivery notes with invoices to make sure all goods have been received with the correct quantities ordered, at the price quoted for, Michelle then posts the invoices for payment. Michelle is responsible for the statement reconciliations, receiving supplier statements at the end of each month and reconciles them with the company's statements to make sure all records match.

Michelle also sends out the sales invoices and sales credit notes, once agreed and authorised. Assisting in other miscellaneous tasks as required, Michelle has been part of Climatec's accounts department for 10 years.

JACKIE HICKSON – Payroll Administrator

Jackie has the responsible (and sometimes daunting) task of paying Climatec's production staff's salaries. With constant changes on a week by week basis, Jackie has to take into account hours worked, holidays taken, overtime, sickness, department transfers.

Jackie is also responsible for the year end reconciliations and returns to the Inland Revenue (eg P60's etc). Joining the company in May 2007, Jackie also assists the rest of the team with the Sales invoices and undertakes other ad-hoc accounts duties as required.



SORRY TO SEE YOU GO

After 9 years of marketing Climatec Windows to prospective customers, Andrew Bridge is hanging up his hat and leaving us, and the UK, in the New Year. Off to start afresh with his wife Noy, Andrew is setting up home in Chiang Mai, Thailand and plans to finally relax and do nothing except to enjoy setting up home in this beautiful area.

Steve Barker, Climatec's Director says "Both Phil and myself would like to thank Andrew for his loyalty and service and wish him and Noy every success in their new ventures in Thailand."