

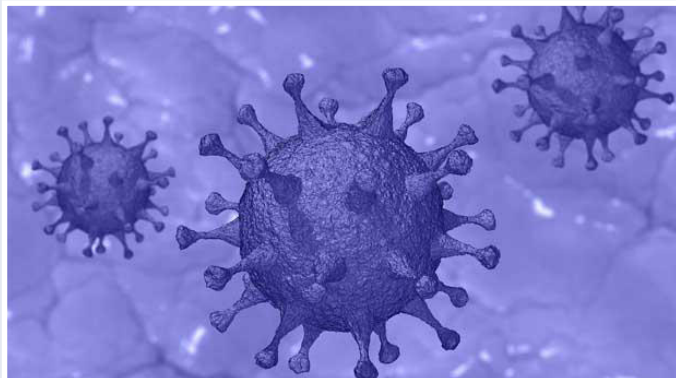


vista

the newsletter from The Climatec Group

Now in our 27th Year of successfully supplying quality windows, doors and conservatories

Summer 2020



WHAT HAPPENED TO 2020?

We all recognise the above image! It came at us with a bang, and like some sort of sci-fi movie we were locked in our homes. Businesses shut up shop and we were all wondering when we would find toilet rolls and pasta on the supermarket shelves again. Back in February, no-one would have believed that the country would just stop in its tracks for a couple of months!

Unfortunately there were losses, but thankfully the majority of us emerged from our homes to work again, albeit in a strange 'new normal' way.

Hitting the ground running, we were pleased, and somewhat surprised, on how many orders were coming in. It seemed that you all had been contacted by many homeowners and homebuilders for new windows and doors once the lockdown was eased. The window industry appears to be thriving in these months that are normally quieter due to the holiday season.

This unexpected demand has not been without its drawbacks. We're hoping that most of these problems are now behind us. But, just as we now have to antibac regularly and wear masks in the shops, we have to expect to come up against a few problems and delays now and again as we move into the 'new normal' way of living and working.



**Manufacturers and suppliers for
the window industry**

Specialising in UPVC and Aluminium products
for the retail and commercial markets



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www.alu-tec.co.uk
Tel: 01702 899440

FIND US ON FACEBOOK AND TWITTER

Why not follow us on our social media platforms to see what's happening in our factories, and to view photographs of customer installations?

We can also share any of your installation images of products manufactured by Climatec or Alu-tec. Just send your photos to j.lovett@climatec-windows.co.uk and we will post them with your contact details.



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MESSAGE FROM THE DIRECTORS

Welcome to the Summer issue of Vista.

You don't need us to tell you that our lives have changed drastically in the last 5 months. Neither do we need to repeat the sobering statistics of those that have succumbed to Covid-19, or indeed to point out that many businesses, and all the people they support have been impacted in ways that were unimaginable a few months ago, and many have not survived.

Since our industry returned from a period of lockdown we believe we have to consider ourselves immensely fortunate. Not only have order levels been way above our forecasts, they are even surpassing what we would consider to be the 'norm' for this time of the year.

It would appear that the whole of the building industry has been effectively experiencing a boom and this has led to material shortages everywhere. We have not been immune from this, and it has caused issues with our service levels and delivery dates. However in recent weeks things have improved considerably and we are confident that our suppliers such as REHAU, are now meeting demand with output which will enable us to improve our service to you in the coming weeks.

It goes without saying that we are immensely grateful to everyone for their patience and understanding since getting back to work. Let us all consider ourselves very lucky that the challenges we have faced are as a result of us all being busy, and not a shortage of work. Long may it continue, but spare a thought for those less fortunate businesses, who would rather be in our position.

Thank you.



RIO WITH DBR IS A GO!

Somewhere in the deep, dark depths of lockdown, we officially launched the REHAU Rio flush window with Deep Bottom Rail.

Although we had been anxiously waiting in the wings since the beginning of the year, we had to wait for REHAU themselves to launch this new product to the rest of the industry.

And they eventually did. So now we are ready to take your orders. Our new milling machines are in place and successful trials of the window have been completed.

This new deep bottom rail feature has been designed exclusively to enhance the traditional aesthetics of the Rio flush fit window, creating a visually appealing (and in-demand) heritage look. It's a more practical and cost effective solution for any homeowner looking to replicate the timber window features of a period property.

The Rio window's popularity continues to grow, and with 3 jointing methods, 12 colours available in 23 variants and now a truly authentic deep bottom rail, there is no reason why this window will not meet your customer requirements for a flush sash product.

Order forms have been updated and ready to download from our Climatec website. Quotes should be emailed to estimating@climatec-windows.co.uk



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THE GOVERNMENT'S GREEN HOMES GRANT SCHEME

On 8 July 2020, the Chancellor announced a £2 billion Green Homes Grant scheme to upgrade homes across England. Under this, £500 million funding will be delivered through local authorities, to improve the energy efficiency of low-income households.

However, with no further information supplied, it was a guessing game as to whether windows and doors would be included within the scheme. Speculation was fuelled further by TV Money Expert Martin Lewis, who assumed these products would be included and advised homeowners to wait until the Scheme begins in September before ordering new windows and doors! This seemingly led to a lot of our customers having orders cancelled or postponed until later in the year, in the hope that vouchers would be available to spend on these new home improvements.

Eventually at the beginning of August and after lobbying from industry leaders, the government released further details. And it appears that the glazing industry is low in the list of priorities of energy efficiency products eligible for this scheme.

- Window Installation companies will have to register with Trustmark (www.trustmark.org.uk) or Microgeneration Certification Scheme (MCS) for PAS2030 accreditation to undertake the works involved in the scheme*.
- Single glazing only can be replaced with double or triple glazing or secondary glazing.
- Doors can be upgraded to energy efficient doors (no details as yet of what this means and what products will be eligible).

It does appear however that the latter two options will only be available after other methods of insulation and/or low carbon heating has been completed.

*If you choose to go down this route of accreditation, contact your competent persons scheme provider for more information and how they can help.

We have received initial costing examples from FENSA to become PAS2030 accredited. A brief summary is shown below.

- Office & On-site Assessments = £800 + VAT
- Each year thereafter 1/2 day assessment = £400 + VAT
- Monthly membership for Trustmark = £10 + VAT per month
- Installation Registration with Trustmark = £8.00 + VAT

In summary, the scheme is unlikely to benefit companies undertaking the replacement of windows and doors unless they are replacing single glazing or providing secondary glazing. However if you wish to proceed with an application to PAS2030:2019, then contact FENSA or Certass in the first instance, or direct to Trustmark at www.trustmark.org.uk.

Climatec will continue to monitor any further developments with this scheme and will advise accordingly through our email and social media platforms.

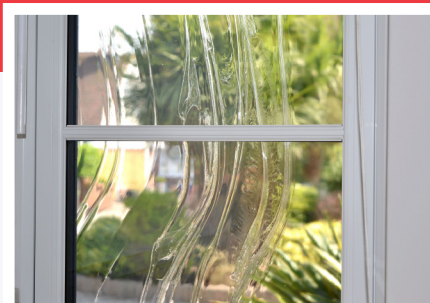
IMPORTANT NOTE: PRICE INCREASES

You may have seen comments on social media about price increases throughout the industry and it is unfortunate that we have to report two price increases in this issue of Vista.

Following correspondence from our glass suppliers, we were advised that all glazed units will be subject to a 10% increase in August. We do consider our customers whenever we receive news of a price increase, but in this instance we will have to pass part of this on to you. Therefore with immediate effect all new orders for glass will be subject to a 5% increase.

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Composite door supplier Solidor have also put their prices up. Any Solidor ordered through Climatec Windows will now unfortunately have a 10% price increase. As this is a bought in product, we are unable to control this increase, so please be aware when ordering for homeowners that prices will be different to what is normally expected.



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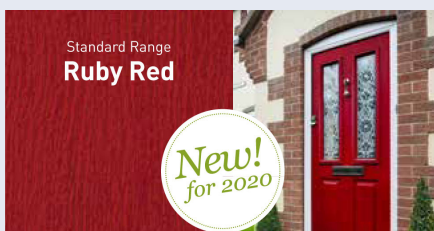
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PRODUCT UPDATE: NEW COLOURS FOR SOLIDOR

Solidor have introduced three NEW colours for Summer 2020. All colours are available now. The new 'Colours for summer' brochure is available to download from our Climatec website now.



Please note: Ruby Red replaces the current 'Standard Red'. Golden Sands has now been discontinued.



PRODUCT WITHDRAWAL



Climatec Windows are no longer able to supply uPVC bi-fold doors.

This follows our supplier's decision to stop providing these doors, therefore we

are no longer able to offer the Eurocell Aspect bi-folding system. Fortunately our aluminium bi-fold door production continues to grow from strength to strength, and any prospective customer visiting our uPVC website will now be directed to our aluminium product page.

For an aluminium bi-fold quote please contact Alu-tec by emailing estimating-ali@alu-tec.co.uk. Brochures and order forms can be found on the Alu-tec website.

<https://www.alu-tec.co.uk/information-centre/brochures-order-forms/>

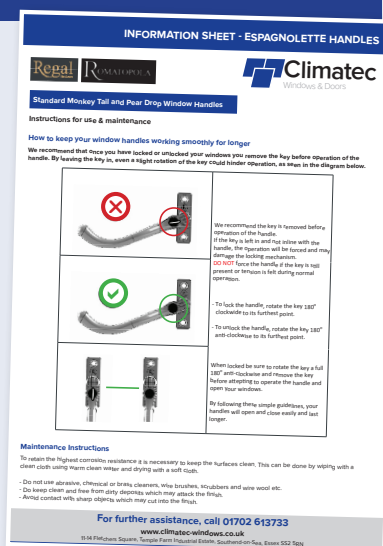
IMPORTANT REMINDER!

Monkey Tail & Pear Drop Window Handles

Don't forget this important information sheet is available on our website to download and pass to your customers!

This details the correct way to operate our current monkey tail and pear drop handles, and to ensure that the keys are removed from the barrel to prevent damage to the locking mechanism.

<https://www.climatec-windows.co.uk/information-centre/maintenance-installation/>



NEW EMAIL CONTACTS FOR ALU-TEC

To ensure your emails are read and managed at all times, we have created generic email addresses for you to use when contacting our Alu-tec office team. It is advised you use these email contacts to ensure that a member of staff will pick up your email at all times.

Your main email addresses for Quotes / New Orders (incl ancillary orders) / After Sales for Alu-tec:

**Alu-tec UK Ltd
ALUMINIUM
ESTIMATING / QUOTES**

Email
estimating-ali@alu-tec.co.uk

Please allow 48 hours for a response

Your Primary Contact is
Alex Kopko

**Alu-tec UK Ltd
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NEW ORDERS**

Email
orders-ali@alu-tec.co.uk

Order forms are available to download from
www.alu-tec.co.uk

Your Primary Contact is
Jenna Harrington

**Alu-tec UK Ltd
ALUMINIUM
AFTER SALES**

Email
aftersales-ali@alu-tec.co.uk

Email required - we cannot accept requests over the phone.
A Climatec job number must be provided.

Your Primary Contact is
Brooke Jobson



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