

Help from the experts

Technical guidance from Rapiestar could play a vital role in improving end-user satisfaction and reducing negative consumer feedback, given the findings of a recent survey by consumer champions *Which?*

The *Which?* survey of nearly 3,500 buyers of double-glazing in the past decade found that the most common faults in installed windows and doors stem from poor hardware choices or assembly. Issues to do with locking systems, hinges and friction stays account for most of the problems that develop – substantiating for the first time anecdotal evidence reported by many installers.

According to researchers, 30% of householders reported that their windows or doors had become difficult to open or close at some point over the past 10 years. One fifth said a window or door had dropped over time so it no longer fitted as well, and 15% of respondents said they had experienced a problem with locks not working.

Andy Holland, technical & marketing manager at Rapiestar says: “Whilst damage in use or ‘user error’ could account for some of these reported faults, it does suggest one or both of two things – using poor quality hardware or not fitting hardware correctly. In the case of the latter, we can help fabricators prevent these issues with our advice on which fasteners to use to get the right hardware result every time.”

As part of the technical support for the UK and Irish door and window industry, Rapiestar produces *Recommended Fixings Manuals* (RFMs) for all the most popular PVC-U systems. Available to download free at



Andy Holland

www.rapiestar.com, these guides clearly show which fasteners to use for different window or door constructions, helping to reduce the risk of quality issues with the finished unit. □

www.which.co.uk/reviews/double-glazing

Paint it grey

According to Renolit grey continues to be the most popular colour for windows and this trend is showing no sign of slowing down. The company reckons grey windows contribute to a smart and stylish exterior, establishing kerb appeal and create an alternative to traditional white installations. Renolit offers grey in a spectrum of tones. It says that anthracite grey has dominated the greys trend for many years and continues to be popular. The colour is now available with Ulti-Matt surface texture.

Two other colours in the Renolit portfolio are agate grey and pebble grey. Agate grey is on the lighter scale of grey with a muted green undertone. Pebble grey is a slightly stronger colour but also has undertones of green.

Slate grey is lighter than the dark shade of anthracite grey but is still within the main trend and has a slight azure colouration. □

www.renolit.com



MLA Key to security

Kenrick has joined the Master Locksmiths Association (MLA) the UK's largest and longest-established locksmith trade association. The West-Bromwich based firm's TS007 3-star high security cylinder has now been tested and approved by the MLA to combat lock snapping.

The Secured by Design approved cylinder features multiple high security pins to provide maximum security and excellent resistance against the other known cylinder attack methods, including picking, drilling, bumping, pulling and screwing.

Steve Williams, Kenrick's sales and marketing director, says: "We're delighted to become a member of the MLA and to be doing our bit to help stamp out lock snapping. With more than 70% of burglars gaining access to a property through a door in a matter of seconds, the choice of hardware for that door is essential. We need to reduce the incidences of these types of crime and offer far greater peace of mind for the homeowner. Our new 3-star cylinder eliminates any possibility of tampering with the cylinder, making homes much less vulnerable to attack.

"What makes our cylinder special though is that it meets the standards of TS007 on both sides of the cylinder, which means that fabricators only need to stock one cylinder for both open in and open out doors. It's also compatible with an A1 key blank, so homeowners can easily buy extra affordably-priced keys from the high street if they need to. It is a reliable and versatile solution with no compromises."

The cylinder is manufactured in a polished brass or a



nickel finish and can be retro-fitted with no additional preparation. It is available as paired alike or thumb turn and in all sizes from 70mm to 110mm in 5mm increments. The cylinder has also been tested to 100,000 cycles and comes with a 10-year mechanical guarantee.

www.kenricks.co.uk

Liverpool-based fabricator Door and Window Systems (DAWS) continues to increase productivity in response to customer demand, with the recent installation of its fifth new Kombimatec machine in 18 months – this time, the AMC308 automatic CNC machining centre. DAWS is a family-run business specialising in the manufacture of high-quality aluminium doors, windows, bi-folds and rooflights for both the domestic and commercial markets. The company was looking to increase productivity and boost its business growth cost effectively without the need to take on new staff – and Kombimatec provided the solutions.

The AMC308 machining centre was developed by Kombimatec for both aluminium and PVC-U profiles. Manufactured with a solid steel construction using high quality components, it incorporates advanced CNC control with CAD/CAM software that provides exceptional levels of precision and reliability during production. DAWS version comes with a 5HP electro-spindle inverter driven to 18000 rpm, closed loop servo driven system, automatic safety guard, and voltage monitor for electrical protection. □



www.kombimatec.com

Bubbly G sponsor

Thermoseal Group will again sponsor the Glass and Glazing Industry's G-Awards Champagne reception, at the London Hilton on Park Lane Hotel. The Champagne reception precedes the G-Awards gala dinner presentation evening on Friday 26th November 2021.

The G-Awards is the industry's most established awards event when the best performing businesses are presented with awards for demonstrating exceptional standards within the year. It is also a great opportunity to sit back and enjoy a fun evening of great entertainment with some of the key influencers from across the window industry.

Thermoseal Group's representatives will join co-sponsors Emplas in welcoming attendees and keep the Champagne flowing as an introduction to the evening.

Managing director Gwain Paterson says: "Having sponsored this event for 11 years now, I wonder where all that time has gone? Whilst we have been growing and developing, we have seen the G-Awards grow as well. We have to congratulate Tony Higgin and his team for making it a key event in the industry calendar and one that we all look forward to. □

www.thermosealgroup.com



Gwain Paterson

Vicki Hawkes knows what it's like to operate in a man's world. The new area sales manager at Strand Hardware has worked in the construction and building products sector for 23 years and is delighted to be joining a company with a woman at the helm.

"It was one of the things that most interested me about the job," she says referring to Strand's managing director Catherine Franks. "Although there are now many more women working in the industry, there are relatively few who are in leadership roles."

Appointed in November 2019, Hawkes was just starting her sales activity, covering the southern/eastern half of the Midlands, south Wales, East Anglia and the south of the UK, when the UK went into its first Covid lockdown. Following furlough and a part-time return, Vicki is now back in her full-time role and is keen to highlight the benefits of Strand Hardware's quality products to distribution, architectural ironmongers and locksmiths.

Having worked for Carillion and Assa Abloy UK, she is experienced in many areas of the industry including fleet management, customer services and sales.

Most recently Hawkes worked for Alpro Hardware, where she was area sales manager and technical support advisor for the Midlands and South West, selling manual and electrical hardware to distribution and aluminium manufacturers and fabricators. □



Vicki Hawkes

www.strandhardware.co.uk