



# vista

the newsletter from The Climatec Group

Now in our 25th Year of successfully supplying quality windows, doors and conservatories

Winter 2018

**The Climatec Group (Climatec Windows and Alu-tec UK) will shutdown for the Christmas period on Friday 21st December 2018 and will re-open again at 8.30am on Thursday 3rd January 2019.**

## WHAT HAPPENED TO 2018?

It arrived with a flurry of excitement with a company re-brand, new websites and a celebration of 25 years in business.

Then it flew by so fast - In Spring we introduced new sliding doors from our pvcu and aluminium factories. During the Summer months, we began fabricating the R7 windows from the Residence Collection, Alu-tec reminded us how good their steel replacement windows look, and the marketing team had a joyful time understanding GDPR! The Autumn months came and went just as quick. We found the perfect dummy hinge for our Deceuninck flush sash windows which changed the look of these windows for the better and Solidor introduced two new doors and three new colours for our customers to choose from.

We also want to thank you all for your patience during this last six months. We were taken by surprise with the sudden increased interest from consumers for new windows and doors, and although we tried to get as many orders complete for our customer's requested installation dates, there were unfortunately some that didn't make it out of the factory on time. We do apologies for this and thank you for your understanding during this time.

Inside this issue of Vista, we will tell you about the Company changes and re-structure of departments put in place for 2019, with the aim to provide a better operation and service to you all.

**It is just left for us to wish you all a Merry Christmas and a Happy New Year, and we look forward to working with you in 2019.**



 **Climatec**  
Group

**Manufacturers and suppliers for  
the window industry**

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

 **Climatec**  
Windows & Doors

[www.climatec-windows.co.uk](http://www.climatec-windows.co.uk)  
Tel: 01702 613733

 **Alu-tec**  
Windows & Doors

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# Changes Ahead

## A CHANGE IS AS GOOD AS A REST!



Climatec have had a year of leavers, movers and new starters!

Because of this, the end of 2018 saw a new Company structure put in place with an aim to providing a tighter and controlled operation for our customers.

### TRANSPORT / DELIVERIES



New to the Climatec Group, we welcome Paul Lorkin who takes up the role of Transport Manager.

Paul has spent the last 20 years working for food distribution company Brakes, moving up through the ranks from driver to supervisor and finally transport manager.

Paul will be managing Climatec's transport department, the drivers and the delivery of orders, and will look to improve the delivery service of customers orders in 2019.

### AFTER SALES

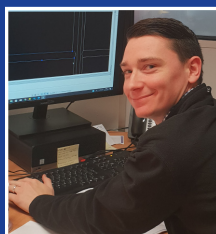


Kelley Birch will now be responsible for Climatec Customer Services, working alongside Samantha Ferguson and Steve Gunby.

Kelley has plenty of experience in this role and will be the first point of contact for all after sales queries and service calls.

Kelley will also continue to work with the Production team to co-ordinate the orders coming from order processing, through production and onto the factory for fabrication.

### PROJECT ASSISTANT



We also welcome Steve Hazeltine to Climatec. With 11 years experience in the window industry, Steve's new role will see him working on the larger/special contract projects that are received here at Climatec. Steve's technical expertise will enable him to create CAD drawings for these projects as well as calculating wind loads and other factors required to fulfil the job criteria.

As well as undertaking the above projects, Steve will also maintain and update our order processing software package, Window Designer to make sure the most up to date system is being used.



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## PRODUCT MANAGER

John Banks has moved away from the Order Processing Team and has taken up a newly created position of Product Manager.

With 25 years' worth of experience at Climatec, the first half of these spent in the factory and the rest carrying out various office roles, John has naturally become the first point of contact for many customer requiring technical or product advice.

With the introduction of new products and the changes in industry regulations, it was a natural decision to move John into a new position of Product Manager and away from the Order Processing team so he could focus on product development and internal sales; freeing up his time to answer any customer questions more effectively.

John's new role will also include industry research, learning about developing products that would benefit our customers, and enhance the one-stop package offering from the Group.

This year saw the development of both Residence 7 & 9 and both the Deceuninck flush window and the slider 24+ in-line door systems but watch this space as this area of the industry is developing far quicker than we could have imagined so exciting new launches coming early 2019.



## SALES PROCESSING & ESTIMATING MANAGER

With John now undertaking the product development/technical role, the decision was made to merge the estimating and

order processing departments, with Dave Russo managing this new team.

Dave has been with Climatec for 18 years and has a wide knowledge of the window industry in general. With his practical understanding of the production process (having worked on the shop floor in the past,) sound knowledge of Climatec's product base and systems used as well as previous experience in staff and customer management, Dave was the ideal person to head up the new Sales Processing and Estimating Department.

The new department will have positive changes for our customers. There will be a tighter synergy between order processing and production control.

Separating order processing and product development will enable improved and speedier customer communication with better personnel availability.

There will also be a long-term strategy for staff training to improve the department's knowledge and effectiveness.

**AS WITH ALL COMPANY CHANGES AND RESTRUCTURES THERE WILL BE THE USUAL TRANSITIONAL PERIOD, BUT WE ARE LOOKING FORWARD TO A POSITIVE 2019 ENJOYING A MORE EFFECTIVE OPERATION.**

# NEW EMAIL ADDRESSES

To keep your contacts list at climatec to a minimum, we have created FOUR Primary contact email addresses for you. By using these email addresses, you are ensured that your requests will be answered by the relevant department and not stay sitting unanswered in the wrong persons mailbox!

### ESTIMATING / QUOTES - uPVC

#### Email

[estimating@climatec-windows.co.uk](mailto:estimating@climatec-windows.co.uk)

Please allow 24 hours for a response

Your Primary Contact is  
Chantal Taylor

### NEW ORDERS - UPVC

#### Email

[b.bond@climatec-windows.co.uk](mailto:b.bond@climatec-windows.co.uk)

Order forms are available to download from  
[www.climatec-windows.co.uk](http://www.climatec-windows.co.uk)

Your Primary Contact is  
Barbara Bond

### SMALL VALUE ORDERS

#### Email

[spares@climatec-windows.co.uk](mailto:spares@climatec-windows.co.uk)

Chargeable extras for uPVC jobs.  
Email required - we cannot accept requests over the phone.

Your Primary Contact is  
Stuart Hamilton

### AFTER SALES

#### Email

[aftersales@climatec-windows.co.uk](mailto:aftersales@climatec-windows.co.uk)

Missing items, faulty products, service calls.  
Email required - we cannot accept requests over the phone.  
A Climatec job number must be provided.

Your Primary Contact is  
Kelley Birch



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