



vista

the newsletter from The Climatec Group

Now in our 26th Year of successfully supplying quality windows, doors and conservatories

Autumn 2019



WELCOME TO OUR GALLERY ISSUE!

For the Autumn issue of Vista, we want to bring some sunshine back into your lives and fill the pages of this newsletter with photos of our customer's installations.

We've been up to Norfolk, to the East End of London and across the Dartford Bridge to Bexleyheath as well as staying local to us in Essex to photograph properties that you have recommended to us.

Installation photography is a great asset for us at Climatec. We understand the importance of being able to show customers an image of how the product being sold will look once fitted into the home. We keep an image library for those such occasions, and also use the images to update our website to reflect the work that we, and our customers do.

A big thanks to the customers who have contacted us and arranged for the photographs shown in this newsletter to be snapped and used. Great work!

See inside for more photos..



Aluminium Sliding and Bi-folding Doors in Black

 **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
Tel: 01702 613733

 **Alu-tec**
Windows & Doors

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

ALSO INSIDE THIS ISSUE:

Read about the Information Centre on our uPVC and aluminium websites. Also find out who's replaced Patrick Mudzenghi for your uPVC shaped frame needs.

THE CLIMATEC GROUP

Photo Gallery

Rehau casement windows and French door in Chartwell Green



Aluminium AluK commercial door and frame in RAL 6018 Yellow Green



Deceuninck flush windows in White Grain with astragal bar



New office complex with AluK aluminium casements and doors in Black

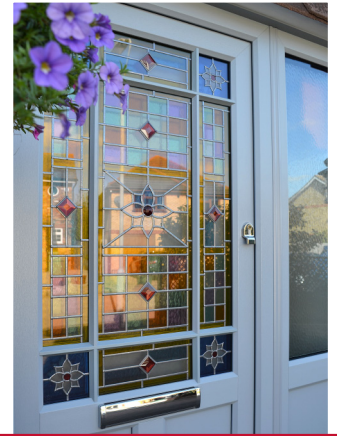


Rehau Rio flush fit windows in Pearl Grey





10 pane aluminium bi-fold door in Black for a restaurant on Southend seafront



Rehaus Victorian door in Elephant Grey with bevelled & coloured glass



New housing estate - Deceuninck flush sash windows in White Grain and Classic Cream



Newbuild development with Black aluminium AluK slim framed windows

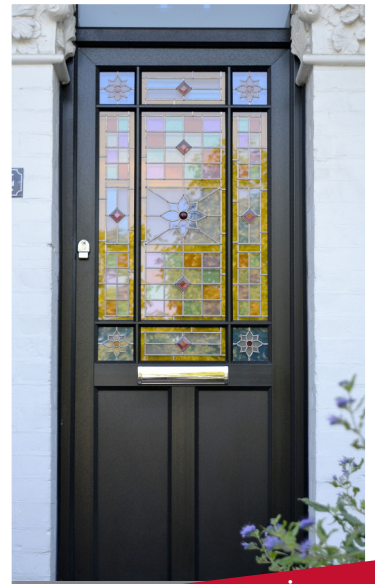


Rehaus shaped and casement windows in Clotted Cream with large aluminium AluK sliding door in Anthracite Grey





Barn conversion - AluK aluminium bi-fold doors, windows and shaped frames in anthracite grey plus a Solidor Brescia French door



Rehau Victorian door in Black Brown with bevelled and coloured glass

Rehau French doors with side openers in white



R7 fully flush windows and doors in Grained White and an Edinburgh Solidor in French Grey



AluK aluminium Tilt & Turn window in Anthracite grey



1930s door with Deceuninck flush windows in Anthracite grey



Rehau Rio fully mechanical, flush fit window in std white and bevelled glass to match the original



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ALL THE INFORMATION YOU NEED

How often do you visit the Information centre on both our Alu-tec and Climatec websites?

When creating these centres, our vision was to provide as much information for our customers to view and download, enabling you to get the answers you were looking for without having to contact the office.

These sites are maintained regularly, with the brochures and order forms updated whenever there are changes from our suppliers or changes to the products and ancillaries. By downloading the latest information from our sites, you are guaranteed the most up to date versions and therefore reducing the risk of ordering windows and doors incorrectly. We strongly recommend that all order forms are now downloaded from our sites as and when you need them, rather than stockpiling for the above reasons.

The brochure section is also handy for you to download pdfs of both ours and our supplier's brochures to send onto your own customers. You can show a homeowner a Solidor brochure almost immediately by emailing them the pdf from our website, or maybe show them the page from the AluK sliding door brochure of the new Infinium currently being fabricated by Alu-tec.

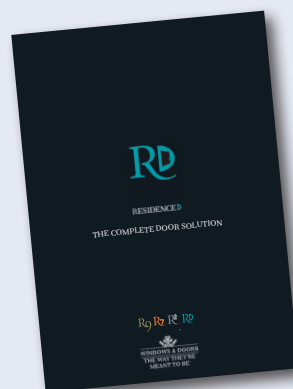
We make sure that any updated brochures received from our suppliers are updated on our websites and any changes we make to our own brochures on re-print will also be uploaded immediately to the information centre.

Recently revised brochures from us include our own Rehau product brochure plus the recently updated Period Door brochure (pictured right).



We have also added the RD Door brochure (pictured left), which we recently received from the marketing team at Residence.

This concept brochure is an added extra from the team to show a homeowner the possibilities of having a door solution that sits alongside their R7 and R9 windows.



Visit www.climatec-windows.co.uk/information-centre for your uPVC technical needs or www.alu-tec.co.uk/information-centre for your aluminium queries.



Your four main email addresses for Quotes / New Orders / Small Value Orders and After Sales are shown below.

ESTIMATING / QUOTES - uPVC

Email
estimating@climatec-windows.co.uk

Please allow 24 hours for a response

Your Primary Contact is
Chantal Taylor

NEW ORDERS - UPVC

Email
orders@climatec-windows.co.uk

Order forms are available to download from
www.climatec-windows.co.uk

Your Primary Contact is
Barbara Bond

SMALL VALUE ORDERS

Email
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

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

Telephone 01702 613733

Please also note that if you are telephoning Climatec Windows and are not sure of the correct department you need to speak to, please press Zero (0). The Operator will then be able to transfer you to the correct department. Zero (0) is also the best option for our Order Processing department.

STAFF CHANGE! Patrick Mudzenghi

If you have ever asked for a shaped frame to be quoted, or ordered, then you would have dealt with our Pat!

However, Pat decided that shaped windows were no longer his thing and upped sticks for something even more challenging. Teaching 11-18 year old's mathematics!

Don't worry, we still have someone you can contact in respect of your shaped uPVC windows. For all enquiries you can now contact James Curtis-Lee.

We all wish Patrick the best in his change of career.



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