



# vista

the newsletter from The Climatec Group

Now in our 31st year of successfully supplying quality uPVC and aluminium windows, doors and conservatories

Winter 2023/24



## IN THIS ISSUE:

New Products for Climatec and Alu-tec

Meet the uPVC Order Processing Team

Updated door brochure and new Spec sheets for window and door hardware

.... and more

So here we are, well into another new year as we say hello to 2024.

I just want to say thank you for your business and support in 2023. Both myself and Steve Barker have proudly enjoyed celebrating our 30th year in business together, remembering our early days and reminiscing on how the company has grown. The timeline put together for our newsletter at the beginning of last year was certainly an eye opener and it seems pretty crazy on how much has been achieved over the last 30 years. The company was actually intended to supply local builders and businesses and growth wasn't a priority for us but every year that past since then has been a milestone we didn't expect. We certainly didn't think we would have a group of companies including an aluminium manufacturing company as well as our uPVC facilities to provide a wide range of products for our customers. It's with thanks to the dedication of the whole team at Climatec and Alu-tec that we see us at this point at the beginning of 2024.

So what can you expect from us this year?

Firstly our aluminium products are being reviewed. Following the re-shuffle of management at AluK, I was invited to a networking event with the new Chief Executive, along with other fabricators, to discuss what we feel is required for our aluminium portfolio, what our customers need from us, and how industry regulations need to be considered for all the window and door products required for new builds and replacements. There are a variety of new and improved products coming this year, some of which are mentioned later on in this newsletter.

Our uPVC offering continues to grow and we have seen an increase in the production of the REHAU Rio flush windows and in particular their doors. It does appear that we are one of a few fabricators that have embraced this product from REHAU with new customer enquiries being regularly received.

We have also been asked by REHAU to consider their new slimline sliding door, the Slinova. More about this product is overleaf. Our 30 year relationship with REHAU does mean that Steve Barker and John Banks, our Product Manager, get to review the new products for release, as we help trial them to see if there are suitable for our customers.

Investment in new trucks now sees our fleet complete, with a vehicle now for every eventuality and we now look forward to providing you with more of our high quality products in 2024.

Thank you again for your loyalty and support, may it continue through 2024. Happy New Year.

Phil Bates  
Director

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Group

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the window industry**

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# NEW PRODUCT - COMING SOON!

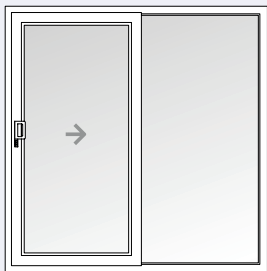
## Bigger is not always better.. unless it's a uPVC Sliding door!

REHAU have introduced a new slimline sliding door that can be made up to 4m Wide and 2.4m high (2 pane configuration), making it nearly 50% bigger than your usual uPVC sliders. And Climatec Windows are looking to launch these doors in the coming months.

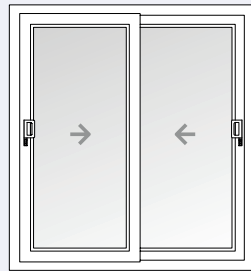
The clean cut design offers a contemporary look, not dissimilar to aluminium sliding doors and as they are available in 21 colour variants, these can be an extra special addition for householders when choosing to improve their homes with REHAU products.

Configurations include 2 pane, 2 pane dual sliding, 3 and 4 pane plus triple track.

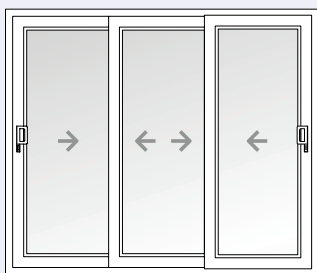
The Slinova can produce U values of 1.2 and 1.4 W/m<sup>2</sup>K dependant on glass used and is PAS24 compliant.



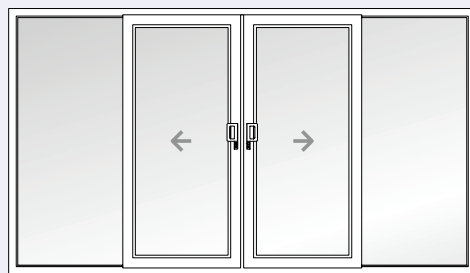
Single moving pane



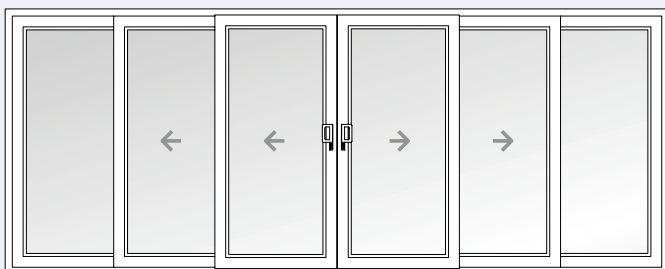
Two moving panes



Three moving panes



Two moving panes opening from the centre



Four moving panes opening from the centre

### More details coming soon.

Climatec will be trialling this door over the next few weeks, but you can register your interest now by emailing [j.lovet@climatecwindows.co.uk](mailto:j.lovet@climatecwindows.co.uk) to receive further marketing information when trials are completed.



# NEW ALI PRODUCTS FROM ALU-TEC

# ALUK<sup>®</sup>

## NEW Bifold Door Handle



AluK have introduced a new rotating handle for the BSF70 Bifold door which will be available from March this year.

The new handle design will be available in the same colours to match the current pop up handle used on our bi-folds; White, Black, Silver, Chrome and RAL7016 grey.

## NEW Clip In Beads - “QuiK Clip”

Also available in March is the new BSF70 Bifold clip-in bead for 28mm sealed units. This square bead is pre-gasketed and will undoubtedly be a god send for installers providing a quicker process for installation on site. These beads are available in any colour to match the profile and white, black and anthracite grey will be available from stock.

## Coming Soon....

## Low threshold/integrated cill for the BSF70

Make a note to keep checking our mail outs and Vista newsletters for information on the new low threshold for the BSF70 Bifold door.

## Room Dividers / Internal Screens

New to Alu-tec's aluminium portfolio will be the 'Crittall styled' internal screens.

These fixed screens with glazing bars have become a popular interior design choice, separating rooms but keeping the light flowing through the home and creating an illusion of space.

The screens give a modern, luxurious feel to any home or office space so keep an eye out for more information when these will be launched later this year.



## New and Improved Sliding Door

We're keeping everything crossed for a new sliding door rumoured to be launched this year by AluK. As soon as we receive news and successfully make one here at Alu-tec, we will let you know.



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# FOCUS ON... ORDER PROCESSING

As we move into our 31st year of business, we thought it would be nice to introduce you to our colleagues and teams who work hard to get our windows and doors out to you and your customers.

In this issue, let's meet the uPVC Order Processing team, the largest office department of the Group and some of our longest serving colleagues too. Headed by Dave Russo, who has worked for Climatec for nearly 23 years, introduces the team here:

"The upvc Order Processing department here at Climatec Windows is a busy and fast moving working environment. Accuracy is paramount; with great customer communication being central to that objective. The Team that make this happen are all well established in the industry and very knowledgeable in their product areas.

It gives me great pleasure to introduce you to a few members of that dedicated team in the following pieces."



## BARBARA BOND

Barbara has worked for Climatec for 23 years, starting with us in 2001 after working as a Receptionist and copy typist for 23 years (coincidentally) at a paper merchants. Now she is your first point of contact when calling Climatec Windows and also the one who starts the ball rolling with your orders.

Barbara explains "I start my day by printing off all the orders that are in my inbox, plus windows for web orders, book them in and allocate a job number before passing on to the order processors.

Once processed I send out the confirmations to the relevant customers. If I receive any changes, I will monitor and make sure the order processors have it for updating the system".

Barbara also runs the telephone switchboard which opens at 8.30am. The job has changed a lot since Barbara started and the telephone system was considerably different. Barbara continues "The old switchboards were fun and being GPO trained (showing my age now), I enjoyed being in charge of it, programming it in when anything went wrong for example. The new systems these days don't quite have the same buzz.

I like working in the Processing office, and even though I don't process myself, I enjoy being part of a busy and productive Office with nice people, who do not hesitate to help each other out if needed".

It's not all about orders and telephones though. In her spare time Barbara collects Beatle memorabilia and loves seeing Paul McCartney on tour. Weekends are enjoyed at home with friends and walks with her new dog Pippa, as well as supporting her other love, Manchester United football club!



## JAMES BLAKE

James was a young pup when he started working with us 9 years ago, leaving a garden furniture manufacturer to work in windows and doors instead.

Having grown with the company and literally the company's advancements in software, James is now responsible for all orders that are created online by our customers using the Windows 4 Web system. These orders need checking for

any abnormalities before allocating them into production.

James is also your order processor for Vertical Sliding Windows and works closely with the buyer and VS production team to make sure all orders can be completed as requested.

James is one of our sporty colleagues and spends most of his weekend's on the ice. As his picture shows James is a serious ice hockey player, captain and defenceman for the Romford Renegades. We've seen a few injuries over the last 9 years where James hasn't managed to dodge the puck, but thankfully only bruises and no broken bones. When not playing hockey, James also enjoys getting outside on a walk or hike.

## OLIVER GILL

Ollie has worked in Climatec's order processing team for the last four years, bringing experience with him from his previous job at another window company.

Ollie's day is not just about processing orders, he also liaises with customers and suppliers for any additional extras required for the jobs. Spare parts, additional hardware and sealed units all need arranging too.

Ollie assists his colleague Lewis in the small order department and also helps the production team on occasions. Working with production assistant Lauren to ensure the jobs ordered are successfully fed into the factory for manufacturing. It is noted that Ollie likes a challenge and is happy to get involved with any task that gets thrown his way.

That can also be said for his weekends too! Ollie plays the drums for not one, but two local heavy metal bands; Forged in Black and Reverent Son. And he has also taught himself guitar so he can join in with a few acoustic music nights too.





## JAMES CURTIS-LEE

James may well be known to you as a member of our estimating team working alongside Chantal, but James also works with the Order Processing team pricing and ordering shaped frames jobs.

Previously working for an external cladding company as an estimator and project co-ordinator, James has now been with Climatec Windows for 7 years.

James says his working day is interesting and can be challenging at times too. It generally starts with a few shape order files which need to be processed, these can be anything from simple arched/circular frames through to large complex gable frames. James is proficient in Autocad which helps to work out the finished frame sizes minus any frame addons and cills, as well as checking that the angles of the frame are as requested by the client.

"I sometimes am surprised at how many shaped frames I end up quoting and processing, and shaped frames do end up taking a large part of my time up within my average working week. I can only think these are becoming more popular thanks to home building TV shows like Grand Designs." James tells us.

When not processing and pricing up shaped frames, James works with Chantal in pricing up Trade enquiries for our extensive customer base, working together to ensure our customers receive their quotes back quickly and as requested. With the range of products, systems and joint options now available from Climatec the estimating team can sometimes find themselves quoting the same job with three or four different option requests from customers.

James' day on the whole goes quickly, with plenty of work to keep him occupied. Working with respectful customers and friendly colleagues just adds to his working day.

In his spare time, James likes to go on long walks, and nice holidays with his family. He also still enjoys going to raves and festivals saying "I should have really grown up by now, but at the age of 46 I still enjoy going to raves and festivals. It keeps me young and I will keep doing this until my back and legs have other ideas". Brilliant - we love this!



## KARA BIGNELL

Kara has worked in the window and door industry since college and joined Climatec Windows over two years ago.

Kara is no stranger to processing jobs, and with the wide range of products from Climatec Windows, there's certainly a lot of variety to input onto the system. Orders can be anything from a two window, one door job, to a 35 flush sash window job for one house.

Ordering Glass, panels and composite doors are also on the list of day to day tasks; having to speak to our suppliers on a regular basis. Kara also works closely with Climatec's Buyer to make sure profile is available for the orders received, as well as the production department to ensure jobs can be completed on time.

When Kara isn't working, her spare time is spent away from civilisation with long weekends in the mountains with her dog Kiki.

## Climatec Windows Order Processing Department:-

**Dave Russo** - Sales Processing & Estimating Manager - 23 years at Climatec

**Barbara Bond** - Receptionist / Administrator - 23 years at Climatec

**Chris Derrick** - Order Processor - All products and systems - 14 years at Climatec (and many more in the industry).

**James Blake** - Order Processor - WEB orders & Vertical Sliding Windows - 9 years at Climatec

**James Curtis-Lee** - Estimator and Order Processor - All shaped frames, all systems - 7 years at Climatec

**Oliver Gill** - Order Processor - Standard Rehau & Vertical Sliding Windows - 4 years at Climatec

**Lewis Stanton** - Small Orders / Ancillary Orders - 3.5 years at Climatec

**Kara Bignell** - Order Processor - Flush Rehau (Rio) & Standard Rehau - 2 years at Climatec





# NEW & IMPROVED PERIOD DOOR BROCHURE

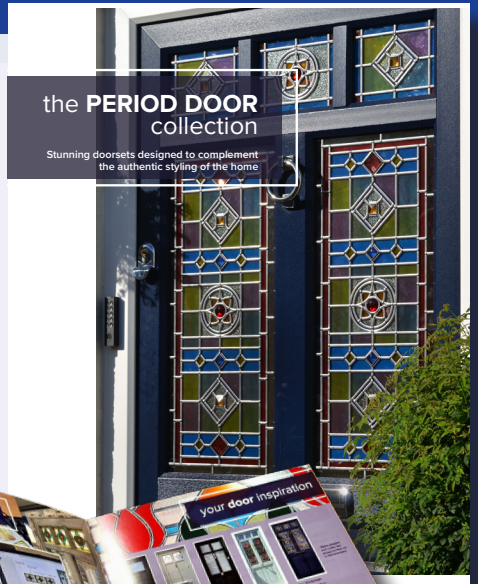
With the enquiries for Climatec's period doors increasing, it only seemed right that we turn our current six page brochure into something more special!

Thanks to some of our customers we have managed to acquire a range of installation photography that not only show you the different designs we can offer, you can also see images of bespoke doors made specifically to homeowner requests.

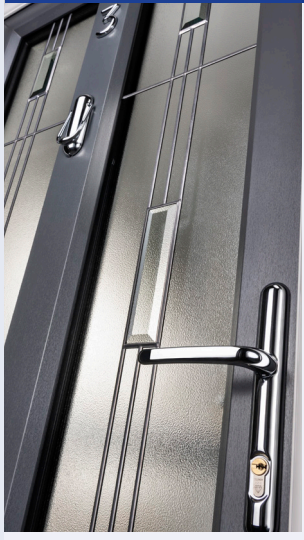
The new brochure is jam packed with images and ideas for your own customers to choose the right style and colour for their home. Which furniture to dress their door with and examples of glass designs already popular with homeowners when buying a Climatec Period Door.

This collection is ever evolving. As more and more homeowners want a bit of individuality for their doors, a tweak on the door style or their own glass design. If it's possible to make, we will just add it to our range.

This brochure is available to download from our website's information centre, and if you require any physical copies, please contact the marketing team.



## A WHOLE LOTTA HARDWARE GOING ON



You may well be happy with our standard range of window and door furniture, but if your customer wants something a bit different to their neighbours, why not tell them about our traditional, contemporary and Ultion Sweet ranges.

Our traditional collection needs no introduction. The monkey tail and peardrop handles for windows and doors are already a popular upgrade, as are the Newbury and Reeded designs, all with suited window stays that add that extra heritage feel to a property.

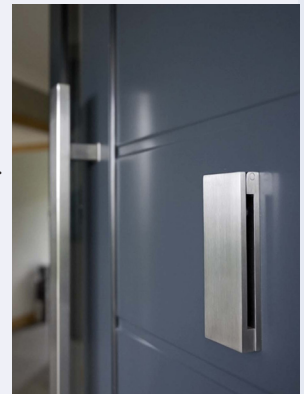
If you prefer the curved edgeless design of the recently launched Sweet hardware from Brisant secure, we have door handles, knockers and escutcheons in a variety of colours. The addition of the Sweet numerals available in the same colour as your hardware completes the door nicely.

Contemporary window and door furniture doesn't have to just go hand in hand with our aluminium products, these can also look fantastic on our uPVC products. Added to an anthracite smooth flush sash window or period door these can certainly create a modern, sleek contemporary look.



All product information can be found on our hardware spec sheets on both our Alu-tec and Climatec websites.

**Our order forms have been updated to incorporate the new additions of window and door furniture. Please be aware that when choosing your furniture, make sure you check the spec sheets available so you can specify the correct style and colours when ordering.**



**IMPORTANT NOTE:** All order forms are updated on a regular basis and we recommend you print the most up to date order forms from our website to ensure the correct products and parts are selected. Simply open the forms here and add the password '613733' to download and print.

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



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# NEW COLOURS FROM SOLIDOR

Solidor have launched three brand-new door slab colours for these cold early months of 2024 (outer frame colours remain unchanged).

Pottery Blue, Pebble Grey and Granite Grey are the latest additions to their palette, bringing the total number of colours to 27 for customers to choose from.



**POTTERY BLUE:** Inspired by the renowned grey-blue hue of Wedgwood ceramics, it adds a touch of opulence when paired with neutral tones.



**PEBBLE GREY:** A much sought after addition, perfect for homeowners seeking a front door to complement lighter grey window profiles. It's mid-taupe versatility makes it ideal for various exterior and interior designs.



**GRANITE GREY:** An eye-catching neutral grey, providing a softer alternative to Anthracite Grey. It serves as a captivating focal point for hallways without darkening entrances.



These new colours are now available to choose on the Solidor Door Designer.

# FLEET INVESTMENT

Our fleet of vehicles is now complete following investment in a new 18 tonne MAN truck.

This new truck has an extended body so we can carry anything up to 8m in length, and now means we have a fleet of vehicles for every eventuality.

Our driver Craig (and West Ham superfan) will be driving this new truck and he was more than happy to show us inside and how much product he can carry.



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