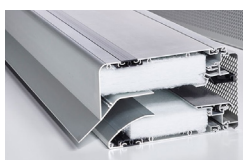


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## Welcome to On Point.

Well 2019 has certainly been eventful, what with changing Brexit deadlines, new product launches, the demise of a key industry logistics partner, a well-attended FIT show and successful Glazing Summit, plus unpredictable order books for many. It's definitely been a year to focus on what you can control, develop, improve and grow within your business.

At Window Ware, we've concentrated on what matters most to our customers: building on our excellent levels of customer service and adding products to our range that meet market requirements and increase choice with competitive prices and flexible ordering. As a result, our team has significantly grown sales across our product portfolio and seamlessly increased our product and technical capabilities to cover a variety of aluminium systems (read more inside).

Our new main catalogue is now available in multiple formats: compact and A4 print editions plus an ever-ready digital version online, and there are more application-specific catalogues due out early 2020 to support your product promotion and selection. We have invested in our infrastructure and technology to facilitate growth and increased product and service training with our accomplished team. We are in an excellent position to serve existing and new customers with any hardware, tools or consumable needs for both PVC and aluminium systems as we fast approach 2020.

We look forward to talking to you about how we can support your business further.

Sam Nuckey  
Managing Director

**WINDOW  
WARE**  
We've got it

## Our 2020 catalogue has landed!

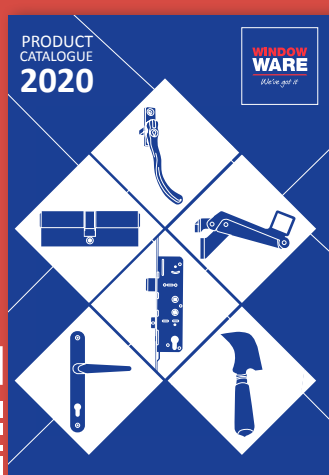
This latest issue is 30% bigger than our last edition with no less than 714 individual new items and 30 new product ranges to choose from!

Look out for our new hardware section dedicated to aluminium systems – this range has grown dramatically over the last 12 months. Take a look at our reXon range of silicones and sealants too, which is proving extremely popular with the Nation's trade counters.

With a wider choice of coloured products than ever before, we've been careful to ensure that product codes and RAL colours are clearly displayed to make accurate ordering easy.

Get your copy today!

Scan the QR code with the camera on your smartphone



## Glazing Summit tackles tomorrow

In September, over 350 industry leaders, 25 highly motivational expert speakers and 23 sponsors and partners came together to tackle the glass and glazing industry's biggest issues at the 2019 Glazing Summit.

Delegates and presenters put their heads together to share insights, answer some big questions and create a road map for the future of the industry.

Jade Greenhow from Insight Data kicked off the day's agenda by revealing some key industry stats. She explained that the industry is changing, and while it may create challenges for some firms, it will also bring opportunities too. Jade said...

- There's been a 44% decline in PVCu fabricators since 2008
- At the last count this year, there are now 1327 PVCu fabricators
- Aluminium fabricators have grown from 801 – 870 since 2017

Other key take-aways:

**Sustainability** was a hot topic. The industry acknowledges that we must all do our bit to reduce our carbon footprint and help save our planet. We have until 2050 to reach zero carbon emissions. That deadline has been brought forward to 2045 in Scotland.

**Brexit** was still pending when the Glazing Summit took place. While no one was willing to bet on whether the UK would leave with or without a deal, there was no doubt that there would be big business disruption either way.

**Flash polls** on the day offered some interesting insights. According to the audience...

- 90% of people still read print magazines. It seems B2B media bucks the trend of declining circulations seen by many consumer magazines.
- 76% of people agreed that smart tech is the next big thing

**Customers** are key! To be successful, firms must devote as much time and effort to delivering a superior customer experience as they do to developing great products. Success should be a win-win relationship for you and your customers.

**Wish lists** - Customers want sustainable products and smart tech, but only if the price is right.



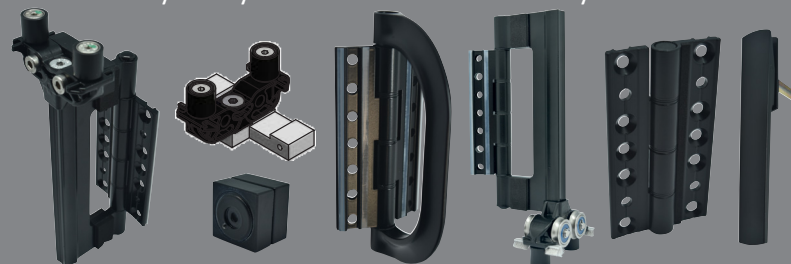
Andrew Scott, CEO of event organisers and marketing specialists Purpleplex, commented: "We really took the Glazing Summit up a notch this year and I'd like to thank Window Ware for partnering with us once again. With 98% of delegates stating they would attend again, it shows there is a desire from industry leaders to get together to connect and share their experiences and ideas. We want the Glazing Summit to lead the way and provide that platform, which is why we are making the Glazing Summit an annual event and plans are underway for next year."

## Making bi-folds on Smarts or Exlabesa profiles?

We now offer smooth-operating, hard-working bi-fold door hardware for Smarts & Exlabesa aluminium systems, developed by Caldwell Hardware (UK) Ltd - fenestration hardware specialists for over a century!

This complete bi-fold hardware solution features high-quality hinges, handles, rollers, magnets and more to suit all bi-fold door configurations.

- All parts are
- ✓ Security tested to PAS 24
  - ✓ Quality tested & manufactured to BS EN ISO 9001: 2015
  - ✓ Ready to fit with all fittings, fasteners & clamp plates
  - ✓ Designed for strength & durability
  - ✓ Suitable for door panels up to 100kg
  - ✓ Available in 4 standard finishes: black (RAL9005), white (RAL9910), polished chrome & brushed steel
  - ✓ Backed by a 10-year manufacturer's warranty



Our business development manager for the aluminium and commercial sector, Rich Fraser explains, "Bi-folds are still very much in high demand with UK homeowners looking to improve their properties and their popularity shows no sign of slowing. This bi-fold hardware collection offers fabricators a way to tap into this ever-growing market, and with Window Ware as their preferred supplier, they'll get the product knowledge and technical advice they need to maximise every growth opportunity."

Talk to your area sales manager now to find out more about this new range.

**Everything you need to know**  
Gain a little self-serve guidance on choosing, building & fitting your bi-fold hardware with our FREE fabricators' manual



Scan the QR code with the camera on your smartphone



# The BIG Door Differentiator

How are you planning to meet demand and make your products stand out next year?

Smart tech is taking over the home (think smart doorbells and thermostats) and you can get a piece of that action while elevating your product offering by choosing to fit Kubu-equipped smart locks to your doors.



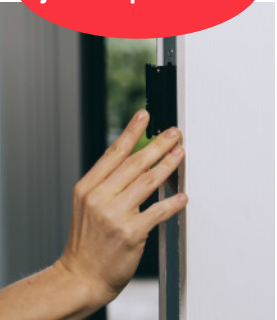
Mention smart hardware to fabricators and you'll usually get mixed reactions ranging from keen interest and cautious curiosity, to scepticism and even concern. It's not because fabricators don't want to innovate or 'get with the times', but up till now, smart hardware has, more often than not, been simply too costly or complex to offer as standard. The Kubu smart lock from Avantis International changes all that!

Thanks to Kubu, it doesn't take a team of techies, a totally different manufacturing process or a large investment to add smart capability to your door sets. This is smart tech that doesn't try to be too flash!

## Risk-free innovation

- Kubu smart door locks are fitted into a **standard machine-routed prep** so they're simple to integrate into your production line with no additional work or disruption.
- There's **no electrical work** or wiring to worry about. The Kubu smart module is battery powered and fitted by the homeowner in minutes once the door is installed.
- There's **no support burden** for the fabricator or installer. Once the door is fitted, it's up to the homeowner to purchase and install the components necessary to activate smart capability. Any technical queries go straight to the Kubu support team.
- Kubu enables choice.** Installers can choose to up-sell doors with smart capability or stick with traditional mechanical-only locks. Likewise, homeowners can opt to go smart or not!
- Fabricators can add this inbuilt 'smart potential' for **just £2 extra per door!**
- Smart 'wizardry' aside, Kubu is still just an addition to the tried and tested Avantis multipoint door lock, which has been security tested to PAS 24 and SBC certified with grade 4 corrosion resistance and a 10-year mechanical guarantee.

Get smart for  
just £2 per door



## Geared for growth



Smart home solutions like Kubu appeal to a growing demographic of young adults who seem to be glued to their phones. According to a report by Statista, by the end of 2018, 95% of people living in the UK aged between 16 and 34 years owned a smartphone. These are your upcoming homeowners and the key consumers of your products and they'll be expecting the latest gadgets to streamline their lives. By fitting Kubu locks, you can meet their needs and make your doors more desirable.

Ask your area sales manager for a Kubu demo today and take one step closer to a smarter future. You'll be following the lead of major fabricators like Emplas, Dekko and Nationwide Windows; Kubu launch partners and leading the way in offering set-for-smart doors.



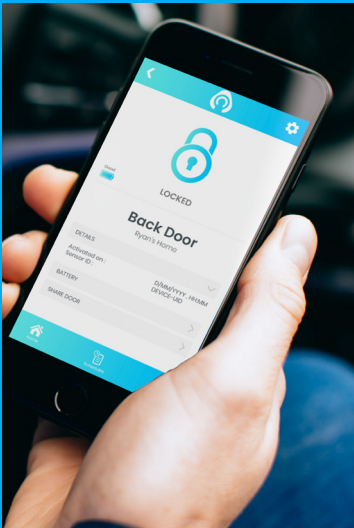
smart  
tech

By Richard Bryant, Window Ware's  
Commercial director

## Quick Kubu guide

Here's what homeowners can do from their phones when they activate Kubu smart capability and download the free Kubu App:

- Check the status of their door (locked/unlocked)
- Receive and schedule lock monitoring notifications
- Review the history of their doors
- Share their door with family and friends
- Monitor their lock anytime, anywhere in the world
- Use the perimeter WiFi feature to never leave their home unlocked
- Integrate Kubu with other smart devices including Amazon Alexa



## MACO milestone

This year, Window Ware celebrates a 20-year successful supply partnership with MACO.



From humble beginnings when Window Ware first sold MACO tilt-and-turn gearing, the relationship has flourished. Today, we supply well over 100 different hardware solutions to fabricators across the country.

Our MD, Sam Nuckey, is thrilled to mark two decades of working together. She comments, "MACO plays an important and valuable role in our product offering, and we're incredibly proud to be closely associated with such a professional and well-respected brand."

Kevin Whiting, Managing Director of MACO adds, "Window Ware has been a fantastic ambassador for us and our product range, and we can only see that continuing."

# What's New



**Yale Lockmaster 21**  
Still the lock you know and trust,  
only even better!

Yale Lockmaster 21 is the newest iteration of Britain's best-selling multipoint door. Expect the same reliability, ease of use and long service life associated with Lockmaster, plus the usual high levels of security and superior performance, with a few added extras:

- Hook and pin unit is positioned within 100mm of the pre-compression rollers to assist PAS 24 testing
- Push-in latch snib feature (coming soon) prevents accidental lockouts
- Lock case features a secure centre hook as standard
- New hardened screw-in plastic tidy boxes last longer and give a neater finish
- New range of profile-related packers
- A new stronger 13mm axis one-piece keep withstands greater loads during security testing and improves ease of fit



**GU UNI-JET**  
Tilt & Turn Hardware  
Smooth operation, excellent  
tolerances, fewer call-backs

This German-made, precision-engineered universal system suits most window frame materials and applications and supports both manual and machine-based manufacturing. All parts offer high-grade corrosion-resistance, plus a 10-year mechanical guarantee.

- Options for PVCu, aluminium and timber windows
- Face-fix or fully concealed systems available
- Flexible central locking system works for all applications
- Fewer components = faster fabrication and reduced stockholding
- High-security options available to support PAS 24 testing
- Solid drill jig keeps fabrication quick and simple
- Sash lifter and anti-slam device reduces component damage



**MACO A-TS Self-locking**  
Door Lock  
3-latches give perfect gasket  
compression

This lock is automatically engaged in three places by two steel hooks and a centre bolt when the door is pulled closed to achieve an even, more secure, quieter weather-tight seal that protects against warping.

- The door is triple locked without a key to bar entry yet permit exit
- Three latches are triggered automatically to ensure an instant and even seal
- A magnetic trigger ensures correct closing and secure locking
- A single key turn deadlocks the door to keep children and pets safely inside
- Suitable for PVCu, timber and aluminium doors
- 10-year mechanical guarantee





# A reputation for results

**CASE STUDY**

Discover how Window Ware has recently helped three customers meet demanding project specifications with bespoke aluminium hardware solutions and first-class technical support:

## Project 1: Elevated offering

Window Ware has helped one building firm deliver a life-critical Smoke Heat Extraction (SHE) system destined for the stairwell of a new development of residential flats in Northolt, London. Initially, the customer approached Window Ware following a recommendation from one of their builders who had received prompt responses and superior service in the past. The SHE system used actuators and control panels (all tested according to **BS EN 12101**) as well as smoke sensors that operated upon detection to quickly discharge smoke and heat, giving occupants enough time to leave the building safely. Given the recent spate of flat fires in the news, the need for vital preventative fire protection solutions like these has become more apparent than ever.



## Project 2: Louvre doors go-to

An Oxfordshire glazing firm recently chose Window Ware to supply two bespoke louvre doors for installation into luxury residential apartments in London. One door was used to hide the condensing unit for an air conditioning system, while the other door was fitted to the front of a bin store. Following previous successful purchases of louvres in the past and a great sales experience every time, the customer knew Window Ware was easy to work with, plus they had the product knowledge and the industry expertise to deliver. For them, sticking with a supplier you already know and trust is simply a no-brainer!



## Project 3: Pre-Vent noise

Window Ware also came up trumps for a fabricator that needed to source window vents for student accommodation in Northampton. The specifications for this project were particularly demanding because the building was located on a very busy main road. Calling upon over 30 years of industry experience and know-how, Window Ware met specifications with the **DucoMax Largo** acoustic overglass ventilator. This heavy-duty vent delivered the required performance in terms of airflow and decibel rating.

If you need to source specialised hardware for aluminium applications, talk to Window Ware. Even if you can't find what you need on our website, still get in touch. Last year alone, we sourced 2983 non-stocked items just because our customers asked for them!



# We've joined CAB!

*This Summer, Window Ware became an official member of the Council for Aluminium in Building (CAB).*

Rich Fraser, Window Ware's Business Development Manager for Aluminium, comments: "Window Ware might be more commonly recognised as a uPVC specialist, but by joining CAB, we hope to demonstrate that we are just as passionate and equally knowledgeable about aluminium and have been for many years. We'll be sure to pass on any news, information and insights we gain at CAB events direct to our customers to support them in their work."



Council for Aluminium  
in Building



# Aluminium Expansion

Window Ware has introduced loads of new products over the last year as part of their aluminium expansion plan and, judging by the resulting sales growth, this flourishing product range really seems to have hit the spot with our customers! Over the last 12 months, sales of folding openers alone have increased by over 500%! Here are just some of the new arrivals:

## New Hardware for Aluminium Windows

**Highline Window Controls**  
Brings high-level window operation within easy reach



### Caldwell Folding Openers

Achieves restricted window opening operated by hand (low-level) or by pole (high-level)

### Duoflex Folding Openers

Restricted window opening as above with curvier aesthetics and greater adjustment



### RW Simon Airstrip

Overglass ventilators custom made to suit most glazing thicknesses and window types

### DUCO Grille Glazed-in Window Louvres

Custom-made to fit aluminium, timber & PVCu window frames of any size or finish



### Kenrick Nemesis Espagnolette Bar

High-quality PAS 24 and SBD accredited twin-cam locking system for aluminium windows.

## New Hardware for Aluminium Doors

### OMEC Panic Bars

Surface-mounted emergency exit hardware fits any door assembly straight out of the box



### Caldwell Bi-fold Hardware

A complete range of hinges, handles, rollers, magnets and more for all bi-fold door configurations

### Yale Lockmaster for Bi-fold Doors

PAS 24 compliant high-security bi-fold locking solution fits Smarts and Exlabesa profiles



## Get the NEW aluminium brochure!

Available to download now!



Scan the QR code with the camera on your smartphone





## Doing our bit to save the planet



You'd have to be living in a bubble to have missed the headlines about plastic pollution and the damaging effects it's having on the natural world. While mankind tries to clean up its act, the fenestration industry also strives to work more sustainably, not least to halt environmental degradation but to offset the rising price of resources too. Here at Window Ware, we've been thinking green for years and these are just some of the changes we've made to operate more eco-friendly.



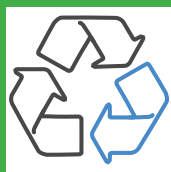
**We've upgraded our office and warehouse lighting** with new long-life energy-efficient LED bulbs that will reduce our electricity bills, cut our energy consumption and lower our carbon footprint, but still create a bright, comfortable working environment.



**Our sales office has gone paperless.** New technology converts faxed orders to emails that appear in the sales inbox. The order history for each customer is safely stored in our intelligent ERP system to eliminate physical paper trails entirely and improve visibility.



**We've replaced paper towels with hand-dryers.** This not only creates significantly less waste to dispose of, it negates the energy-intensive, chemical-heavy production process needed to produce paper towels in the first place. All good news for the environment!



**We recycle and reuse** where possible. That goes for general waste, office waste and packaging from our warehouse. Our waste management contractor collects and separates our refuse to reduce the amount ending up in landfill.



**We've said no to single-use plastics.** That means you won't find plastic cups by our water fountains or bottled water in our meeting rooms. It's water jugs, glasses and reusable water bottles for us!

## Industry recognition



Searching for a supplier with a proven track record? Look no further than Window Ware! Last month, we came third in the Hardware Company category of the **National Fenestration Awards 2019**, plus we were shortlisted for not one, but two **G19 Awards**. We're up for 'Component Supplier of the Year', while one of our longest-serving Sales Co-ordinators, Hayley Jackson, is also a finalist for the 'Unsung Hero' award! So you see, your orders are safe with us and the industry agrees!



## Meet the Senior Management Team

This is our 3rd behind-the-scenes look at the team that keeps Window Ware running like a well-oiled machine to bring you great service and brilliant hardware that will help drive your business forward and meet your timescales. In this issue, the spotlight falls on our forward-thinking, customer-focused **Senior Management Team**. They're the captains of our ship and they work hard to maximise productivity and pull the whole organisation together so that we're meeting our goals, maintaining our values and always pushing for improvement wherever possible. Here's our leader line-up:



**Sam Nuckey - Managing Director** - Sam's drive and vision has been instrumental in delivering the company's recent growth. She understands the needs of customers from all sectors of the fenestration industry. Her hobbies include, skiing, surfing and yoga. A big-hearted go-getter, Sam will be taking part in the GM Fundraising Paddle2Pedal challenge. She'll be climbing, canoeing and cycling to support terminally ill children. Visit [www.gmfundraising.co.uk](http://www.gmfundraising.co.uk) to learn more.



**Richard Bryant - Commercial Director** - With over 20 years industry experience encompassing a wide range of roles from technical and product management, to customer service and field sales, Richard has extensive knowledge and expertise on all aspects of fenestration hardware. He is currently responsible for all commercial activities including the external sales team and product range development. Outside of work, he keeps fit and active with mountain biking, running and CrossFit.



**Nick Goodier - Financial Director** - Nick gained his ACA qualification with Deloitte, spending five years in audit & advisory before moving to a finance position at our group head office. Then in 2016, he joined the Window Ware management team. In just three years, Nick has played a major role in preparing the company for growth. Nick is a keen golfer outside the office, although with a young family, time for leisure is limited and his handicap continues to move in the wrong direction!



**Alex Battams - Purchasing & Service Manager** - Alex's career began 12 years ago as our sales office supervisor. This role gave him first-hand knowledge of our industry, customers and products. He subsequently joined our purchasing team and excelled, earning himself a promotion two years ago. His keen eye for detail ensures our service levels are some of the best in our sector. That's no mean feat, given our diverse product range. A keen Arsenal fan, he is intent on nurturing the next generation of Gooners!



**Sarah Binns - Head of Internal Sales & Marketing** - Over the last 20-years, Sarah has enjoyed success in a variety of roles including business development, trade counter manager and area sales manager. Sarah now oversees our busy sales office with a firm focus on improving customer experience. She also heads up our marketing team, striving to boost Window Ware's profile within the industry. Like many working mums, Sarah juggles her career and family. Her new campervan should help her unwind!



**Dave Harris - Head of Operations** - Dave started out as a mechanic but has spent the last 30+ years working in logistics. He has expertly distributed products for some of the UK's best known brands, e.g. RAC, Boots and Mothercare. As well as keeping our sizable warehouse operating to a high standard, his dedication to health and safety ensures we all work safely, with accidents at an all-time low under his watch. Dave unwinds by mountain biking in his favourite place: the Peak District.