

CASE STUDY

Barnard & Hoad

Go-to for glazed-in vents

**WINDOW
WARE**

We've got it

Find out why Neil Hoad, Director of Barnard and Hoad Glazing Ltd in Uckfield, East Sussex, regularly chooses to buy his RW Simon Airstrip 400 and 19000 glazed-in vents from Window Ware.

APPLICATION OVERVIEW

Barnard and Hoad Glazing Ltd specialise in carrying out glazing repairs for domestic, commercial, and local authority councils and have over 20 years of experience.

Director Neil explains, "Most of what we do involves repair work for the local district councils (East Sussex and more recently, Lewes and Eastbourne). If the operating strings are broken on an existing over-glass vent, or the tenant can't shut the flap properly, then we get called in to replace like-for-like."

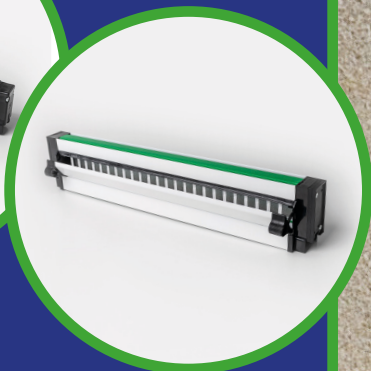
"We visit all kinds of residential buildings," says Neil: "Old and new, flats or houses. In most cases, the vents have failed usually just because of everyday wear and tear, or occasionally down to misuse."

"Even though slot vents tend to be the default background ventilation solution for numerous types of domestic properties, glazed-in vents like the units that Neil fits and repairs are just as discreet and effective. In fact, they outperform many standard trickle vents when it comes to airflow performance. For example, the Airstrip 19000 achieves 5000mm² Equivalent Area on a 386mm long vent. With the increased minimum ventilation requirements now specified in the amended Part F of Building Regulations, high-performing vents like this are going to be in greater demand."

Rich Fraser, Window Ware's Business Development Manager for aluminium and commercial



Airstrip 400



Airstrip 1900



HOW ORDERING WORKS FOR CUSTOM VENTS...

Neil has been working with Window Ware's Rich Fraser for around a decade and between them, they've got their vent ordering process down to a fine art. He explains...

"Rich knows exactly the products I usually buy, so when I'm sourcing parts for a job, I just ping over an email with my over glass vent requirements (quantity, length, glazing thickness and model etc.) and Rich comes back with a custom quote pretty much straight away."

"Then all I need to do is phone up and confirm the order – it's as easy as that!"

"I choose to pay as I go rather than put the invoice on our account, because I don't like owing money. That's not how everybody works, but it's how we do things and it's been a successful approach for our growing business so far."

KEY TAKEAWAYS



Effective ventilation solution – Glazed-in vents outperform many standard trickle vents when it comes to airflow performance e.g., the Airstrip 19000 achieves 5000mm² Equivalent Area on a 386mm long vent.



Custom built by experts – finished vents are made to size by specialist ventilation hardware manufacturers and delivered ready to fit leaving busy customers free to crack on with their next job.



Easy personalised ordering – email us your over glass vent requirements and get a custom quote fast. Standard lead time is 10 days once you've confirmed your order.



Choice of payment options – pay as you go or put your invoice on your account – whatever works best for your business – you're in control.

LAST WORD

"I'm very happy with the service we receive from Rich and the Window Ware team. Tenants always want a quick turnaround when it comes to repairs, but the glazed-in vents are amade to order rather than off the shelf, so an order lead time of 10-days is pretty standard. I suppose we could buy the stock length and assemble the vents ourselves, but we simply don't have the time for that. This way, we leave the glazed-in vents to Window Ware, while we're free to crack on with our repair jobs knowing the finished products will be delivered, made-to-size and ready to fit."

Neil Hoad, Director of Barnard and Hoad Glazing Ltd.