

Dear Customer,

Sales thus far in January have been strong on all fronts but especially Vertical Sliding Sash Windows. With the Government indicating we are moving out of the recession, perhaps in reality it is only time that will tell but the signs are good as every forecast now shows growth and strengthened order books. There are real signs of increasing customer confidence in the home improvement sector too. Times are constantly changing and as always through our seasonal newsletters we will do our best to keep you up to date with the latest product developments and lets hope we all enjoy a prosperous 2014!

### CUSTOMER SERVICE

#### Deliveries

We will wherever possible try to accommodate any request for an early drop. Delivery runs however cannot be finalised until the afternoon of the day before. Therefore you must ring that afternoon on 01723 580741 to confirm which drop you have been allocated and we will also be able to confirm which driver along with their works mobile number. The driver will always ring you 30 minutes prior to delivering regardless. We must discourage same day fitting as this allows no margin for error and we will not be held responsible for any consequential loss.

#### Site Deliveries

Please make sure at the point of order that you provide a full address including postcode and tick the relevant boxes on each order form. Could you also ensure there is adequate access for a 7.5 tonne wagon and provide suitable cover for unloading.

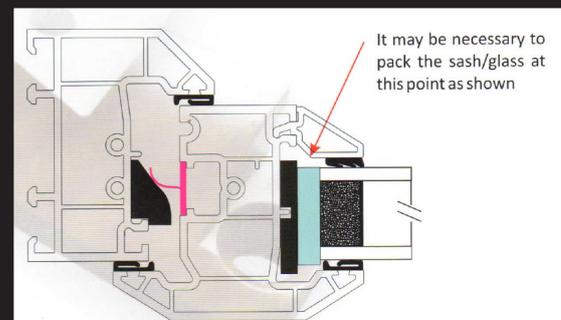
### NEW PRODUCT

#### GT Sash Seal

Sash-Seal is a spring device designed to improve the seal of a sash at the hinge side of a window. It consists of an acetyl moulding and a spring steel component intended to fit our 17mm stack height system.

The simple act of closing the window causes the unique Sash Spring to push against the frame wedge to ensure an efficient seal.

This will be fitted to larger side hung casement windows and can easily be retro-fitted to existing windows. Whilst this has increased the price slightly on larger sashes, the improved compression provides superior performance.



### PRODUCT INFORMATION

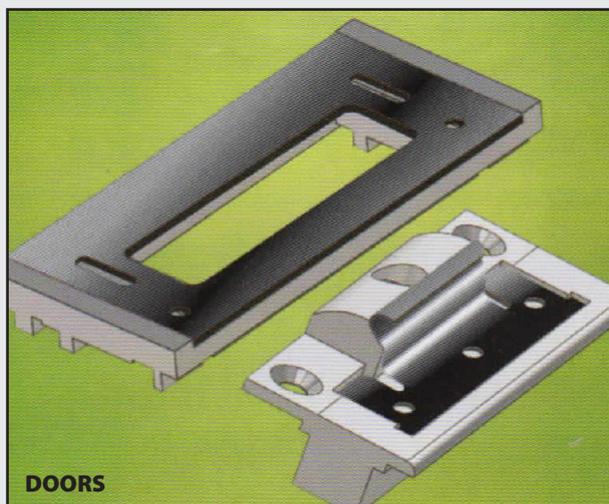
#### Magnum Cylinders

We sometimes use the Yale Magnum Cylinder as an alternative to the usual Yale high security Cylinders.

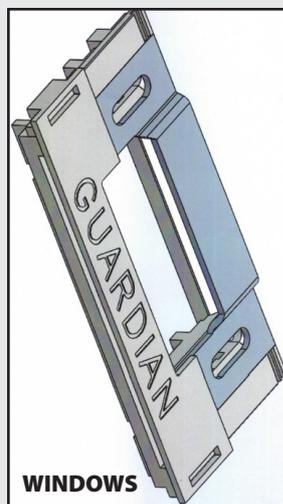
Replacement Keys can be ordered via the internet at [www.randrsecurity.com](http://www.randrsecurity.com) using the special credit card number supplied with the cylinder. The price for each additional key is £7.44 including VAT & delivery.

**NEW PRODUCT****GT Guardian**

The GT Guardian is a revolutionary design in Casement & Door hinge protection systems. It consists of five acetyl profile related mouldings and three high tensile steel components. The unique design enables it to be fixed directly into the frame and sash without any need for routing. This product will offer a higher security rating for doors and windows when tested to UK and European standards.



We will phase in the GT Guardian in the next few weeks and the acetyl moulding will be branded with the 'Definitive Collection' logo. This product can also be easily retro fitted to both Casement Windows and Doors and replaces the existing Hinge-Bolt option. As this product only engages in the event of an attack, the stress on the hinges is reduced to provide a smoother operating sash and to protect the operation of the hinges.

**NEW PRODUCT****Composite Door side panels**

We can now offer a side panel for composite doors to match either the Scalby or Staxton designs. The cut size of the panel must be between 330 and 350mm.

The panel will be glazed in using a clip system similar to that of the dummy sash clip.

The internal finish of each side panel matches that of the adjacent Composite Door with a 4mm gap and wool-pile between the panel and frame.

All side panels must be ordered using a 6mm or 20mm aluminium coupler and will not be supplied as a combination frame.

**PRODUCT INFORMATION****Discontinued:  
B-Rated Casement Windows**

Due to the success of our A-Rated Casement Windows, we will no longer be providing frames using standard K-Glass.

We have been providing both K-Glass and KS-Glass alongside each other at the same price point for a long time now, and the value and popularity of K-Glass due to its inferior performance has diminished greatly.

We will be discontinuing our B-Rated Casement Windows with immediate effect.

**EXCITING NEWS!****G13**

As you are probably aware by now - we've been singing from the rafters that we were thrilled about becoming the proud holder of the most prestigious, sought after award in our industry – The Glass & Glazing Industry 'G13 Fabricator of the Year Award!'

Years of hard work by everyone has seen the business excel and continually move forward, so to have this formally recognised at the highest level is extremely satisfying for all involved. Please remember that as a much valued customer, YOU are an integral part of SWC's philosophy in that we want to work mutually to 'build the future together' and hopefully we can all benefit from this achievement.

If you promote this award as part of your marketing, showing that you use an award winning fabricator, we are sure that you too can benefit from this achievement.

During 2014 we will continue to strive towards promoting excellence in customer service as well as providing high quality PVCu & Aluminium products including Residence 9, so make sure you keep up to date with the latest developments through our quarterly newsletters.

**CUSTOMER SERVICE****Order Forms**

Following our letter in December, we have now exceeded the deadline for using any older versions of our order forms.

You must now use the latest version which can be downloaded via our website. Each form is referenced at the bottom right hand corner **R14**.

**Please note that we are no longer in a position to accept any old forms.**

Thank you for your understanding and support in this matter.

**CUSTOMER SERVICE****Order Acknowledgements**

Can we urge you to check your order acknowledgements to make sure that we have processed exactly what you have ordered along with the expected price and delivery date.

*Final word...*

*If you would like to contact me directly about any of the articles listed please feel free to ring me on 07802 301488 or e-mail me at [mark@swctradeframes.co.uk](mailto:mark@swctradeframes.co.uk) and I will do my very best to assist you.*

*Kindest regards,  
Mark Catchpole, Sales Director*