

Booming at busiest

Window and door hardware distributor, VBH (GB) achieved a 97.1% on time, in full (OTIF) delivery to its customers during May. With thousands of product configurations and tens of thousands of components from its own 'greenteQ' and other leading brands, a spokesman says that the company sees this as a significant achievement for VBH and demonstrates its commitment to customer service.

With branches in Kent, Swansea and East Kilbride, VBH has a distribution centre in three of the home countries (with Northern Ireland being largely supplied via East Kilbride) ensuring true national coverage. Mark Skudder, VBH logistics director says: "The OTIF figure takes into account sales of our own greenteQ branded products, as well as those from our main partners including Glazpart, Hoppe, Maco, Roto, Securistyle, Siegenia and Yale.

"Any delivery delays, of even the smallest item, can have an impact on the timely fabrication or installation of a product. Homeowners expecting an installation don't want to hear about a missing handle. They want what they ordered when it was promised without excuses.

"We're particularly proud of the 97.1% figure as May was a very busy month with sales over 8% up on the previous year; greenteQ sales increased by more than 35% over the same period. This clearly shows that our strategy of developing greenteQ products such as the Clearspan Bi-fold and Invisifold slide & fold ranges to sit alongside our 3rd party offering is working well."

Stock in each VBH depot is tailored to the requirements of the region, with the popularity of different product lines sometimes varying around the country. VBH's Q-secure guarantee is available on a large proportion of these products, covering against hardware failure in case of



Mark Skudder

burglaries and break-ins.

The VBH24 web shop has a newly updated product configurator that makes ordering easy. It shows customers the exact hardware required on complex installations such as tilt and turns, bi-folds or greenteQ Invisifold slide & folds. Alternatively, expert staff are on hand to process orders received over the phone or via email.

Skudder says: "We've seen a significant increase in the number of customers using our web shop since the updates. Not only do they benefit from the easier navigation and the configurator function, but they also receive free standard delivery on orders over £100." □

www.vbhgb.com

Window Ware has added to its bi-fold hardware offering with the latest edition to its Lockmaster range – Yale's new Lockmaster slim 28mm backset multi-point lock.

The Lockmaster 28mm lock is specially designed to fit the narrow sight lines of modern aluminium bi-fold doors and comes in two variants – a standard 16mm euro groove option which fits Smarts and Exlabesa profiles, and a 24mm u-channel model to suit AluK aluminium systems.

Window Ware says the product offers everything you would expect from Yale's best-selling lock: hook and anti-lift pins, a deadbolt centre and pre-compression roller cams for superior security, slick operation, robustness and optimal weather sealing.

As with all Yale products, they have undergone rigorous quality and security checks to give fabricators and homeowners every assurance. This hardware is PAS 24: 2016 compliant, corrosion resistant to British Standards BS EN 1670: 2007 Grade 4, as well as protected by a 10-year mechanical guarantee and Lifetime Security Guarantee. □



www.windowware.co.uk

Nemesis for an ally

Garrard Windows has seen sales grow by more than 15% year on year and is gearing up for further growth with the help of its hardware partner Kenrick.

Kenrick has been supplying its Nemesis multi-point window locking system for aluminium profiles to Garrard for 18 months, during which time it has increased production each month as demand for aluminium continues to rise. The expansion has also prompted the Aylesbury-based firm to substantially increase its dedicated aluminium production space to 42,000 square feet.

Lucy Griffith, office manager at Garrard Windows, says: "We've been fabricating aluminium for nine years now and have grown to become one of the biggest fabricators of Smart Systems' aluminium products. We're now fabricating around 300 frames a week and our sales forecasts are very strong indeed.

"To achieve our ambitious targets, we needed to work with the right hardware supplier that could provide the quality and value we expect, whilst also being able to keep pace with our growth. We have a very long alliance with Kenrick, as they also supply locking systems to our PVC business, and we knew that they had the capability and capacity to support this growth. Dependable service levels are everything in this industry and having Kenrick on board as a reliable supplier has been essential to help us manufacture efficiently and deliver high quality windows on time."

Nemesis is a high security bi-directional twin cam espagnolette window locking system that has been developed to suit aluminium profiles which come with or without a Euro groove. A fabricator-friendly solution, it



Steve Williams and Lucy Griffith

has been designed to aid rapid installation for the fabricator on all major aluminium profiles.

Steve Williams, Kenrick's sales and marketing director, says: "We're delighted to have established such a long-standing partnership with Garrard Windows and to have supported their impressive growth in the aluminium sector with our Nemesis product. We know that it's vital to maintain the highest standards in terms of product quality, service and value and we look forward to continuing to supply to Garrard as they go from strength to strength." □

www.kenricks.co.uk

Dormakaba, has partnered with Smart Architectural Aluminium to aid in the development of a PAS 24 tested automatic sliding door system.

Smart Architectural Aluminium has introduced a PAS 24 option to its auto-slide Smart Wall door system, featuring standard and fire escape door variants, the new auto-slide door is the first in the UK to be fully tested to the latest PAS 24 standards. Representing the latest security upgrade to Smart's established Smart Wall system, the new auto-slide door provides architects, designers and facilities managers with even more flexibility when working on both new build and refurbishment projects.

In developing the new door, Smart Architectural Aluminium worked with dormakaba's ES200 operator to develop a sliding door system that would provide a robust solution ideal for high traffic environments and emergency exits. □



www.dormakaba.co.uk