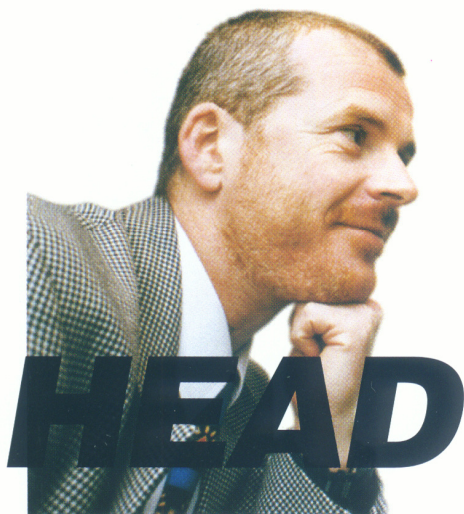


TO



For this head2head, Ultraframe technical support engineers Bill Kenyon and Mick Rowley discuss how teabreaks spent reading installation manuals instead of the Sun newspaper can be time well spent.

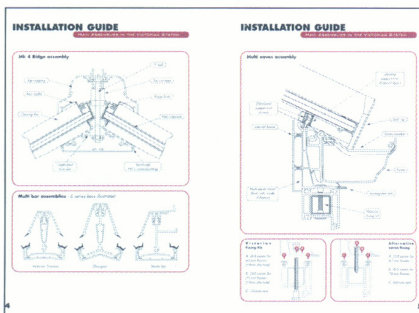
The production, publication and dissemination of accurate and up to date technical information is something that we at Ultraframe are rightly proud of. Literally thousands of pounds are spent each year updating databases and checking contact names with the simple intention of getting the correct technical guides into the right hands.

Unfortunately, these guides are often ignored by fitters, keen to “get on with the job”. However, it is not until some time later, perhaps when the wind and rain are coming from a certain direction, that a problem is found and a call-back visit is necessary.

Vital information

Correct specification and use of materials, including sealants, is vital. Listed below are some of the problem areas identified in recent call back situations:-

- Using high modulus sealant in place of low modulus, neutral cure clear.
- Using “flashband” type products in place of lead flashing.



• Typical installation guide

Training school prospectus

1. PRODUCT AWARENESS AND FACTORY TOUR
For: Salespeople & Conservatory Fitter Days
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

2. CONSERVATORY SALES AND DESIGN
For: Salespeople Fitter Days
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

3. TECHNICAL PRODUCT INFORMATION
For: Salespeople, Managers, Conservatory Fabricators or Conservatory Fitter Days
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

4. SURVEYING
For: Conservatory Fitter Days
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

5. OFF STRUCTURAL DESIGN GUIDE
For: Salespeople & Office Based Conservatory Fitters
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

6. ROOF FABRICATION
For: Fabricators Month Day One or Two Days
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

7. ROOF INSTALLATION
For: Conservatory Month Day One or Two Days
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

8. SPECIAL FRAMED CONSERVATORIES
For: Salespeople & Office Based Conservatory Fitter Days
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

9. ULTRACAD
For: Office Based Specifiers, Quantity Surveyors and CAD Operators
Conservatory products are sold and benefits, pointing out the quality. This is a combined tour of the factory and its products.

ANY ENQUIRIES REGARDING TRAINING PLEASE RING SARAH on 01200 432244
FOR CUSTOMISED/SPECIAL TRAINING PLEASE RING PHILIP on 01200 432353

- Storing polycarbonate sheets in stacks exposed to direct sunlight.
- Throwing away components if an immediate use cannot be found for them - foam bungs, ridge flashing trims, etc.
- Failing to seal the glazing material in roof vents.

All of these points are covered in the guides that are produced by the Marketing Team. We are heavily involved in the presentation and content of these guides, many of which are constantly being amended as a direct result of situations

experienced by our customers, to whom we are grateful for feedback. In other words, as a result of other peoples problems experienced at survey, fabrication or installation stages, you benefit from this experience - if you read the guides.

Essential feedback

The feeding back of essentially negative experience gained at someone else's expense, is not the only way everyone can benefit. If you can see a way to improve written or visual content by the addition / removal of certain drawings / photos / text then we are pleased to receive these comments.

Most professional companies make items like fabrication and installation guides controlled documents. As part of Quality Control procedures e.g. ISO 9001 / 9002, they must be able to demonstrate how they update employees with new material. They may even organise training courses. Ultraframe provides "off the shelf" training on installation, fabrication and surveying, all with the objective of updating those either on the job or in office positions.

In conclusion

These courses represent excellent value for money as they are free! Think of the potential costs of a problem conservatory with call back costs, retained cheques and legal action pending - it makes training, which can prevent all of that, even better value. In conclusion, always read the manuals / guides, if in doubt ask the technical support team and finally enroll on courses that can bring your skills up to date. Otherwise the costs incurred can be much more than financial.