

NEWSTRAND

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Welcome to the summer edition Newstrand. Firstly we would like to thank everyone who participated in our customer satisfaction survey and thought you would be interested in what you thought of us!

- Quality of products Achieved 97%
- Delivery performance Achieved 96%
- Technical expertise Achieved 95%

We appreciated your honesty and the lowest mark was 83% for quality of Sales Literature. We have already started to address this by re-designing the Highline window control systems brochure later this year.

We would welcome any feedback from you as to what aspects of the existing catalogues you do not like so we can look at improving this for you. The highest score we achieved was for politeness and courtesy of staff with 98%. 100% of you gave us good or above for your overall satisfaction with Strand Hardware which shows we are committed towards providing you with a quality range of products backed by first class customer service and support.

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Product Feature – Window Openers

The majority of architectural ironmongers we deal with very rarely tend to get involved with the ironmongery for windows on projects and are missing out on a lost opportunity to increase their sales which in these uncertain times can ill afford to be doing. When asked why, the most frequent response is a lack of product knowledge for window fittings and what to use for a particular application. However this is where we can help as we offer a wide variety of window openers to suit most applications and can assist you with specifying the correct type to use if you provide us with the following basic details.

- How many windows are on the project
- Window material and size
- Window configuration
- Height of window from finished floor level
- Are there any internal window boards and / or reveals
- Cross sectional drawing of sash and frame with dimensions



New Product – Finger Protection for Glass Doors

To strengthen the already extensive range of finger protection devices we are soon to introduce versions suitable for glass doors. These will be available in both the FP200 and FP400 series in standard lengths of 1925mm with SAA aluminium housing complete with the black flame retardant fabric. Fixing to the glass door can be achieved by either bonding it to straight to the glass with suitable glue used by the door manufacturer or alternatively using the high performance adhesive tape which is supplied with the accessory pack.



