



CENSolutions Press Cuttings

October - December 2012

The Glazine (9th October)

Offering the Full Monty!

CENSolutions, has always been proud to boast its own in-house laboratory but this becomes particularly important when companies are striving to achieve ever higher performance levels. For example, the annual EN1279 Part 6 gas concentration levels test. Linn Bellerby, Laboratory Director at CENSolutions, says: “During EN1279 Part 6 testing some firms struggle to achieve concentration levels they have self-declared in order to meet current industry needs - usually 85-100%.



“Levels within this range are essential for compliance with Document L of the Building Regulations, whether it be via u-values or Window Energy Ratings, since calculations for both routes assume a nominal 90% concentration. Organisations such as the British Fenestration Rating Council (BFRC) insist on a Declaration of Conformity to EN 1279 Part 5, which links back to a System Description and relevant test reports. Similarly, companies registered with FENSA and other ‘Capable Persons Scheme’ providers should be demonstrating Part 5 compliance. We understand its importance to our customers, so when we see a unit has failed the test, we explain the requirement for daily checks using in-house gas testing equipment and talk them through the ways they can improve their systems to ultimately improve their results.

“CENSolutions was established to help companies make sense of their testing, standards and legislative needs, so we like to add value to the results we report, by giving customers an explanation as to why those results were achieved. Unlike our competitors who simply offer a pass or fail outcome, we spend time going through the results with our customers so that they understand the strong points of their products and where applicable, the weaker points too. This gives them a much better understanding of the tests being performed on their products so helping them to make improvements to the quality and performance of their offering.”

www.censolutions.com

Windows Active Website (10th October)

Expect the Best Service

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Wayne Rogerson, Joint Managing Director of CENSolutions, the leading consultancy and test facility for the window, door and glazing industries, takes a look at the reasons companies hold back from switching supplier, even when they're completely dissatisfied with their existing package.

Opting to switch suppliers is never easy. Whether you're thinking about moving the supply of your profile, glass or a service provider, it takes time and resources to make the move. You have to pay your due diligence, do your research, meet a shortlist of potentials and then make your decision. And even then how can you be sure the reality will live up to the sales pitch? It's why a lot of us stick with our existing suppliers, because we worry that it might be a case of better the devil we know. Even if we are confident the end result will be better, we wonder if the pain of the switch will be worth it.

Whether you specialise in the manufacture of sealed units, doors or windows, if you're a quality outfit you will probably do everything you can to give your customers the best possible service. But do you get the same attention to detail in the service you receive from your suppliers? We



often assume that the larger the company the better the service we will receive, but sometimes the opposite is true. We've seen it time and time again in the window industry where market leading suppliers start to become arrogant and don't pay customers the attention they deserve. They are so busy trying to win new business and maintain their market leader reputation, they forget to look after the customers they already have.

Switching Your Standard Supply

In the field of third party certification things are perhaps even more complicated because the work your supplier does for you might not be the part of your business that you understand best. Surrounded in technical jargon and pages of legislation to wade through to see what's relevant to your business, this field is understandably one people are wary of changing. And it's a sensitive and important part of the business. Complying with the relevant standards is obviously a vital part of any organisation and not something that can be left to chance with the wrong supplier.

For this reason a lot of companies initially opt for the more familiar names in the market as their chosen third party certification providers. But we are seeing an increasing number of companies switch suppliers because they are either not getting the service they would like or even worse are receiving inaccurate information about their compliance. We've spoken to companies that believe they are completely compliant and doing everything by the book, when in fact they're not. Although these companies may have undergone, with a third party certification provider, some of the relevant testing for a particular standard they are not always being tested to the whole standard in its entirety. As a result they are unknowingly breaking EU law, UK Law, UK Building Regulations and could be liable to civil or criminal litigation if an accident occurs.

Better the Devil you Know

We are also hearing the same story time and time again that companies are paying more money than they should be, for a slow and indifferent service. We have probably all been guilty of sticking with suppliers we know aren't the best for our business because we believe it's a case of better the devil you know. But in these difficult financial times, we have to scrutinise every penny we spend, to make sure we're getting the best value for money.

If you don't feel like you're getting the best from your supplier anymore, or even worse you're concerned that your provider is cutting corners where your compliance is concerned, don't be nervous about shopping around. It doesn't hurt to explore other options and you might just find



another supplier that can give you the attention you deserve at a reduced cost that will do wonders for your bottom line.

A Breath of Fresh Air

Over **750** customers are now enjoying CENSolutions' expertise and market knowledge, as well as its friendly and plain English approach to independent 3rd party certification. An ever increasing number of companies are switching to us from other suppliers for better service – one customer has described us as 'a breath of fresh air' while another tells us we 'consistently deliver over and above anyone else'.

For more information visit www.censolutions.com

Windows Active (October)

windows
active

**Fabrication
Feature**

CEN Solutions / Customer-focused and cost-effective solution to quality compliance requirements of Dekko Window Systems

When Dekko Window Systems decided to make the switch from one of the larger, more traditional accreditation providers, they were looking for a more customer-focused and cost-effective solution to their quality compliance requirements. That's why they turned to the leading consultancy and test facility for the window, door and glazing industries, CENSolutions. Kurt Greatrex, Sales Director at Dekko Window Systems explains: "Established five years ago - but with years and years of industry experience in the company - Dekko Window Systems is a large Cheshire-based trade fabricator. We manufacture 1,200 Deceuninck/Kömmerling frames per week and supply direct to installers as well as via our three nationwide trade counters. We decided earlier this year that we needed to switch test houses, as we found working with a larger company had its limitations. Having reviewed the options available, we soon realised CENSolutions and their CMS Quality Mark EN 14351 was the right choice for us."

"We really bought in to the personal



approach from CENSolutions and already appreciate the much more flexible way in which they approach helping customers. We have found them to be much more accessible compared with what we were used to - even to the point that they're happy to call in to see us, when we need them, in order to help us. But the best part about it is that the overall package is much more cost-effective, so we are getting an even better service that offers better value for money."

Wayne Rogerson, Joint Managing Director of CENSolutions adds: "Dekko Windows Systems is a typical example of a

trade fabricator looking for support with accreditation. They need a flexible approach from a supplier who can offer to fit around them and we are delighted they chose to work with CENSolutions.

"At CENSolutions, we believe in the importance of being accessible and approachable as we understand the importance of being there for our customers when they need us. We are industry professionals with a commitment and passion to deliver what our industry needs, especially during these tough economic times. When we formed CENSolutions in 2003, our mission was to bring a completely different approach to providing 3rd party certification, testing and consultancy. It is great to hear from customers that we are still delivering on that objective and that will continue. Dekko Window Systems joins an increasing number of companies now working with us and the CMS Quality Mark."

For more information on CENSolutions visit www.censolutions.com or call **01785 716625**. Alternatively, contact Dekko Window Systems on **0161 406 0055**.

Windows Active (October)

Windows **active**

Wayne Rogerson, Joint MD of CENSolutions, takes a look at the reasons why companies hold back from switching their suppliers

Expect the best when switching suppliers

Opting to switch suppliers is never easy. Whether you're thinking about moving the supply of your profile, glass or a service provider, it takes time and resources to make the move. You have to pay your due diligence, do your research, meet a shortlist of potentials and then make your decision.

And even then how can you be sure the reality will live up to the sales pitch? It's why a lot of us stick with our existing suppliers, because we worry that it might be a case of better the devil we know. Even if we are confident the end result will be better, we wonder if the pain of the switch will be worth it.

Whether you specialise in the manufacture of sealed units, doors or windows, if you're a quality outfit you will probably do everything you can to give your customers the best possible service. But do you get the same attention to detail in the service you receive from your suppliers? We often assume that the larger the company the better the service we will receive, but sometimes the opposite is true.

We've seen it time and time again in the window industry where market leading suppliers start to become arrogant and don't pay customers the attention they deserve. They are so busy trying to win new business and maintain their market-leader reputation, they forget to look after the customers they already have.

Switching standard supply

In the field of third party certification things are perhaps even more complicated because the work your supplier does for you might not be the part of your business that you understand best. Surrounded in technical jargon and pages of legislation to wade through to see what's relevant to your business, this field is understandably one that people are wary of changing. And it's a



ABOVE: Wayne Rogerson believes that increasing numbers of companies are switching suppliers because they are either not getting good service, or are given inaccurate information regarding compliance.

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For this reason a lot of companies initially opt for the more familiar names in the market as their chosen third-party certification providers.

Reasons for dissatisfaction

But we are seeing an increasing number of companies switch suppliers because they are either not getting the service they would like, or even worse, are receiving inaccurate information about their compliance. We've spoken to companies that believe they are completely compliant and doing everything by the book, when in fact they're not.

Although these companies may have undergone, with a third-party certification provider, some of the relevant testing for a particular standard they are not always being tested to the whole standard in its entirety.

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breaking EU law, UK Law, UK Building Regulations and could be liable to civil or criminal litigation if an accident occurs.

Better the devil you know

We are also hearing the same story time and time again that companies are paying more money than they should be, for a slow and indifferent service.

We have probably all been guilty of sticking with suppliers we know aren't the best for our business because we believe it's a case of better the devil you know. But in these difficult financial times, we have to scrutinise every penny we spend, to make sure we're getting the best value for money.

If you don't feel like you're getting the best from your supplier anymore, or even worse, you're concerned that your provider is cutting corners where your compliance is concerned, don't be nervous about shopping around.

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CONTACT INFORMATION

Tel: 01785 716625

www.censolutions.com



Fenestration News (1st November)

Letter to the Editor - Mandatory CE Marking: where to find help

The end of 2012 is now firmly insight, and the deadline (01 July 2013) for compulsory CE Marking is drawing ever closer. So we were heartened to see the Glass and Glazing Federation's (GGF) recent announcement that it has established a range of comprehensive support to help ensure compliance.

It is essential in times of change that the industry knows it has support from those representing it. We definitely applaud the Federation's efforts in raising awareness of this looming deadline, particularly as it is something that we have been publically discussing for some years now – in the face of resistance from some camps.

However, we were slightly disappointed to discover, upon visiting the Q&A section dedicated to CE Marking on the GGF's website, the following advice for non-members: "The GGF have developed an area within the Members area of the GGF website to help and guide manufacturers through the Construction Products Regulation (CPR), declaration of performance and CE marking. If you are not a member we suggest you read the CPR, buy the relevant harmonised product standards and decide your best course of action."

It is a shame that an organisation which has so well represented the whole industry (rather than its members alone) during its work surrounding the Green Deal, should have taken this somewhat inclusive approach when it comes to CE Marking. While we understand that its first priority must be to ensure members are compliant with the new regulations, we hope that their advice and guidance will extend industry wide in the very near future.

Currently, a little known fact is that installers of windows who buy frames and units separately will be deemed to be manufacturers. In order to assist these window installers, CENSolutions is producing a manual which provides advice and guidance on the whole CE Marking process. This will be available as a free download from our website for anyone who enters their company details to receive a password. For Window Fabricators, IGU and Safety Glass manufacturers we are also happy to provide free verbal technical advice wherever we can.

Yours sincerely

Michael Gaillard
Joint Managing Director
CENSolutions Ltd



MyTradeTV (2nd Nov)

Mandatory CEMarking: Where to find help

Posted November 2nd, 2012 by [mytradetv](#) & filed under [General News](#), [Glazing News](#).

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Michael Gaillard
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Glass News (November)

Dear Christina,

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Michael Gaillard,

Joint Managing Director, CENSolutions Ltd

Windows Active (November)

windows **active**

CENSolutions offers a 'Full Monty' service

CENSolutions, the consultancy and test facility for the window, door and glazing industries, has always been proud to boast its own in-house laboratory but, along with the additional support offered by the company, this becomes particularly important when companies are struggling to achieve ever higher performance levels. For example, the annual EN1279 Part 6 gas concentration levels test. Linn Bellerby, Laboratory Director at CENSolutions, says: "During EN1279 Part 6 testing, some firms struggle to achieve concentration levels they have self-declared in order to meet current industry needs - usually 85-100%. Levels within this range are essential for compliance with Document L of the Building Regulations, whether it be via u-values or Window Energy Ratings, since calculations for both routes assume a nominal 90% concentration. Organisations such as the British Fenestration Rating Council (BFRC) insist on a Declaration of Conformity to EN 1279 Part 5, which links back to a System Description and relevant test reports. Similarly, companies registered with FENSA and other 'Capable Persons Scheme' providers should be demonstrating Part 5 compliance. We understand its importance to our customers, so when we see a unit has failed the test, we explain the requirement for daily checks using in-house gas testing equipment and talk them through the ways they can improve their systems to ultimately improve their results. CENSolutions was established to help companies make sense of their testing, standards and legislative needs, so we like to add value to the results we report, by giving customers an explanation as to why those results were achieved. **Tel: 01785 716625**



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CENSolutions

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GGP (November)

Disappointment with GGF

Sir,

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Michael Gaillard
Joint Managing Director
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The Glazine (18th December)

Stop The Scaremongering!

18th December 2012

Dear Tony

CENSolutions has become increasingly concerned about the information which is being provided to the industry regarding EN 14351 and CE Marking. We strongly believe that certain organisations are using CE Marking as a means of scaremongering in an attempt to take advantage of the changes to line their pockets commercially. One organisation is stating that WERs will no longer exist and U values will take over. This we see as complete nonsense. WERs and DSERs are the most cost effective and user-friendly means of demonstrating compliance with UK Building Regulations, and if used, enable a very simple route to CE marking under CPR using default values contained in BS EN ISO 10077-1 for declaring U-values.

As a result of this market information, with assistance from the GGF, we have prepared the attached statement that highlights our interpretation of CE Marking against EN 14351 while making the point that it should not be confused with UK Building Regulations.

As always, we will be more than happy to talk to anyone who still has concerns or questions about the situation and wants to get the real facts rather than the fiction surrounding CE Marking.

Yours sincerely

Wayne Rogerson, Joint MD CENSolutions

Window Industries (December)

Letter to the editor

Dear Sir

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