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Welcome to the summer edition of Fenestration Australia Magazine, our final issue for 2018. The magazine kicks off with a special feature celebration of the winners of the 2018 Fenestration Australia Design Awards. Congratulations to all our winners and to all who submitted such outstanding projects for consideration. The field of competition gets tougher every year and, with 90 entries in 2018, proves that the Design Awards are now established as a true showcase of excellence across our industries.

In our Editorial section, Gary Stick, from the QBCC, warns that retrofit shutters installed on balconies may impinge upon building occupant safety; Diwa Hopkins discusses the drop in the Australian housing construction market; David Esler discusses overcoming bad habits; and Kate Liptrot discusses workplace health and safety compliance.

I hope the Fenestration Australia 2018 photo gallery offers a snapshot of the atmosphere in Port Douglas this year. It is always a challenge to distil the energy of the conference into a few pages for the magazine. To view the full gallery and download your favourite photos, visit www.awa.org.au/conference-information/2018.

Our Windows section continues with a Member Profile on newly minted AWA members, Custom Aluminium Windows NSW. The first of our two Case Studies profiles the recipient of the 2018 Design Award of the Year, Moss River House by Evolution Window Systems. The second features an innovative interpretation of the iconic Pilbara landscape in the design of the new exhibition and function centre in Karratha. On matters technological, Alastair Baldwin explains the science behind thermally broken frames and AWA Technical Manager, Russell Harris, provides a progress update on the bushfire and acoustic testing standards. Importantly, applications are now open for the 2019 AWA Scholarship. Any student or apprentice dependants of AWA member employees are eligible to apply for the $2,500 to go towards their further education.

While the industry is winding down towards the year’s end, our News section is bursting at the seams with member announcements: welcomes, farewells, milestones, awards and new showrooms.

First up in our Screens section is an NSSA perspective on the successful Fenestration Australia 2018 conference and exhibition held this year in Port Douglas. The NSSA Development Fund Member Profiles continue with a feature on CommandeX. The Case Study from NSSA member, Prowler Proof, discusses design aspects of the Plantation Retirement Resort project. Elliot Epstein’s Sales series draws sales advice from Hollywood movies. Our News section introduces NSSA young member, Chloe Luhrs, from DLG Aluminium & Glazing, and we feature a profile on the winner of the inaugural NSSA Achievement Award, Jasna Kupres. Don’t forget to get in touch to feature your unique job in the next magazine.

Thank you to all our contributors and advertisers for making the first year of Fenestration Australia Magazine a success for 2018. I wish everyone a wonderful Christmas and New Year. We’ll see you in 2019.

STEPHANIE GRIGG
Editor
Fenestration Australia Magazine
Welcome to the summer edition of our magazine. As 2018 rapidly draws to a close, I find myself reflecting on the distance we have come this year on a number of fronts. Still fresh from this year’s Fenestration Australia conference and exhibition in Port Douglas, I am sure all that attended found it to be a most informative and enjoyable experience and I would like to congratulate Tracey, Gary and the whole AWA team on an extremely professional and well run conference.

This time last year, we were communicating with you about the unanimous decision of the AWA and AGGA Boards to pursue a merger. Since then, the working group, consisting of representatives from both Associations, has been working hard on the mechanics of bringing the two together. There has been much to resolve but I am pleased to report that all involved have approached the challenges with a can-do attitude. This hard work has resulted in us now being very close to completing the merger with a new legal entity now registered and the new constitution also close to being finalised. In addition, the 13 member founding board has been confirmed, consisting of six current AWA Directors, six current AGGA Directors and the incumbent Executive Director and CEO.

I very much look forward to seeing the many benefits of the merger come to fruition. While I have no doubt there may still be some matters to be worked through, I invite all members to get behind and support the new Association for the advancement of our industry into the future.

Finally, as you may be aware, our Chairman, Nigel Chalk, has resigned his position. I would like to thank Nigel for all of his efforts, not only towards the merger, but in his role as a Director, Treasurer and more recently Chairman of our Association. We wish him all the very best in his future endeavours.
Welcome to the last edition of the year and the lead into what promises to be a long, hot summer. I would like to open with hearty congratulations to all of the 2018 Design Awards winners announced at the conference in September. It’s always a delight for me to see the incredible work that the industry does, but with the highest number of entries ever received, it brought that extra level of competition with it this year.

As this is my last time to introduce the magazine to you as the Executive Director and CEO of the AWA, I would like to say what a privilege it has been to work with and support you all as an industry. The Association is thriving and expanding and together we have built enviable platforms of well recognised training, accreditation and technical expertise. Throughout my journey, I have made many friends and I hope that over the past 11 years, leading the incredible team at the AWA, that I have somehow touched you or your business in a positive way.

In closing, I would like to handover the reigns to Clinton Skeoch who I am working alongside until the Christmas break. Our Editor, Stephanie, has put Clinton through the same snapshot interview we put all new staff through so you can get a more personal glimpse of him on page 47. I wish you, your families and staff a wonderful Christmas and prosperous 2019 as the new merged Association enters a new and exciting phase.

Well here we are, the last edition of Fenestration Magazine for 2018, summer edition. At this time of the year, I personally like to reflect on what has been accomplished by the NSSA over the past 12 months. Once again, I am pleased to report that there has been an enormous amount achieved.

This year, we saw our most successful attendance at our Industry Forums and Training days, where our community came together to share ideas and discuss some of the challenges that we need to work on as an industry.

We also hosted our Board of Directors’ meetings in Sydney, Melbourne, Perth and Brisbane. By doing this, I believe the NSSA Board has developed a deeper understanding of how our industry varies from state to state, and the different challenges that our members are managing in their markets.

And finally this year, we hosted our inaugural Design Awards at Fenestration Australia 2018 in Port Douglas, celebrating some of the awesome work that is being manufactured and installed by our members. Thank you to everyone who submitted a project or two, it was wonderful to see so many projects being submitted for our first year.

Since this is the last edition of our magazine for the year, I would like to take this opportunity to thank everyone who contributed to the NSSA in 2018. Whether you gave up some of your time to attend one of our Forums, Training courses or Fenestration Australia 2018, it was fantastic to see you there and I hope you got a real sense of what the NSSA is becoming - a community focused on our industry.

I would also like to thank Claudene Damianakis, the NSSA Secretariat, and everyone who volunteered their time and knowledge to either one of our committees, or to the Board as a Director of the NSSA. Your effort and contribution has been very much appreciated and I believe we are a better Association as a result of your involvement. Thank you.

On a closing note, I hope that everyone has a successful summer season and that everything goes to plan as smoothly as possible. I wish everyone a happy Christmas and a safe, joyful New Years.
Now in its thirteenth year, the Fenestration Australia Design Awards are pleased to once again give recognition to the exceptional work in design and innovation achieved by the fenestration industry.

Open to members of the Australian Window Association (AWA), National Security Screen Association (NSSA) and the Skylight Industry Association (SIA), the 2018 Design Awards were presented on Friday, 21 September, 2018, at the Sheraton Grand Mirage Resort, Port Douglas, Queensland.

Fenestration Australia would like to thank all the companies that submitted entries to the 2018 Design Awards. The Awards are held in high regard within the industry and it is only through the continued quality and innovation displayed that this standard of excellence is maintained. We are proud to contribute to raising the profile of Association members and celebrate their outstanding achievements for 2018. Congratulations to the winners of the 2018 Design Awards.

The Design Awards aim to:
- Increase the level of interest in windows, doors, skylights, security screens and fenestration products.
- Raise the awareness, profile of and interest in members of the AWA, NSSA and SIA and to differentiate them from others.
- Execute a consistent professional showcase for window systems, skylights and security screen products by celebrating and recognising excellence.

JUDGES
Fenestration Australia would like to thank the independent panel of judges for their time and effort. All entries were considered on an individual basis, then the panel met and deliberated on their decisions.

The panel complimented and commended all 2018 applicants, both for the quality and innovation of their products, and the professional presentation of their entries.

The 2018 judges were:
- Craig Brennan  CMB Management
- James Cooper  Building Designers Association of Australia
- Karyn McGrigor  Australian Institute of Building Surveyors
- Frankie Muskovic  Property Council of Australia
- Jeff Patchell  Connection Magazines

To read about the winning projects in detail, visit the AWA website to download or view the 2018 Winners Magazine: www.awa.org.au/conference-information/design-awards-2018
The Fenestration Australia Design Award of the Year is awarded to the most outstanding project from all categories. Not only were the judges blown away by the beauty of this entry from Evolution Window Systems, but how it met the brief for dealing with the huge temperature variations that occur in this area. The use of sustainably sourced rosewood windows juxtaposed with natural stone and superb workmanship exhibited in these windows and doors is complemented by their ability to slide in different directions to ensure natural ventilation. Truly, a worthy winner.
SIA BEST USE OF SKYLIGHTS
RESIDENTIAL NEW CONSTRUCTION
ATLITE SKYLIGHTS
Frankston, Victoria.

JUDGES’ COMMENTS
The judges were impressed by the energy efficiency delivered by the skylights as well as the variety of skylight shapes used in this project that greatly enhanced the overall design aesthetics of the home.

SYSTEMS Custom Shaped Double Glazed Atlite Energilites
ARCHITECT Axiom Architects
BUILDER Rob Smith
PHOTOGRAPHY Michael Blau

SIA BEST USE OF SKYLIGHTS
RESIDENTIAL EXISTING CONSTRUCTION
VELUX AUSTRALIA
Glenelg North, South Australia.

JUDGES’ COMMENTS
“A great demonstration of the value of skylights.”

SYSTEMS FS 2004AD & VSS
2004AD High performance double glazed timber framed, low-E skylights
ARCHITECT Leighton Brow & Carly Shulz
BUILDER Leighton Brow
PHOTOGRAPHY Mark Duffus
SIA BEST USE OF SKYLIGHTS COMMERCIAL

VELUX AUSTRALIA
Halls Head Central Shopping Centre, Halls Head, Western Australia.

ARCHITECT Andrew Jones, The Buchan Group
BUILDER Stuart Lunn, Perth Daylighting
PHOTOGRAPHY Mark Duffus Photography

JUDGES’ COMMENTS
“Stunning.”

SYSTEMS VELUX FCM high performance double glazed flat roof skylights (low-E coated, laminated inner pane, argon filled, neat coated)

SIA SKYLIGHT SHOWROOM OF THE YEAR

ATLITE SKYLIGHTS
Cheltenham, Victoria.

The modern, design-focused displays in this showroom provide the customer with the ability to both see and experience the various skylights and their options.

JUDGES’ COMMENTS
“It is a showroom worth visiting.”

PHOTOGRAPHY Michael Blau
NSSA WINNERS

NSSA BEST INSTALLATION RESIDENTIAL
GUARDIAN SCREENS & SHUTTERS
Chandler, Queensland.

JUDGES’ COMMENTS
The judges agreed that the brief was thoughtfully met providing an impressively large screened room.

SYSTEMS
- Crimsafe Ultimate Bi-Fold Doors
- Crimsafe Ultimate Stacking Doors

PHOTOGRAPHY
Peter Wanny

NSSA BEST INSTALLATION COMMERCIAL
AMPLIMESH SECURITY SCREENS
East Perth Train Station, East Perth, Western Australia.

JUDGES’ COMMENTS
“This project demonstrates how effectively security screens can be used to solve multiple problems in an unobtrusive way.”

SYSTEM
- Amplimesh
- SupaScreen®

ARCHITECT
Peter Rouhiadeff, Hassell

BUILDER
Laing O’Rourke

FABRICATOR
Louie’s Flyscreens

PHOTOGRAPHY
Beverley Whitehouse, Lunaqua
This retrofit product cleverly solves the problem of large high rise commercial awning windows closing securely in windy conditions without human intervention.

JUDGES’ COMMENTS
“An excellent example of innovation.”

AWA MOST INNOVATIVE WINDOW SYSTEM
BREEZWAY AUSTRALIA
Dualair Secondary Glazed Altair Louvre System

Placing two louvre galleries in one frame has resulted in a system that can improve a number of things - water penetration resistance, energy efficiency and acoustic performance - while still allowing for electronic operation.

JUDGES’ COMMENTS
“Stylish and effective.”

AWA MOST INNOVATIVE COMPONENT
DORIC PRODUCTS
DN85 Self Latching Unit
AWA SHOWROOM OF THE YEAR
SMALL SHOWROOM

AIRLITE
Thornleigh, New South Wales.

JUDGES’ COMMENTS
The judges admired the excellent branding of this showroom and the clean uncluttered displays making it easy for customers to view their options.

PHOTOGRAPHY
Kylie Warren, JELD-WEN

AWA SHOWROOM OF THE YEAR
LARGE SHOWROOM

TREND WINDOWS & DOORS
Hawthorn, Victoria.

JUDGES’ COMMENTS
“A very modern showroom.”
“Excellent clean branding and signage.”
“Contemporary and interesting.”
AWA BEST USE OF WINDOWS & DOORS
RESIDENTIAL RENOVATION

CREATIVE WINDOWS
Hawthorn, Victoria.

SYSTEMS
AWS 52 Series Sliding Doors
AWS 424 Series CentreGLAZE™ Double Glazed Framing

ARCHITECT
Mat Elkan, Simatrik Design

BUILDER
Christoph Mees & Rod Devlin, Devlin Mees Builders

PHOTOGRAPHY
Devlin Mees Builders

AWA BEST USE OF WINDOWS & DOORS
RESIDENTIAL NEW CONSTRUCTION UNDER $1 MILLION

EUROPEAN WINDOW CO.
Franklinford, Victoria.

SYSTEMS
Thermeco EC45TB Thermally Broken Casement and Tilt & Turn Windows
Thermeco EC95TB Thermally Broken Stacking Sliding Doors

ARCHITECT
Modscape

BUILDER
Modscape

PHOTOGRAPHY
John Madden Photography
AWA BEST USE OF WINDOWS & DOORS
RESIDENTIAL NEW CONSTRUCTION
OVER $1 MILLION
EVOLUTION WINDOW SYSTEMS
Yass, New South Wales.

SYSTEMS
EV 110 Series Timber Sliding Windows
EV 190 Series Timber Sliding Doors
EV 170 Series Timber Hinged Doors
EV 130 Series Timber Heritage Double Hung system (cords and weights)
EV 180 Series Timber Pivot Entry Door
EV 100 Series Timber Fixed Windows

GLASS
Viridian Lightbridge™ Double Glazed Low-E

ARCHITECT
Cox Architecture

BUILDER
BRICON

PHOTOGRAPHY
Ben Wrigley Photography

AWA BEST USE OF WINDOWS & DOORS
COMMERCIAL RENOVATION
EVOLUTION WINDOW SYSTEMS
Surry Hills Children’s Court,
Surry Hills, New South Wales.

SYSTEMS
AWS Series 424 CentreGLAZE™ Double Glazed Framing
AWS Series 400 CentreGLAZE™ Single Glazed Framing
AWS Series 606 CentreGLAZE™ Single Glazed Framing
Plant-On Glazing Adaptors & T-Bar Glass Roof with structurally glazed 32 mm Euro Grey IGUs

ARCHITECT
Vince Pedavoli, Perumal Pedavoli Architects

BUILDER
Terry Edwards, Taylor Construction

PHOTOGRAPHY
Taylor Construction
**AWA BEST USE OF WINDOWS & DOORS**
**COMMERCIAL NEW CONSTRUCTION UNDER $5 MILLION**

**DISTINCT ALUMINIUM SOLUTIONS**

The Langley Precinct, The Women's College, University of Sydney, Camperdown, New South Wales.

**FRAMING**
Structural Glazed Curtain Wall:
MAX 182 mm Unitised Curtain Wall

Segmented Glazed Walls:
Capral 419 Structural Glazed Flushline

**GLASS**
G.James IGUs:
6 mm TLE on Clear / 112 mm gap / 10.38 mm Clear

**POWDER COAT**
Dulux Precious Matt Champagne Kinetic 971-3059K

**ARCHITECT**
m3architecture

**BUILDER**
AW Stevens

**PHOTOGRAPHY**
Scott Laidlaw, Distinct Aluminium Solutions

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**AWA BEST USE OF WINDOWS & DOORS**
**COMMERCIAL NEW CONSTRUCTION UNDER $5 MILLION**

**CAPRAL ALUMINIUM**

RACV Cape Schanck Resort, Cape Schanck, Victoria.

**SYSTEM**
Capral AGS 900 Series Sliding Door
Capral AGS 419.150 Double Glazed Framing
Capral AGS CW175 Curtain Wall Framing
Capral Custom Sills

**ARCHITECT**
Roger Wood, Woodmarsh Architecture

**BUILDER**
Jonathan Angelopoulous, Kane Constructions

**PHOTOGRAPHY**
Kane Jarrod, Kane Constructions

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**AWA WINNERS**

**FENESTRATION AUSTRALIA**
**ISSUE 04**
**SUMMER 2018**

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**AWA BEST USE OF WINDOWS & DOORS**
**COMMERCIAL NEW CONSTRUCTION UNDER $5 MILLION**

**CAPRAL ALUMINIUM**

RACV Cape Schanck Resort, Cape Schanck, Victoria.

**SYSTEM**
Capral AGS 900 Series Sliding Door
Capral AGS 419.150 Double Glazed Framing
Capral AGS CW175 Curtain Wall Framing
Capral Custom Sills

**ARCHITECT**
Roger Wood, Woodmarsh Architecture

**BUILDER**
Jonathan Angelopoulous, Kane Constructions

**PHOTOGRAPHY**
Kane Jarrod, Kane Constructions
AWA SHOWROOM OF THE YEAR
SMALL SHOWROOM
CAPRAL ALUMINIUM
Kilburn, South Australia.

JUDGES’ COMMENTS
The judges admired the excellent branding of this showroom and the clean uncluttered displays making it easy for customers to view their options.

PHOTOGRAPHY  Christopher Morrison

AWA SHOWROOM OF THE YEAR
LARGE SHOWROOM
A&L WINDOWS
Dandenong South, Victoria.

JUDGES’ COMMENTS
The judges liked the interior signage and displays and, in particular, the eye-catching use of red and white on the exterior of the building.

AWA BEST USE OF WINDOWS & DOORS
RESIDENTIAL RENOVATION
BRETTS ARCHITECTURAL WINDOW SOLUTIONS
Kennedy Terrace, Paddington, Queensland.

JUDGES’ COMMENTS
The variety of windows used here results in a very modern renovation capturing views while incorporating energy efficiency principles.

ARCHITECT  Stephanie McLeish, KO and Co Architecture
BUILDER  John Christopherson, James Anthony Construction
PHOTOGRAPHY  Angus Martin Photography

AWA BEST USE OF WINDOWS & DOORS
RESIDENTIAL NEW CONSTRUCTION UNDER $1 MILLION
ALL GLASS WAGGA
Wagga Wagga, New South Wales.

JUDGES’ COMMENTS
Elegant and practical, this project uses the windows to great advantage to produce a six-star home.

ARCHITECT  Kylie Hewitt, Rivplan Design
BUILDER  Brad Roberson, Roberson Constructions
PHOTOGRAPHY  Danielle Lane, Roberson Construction
AWA BEST USE OF WINDOWS & DOORS
RESIDENTIAL NEW CONSTRUCTION OVER $1 MILLION
BRETTS ARCHITECTURAL WINDOW SOLUTIONS
Brookfield, Queensland.

JUDGES’ COMMENTS
The environmental focus for this project is met by the use of a wide variety of window types while also providing a bushfire solution.

ARCHITECT       John Cunningham, John Cunningham Design
BUILDER          Duayne Pearce, D Pearce Constructions
PHOTOGRAPHY     Duayne Pearce, D Pearce Constructions

AWA BEST USE OF WINDOWS & DOORS
RESIDENTIAL NEW CONSTRUCTION OVER $1 MILLION
PAARHAMMER
Hawthorn East, Victoria.

JUDGES’ COMMENTS
This attractive project achieves high energy ratings despite having huge expanses of glass by the use of local timber and insulated glazing units.

ARCHITECT       Andrew Hore, Catt Architects
BUILDER          Chris Lynch, Chris Lynch Homes
PHOTOGRAPHY     Peter Hyatt Photography

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Kate Liptrot
ENSURING BALCONY RETROFIT SAFETY

Shutters, blinds, window enclosures or panel walls installed to completed buildings may impinge upon building occupant safety.

In the wake of London’s Grenfell Tower fire tragedy and Melbourne’s Lacrosse Tower, combustible cladding has been identified as a major safety concern for occupants of multi-storey apartment buildings.

The Queensland Building and Construction Commission (QBCC) is at the forefront of the Queensland Government’s effort to ensure building occupant safety is maintained and improved on all private and public buildings.

The QBCC has become aware of an increasing trend to install external shutters or blinds, glazed window enclosures or panel walls to balconies of multi-residential high-rise apartment buildings following practical completion and hand over.

While there are some benefits associated with the installation of these items, for example increased privacy and shade and weather resistance, there are potentially negative impacts that may arise. Installing external shutters or blinds, glazed windows or panel wall enclosures on balconies of high rise apartments may impede the building’s fire safety and resistance.

All buildings go through a rigorous assessment process by a building certifier at the building development approval stage to ensure compliance with the National Construction Code (NCC). To comply with the NCC, buildings are assessed against performance requirements relevant to things such as structure, fire resistance, access and egress, health and amenity, and energy efficiency.

The retro-fitting of external shutter and blind systems, glazed window enclosures or panel walls post construction, which have not been assessed through a building development approval process, could impinge on the building’s performance in several important areas including:

- Fire safety
- Light and ventilation
- Structural provisions
- Aesthetics

FIRE SAFETY

Items such as shutters and blinds may not be made entirely of non-combustible materials and installing these may promote the spread of fire across the external facade of a building and contribute to unacceptable levels of smoke.

Commonly, on multi-storey apartment projects, building designers apply a concept known as ‘vertical separation’. This limits the spread of fire from one storey to another by utilising the non-combustible properties of concrete. Concrete balcony floor slabs, above one another, act as a barrier to the spread of fire on the outside face of a building.

When an item such as an external shutter or blind, glazed window enclosure or panel wall are added to a building, it may effectively provide a physical bridge between previously separated storeys. If it is manufactured to include combustible material, it will almost certainly promote the spread of fire up the external face of the building.

There are also risks associated with installing items such as shutters and blinds directly above fire exits in any building, if they contain any combustible material.

Falling and flaming debris could render a fire exit unusable in a fire and impede egress from a building. In turn, this may cause an additional hazard to emergency services personnel.

LIGHT AND VENTILATION

Natural light and natural ventilation is normally required to all habitable rooms in a building. The minimum levels required under the NCC may be impacted by the installation of an external shutter or blind system.
STRUCTURAL PROVISIONS

Items such as blinds and awnings, glazed window enclosures or panel walls incorporated into the exterior of any building are subjected to wind loads. These loads, particularly on a multi-storey apartment building, may be significant and exceed the loads normally experienced at ground level.

The determination of such wind loads on a multi-storey building is a complex task and falls within the professional expertise of a structural engineer to assess. The assessment will include not only potential wind loads, but the suitability of the fixings proposed to be used to secure these items to a building.

The importance of ensuring anything added to the outside of a building is properly engineer designed is paramount. This was highlighted by an incident that occurred in 2009 on the Gold Coast where a person was killed after being hit by a dislodged balcony privacy screen during a severe storm.

AESTHETICS

Large multi-story apartment buildings would most likely have been the subject of a Planning Approval which ensures, amongst other things, the aesthetics of a building comply with the local authority planning scheme.

The retro-fitting of external shutters and blinds, glazed window enclosures or panel walls may breach the planning requirements and trigger enforcement action by local governments if complaints were received from disgruntled community members or adjoining apartment owners.

BUILDING ASSESSMENT

In Queensland, additions to a completed building such as the installation of external shutters or blinds, glazed window enclosures or panel walls are captured under the definition of ‘building work’ for the purposes of the Building Act 1975 and must comply with the NCC. As such, these modifications require building development approval and may subsequently trigger a requirement for planning development approval under the relevant planning instrument.

A common misconception by unit owners and contractors installing these products is that approval by a building’s Body Corporate is akin to building approval and is all that is required. This misconception needs to be dispelled.

Unless contractors who install external shutters and blinds, window enclosures or panel walls are skilled in understanding and interpreting requirements of the NCC, they may be unwittingly impinging upon the levels of fire safety afforded to occupants of a completed building. They may also be caught up in protracted litigation if an incident were to arise in the future.

RECOMMENDATION

The QBCC’s message to individual apartment owners and their responsible Body Corporates is that the retro-fitting of items, such as external shutters and blinds, glazed window enclosures or panel walls should be considered best practice only when done in consultation with a building certifier.

Building certifiers conduct a thorough assessment process to ensure that building occupant and public safety is not compromised by the installation of such items. [3]

For more information visit our website at www.orgadata.com.au

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Centre of glass calculated using LBNL Window 7.3 based on NFRC 100 environmental conditions.
NEW HOME BUILDING: DOWN, BUT NOT OUT IN 2019

After 2017 marked the first fall in new home starts in five years, the downturn paused in 2018. As we prepare for 2019, leading indicators are pointing to a return to this downturn in the year ahead.

ABS dwelling approvals started the year strongly but resumed their downward trend as the year progressed, as did HIA new home sales. The forward-looking element of the HIA-AIG Performance of Construction Index also shows that new orders for residential building have been contracting in the second half of this year.

The factors that were instrumental to the record-breaking upswing in new home building are now evolving in such a way as to dampen conditions in the new home building sector. They are instructive for what we can expect in 2019.

Record low interest rates initially supported very strong growth in home lending but credit conditions have tightened considerably in recent years. Banks are looking more closely at loan serviceability and are tending to lend lower amounts to a smaller pool of borrowers (those who meet higher standards) at slightly higher rates.

The tightening in credit conditions reflects a combination of: regulatory measures introduced by APRA; greater scrutiny on lending practices, with banks responding to unfavourable findings in the Royal Commission hearings and; lenders lifting their lending rates in response to the higher cost of capital in global credit markets.

This new credit environment has mostly affected investor activity. For foreign investors, there are stamp duty surcharges to boot – in every jurisdiction except the Northern Territory. Investors’ subsequent retreat from the market has been significant and this has been a key driver of home prices in Sydney and Melbourne entering a down cycle. The large volume of additional housing stock steadily flowing onto the market has also been instrumental in alleviating price pressures in these markets.

Prices in Sydney and Melbourne have now been falling for around a year. Amid the near-daily reports and suggestions of a crash, we need to keep the recent developments in perspective. The declines just don’t compare to the preceding run up. In Sydney, prices now are 6.2 per cent lower than the peak – a peak which was 74.7 per cent higher than the previous trough. Similarly for Melbourne, prices now are 4.4 per cent lower than the peak, itself some 58.8 per cent higher than the previous trough.

Finally, very strong population growth – and the associated demand for additional housing – has been moderating since early 2017, coinciding with the federal government’s tightening of visa requirements.

All of these factors are conspiring to dampen demand for new home building as we head into 2019. However, in the same vein that prices aren’t crashing (nor do we expect them to), we aren’t expecting the new home building boom to end in a bust.

The sheer volume of home building work that entered the pipeline during the upswing will sustain an elevated level of activity for some time yet. Homes pre-sold off the plan both in the form of house and land packages and multi-unit developments created a backlog of work. This is only now being worked down. This backlog will cushion the effects of a falling number of new projects that are now entering the pipeline.

Population growth, while moderating, still remains strong by wider historical standards. It has slowed to around 380,000 people per annum. Of course that amount is well short of the record 470,000 people added to the population back in 2008, but it is well up on the average of previous decades; around 100,000 people per annum.

Finally, the outlook for economic growth in Australia is stronger than it has been for a number of years. Annual GDP growth is finally nearing those pre-GFC trend rates of 3.5 per cent and a stronger rate of growth is expected to continue over the near to medium term. This will ultimately provide some support for new home building in those years.

So for 2019, expect demand to weaken and activity to be down – we’re currently forecasting a fall of around 10 per cent - but certainly not out. That forecast decline would still leave the number of starts at over 193,000 homes, well above most other cyclical peaks.

DIWA HOPKINS
Economist
Housing Industry Association

FENESTRATION AUSTRALIA
ISSUE 04
SUMMER 2018

ECONOMY
MODIFIED POLYURETHANE SEALANT

HEXFIX hPU is a new premium low modulus modified polyurethane. It is free of isocyanates and other hazardous raw materials, emits a low odour and is low in VOC’s (Volatile Organic Compounds). HEXFIX hPU is a flexible joint sealant and adhesive that has been formulated and tested for Australian conditions, resulting in superior adhesion to most common building and automotive materials.

<table>
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<td>White</td>
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</tbody>
</table>

APPLICATIONS
- Perimeter seals around doors, windows and facades
- Construction joint sealant applications
- General purpose interior joint sealant applications
- Sealing and bonding metal roofing systems
- Automotive and marine applications requiring a flexible adhesion profile between substrates

FEATURES
- Solvent and isocyanate free
- Low odour and non-corrosive
- Up to 40mm wide joints
- Joint movement +/- 25%
- Non-slump
- Low VOC
- Paintable

MATERIALS
- Aluminium profiles
- Sandstone and granite
- Precast concrete panels
- Block work and bricks
- Fibre cement sheet
- Plasterboard and blue board
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We all have habits. Some of these habits are good and some of these habits are ones that we could do without. So, what is a habit? A habit is a something that you do regularly, sometimes without even knowing that you are doing it.

Over the last 10 years, I have observed both good and bad habits of sales professionals. In this article, I would like to share with you how to create habits that will make you and/or your team more successful.

To begin, let’s look at some of the bad habits salespeople find themselves falling into the trap of doing. The top 10 are:

- Always being late for appointments or meetings.
- Not having written call objectives and/or winging it.
- Being distracted during the meeting or fidgeting with their phone.
- Interrupting the customer when they are speaking.
- Swearing during the meeting; particularly when they don’t know the customer well.
- Bragging about their successes over a competitor or other industry professional.
- Being untidy, disorganised and having a clear lack of preparation.
- Nervous habits, such as nail biting, clicking a pen or avoiding eye contact.
- Having a fear of trying something new.
- Worrying about what others might think; rejection of criticism.

I have also observed, particularly through our mystery shopping program, that success is in the execution and follow up. Unfortunately, a great number of sales professionals do not do these well.

At this point, I guess you are all thinking, ‘That’s great, thanks for pointing out all the things that we are doing wrong’. But, before you turn the page to read the next article, I am also going to explain how you can change these bad habits into good habits - making you more confident and successful.

So, how do you change your habits? The first, and most important aspect of changing a habit, is that you must make a ‘conscious decision’ with a ‘no exceptions’ attitude that you want to change a particular habit. Once you have made this decision, the next step is to tell people what you are doing and why. This will create a certain level of expectation and ‘pressure’ to stick to the habit change. Getting people, like your manager or peers, involved will help encourage you to make the changes required. This is the hard bit because of the ‘fear of trying something new’ and potentially failing in front of people you have respect for; but you can do it.

With every habit there is a cue, routine and reward, known as the habit loop. From a sales perspective, think about it as a sales call:

**BAD HABIT LOOP ROUTINE**

- **CUE**
  - Arriving late and in a panic because you are late, and the boss is waiting.
- **ROUTE**
  - Going straight into the sales call, unprepared, with no objectives and winging it.
- **REWARD**
  - Getting out of the sales call unscathed (this time) and with no follow up to complete. Phew!

**GOOD HABIT LOOP ROUTINE**

- **CUE**
  - Pulling up outside the customers premises on time.
- **ROUTE**
  - Making sure you have your call objectives written down and that you are prepared.
- **REWARD**

Successful sales call with outcomes that meet or exceed your expectations. Yeah!

Be honest with yourself, which routine are you in the habit of performing?

Let’s have a look at the top 10 habits that create successful sales professionals:

- Having a structured call plan - knowing where you are going every week.
- Having written call objectives that have substance and are seeking deliberate outcomes.
- Using good questioning technique and making sure you listen.
- Being somewhat inquisitive and understanding the customers real needs.
- Taking notes and ensuring that you do not miss any pieces of the puzzle.
- Handling any objections well and not just ignoring them (which I see far too often).
- Focusing on your relationship with the customer - remember people buy from people they like.
- Being persuasive in your discussion points - provide insights the customer would not get from others.
- Asking for a decision and/or the next step.
- Following up - something 76 percent of sales professional DO NOT do!

If you are not doing any or all of these things, then take a leap of faith and trust me on this one. Make the switch, try something new and put these processes, soon to become habits, in place now. You will not look back if you commit to a ‘no exceptions’ routine. Some of you may say that the above list looks easy and that you are doing these things already. I challenge you and/or your sales team to improve on ‘how well’ you do each of these tasks in your daily routines.

Over the last 10 years training sales people, I have learnt that it is ‘how well you execute and follow up’ that makes the real and sustainable difference.

David Esler is the Principal of Kaizen Executive. For more information, contact David on 0420 905 580.

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At the close of another year, we wish you a warm and happy holiday season, and a successful 2019. From all of us at the AWA and NSSA.
Safety and Wellbeing (also known as Workplace Health and Safety) relies on a combination of a strong policy framework and a commitment by business owners and leaders for a successful and a safe work environment. Every work environment, regardless of industry, has risks that need to be assessed and managed. Having an emphasis on culture change, supported with easily accessed and uncomplicated processes and systems, will assist in controlling business risks and lead to improved employee effectiveness, engagement and, most importantly, their safety and wellbeing.

WHAT ARE THE DANGERS?
Safety within Australia is managed around a high requirement for compliance, underpinned by extensive laws and regulations. Every workplace is subject to workplace health and safety legislation and the regulations and processes that support it.

State and federal authorities oversee the effectiveness of these laws and regulations and where Safety and Wellbeing programs are not properly managed or even non-existent, prosecution is highly likely. Courts have shown that they are quite prepared to deal with non-compliance through heavy fines and even jail terms for business operators, owners and managers. In addition to this, the process of prosecution is conducted publicly and business reputations can often be damaged when prosecutions take place.

BEST PRACTICE
Some of the key areas of Safety and Wellbeing include:
- Safe work practices and routines.
- Workers compensation and return to work.
- Early intervention and injury management.
- Risk assessments/site inspections.
- Safety management systems.
- Management/employee awareness training.
- Policy/procedure review and creation.
- Emergency preparedness.

A ‘COMPLIANCE APPROACH’ VERSUS ‘STRATEGIC APPROACH’
When Safety and Wellbeing within an organisation only focuses on the above items in isolation, we view this as adopting a ‘compliance approach’. Whilst this is a common approach, it demands substantial levels of resourcing and controls to ensure its effectiveness.

Safety and Wellbeing is more effective if ‘strategic outcomes’ are the key drivers for its management in a workplace. For example, creating a culture of working safely in all circumstances translates into an employee being conscious of safety both at work and at home. This results in a greater focus on safe work practices and a desire to minimise workplace risks and hazards. This approach also has the benefit of moving towards constant improvements and enhanced efficiencies through process improvement actions and the resultant potential to reduce costs.

THE BENEFITS
Creating a Safety and Wellbeing program, including developing a policy and the supporting processes, and its implementation does require considerable effort and commitment by the organisation - its owners, managers and employees. However, the benefits are worthwhile.

Businesses with well established Safety and Wellbeing programs have a strong team culture where employees are engaged and contribute at optimal levels, have processes in place to care for their employees and their families, maximise employee retention through reduced labour turnover, and benefit from efficiencies and effectiveness with improved profitability.

If you would like assistance in developing and introducing a Safety and Wellbeing program, please contact an AB Phillips Safety and Wellbeing expert by phone on 1300 208 828 or email advice@abphillips.com.au
M ost INNOVATIVE COMPONENT 2018

DN85 | SELF LATCHING WINDOW LOCK

2009
The MK4 wins Most Innovative Component Award

2007
The DH40 wins Most Innovative Component Award

2016
The DN8000 wins Most Innovative Component Award

SNAP SHUT
SYSTEM ENGAGEMENT

RETROFITTABLE
DESIGN

HEAVY DUTY
LATCH TESTED TO OVER 50,000 CYCLES

ERGONOMIC
HANDLE WITH EASY LIFT FUNCTION TO UNLATCH

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AWA LIFE MEMBER
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CILOCK ENGINEERING

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AWA CALENDAR
AWA WELCOMES
AWA TRAINING
Another year, another successful conference. With 388 attending across all three days, 2018 marked our biggest event yet. The following breakdown across industry: fabricators - 38, hardware - 23, system suppliers - 12, security - 11.

The votes are in and the top five sessions were:
1. Marty Wilson, ‘Healthy People, Healthy Profits’.
3. Andrew Griffiths, ‘The 7 Key Strategies for Business Success in 2020’.

The Gala Dinner was the stand out favourite social function as people partied into the wee hours of Sunday morning. Wildlife Habitat’s cane toad racing at the Casual Dinner raised over $1,000 for the Tropical Animal Rehabilitation Centre.

Thank you to all our sponsors, speakers, exhibitors and delegates for making it such a wonderful event.
Newly minted Australian Window Association (AWA) members, Custom Aluminium Windows, are already reaping the rewards. The owners, Judi Murtough-Coombes and her brothers-in-law, Jacob Beatty and Jose Sierra Moreno, discuss what their vibrant and future-focused company has to offer and why joining the AWA was essential.

Custom Aluminium Windows was founded in 1984 by Judi’s father, Charlie Borg, when he discovered the difficulty in sourcing made-to-measure windows for his cladding factory. Over the years, his four brothers, Tony, John, Bill and Joe, became partners in the business. A little over three years ago, the Borg brothers retired and the current family members bought the business.

The entire team is committed to maintaining the highest quality in manufacturing standards and extending a level of personal attention they believe only a family owned and operated business can provide.

The three current owners took very different routes to arrive at where they are now, with Jacob serving a long apprenticeship at the company. “I was stationed in the workshop for eight years, before being retrained to do estimating and general administration work,” he says.

Jose, with a background in chemical engineering, joined in 2013. “I take care of all the manufacturing and machining aspects,” he explains. “My role is to ensure smooth operations of our manufacturing facility and that the quality of every system we supply is second to none.”

Judi studied and worked as a primary school teacher in her former career, joining the Custom Aluminium team in 2014. “I retired from teaching when we purchased the business,” she says. “The organisational and multitasking skills gained in my 16 years of teaching has definitely been put to good use here in my role as Office Manager. This is a family business, and we’re all equally focussed and committed. My sister Kristin, Jacob’s wife, is also our Co-Director and Accounts Manager. Together, we make a great team.”

The trio rapidly restructured the company after purchase. “We became more tech-oriented, whereas before everything was more manual and hands-on,” says Jose. “Improving our efficiencies, introducing new technologies and modifying our procedures – both in the office and the workshop – enabled us to be more responsive and better deliver on our customers’ vision. The company’s previous standards and reputation were already very high, we’ve just pushed ourselves to deliver the same level of excellence within a changing industry.”

For this ambitiously driven business, joining the AWA was essential. “This was something we’d been considering for a long time, so we just decided to do it,” Jacob recalls. “The AWA has already given us new and fresh ideas, allowing us to stay competitive and, most importantly, be fully compliant.”

“The additional resources provided by the AWA have also been useful, as we can access a wealth of information with a phone call or a quick email,” adds Judi. “It also gives our customers the peace of mind to know we’re active in our pursuit to supply a premium quality and fully compliant product.”

Custom Aluminium Windows has eagerly taken up a range of training opportunities offered by the AWA. “We’re training our staff by enrolling them in AFTI courses, including bushfire and acoustics,” says Judi. “Several of our team recently attended the AWA Standards, Regulations and Energy training course in Sydney, where there were around 25 attendees from a range of companies. Three of us are also planning to complete our Fenestration Diploma in the coming months.”

By ensuring their employees are across all current design trends, Custom Aluminium Windows believe they are better able to deliver on client’s needs. “We pride ourselves on following Australian Standards while meeting every customer’s expectation,” says Jose. “Every architect and builder has a clear vision
of what they’d like their house or project to look like; we find each job is unique, bringing with it unique challenges. This quite often means building a ‘one-off’ window or door, which creates its own challenges in maintaining the desired aesthetics while remaining compliant.”

Customisation is our selling proposition. “Our ability to respond to customers’ individual demands is central to our success,” says Jacob. “If a client wants double-glazed, double-hung windows, for example, we can do that. If the job calls for a high-performance glazing solution, we can do that too. Our customers respect our knowledge and appreciate the extra efforts we go to.”

The individual touch is always important. “We do a lot of face-to-face work with customers, giving them the advantage of dealing with the business owners directly,” Jacob notes. “Instead of having to make ten phone calls, we can recommend something right away. When they share their vision, we’ll find them a workable solution. They get the look they’re after, while we ensure it’s functional and fully compliant.”

Custom Aluminium Windows’ clientele respects and demands this expertise. “We’re dealing with many owner-builders requiring extensive guidance on realising their plans, which is where we come in,” says Judi. “Certain architects routinely refer their clients to us because they know we thrive on operating outside the box.”

Reputation remains crucial. “We haven’t needed to advertise because of our reputation and we’re known for doing the tough jobs,” says Jose. “We’re not a massive company, but we’re not afraid of taking on the big jobs or doing whatever’s necessary to keep customers happy. For example, we can do windows with irregular angles, or steeply raked, or with unconventional welding. Our combined backgrounds allow us to engage in-depth with customers and execute their ideas to the letter.”

Many of their window systems are manufactured to withstand the most challenging physical environments and conditions. “As we’re situated near the Blue Mountains, we’re often contracted to supply bushfire-resistant glazing systems and IGUs,” says Judi. “Our BAL 40 window systems deliver on both the aesthetics and protection in bushfire-prone areas, and with the airport at Badgery’s Creek opening in the near future, acoustics are also becoming increasingly important.”

Rapid and widespread changes to the glazing market have brought many challenges to Custom Aluminium Windows, which they have met decisively. “People are much more aware of energy costs, and seeking more efficient cooling or heating solutions,” Judi points out. “Everyone was happy with single glazing five or six years ago, but things have definitely changed. There’s no longer the option to simply work with standard glass, the market is definitely moving towards performance glazing solutions.”

The business will remain a family affair. “We’re family owned and operated, which really gives our work the personal touch,” Judi continues. “We have a great team of people working for us, trained in multiple aspects of the manufacturing and administrative processes, and with a good balance of skills, abilities and aspirations. Our team members have a clear understanding of each individual’s role in achieving overall objectives.”

It’s a hugely successful recipe that makes Custom Aluminium Windows stand out.

For more information, contact Custom Aluminium Windows NSW on 02 9623 5833, visit www.customaluminiumwindows.com or email info@customaluminiumwindows.com
The ‘Moss River House’ is built on the site of an original 1800s farmhouse, around 100 metres from the Yass River which flows through the property.

Presented as a collection of buildings across the landscape, the homestead features two new pavilions, separated from the remnant stone cottages by a glazed link structure. Natural materials of stone and timber were used throughout to integrate these new pavilions with the historic character of the cottages.

The refurbished stone cottages function as entry portals, flanking the arrival point through a solid pivoting door of massive proportions. As you walk through the entry foyer, an expansive open glazed area draws you to the breathtaking beauty of this endless landscape. Large double glazed sliding windows, standing 2.7 metres tall, slide in multiple directions to provide amazing cross ventilation in warmer weather.

In cooler weather, when temperatures plummet, the design and integration of Schlegel weather seals produce an air tight, high performing system to all windows and doors in this amazing house.

Evolution Window Systems supplied and installed all of the windows and doors throughout this home, including the double glazed low lights in aluminium channels and a number of 90 degree corner units that were silicone jointed - lapped glass detail was used in the double glazed corner units with no timber mullions required. Evolution also replicated traditional joinery methods for the stone cottages, with ‘cords and weights’ double hung windows and detailed panelled hinged doors.
With extreme temperatures ranging from a high of 42 degrees Celsius in summer, and a record low of minus eight degrees Celsius in the middle of winter, thermal comfort was a high priority for the homeowner. Due to its excellent insulating properties, timber frames were specified, along with the natural beauty of rosewood and its deep rich red colours.

The clients were aware of the environmental impact of illegal logging and requested that timber was sourced from a certified supplier that could guarantee the history of the timber and chain of custody.

The combination of timber with high performing double glazed units, coupled with under floor heating and solar roof panels, have made for an extremely comfortable living experience.

Timber floor joists from the two stone cottages was used for the large front entry pivot door and side-light framing, and were integrated on both sides of channel glazed double glazed units. This building embraces its heritage and provides a rich history for its homeowner.

“We are extremely pleased with the outcome. I have had the pleasure of working on some amazing houses in my windows career, but I think this is some of our finest work from our timber joinery team. I hope the photos do it justice,” says Michael Brookes, Director, Evolution Window Systems.
THE RED EARTH ARTS PRECINCT’S CASCADING HILLS SHAPE IS AN INNOVATIVE INTERPRETATION OF THE SURROUNDING ICONIC AUSTRALIAN LANDSCAPE.

SYSTEMS
- Alspec ecoWALL 225
- McArthur 101.6 mm Centre Pocket Framing
- Swan Evo™ 45 mm Commercial Shopfront Door
- Altitude® Apartment Sliding Door

FABRICATOR
- Blue Sky Aluminium

ARCHITECT
- Peter Hunt Architects

BUILDER
- Doric Group

PHOTOGRAPHY
- Impact Imaging
The red hills of the Pilbara region, far north-west Australia, have been the inspiration behind the avant-garde design of an exciting new art exhibition and function centre in Karratha. Described as an abstraction of the Pilbara environment, the Red Earth Arts Precinct’s cascading hills shape is an innovative interpretation of the surrounding iconic Australian landscape.

The centre includes a 450 seat theatre for performing arts, which can also be used as a cinema or flat-floor hall; an outdoor amphitheatre; a rooftop terrace, which can also be used for cinema; art spaces; a library; and administration offices. To meet the variety of window and door framing requirements for such a multi-use building, a range of Alspec’s window and door framing products were incorporated.

A key component was ecoWALL 225 Flush Glazed Framing, which is ideal for large height entrance foyers and atriums due to its outstanding structural integrity. Its reinforced subheads and mullion anti-buckling technology makes the ecoWALL extremely strong and can eliminate the need for expensive steel frames. The flush glazed design, which can accommodate 4 mm to 14 mm single glazing and up to 28 mm double glazing options, features self-draining sub sills to deliver the added benefit of superior weather performance.

In other areas of the facility, McArthur 101.6 mm centre pocket framing and Altitude Apartment Sliding Windows formed part of the glazing solution. The McArthur framing is favoured by architects because of its visual appeal, spanning large spaces with sharp unbroken lines. Centre pocket glazing reduces the number of glazing beads required - making it faster to install as well as providing ongoing strength and security benefits. Like the ecoWALL framing, the McArthur framing features self-draining sub sills to eliminate water issues and easily adapts to accept openable windows such as the Altitude Apartment Sliding Window.

Meanwhile, door requirements for the facility were provided by Alspec’s Cyclonic Doors and Swan Evo Commercial Shopfront Doors. As the Pilbara region is subject to tropical cyclones, it is important that the facility doors and windows are able to resist the highest extremes of wind pressure and water penetration. Both of these products have been tested to ensure cyclonic impact compliance to protect the building in such weather extremes.

With more than 6,000 visitors expected to utilise the landmark entertainment centre, the Red Earth Arts Precinct is set to provide a fitting showcase the region’s artistic talents, as well as the high performance Alspec range of window and door solutions.
**WHAT DOES THE TERM ‘THERMALLY BROKEN’ MEAN?**

**ALASTAIR BALDWIN**
Architectural Specification, Architectural Window Systems

**THERMALLY BROKEN**

Thermally broken is a term that relates to the window or door frame, which is equally as important, if not more, than the glass, when it comes to energy performance.

The frame of a window has a significant impact on the overall energy efficiency of any window and door – including that of double glazed systems. While double glazing is seen as a benchmark for energy efficiency, to select double glazing with a standard aluminium frame is only going half way to achieving a high performing energy efficient window.

Double glazing is to glass what thermally broken is to aluminium windows.

**STANDARD ALUMINIUM FRAMING**

As most of us know, metal, like aluminium, is an excellent conductor of heat and cold, meaning that you can lose or gain a great deal of heat through the frame of a window or door. This will ultimately undermine the performance of any high performance glass selected for a window. Problems include, but are not limited to, the potential for condensation to occur which can lead to mould or degrading of internal finishes.

Sick Building Syndrome is an emerging problem in commercial buildings in Australia. Thermally broken systems inhibit condensation from forming on the inside of the window frame. By reducing stagnant moisture you alleviate mould formation and, in turn, the respiratory illnesses associated with damp living conditions.

To improve the overall performance of the window or door, a thermal break needs to be added to the frame.

**THERMALLY BROKEN ALUMINIUM FRAMING**

A thermally broken frame is one which features a reinforced polyamide strip (a non metallic, composite, structural material) fixed between the inside and outside aluminium profiles, creating an insulated barrier within the window frame.

The polyamide strip is a material of low thermal conductivity which minimises the transfer of heat and cold through the window frame, resulting in greatly improved energy efficiency.

These sections can be anodised or powdercoated to withstand the harsh Australian climate, including UV damage and salt corrosion.

**HEAT LOSS & HEAT GAIN**

As much as 49 per cent of the heat lost during winter and as much as 87 per cent of the heat gained during summer can come from the windows.

In Melbourne, the majority of energy usage is for heating, while in Brisbane, most of the energy is used for cooling homes, with very little for heating, if any.

In a cold/cool climate, thermally broken aluminium window and door systems:

- Act as a buffer against the cold air outside, minimising the transfer of cold into a building.
- Minimise the loss of warm air from artificial heating units, reducing the need for heating.
- Significantly reduce the likelihood of condensation forming on the inside of the window frame.

In a warm climate, thermally broken aluminium window and door systems:

- Act as a buffer against the hot air outside, minimising the transfer of heat into a building.
- Minimise the loss of cool air from artificial cooling units, reducing the need for cooling.
The emphasis on selecting the right product to reduce heat loss in a colder climate and reduce heat gain in a hotter climate should be an important decision to achieve greater comfort and energy efficiency.

Choosing the right frame and glazing option will lower the U-value. The lower the value, the better the overall window performance.

U-value is the rate of energy transfer through a material and measures as energy as heat (Watts) per unit of surface area (square metres) for each degree of temperature difference (Kelvin) on either side of the window. Heat always flows through a material from warm areas to cold areas. The higher the U-value, the greater the energy transfer or heat loss through a window system.

The most energy efficient windows result from a combination of both an insulated frame and the right glass to achieve superior energy performance. Thermally broken windows will not only save you money on your energy bills but they also play a significant role in improving the overall comfort of your home.

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Table 01 Comparative U-Values

<table>
<thead>
<tr>
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<th>U-VALUE</th>
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<td>Window</td>
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<tr>
<td>Single Glazed Aluminium Frame</td>
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<td>Double Glazed Aluminium Frame</td>
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<tr>
<td>Double Glazed Thermally Broken Aluminium Frame</td>
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<tr>
<td>Ceiling</td>
<td></td>
</tr>
<tr>
<td>Non-Insulated</td>
<td>2.3</td>
</tr>
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<td>Insulated</td>
<td>0.16</td>
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01 Budgong House, Kangaroo Valley, New South Wales, utilised AWS ThermalHEART™ double glazed, thermally broken IGUs, Australian-made and locally manufactured by DLG Aluminium & Glazing. PHOTOGRAPHER: Jule Park.

02 Cross-section of a double glazed thermally broken frame. IMAGE: Architectural Window Systems.
STANDARDS UPDATE

Work on several Australian Standards important to the fenestration industry has been underway in 2018.

ACOUSTIC PERFORMANCE

Australian Standard (AS) 5218 Acoustic performance of windows and doors – Methods of test was recently published as a first edition.

This new Standard stipulates requirements and methodologies for the acoustic testing of windows and doors, and supersedes the AWA Industry Code of Practice AWA ICP.004. Copies of the Standard can be purchased from the SAI Global online store. Visit infostore.saiglobal.com

BUSHFIRE STANDARDS

Draft Australian Standard (DR AS) 3959

Buildings in bushfire prone areas was recently published for public comment.

The public comment period has now closed, with more than 200 individual comments received. Whilst still a draft, the Standard is in the advanced stages of review and, subject to resolution of comments received, is expected to be published before the end of the year.

Draft Australian Standards (DR AS) 1530.8, Parts 1 and 2 - Methods for fire tests on building materials, components and structures. Tests on elements of construction for buildings exposed to simulated bushfire attack was also published for public comment earlier in the year and is expected to be published before the end of 2018.

For more information, contact Russell on 02 9498 2768 or technical@awa.org.au

RUSSELL HARRIS
Technical Manager,
Australian Window Association

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The Australian Window Association (AWA) Scholarship is a one year, non-renewable scholarship of $2,500 towards a trade, engineering, technical or design field of study or apprenticeship that is relevant to the Australian window industry. It can only be applied to the year of the award. All recipients of AWA Scholarships are ineligible for future awards.

The scholarship may be used at any accredited college, university or vocational technical institution in Australia. The funds awarded by this scholarship will be first applied to tuition and fees. Any balance will be applied to room, board, books, supplies and incidental expenses.

THE PURPOSE

The AWA Scholarship Program was established to provide the families of employees of AWA members with an opportunity to obtain financial aid for higher education and to encourage the growth of the building products industry. This scholarship was also established to indirectly support educational institutions nationwide.

ELIGIBILITY

To be eligible, students must intend to commence tertiary or vocational study at any level of university, accredited non-profit college or vocational technical institution in 2019, in an engineering, technical or associated diploma, degree, or trade focused on the design or construction of buildings or building products related to the fenestration industry.

Students must be dependent children of employees of AWA member companies in good standing. The member company employee (applicant’s parent or legal guardian) must be employed full time by the member for at least one year prior to 1 January, 2019, and must still be employed by the member at the time the winner is selected.

Families of the AWA’s Board of Directors and staff are not eligible.

APPLICATION PROCEDURE

The application deadline is Friday, 1 February, 2019. The scholarship will be awarded by Tuesday, 26 February, 2019.

The application includes an essay, which should be 500 words or less in length. Applicants are asked to describe why they want to pursue an engineering, technical or design course focused on the building product industry.

RESPONSIBILITIES OF RECIPIENTS

Scholarship recipients must enrol as full-time students in 2019 and continue study for the entire academic year. Disruption of study due to illness, emergency or exceptional circumstances must be approved by the AWA. Scholarship recipients are responsible for making certain that their scholarship payments are delivered to the institution in which they are enrolled.

SELECTION OF WINNERS

An impartial Selection Committee, composed of educators, will meet in February to select a winner. In selecting the winner, applications are judged on academic merit, including the essay portion, in addition to Year 12 Scores and Australian Tertiary Admissions Rank (ATAR), plus any related coursework.

PAYMENT OF FUNDS

Payment of the AWA Scholarship will be made as follows: Beginning 1 March, 2019, or prior to the start of the first semester, the award amount will be paid in one instalment. Cheques will be made payable to the institution of choice and mailed to the scholarship winner or, alternatively, direct bank credit will be made through the AWA office.

PROGRAM ADMINISTRATION

The program is currently administered by the AWA secretariat with the monies securely invested. To ensure complete impartiality in the selection of the winner and to maintain a high level of professionalism, the panel of selectors will be convened by the AFTI National Training Manager and will be independent of the AWA Board of Directors.

EXTENDING THE BENEFITS

As an AWA member, you can choose to make a financial contribution towards the AWA Scholarship Program. These contributions allow the AWA to offer multiple awards each year. You can also participate in the AWA Scholarship Partner Program. This allows your company to establish its own scholarship award amount and eligibility requirements and the AWA will provide administration of the program. Contact the AWA on 02 9498 2768 to get involved.
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- Noise Reduction
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- UV Blockage

OptEma™

OptEma™ Plus

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AWA WELCOMES CLINTON SKEOCH & LEANNE BLUMENTHAL

W e recently welcomed two new staff to the Sydney-based AWA team: Clinton Skeoch as CEO-Designate and Leanne Blumenthal in Accounts. We asked them a few questions to introduce themselves to the membership.

CLINTON SKEOCH, AWA CEO-DESIGNATE

Commencing on Monday, 19 November, Clinton joined the AWA as CEO-Designate, working closely with Tracey Gramlick until the end of 2018. The AGGA board has been fully involved in the recruitment program and Clinton will move into the Executive Director & CEO role for the recently incorporated AWA-AGGA Ltd from 01 January, 2019.

Clinton comes to us from Boral Timber where he is currently the National Market Development and Supply Chain Manager. He has been responsible for the optimisation and integrated production and distribution planning of eight integrated production sites and seven warehouses across Australia. He was also responsible for the product and market development strategy for Boral Timber’s hardwood business.

Clinton is also the current Chairman of the Timber Development Association and has engaged on several other standards and industry development advisory boards. He is experienced in industry advocacy and in working with interest groups and stakeholders to influence and communicate on regulatory and legislative matters. Clinton’s decision to advance his career within a peak industry association has been a purposeful one. He brings a strong building industry experience and understanding of industry trends and dynamics with him, along with strategic skills and the ability to communicate at an advanced level regarding the same. He also has demonstrated strategic management and planning experience, is strong around stakeholder management and understands the importance of SMEs.

What is the most rewarding part of your job?
Working with great people to solve problems and make sure what we do tomorrow is better than today!

Where do you hope to see yourself in five years?
Leading an effective and strong window and glass industry association that is known for the value it delivers to all of its members.

What are your hobbies outside work?
At the moment it appears to be renovating and raising two young kids, but outside of that, I love anything to do with the water.

Do you have any hidden talents?
I cook a mean chicken parma.

What is your favourite movie?
Probably Braveheart. It brings out the hidden Scot in me.

What is your favourite travel destination?
It would have to be the south island of New Zealand. The beauty, the food and the freedom to explore made it my all-time favourite. Can’t wait to go back!

Favourite quote or motto?
“I have not failed, I’ve just found 10,000 ways that won’t work.” Thomas Edison.

LEANNE BLUMENTHAL, ACCOUNTS

Why did you choose this career path?
I have always been a daddy’s girl and wanted to follow in his footsteps, so I did. Plus I am insanely obsessed with numbers.

What is your favourite movie?
My favourite movie is Last Holiday as it sends the message that life is short and should be treasured and enjoyed.

What are your favourite travel destinations?
More than anywhere in the world, I’d LOVE to holiday in Greece as I’ve never been. I fell in love with Paris when I was there and could very happily go back as often as possible. I’ve been lucky enough to visit India, which is such a sensory overload, but like nowhere else on Earth.

Who do you want to play you when they make a movie about your life?
Definitely Sandra Bullock – I absolutely adore her!

Favourite quote or motto?
“Is there is a story behind every person. There is a reason why they are the way they are. Think about that, and respect them for who they are.”

SKYLIGHT INDUSTRY ASSOCIATION ACCREDITED INSTALLERS COURSE

T hanks to the Victorian Government Skills Commissioners Office, an accredited skylight installers course may be in the works.

The Skills Commissioners Office has asked Holmesglen TAFE College to set up a steering committee to investigate the subject of skylight installer training. This committee has subsequently been established and work is underway in developing the course. Estimated completion is early February 2019.

Of course, this is but the first step. To fully get the project up and running, there needs to be a commitment from industry to enrol installers in the course.

If you are interested in enrolment or would like further information, please email the SIA at admin@sia.com.au
On 31 August, a cooperative agreement was signed between the AWA and the Blind Manufacturers Association Australia (BMAA) to confirm our common interests and affirm the cooperative and friendly relationship that exists between the two associations.

To further their relations, the BMAA and the AWA agreed to create a framework for cooperation that will enable each association to benefit from the common activities in their respective strategies, have a program of cooperation to include agreed actions and initiatives to enhance their respective impact on issues and topics where both organisations have common interests and comment in a timely manner on work programmes and publications to identify work of mutual interest.

Australian-owned Decorative Imaging Pty Ltd (DECO) has acquired a new manufacturing facility in Airds Road, Minto, New South Wales.

The new facility, which was previously operated by metal finishing specialist Impreglon Australia Pty Ltd, was taken over by DECO on 2 October, 2018.

This facility will considerably increase DECO’s ability to offer a wider range of surface finishes for architectural and industrial applications, and will support the further expansion of this rapidly growing, family-owned, Australian manufacturing business.

The facility’s current powder coating operation will also be upgraded to Qualicoat standards, so as to enhance DECO’s capability to provide excellent quality and service to its valued customers.

DECO will relocate its entire business operations to the new site in January 2019.

For more information about DECO, visit www.deco.net.au

SCHLEGELGIESSE EXPANDS WITH ACQUISITION OF REGUITTI

SchlegelGiesse, the International Division of London quoted Tyman plc, has acquired Reguitti, the Italian-based manufacturer of handles and assorted accessories for doors and windows, along with its sister brands Tropex Design and Jatec.

This strategic acquisition, which is immediately effective, extends the SchlegelGiesse portfolio of high-quality hardware solutions to timber, aluminium and PVC internal and external doors and windows.

“The acquisition of Reguitti represents a powerful opportunity for SchlegelGiesse to significantly enhance our all in one sealing and hardware portfolio with solutions designed for any type of door and window,” explained Peter Santo, CEO of SchlegelGiesse. “I am confident the strategic synergies created through this acquisition will allow us to extend our product offer to our existing clients, serve a wider range of customers and facilitate the continued development of innovative, aesthetically-engineered products for the industry.”

“We are delighted to join such well-regarded brands. Our vast catalogue of handles and accessories will be available to a larger worldwide client base. Both SchlegelGiesse and Reguitti are ready to consolidate their presence in established as well as in emerging markets. We are proud that an Italian company has achieved this goal, which we believe is a success also for all those who work there,” added Marco Pialorsi, Reguitti CEO.

SchlegelGiesse specialises in designing integrated hardware and sealing solutions that improve the performance, the reliability and the installation speed of doors and windows. Its commercial network spans five continents and over 100 countries, with Europe, Latin America, Australia, New Zealand, China, ASEAN, the Middle East and India among its primary markets. Both companies will continue to conduct ‘business as usual’ while ensuring that the combined customer base has full access to the synergy opportunities created through the acquisition.
ANNE COULTER TO STEP DOWN AS SOFT TECH CEO

Soft Tech announces that Anne Coulter will stand down as CEO of the Soft Tech Group of companies from 1 January, 2019. Anne will be succeeded by a Joint CEO appointment of Rowan Hick, the current Soft Tech CTO, and Tyron Ball, the current Sales Director. Anne will remain as a shareholder and Director of the Soft Tech Group and has faith in the ability of Rowan and Tyron to take the company to the next level. Anne will be taking up a new position in the UK as European Director, where she will concentrate on emulating the success she created in the Australian market. Soft Tech is entering an extensive period of growth in both products and services and these business changes are geared to the successful implementation of their global ambitions.

COWDROY PAYS HOMAGE TO ITS HERITAGE & SUCCESS

At the forefront of innovation, home-grown business Cowdroy has produced many firsts in several fields of endeavour. Established in New South Wales, in 1890 by the Cowdroy family, the business was initially known as an advertising agency – producing the first full-page illustrated advertisement for the Sydney Morning Herald Newspaper in 1901. Cowdroy also created the world-first sliding glass aluminium track and filed a series of patents for other major inventions, which changed the direction of the company – fast tracking Cowdroy leadership within the Australian hardware industry.

From the late 1940s through to the 1990s, Cowdroy filed a series of patents for other major inventions including a highly successful sashless sliding window and a sliding door track system featuring ball bearings on a top race section. Timing was impeccable as mid-century modern buildings made greater use of metal cantilever construction, which removed stress from the building’s walls, thus enabling large sheets of glass to be used. Cowdroy also produced the Stairline Showcase, an innovative aluminium and glass design, which was a major breakthrough and success for the shop fitting market. As a result of the design, Cowdroy created a specialised division, manufacturing and supplying products specifically to service the shop fitting industry – which remains a force in today’s market.

In 1998, Cowdroy became part of the Alchin Long Group – a proud Australian-owned company that specialises in the construction hardware industry. Independent design, research and development have always been a major focus for Cowdroy. Most recently, the company has undergone numerous system and product upgrades to meet the increasingly varied needs of consumer demands in a constantly changing market – focusing on the DIY generation. “Cowdroy has evolved with strategic rebranding and product refinement, modernising the brand, yet still pays homage to its heritage. From this, we have developed into a market leader and household name within the industry,” says Peter Doyle, Business Development Manager, Cowdroy.

WORDS: Giarna Wedes

01 Cowdroy workshop, circa 1960s.
02 Australian Trade Display, London, 1968: Princess Alexandra (left) visiting the Cowdroy stand accompanied by the Australian Trade Commission.
03 The Bock/Motif VX Commodore outside the Cowdroy Queensland Office in 1986.
04 Cowdroy product catalogue, pre 1950s.
LOCKING IN YOUR FUTURE

Over two years ago, David Anderson, from West Hoxton, decided to go down the path of becoming his own boss as a franchisee business owner.

“Being part of a franchise group never crossed my mind until I stumbled across the Lock & Roll opportunity whilst job-hunting,” said David.

Lock & Roll’s business proposition is simple. They specialise in fixing the hardware and functionality of windows and doors. Hardware will inevitably deteriorate or fail over time with constant use, and doors can become stiff, making them almost impossible to slide.

“The scope of work and benefits were certainly appealing; a strong rewarding income, flexibility and an opportunity to build a business based on quality workmanship,” continued David.

Now managing the Leichhardt territory in New South Wales, David has built a strong clientele consisting of strata management companies, fixing windows and doors for both rental and owner occupied properties, along with time-poor residential homeowners.

“The main challenge I faced when starting the business was to learn about the hardware and technical side of things – but with Lock & Roll’s training programs and support, it made for a smooth transition.”

As a Lock & Roll franchisee, owners have the support of a pro-active operational team including a Training Manager, Franchisee Manager, Marketing team, Business Director and General Manager. The focus for the operational team is to understand what their franchisees are looking to achieve and how they can improve the system by implementing support structures.

The flexibility is really what sold the idea of owning a franchised business to David. “I start my first job around 9am after I drop the kids to school. I’ll typically finish my day around 4pm and my partner helps me on a part-time basis with admin and invoicing in the evening. I still work hard but if I need to take time off, I can easily book it in.”

David’s advice for those considering buying a franchised business is to, “Do your research, pick a good area and build your relationships in that area, be prepared to work hard and increase your skills – there’s a lot to learn.”

For further information, please visit www.lockandroll.com.au or call 1800 20 33 77.

A MULTI-AWARD WINNING YEAR FOR ATLITE SKYLIGHTS

Atlite Skylights, an Australian owned, Melbourne based skylight company, has been kicking goals in 2018. Winner of a 2018 Good Design Award in April, they achieved a ranking of 14th in the 2018 Smart 100 Innovation Awards in August and in September, they took home two awards at the Fenestration Australia 2018 Design Awards in the categories SIA Best Use of Skylights Residential New Construction and SIA Skylight Showroom of the Year.

So why is Atlite winning so many awards? The winning residential project featured Atlite’s patented Energilite skylights throughout, making full use of the innovative, bespoke system that allows skylights and roof windows to be constructed in any shape and size: Imagine a room with abundant natural light from a hexagonal skylight.

Atlite’s team of engineers can work with architects and builders to achieve the most creative design to enhance your home, without being restricted by standard shapes and sizes. All skylights are made in Atlite’s Cheltenham factory by a skilled team of craftsmen.

Add some Atlite WOW factor to your home or design. Visit the Atlite Skylights showroom at 31-33 Kembla Street, Cheltenham, Victoria. Opening hours are 9 am to 5 pm, Monday to Friday, or Saturday by appointment. For an onsite quotation by one of the friendly sales team, contact 03 9584 8500 or skylight@atlite.com.au

01 Atlite Skylights project in Frankston, Victoria, won 2018 SIA Best Use of Skylights Residential New Construction
02 Atlite Skylights’ award winning showroom in Cheltenham, Victoria.
The 2018 AWA Industry Forum series concluded in August with great success. 237 members attended across six events to hear significant and important information on the ongoing work of the AWA, emerging energy efficiency provisions, the new WERS 2.0, Australian Standards updates and the AWA Installation project.

With the exception of Darwin and Perth, the forums were followed by networking drinks and dinner. In Perth, the event was jointly hosted with the GWAWA and included glazing specific presentations and a keynote on Leadership & Futurism by Dave Clare, followed by networking drinks. The Brisbane event featured Brendan Cole from the Queensland Building and Construction Commission presenting on Non-Compliant Building Products. In Sydney and Melbourne, Matthew Pollock, MBA, gave an economic update on the local construction industry.

If you missed your local forum, the presentations can be downloaded from the Members Resources section of the AWA website. Visit www.awa.org.au

In July, the Sydney AWA team joined Suman Chhetry, AWA Sustainability Manager, and his family for the rice feeding ceremony of his baby daughter, Misha. The Hindu ritual, known as Annaprashan, marks an infant’s first meal other than milk and is considered a significant milestone in a baby’s development. Held at the age of five months for girls and six months for boys, family and friends gather to celebrate the occasion with food and games.

“It was a lovely evening and I was glad some of the AWA staff were able to join us. Tracey and Viv even participated in some of the games that we had organised,” says Suman.
Alspec, Australia’s leading designer of innovative Aluminium Systems, have just opened AluSpace in Surry Hills, Sydney. AluSpace is the new home for advanced designs in aluminium window and door systems with a focus on large sliding and folding doors designed for the specification industry.

More than a typical showroom, AluSpace is a unique space for architects, engineers and specifiers to meet, engage and interact with the latest available systems.

In pride of place is Infinium™, the latest in European minimalist sliding door systems from AluK™, a global designer and engineer of high quality, reliable and performance driven aluminium systems. AluK™ Systems are distributed exclusively in Australia by Alspec.

High performance Alspec systems that can be seen include the ProGlide UltraFlat Commercial Sliding Door in a 90 degree corner configuration, as well as the newest addition to the Alspec Hawkesbury portfolio – the Hawkesbury Top Hung Sliding Door with Centor S1 screen. All complemented by Halliday + Bailey’s exclusive architectural hardware.

AluSpace’s central CBD location also offers a versatile meeting space for architects and their clients to meet and discuss design requirements, as well as attend certified CPD presentations.

For more information and bookings, contact Kirsten Walsh, AluSpace Marketing Coordinator, on 0490 124 190. Visit AluSpace at 235 Commonwealth Street, Surry Hills, New South Wales.

ALUSPACE BY ALSPEC

Mr. Windows has a long-standing history as the ‘go to’ people for aluminium window and door parts. Manufacturers often get in touch when the window and door systems are being discontinued, allowing Mr. Windows to purchase the remaining stock of the system being transitioned out of the marketplace. This strategy of ensuring a supply of parts for the future has proven successful for Mr. Windows and their clients.

But what happens when this transfer doesn’t occur or parts just sell out? The talented team at Mr. Windows uses the latest in 3D printing technology to replicate the part for the client and add it to their inventory. The parts are super strong, UV stable and are a perfect fit.

So, if you’re planning a headstone for your wheels or handles, don’t contact the grave-digger just yet. If you need a resurrection service then Mr Windows might just be your saviour.

For more information, contact Mr Windows on 07 3807 5644 or visit www.mrwindows.com.au

RESURRECTED FROM THE HARDWARE GRAVEYARD

WORDS Heather Clarke
Bradam’s Windows and Doors have set a new benchmark with their stunning, newly built showroom in Carrum Downs, showcasing windows and doors like never before. The purpose built display features a full array of ‘Signature’ and ‘Essential’ range products, set amongst a fully furnished house designed to provide customers with a real sense of what their dream home could look like with Bradnam’s Windows and Doors. Hardware, glass and colour options are also on show, with Bradnam’s expert, friendly staff on hand to guide customers through the options available. Visit Bradnam’s today to experience the new standard in Windows and Doors, at 46 Lathams Road Carrum Downs, Victoria.

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Keeping you cool naturally
2018 AWA WOMAN OF THE YEAR
VICKIE LESLIE

The AWA Woman of the Year is an award presented in recognition of outstanding contribution to the window industry by a woman. Like most of the building and construction industry, the window sector is still male dominated. However, through our Women in Windows network at conferences and training, we have had the chance to meet and exchange stories with many talented women who have made this industry their own. This award accepts nominations from AWA member companies only.

What better way to raise the awareness and celebrate their contribution than public recognition. For this year’s award, we received nominations from across the country and the judges unanimously chose Vickie Leslie as its worthy recipient.

Since assuming the Managers role at Bretts Architectural Window Solutions in Brisbane in 2012, Vicki has transformed the company from a struggling concern to a market leading supplier of architectural window and door products.

With a background in house plan drafting and 18 continuous years in the fenestration industry, Vicki can confidently discuss and interpret the most complex designs and details with both architects and builders alike.

I’m reliably informed that home builders get a bit twitchy at their first meeting with her, being humbled by her depth of knowledge, not only of windows and doors, but also a variety of construction methods and materials.

Vicki is heavily involved with estimating, quotes and sale closure meetings and also does all of the site measuring for the custom made products that Bretts produce. She then produces CAD drawings depicting manufacture and installation details for builders and home owners.

Along with these time consuming jobs, Vicki also has, up till the last month, been scheduling and organising the factory production and keeping an eye on the installation contractors. Most of these roles are traditionally male dominated and Vicki stands out as a beacon in the industry for her technical prowess.

Vicki’s positive approach to business and life rubs off on all that meet her and her friendly and courteous manner help dissolve many stressful situations.

She takes all this in her stride often leaving for work at 4:30 am and returning home at 7:00 pm and still finding time to be a mother to five children and a doting nana to eight grandchildren, with a Ninth on the way. All who know her will tell you that she somehow finds time to be everything to everyone.

Congratulations to Vicki Leslie, the 2018 AWA Woman of the Year.

2018 AWA OUTSTANDING TECHNICAL CONTRIBUTION
ANDY NGUYEN

This is only the fourth award in recognition of outstanding contribution to technical services to the window industry that has been presented by the AWA. In 2018, Andy Nguyen was chosen for his exceptional dedication and contribution of technical services to the industry.

Straight out of an Industrial Design Degree from Western Sydney University, Andy came into the window industry, spending a number of years at Trend Windows in the R&D department. Andy then commenced work with Alspec in 2011 as Senior Product Designer and is responsible for their Carinya residential window range.

He has helped Carinya release a multitude of new systems to a network that has grown from 30 to over 100 dealers. Many of these dealers have since become AWA members.

Andy is active in all areas of Carinya, including product design, product updates and modifications, customer technical support, AS 2047 testing, bushfire and acoustics, architect support, and even marketing. He also designed the successful Alspec KidScreen fall prevention screen system, a patented system that was the first of its kind on the market.

During most of his time at Alspec, Andy has also been an integral part of the AWA technical committee, taking the lead in a number of sub committee initiatives.

In particular, he recently adopted the lead role in writing AS 5203 Protection of openable windows/fall prevention - Test sequence and compliance method on behalf of the industry. It is rewarding to see what was an AWA member Industry Code of Practice become a fully blown Australian Standard to benefit the whole community.

Andy has also been an active and knowledgeable contributor to ongoing impact testing updates.

Andy has unselfishly given his time, much of it personal time, to contribute to the technical committee. He has ensured he is very knowledgeable in all aspects of windows from AS 2047, through to bushfire compliance and acoustics, to fall prevention and cyclonic impact. He has shared this knowledge freely at the AWA technical committee, within his own company and throughout the industry.

Congratulations to Andy Nguyen, a very worthy recipient of the AWA Outstanding Technical Contribution Award.
Since its inception 30 years ago, the AWA has awarded only 11 Life Memberships. The presentation of this honour is not taken lightly by the AWA and its Board, and so it is with great pride that I announce that we would like to honour Lewis Saragossi and induct him as an AWA Life Member.

Lewis Saragossi has been a part of the window and glass and glazing industry for all of his life. He always knew that he would one day join the family business. G.James’ origins go all the way back to 1917, when Lewis’s maternal grandfather, George James, founded G.James Glass Merchants. Upon George’s death in 1958, Lewis’s parents, and sister-in-law, Gertie, decided to take over the business. Under Joe’s direction, the business continued to expand to become the diverse company it is today, with well over 2,000 employees operating from more than 30 sites across Australia.

Lewis’ first memory of his involvement was as a nine-year-old helping out around the place. He says he was like the apprentices’ apprentice – doing the jobs no one wanted to do like sweeping the floors and making tea. He officially began his career at G.James in 1971. He worked in the original premises in Fortitude Valley, heavily focussing on the operational level of selling and making residential windows and doors. He handled enquiries for domestic sales; coordinated office sales through to the factory; was involved in pricing, ordering, invoicing and monitoring the progress of jobs. At this time, Gold Coast, Toowoomba and Riverview were set up to expand the domestic residential business. In 1972, the property at West End was bought and the Commercial and Glass Department were moved to the new premises. Lewis stayed in the Valley overseeing the expansion of this branch to include the fabrication of windows and doors on site.

After the 1974 floods and subsequent clean-up of the West End premises, Lewis moved to the West End office, working as the Product Manager for the Domestic business. He was involved not only in the procurement of materials for existing products, but was instrumental in increasing the product range offered to market.

During the 70’s and 80’s, as the G.James branch network grew, Lewis focussed on ensuring the operations of each branch were running smoothly. He believed in the importance of maintaining strong relationships with the branch managers and ‘engaging with people on the ground’.

He developed a very structured pricing system for G.James products initially based on real time and motion studies. These studies were then broken down into step by step processes and what was initially a completely manual process soon migrated over to pricing and developing software systems.

Lewis travelled overseas to learn how to manufacture curtain walls and structural glazing and his hard work, trust and support contributed immensely to the success of G.James Commercial business. In 1986, Lewis took on the role of Managing Director. He worked tirelessly behind the scenes to bring G.James into the computer world, whilst also keeping the office running, sorting and responding to mail and developing the export business.

Lewis has always been a strong advocate of being hands-on at the ‘coal face’, whether in a factory, on a building site, or visiting a builder. He believes you cannot beat firsthand information and strongly advocates the importance of building personal relationships. He can become easily frustrated with internal politics and will, without hesitation, jump on the phone or call people together to deal with an issue.

Lewis always strives to document knowledge gained through experiences (good and bad), so the company can learn and grow. He has always been a strong advocate of equipping managers with detailed information to help them effectively run their branch and make informed, intelligent decisions. He is a strong supporter of training: in product, systems, and operational skills. He is constantly responding, leading, developing and promoting not only within the G.James business. His investment, ownership and leadership has expanded to interests in Dowell Windows and Soft Tech V6. And despite this ever-busy working life, Lewis has always given his time and company resources generously to industry associations for the betterment of the industry overall. Lewis’ knowledge and experience in both the glass and aluminium industries has ensured that he is a much sought-after resource on many industry boards and associations as well as being highly respected amongst his peers.

He is currently the longest serving Director of the AWA, being elected in 1994 and acted as President in 2005-2006. He is actively involved in AGGA and its Queensland chapter (GAAQ), Master Builders, Queensland Manufacturing Leaders and the HIA. He is committed to seeing the issues of compliance with Standards and the quality of products addressed. And working to ensure our members’ businesses are sustainable and continue to be able to compete in our challenging markets. He is also a strong supporter of many community and research organisations.

Personally, Lewis enjoys spending time with family. He is lovingly supported by his wife Moira, daughters Rachel and Sarah (who work with him within the G.James business), his younger children Alexandra and Andrew and Moira’s sons Gregory and Darren, as well as their partners and an increasing brood of grandchildren. When he has the opportunity, he likes to travel and experience different places.
See clearly through the ‘pain’ of energy bills

As business owners, operational costs significantly shape the money going into our back pockets. That’s why the AWA maintain their longstanding partnership with energy specialist, Make it Cheaper. They understand 81% of Australian businesses are overpaying on their energy bills, and throughout 2017 identified savings to the value of $9,396,659*. Make it Cheaper have identified savings to the value of $120,179.00** for AWA members; an average saving of $1,196.00 p.a. for participating businesses. So, whether you’re looking to reduce operational costs, or looking to see if your current energy retailer is offering you a competitive rate, Make it Cheaper provide a fast and obligation free solution that saves you time and money:

Step 1 Register your interest at the AWA landing page www.bit.ly/mic_awa or contact (02) 8880 1471

Step 2 Get a free energy bill comparison & quote

Step 3 Make the switch & start saving

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*Savings analysis undertaken across 9,270 individual Australian business meters. **Savings identified since 2016.

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The FENESTRATION DIPLOMA™ and FENESTRATION MASTER™ programs have been developed by the AWA to provide a pathway for recognition of both knowledge and industry involvement of members. These are individual programs that provide training in all aspects of the industry.

The FENESTRATION DIPLOMA™ is the first step in the recognition process with progress to FENESTRATION MASTER™ the ultimate accolade. FENESTRATION MASTER™ is currently under development and will be released in 2019.

To be eligible for the award of the FENESTRATION DIPLOMA™ the applicant must hold an industry-relevant Certificate III or university qualification; or have worked full time (or part-time equivalent) for two years in the industry.

The training itself is based on a points system and the exam includes content and concepts from the Standards as well as the training module content. The exam must be done within three months of the completion of the required training.

For more information or to register your interest, please contact the AWA on 02 9498 2768 or email training@awa.org.au

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“Over the period of time we’ve been working with Make it Cheaper, we’ve seen a good number of members sign-up and get genuine savings”.

Gary Smith
Marketing & Communications Manager, AWA

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See clearly through the ‘pain’ of energy bills

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*Savings analysis undertaken across 9,270 individual Australian business meters. **Savings identified since 2016.
TOWNSVILLE SHEDSPACE COMMUNITY PROJECT

Alspec Townsville is proud to be involved with Headspace in the construction of ‘Shedspace’ in Townsville. In partnership with local dealer and AWA member G & A Glass & Aluminium, Alspec donated Invisi-Gard Security Screens and Carinya Windows to the project. This has been a great contribution to a local Townsville community project.

Similar to the ‘Men’s Shed’ model, which has proven successful in improving the mental health of older men, ‘Shedspace’ will offer all young people a safe place where they can work on arts based projects in wood work, metal work, music, painting and pottery. Recently launched, this is Australia’s first dedicated workspace for youth aimed at improving mental health and includes a fully equipped workshop, art studio and music room.

Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples’ wellbeing. Featuring murals by local artist Nicky Bidju Pryor and funded by donations and local trades offering their services free of charge, Shedspace is a fantastic initiative to transform an unused sports change rooms into such a great facility.

For more information, contact G & A Glass & Aluminium on 07 4775 1510 or gaglassaluminium@bigpond.com, or visit headspace.org.au

DUCE & AWA EDUCATE Newcastle Architects

Are you keeping your customers up to date and informed about changes to the industry? Consider a customer’s point of view; do they have time to keep up with changes to the Standards or are they just too busy running their businesses to know what’s really happening?

Information from suppliers is key. After the successful completion of a high-end project at White Bridge Newcastle, where Duce had worked closely with the architect and builder, a discussion between Duce and the head architect from Anthrosite Architects touched on the many variances and Standards that can affect our industry. This conversation led to the idea that an information day for local designers, builders and architects would be a great way of touching on these changes and would be beneficial to all.

Adam Duce, General Manager, Duce Timber Windows and Doors, opened the session with a detailed overview of Duce, their specialty bespoke timber joinery and their future planning, followed by a Q&A with the audience.

An informative and educational session was provided by Tracey Gramlick, CEO, AWA, covering changes to the Standards and how to prepare for the coming changes happening within the fenestration industry.

The evening ended with some great networking opportunities over the dinner table.

Feedback has been extremely positive, with many stating that they had found it to be one of the most informative events they had attended in a long time.
Doric has once again taken out the title for the ‘Most Innovative Component’ at the 2018 Fenestration Australia Design Awards.

It was the company’s ground-breaking DN85 self-latching unit that won the judge’s approval across a range of criteria.

The DN85 is an advanced self-latching device that allows a window to latch securely in the absence of any human interaction.

This product was designed for awning/top hung windows in high-rise residential or commercial applications, where a number of challenges are faced due to varying weather conditions.

Doric's DN85 was designed in conjunction with our partners G.James Glass & Aluminium for the Lighthouse Tower project in Melbourne (Muliplex) to address a specific problem and provide a mechanism that allows open windows to close securely and safely in the absence of any human intervention or subsequent building management system.

Not only will the DN85 protect the opened window, it will also protect the internal walls and partitioning within the building by securely latching a window closed in a high-wind area.

Doric is constantly working to design and develop products that relate to high-rise living and the challenges this can present. “With recent growth in not only apartment living and construction, but mixed-use commercial buildings, we as a hardware supplier are constantly challenged to change the thinking and the way we secure and operate windows and doors,” says John Wright, Doric Business Development Manager.

“Doric is delighted to again be recognised by the industry for our hardware work and innovation. The DN85 is a reward for strong customer relationships and long-lasting team work as a business,” he concludes.

For more information, call 02 9609 2555 or visit www.doric.com.au

ARCHIE HARDWARE AUSTRALIA

Archie Hardware is part of the Jian Mei Group, which consists of Jian Mei Aluminium and Jian Mei Real Estate. Archie Hardware is one of the largest hardware manufacturers in the world, exporting to more than 50 countries worldwide. Archie Hardware Australian product ranges are tested to AS 4145.2-2008 to ensure compliance with strength, durability and corrosion requirements.

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For more information, contact Archie Hardware Australia.

Call 07 3394 8411, email info@archiehardware.com or visit www.archiehardware.com
Introducing ‘FIVE by Mother of All Rollers’, CiiLOCK Engineering’s latest innovation. Designed to meet the demands of modern architecture for larger openings, minimised operational forces and seamless views, FIVE has the ability to carry a massive 400 kg panel. Engineered to fit existing residential and commercial systems, this really is the ‘Mother’.

FIVE offers major benefits for the aged community, people with disabilities and children with up to a 50 per cent reduction in operating forces in 100 kg, 200 kg, 300 kg and 400 kg sliding panel categories. With a greater emphasis towards more energy efficient homes, architects can now easily specify double and triple glazing, knowing there is a superior roller technology to satisfy the demand for larger and heavier thermally efficient panels - allowing for a more comfortable internal ambient temperature while reducing costs in heating and cooling.

FIVE’s technology - inspired and based on the principles of load sharing and distribution found in Roman arches, ensures 10 points of contact on the track at all times for easy rolling and smooth operation. FIVE is a fully adjustable and self-aligning work of art making it a fabricator’s and end consumer’s best friend. To learn more about the innovation behind The Mother of All Rollers, call 03 9703 1006 or visit www.ciilock.com

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The Tomma Difference
Innovation & Design
We don’t just manufacture door and window hardware. We have world-class designers who spend their time listening to our customers, just like you. So we can innovate and develop products to suit what you need - not what others think you want.

We can open up your world
With our solutions, we can open up your world. Be it creating walls that disappear with ease, creating systems that save you time and money to install or simply listening to what you need and ensuring that we deliver above and beyond what you require.

The TommaFold Smarts Save You $
Our patented bi-fold adjustment system will save time and money in installation, maintenance and ensure that Tomma products will outlast any other product on the market available today.

New Express 350CWA
- Moves glass over uneven ground on site
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- 4 x 300mm adjustable and flexible vacuum cups
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- Glass can be swivelled to the side for transport through small doors
- Battery powered vacuum system
- Easily transported inside a van and assembled
- Fully counterweighted machine

Options:
- 2nd battery powered vacuum system
- Masonry cups also available

Video: bit.ly/express-350cwa

Martin: 0415 895 327
martin@quattrolifts.com
www.quattrolifts.com.au
20 August 2018
STANDARDS, REGULATIONS & ENERGY
Darwin, Northern Territory
Daniel Griffith, Jeffery Reis (Allglass and Aluminium (NT) Pty Ltd); Scott Duncan, Eddie Favreau (Dabsco); William Chin (Darwin Glass); Murray Julian (Easy Glass Services); Scott Chirizzi (G.James Glass & Aluminium); Peter Gordon (SOS Screens Windows & Doors).

21 August 2018
STANDARDS, REGULATIONS & ENERGY
Brisbane, Queensland
Anthony Peart, Lynette Peart (A Peart Building Design); Tim Jones, David Rowlingson (Bradham’s Windows & Doors); Larissa McCollin, Mark Price (Capral Aluminium); Steve Daly, Michelle Dixon, Ramesh Kumara Ramachandran (Crimsafe Security Systems); Michael Baker, Andrew Canning, Damien Cramp, Thomas Lee, John McClelland, Gavin Skeet, Ben Sullivan (G.James Glass & Aluminium); Martyn McAvoy, Neil Whinton (Langs Building Supplies); Rod Redgwell (Lowes Glass & Aluminium); Tony Stav (National Glass); Andrew Vickery (Reynaers Aluminium); Paul Jordan (Southern Star Windows); Brendon Bain (Timberware); Winston McKay, Simon Meli, Gary Pope (Trade Glass).

11 September 2018
STANDARDS, REGULATIONS & ENERGY
Sydney, New South Wales
Anton Pugh, Reuben Pugh (Accacia Joinery); Vince Ravese (Aspec); James Daly, Dean Finkelde, Raymond Kwan (Architectural Window Systems); Suman Chhetry, Russell Harris (Australian Window Association); Jacob Beatty, Craig Brotherstone, Judi Murthough-Coombes, Jose Sierra (Custom Aluminium Windows NSW); Ross Donoghue (Evolution Window Systems); Mark Davis, Jo Gripper, Wendy Healy, Jorg Peters, Mark Sandblom, Stephen Watkins (G.James Glass & Aluminium); Sam Bhave, David Hills (JELD-WEN Australia); Steve Lynch (Skydome Hunter Coast); Petr Holoubek (Vitrocsa Australia).

2 October 2018
STANDARDS, REGULATIONS & ENERGY
Melbourne, Victoria
Rod Beel, Angela Newman, Mariette Zahra (Aluminium Industries Australia); Andrew Brodie, Chris Loukas, Peter San Martin (Aspect Windows); Michael Ward (Australian Glass Group); David McDonald (Australian Window Association Auditor); Catherine Pittiangas, Jonathan Rigg (Capral Aluminium); Curtis Collins (Centor); Richard Anderson (Concept Architectural Systems); Kelly Gleson (Glassworks (Aust.)); Travis Anders, Brad Connolly (Merri Aluminium & Auto Doors); Mengdi Cai, Kevin Chan (Perception Windows); Lachlan Cameron (Pickering Windows); John Kelly, Aaron Wardrobe (Trend Windows & Doors); Robert Dyck (Vipac Engineers & Scientists).

17 October 2018
WINDOW ESSENTIALS
Sydney, New South Wales
Matthew Worang (Apec); Kane Deacon, Wayne Johnson, Chelsea Leonard, Brad McFadgen, Carole Williams (BetaView Aluminium Windows & Doors); Daniel Singh, Daniel Wentworth-Perry (G.James Glass & Aluminium); Mackenzie Highnam, Colin Lamrock, Adrian Whittaker, Trent Wright (Glassplace).
FOUR GREAT REASONS to become a member of the NSSA

1. **BE PROTECTED**
   - Reduce your legal exposure by keeping up to date with technical, regulatory and compliance information.
   - Gain access to NSSA’s mediation services.
   - Be part of our third party accreditation program which includes NATA accredited independent auditors.

2. **HAVE A VOICE**
   - The NSSA is a member focused Association. We are here to represent you and your business.
   - Have input into standards, practices and legislation through regular state industry forums that discuss key issues and provide an opportunity for feedback.
   - The NSSA works to increase awareness of the importance of compliant, tested security products and installation among consumers and the building industry.

3. **GAIN KNOWLEDGE**
   - The NSSA provides training, technical information and notice of regulatory industry changes.
   - Attend the annual national conference and exhibition, and state and territory member forums.
   - Read the quarterly magazine, Fenestration Australia, and our monthly e-newsletter – packed full of industry relevant information to keep you up to date.

4. **SAVE TIME**
   - You’ll have access to a variety of compliance tools for your business.
   - Utilise the range of members-only marketing tools to promote your business.
   - We’ll keep you informed about technical and state licensing requirements.

For further information on how to become a NSSA member, please contact the NSSA Secretariat on 02 9498 2768 or email claudene@nssa.org.au
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NSSA CALENDAR
NSSA WELCOMES

PROUD CONTRIBUTORS TO THE NSSA DEVELOPMENT FUND
A NSSA PERSPECTIVE

The National Security Screen Association (NSSA) and its members took on an expanded role in the Fenestration Australia conference, held in Port Douglas this year.

The exposure kicked off with a keynote presentation by Michael Henry, NSSA Chairman, and Jack Ryan, NSSA Vice Chairman. Their key message to all conference attendees was ‘choose and use compliant products’ - raising awareness of what a security product actually is and putting an end to passing off non-security products to home owners.

NSSA members were also a substantial presence within the trade exhibition and as sponsors of the event.

“It was exciting to see the growth of the industry’s participation in this year’s trade exhibition. It helps to raise the profile of both the NSSA and the security screen industry to other conference attendees,” said Amanda Old, Head of Sales and Marketing, Prowler Proof.

Feedback to NSSA Secretariat, Claudene Damianakis, who manned the NSSA stand, was that members were encouraged to see NSSA’s presence at Fenestration Australia 2018. For a small, yet growing Association, they could see the potential benefits of increased exposure to other conference attendees.

“I would encourage people to go to the conference and discover for yourself the value of attending. This was the first industry conference we have attended and to be honest we weren’t sure what to expect. I am pleased to say that we got so much more out of the conference than we thought we would, and we will definitely be attending future conferences.

“Think of it as an investment in yourself and your business. We had conversations with people from many different facets within our industry. Some were manufacturers, some were retailers, some were suppliers, and they all provided different perspectives on how they operate, compared to how we operate, which made for some very interesting conversations,” said Rebecca.

“I would encourage other system suppliers and manufacturers to get involved in conference. It shows your support for the industry, it exposes your business to a wider group of suppliers and customers, and it provides a perfect networking opportunity for existing and potential customers and suppliers that you just can’t get anywhere else,” said Amanda.
I was fortunate to be a part of the NSSA campaign at Fenestration Australia 2018. And, what a fabulous event it was! For the first time, we had a dedicated stand at the expo highlighting Australia’s security screen industry. The NSSA team manning the stand were busy networking, not just with the window industry, but with suppliers, fabricators and fellow NSSA members attending the conference and exhibiting.

Our keynote presentation was a masterclass on security screens, highlighting the need for compliant, tested product in our industry and included a live product display.

It was also the first time we launched the NSSA Design Awards, recognising the best installation across residential and commercial categories.

Whilst there is only one winner per category, I want to commend all entries. This was a shining moment during conference where our products were highlighted to the broader industry. 2019 is only around the corner so start thinking about those great jobs you will be installing over summer and you may find yourself as an awards recipient at the next conference.

JACK RYAN
Vice Chairman, National Security Screen Association
CommandeX (previously SecureView) is a leading wholesale provider of security screen systems and complementary products. Since starting out as a small business in 2006, with one security screen system – SecureView EclipX, two employees, a small warehouse, a ute, and a lot of determination, CommandeX has grown into a successful company employing over 50 staff and supplying to over 200 dealers across Australia.

Founder and Managing Director, Philip Van der Woerd, has over 20 years’ experience in the building products manufacturing industry.

“We’ve created a unique security screen assembly method,” states Philip. “We use 3M™ VHB™ Acrylic Bonding in conjunction with our unique two-part wedge system which has been designed to create the precise pressure required to activate the VHB™ adhesive to its full potential. The end result is a sleek looking frame, free from screws, rivets and welding. It’s lightweight, really strong and durable.”

As the company grew, Philip and his team focused on efficiency and explored ways to reduce wastage. This has included supplying cut to size mesh and soon to be introduced technologies.

CommandeX uses sophisticated software to closely monitor inventory to ensure they maximise the usage of each sheet of mesh.

In 2011, CommandeX was recognised as one of BRW magazines fastest growing companies in Australia.

In 2013, when their product line expanded to include two security screen systems, SecureView EclipX, their original 0.8 mm 316 marine grade stainless steel woven mesh, and Xceed, a more cost effective aluminium perforated sheet, the company rebranded from SecureView to CommandeX. Both systems use the patented fixing method.

“SecureView is our best-selling product and I expect it always will be,” adds Andrew Georgiou, Product Development Manager. “It’s really versatile and has been tested to achieve bushfire and cyclone rating in addition to exceeding AS 5039-2008, so it can be used in a wide range of applications. That said, it was important to provide our dealers with cost effective alternatives for customers who wanted an entry level security screen door or window.”

From humble beginnings supplying four dealers in 2006, this 100 per cent Australian owned company now supplies to over 200 dealers across Australia, all highly skilled security screen manufacturers and licensed installers.

As the company grew, it relocated from its small warehouse in Rocklea to larger distribution centres four times in 12 years, each time doubling the square metre floor space. CommandeX is now located in a state-of-the-art distribution centre in Sunnybank Hills.

In 2012, CommandeX brought logistics in-house, providing weekly deliveries between the Brisbane warehouse and dealers located along the east coast to Sydney, with freight companies supplementing locations further afield.

CommandeX has since broadened its product range to include privacy and shading solutions. “Two years ago we launched our own customisable aluminium slatted privacy screens and this year we added four new products to our range – Plantation Shutters, Louvre Patio Roofs, Outdoor Roller Blinds, and Aluminium Roller Shutters,” adds Andrew. “Our aim is to provide our dealers with cost effective access to quality complementary products, giving them the option to be a one stop shop for their customers.”

Their future is looking bright as they continue to grow.
01 Philip van der Woerd, Founder & Managing Director, Commandex.
02 Commandex SecureView.
03 One of the Commandex truck fleet.
A PRODUCT TO SUIT ALL RESIDENTS

A CONSISTENT LOOK TO SUIT RESORT REQUIREMENTS
Plantation Retirement Resort, Morayfield, Queensland, is architecturally designed to provide residents with safety, security and peace of mind within a resort lifestyle.

The majority of residents chose to upgrade from standard insect screen inclusions to security products to enhance their level of security. Absolute Security & Blinds partnered with the Resort to supply and install security products, providing personalised consultations with each resident to determine their needs.

“Each resident is different and the offering is customised to meet their individual requirements,” said Adam Keck, Owner, Absolute Security & Blinds. “Whilst each unit is customised, the Resort wanted to ensure a consistent look throughout. Prowler Proof was selected, due to the full range of screening solutions available. All frames, from insect and Diamond right through to the premium security product ForceField®, feature Prowler Proof’s unique welded corners, ensuring a consistent look, no matter the resident’s budget.”

“Gloria, one of the residents, is a full time carer to her sick husband. She said that feeling safe and secure in their home is important, as is fresh air and sunlight. After discussing all options available with Gloria, she decided to invest in Prowler Proof ForceField®, as it provided maximum security without restricting their view or airflow,” said Adam. “From his bed, Gloria’s husband can enjoy the view of their outdoor living area, and during summer the glass doors can be left open to allow cool breezes and natural ventilation in, allowing them to remain comfortable and safe.”

The installation of security products throughout this project worked harmoniously with the goal of the Resort - providing its residents with an independent living environment that provides safety, security and quality of life. The screens provide security against unwanted intruders, keep potential disease carrying insects outdoors, increase the quality of indoor air, bring the outdoors in, help keep electricity costs down by keeping the home cool in summer and warmer in winter, and, most importantly, they meet the individual needs of each resident.

For more information, call Prowler Proof on 07 3363 0666 or visit www.prowlerproof.com.au
TALES FROM HOLLYWOOD

ELLIOT EPSTEIN
CEO, Salient Communication

Congratulations to all the NSSA award winners on a great year of excellence at Fenestration Australia 2018. To celebrate the theme of fun and success, here is my list of business winning approaches from Hollywood movies.

THE SHAWSHANK REDEMPTION
• You have to crawl through 500 yards of $#%& to come out clean at the other end.
• If you’re planning a secret strategy, cover it up while you go about your everyday business. Don’t tell everyone else about it, lest the warden finds out.
• Understand financials. ROI, ROA, ROCE, TCO and learn how your client actually makes money and measures value.

A FEW GOOD MEN
• Don’t blindly follow the rules if it breaches your personal values.
• The General (read ‘Client”) can be probed so you can understand his emotional triggers such as pride, ego, fear, status.
• Seek and handle the truth no matter what is thrown at you.
• Get the Client to lead you right where you want him to go. Of course he ordered the Code Red Procurement Strategy. Deal with it.

FORREST GUMP
• You don’t have to have an IQ of 150 to be successful.
• Sometimes you just have to run and run with an idea and people will follow you.
• Try different things, don’t over analyse, meet diverse people, listen to other people’s ideas, take action.
• Tell your story to lots of people.

THE GODFATHER
• When deciding your final proposal, make them an offer they can’t refuse.
• Always consider the importance of succession planning and training when accounts get whacked.
• If you really hate what your competitor is doing, find a way to take them out (er, legally).

TITANIC
• Going full speed ahead without observing what’s going on around you can leave you blindsided.
• If you’re embarking on a maiden voyage new sales approach, don’t become arrogant about its success until you’ve reached the destination.
• If you’re sinking, have enough resources to jump into a new strategy life boat.

JAMES BOND
• Always look the part, even if you’ve had your head blown off by a competitor.
• Learn to use all the latest technology (social media, CRM, mobility).
• There is always a way of negotiating your way out of tricky situations.
• The bad guys always lose in the end.

Elliot Epstein is a leading Australian sales expert. For more information, visit www.salientcommunication.com.au

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Quality is always the result of high intention, sincere effort, intelligent direction and skilful execution. It represents the wise choice of many alternatives. Testing is an integral part of quality.

At Meshtec, their policy is to provide high tensile stainless-steel mesh that exceeds the requirements stipulated in the Australian and American Standards. There are several contributing factors that allow Meshtec to achieve this.

Testing is a continual process that starts when goods arrive, where strands of wire from every bale are tested using a spectrometer (ASTM E 4151), ensuring that the alloy is exactly as specified, and tensile testing (JIS Z 2241), to check its tensile strength.

For powder coating, the Meshtec in-house Qualicoat laboratory performs a specular gloss test to measure the degree of reflection of light from the cured surface of the mesh (ISO 28133). Other tests also performed are on coating thickness (ISO 23604), reverse impact (ASTM D 27945), adhesion and bend (ISO 15196).

For corrosion testing, it’s not enough to just utilise a salt spray. Weathering must be considered as well as corrosion. Meshtec’s investment in the same technology used by the automotive industry, that also includes UV testing, aims to achieve the closest test to real-world conditions as possible.

The Quality Control Team do continuous spot checks and testing throughout the manufacturing process; knife shear, blemish and defect inspection ensure quality and adherence to Australian Standards.

Meshtec are proud to be one of the first laboratories to become an Internationally Certified Laboratory under ISO/IEC 17025:2015 (TIS.17025-2548) and receive accreditation from the Thai Industrial Standards Institute for the AS 5041 knife shear test. They hold 14 additional test accreditations, including AS 50416, AS/NZS 1170.24, SMA 600110 and ASTM D 589411 to name just a few.

As an industry leader and the only weaver to solely manufacture high tensile stainless-steel mesh for security doors and windows, Meshtec performs multiple different types of tests and provides third party testing for a range of services, from mosquitoes to aerodynamics.
In this edition, our NSSA young member is Chloe Luhrs from DLG Aluminium & Glazing in Albury, New South Wales.

Tell us a little about DLG and your role. DLG is a family owned and operated business. For as long as I can remember, the company has been an extension of our lives. Discussion about work was a common theme in the household while growing up, which I believed has sparked my desire to pursue a business degree. I have been able to experiment with different roles and responsibilities within DLG which has led to my current role in marketing. I am currently focusing on website development.

How long have you been with DLG? Two years.

What is the most challenging part about your job? Working with two different generations from my own family has been challenging, especially in regards to technology. The marketing role has never previously existed, so I found it challenging to formulate my key roles and responsibilities. Applying knowledge gained from local conferences, talks, work placement and university has been very helpful to my role at DLG.

What do you enjoy about the industry? I enjoy the community aspect of the industry. I feel comfortable asking almost anyone that I know of in the industry for guidance and assistance, and know that there would be a helping hand wherever I looked.

What has been your biggest achievement so far? Receiving positive feedback from the website, this is because I taught myself the program and have spent hours working on it.

What motivates or inspires you? Generally, it is the energy I receive from others. I love immersing myself in conversation and learning from their experiences.

Where do you see yourself in five years time? Being only 20 years old, five years time feels like a lifetime away. I aim to finish my university degree at the end of next year and then find a role for myself in the marketing department of a large corporation.

Best quote to live by? “You know, sometimes all you need is twenty seconds of insane courage. Just literally twenty seconds of just embarrassing bravery. And I promise you, something great will come of it.” Benjamin Mee.

What does it meant to be part of the NSSA? It means that I am involved in another community, increasing my network of people to learn from and be inspired by.

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A very happy customer after Stephen “Burnie” Burns, part-owner of Caloundra Security Screens and Awnings, installed this Prowler Proof Forcefield Door in Pelican Waters, on Queensland’s Sunshine Coast.

Got a unique job installed? Get in touch with the NSSA to feature in the next magazine. Contact Claudene Damianakis at info@nssa.org.au

For more from Caloundra Security Screens & Awnings, visit www.sunshinecoastsecurity.com.au

NSSA MEMBER
Stephen “Burnie” Burns

FABRICATOR
Caloundra Security Screens & Awnings

SYSTEM
Prowler Proof ForceField®

LOCATION
Pelican Waters, Sunshine Coast, Queensland

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There are some great legends in our industry and, at the Fenestration Australia 2018 Gala Dinner, Jack Ryan, NSSA Vice Chairman, had the pleasure of sharing a really special story: Her name is Jasna.

Thirty years ago, Jasna became a joint business owner of a security screen company with her husband. Though they had never run a business before, her husband had worked for the company for many years and knew how to make and install doors, so they figured they’d give it a shot. For the first five years, they were doing it tough. Money was tight and Jasna took on a second job to make ends meet for their young family.

In 1993, tragedy struck when Jasna’s husband was seriously injured in a car accident. With him unable to return to work for a year, Jasna suddenly found the daily running of the business thrust onto her shoulders. “It was really difficult for me,” she says, “We tried to sell the business, but that was in the middle of the ‘recession we had to have’. Businesses weren’t selling. My house wasn’t selling either. So I did what I had to do.”

Jasna threw herself into the thick of it with new determination, quitting her second job to be 100 per cent focused on the running of the business. She credits this ‘never give up’ attitude to her Croatian heritage.

“I was fortunate to be a part of the Amplimesh dealership at that time. I had a lot of help from my peers and I am very, very grateful. My competition actually taught me everything as far as measuring is concerned and gave me guidance on running a business as well.”

Jasna took on all roles and aspects of the business. She surprised herself by discovering she had a knack for sales. She also became the marketing manager, took on accounts, payroll, ordering of stock, got her hands dirty with all aspects of the fabrication process, installation, repairs, cleaning and customer relationships. In short, Jasna did it all.

From May to December of 1993, business boomed by 70 per cent. “That year, business was so amazing that I was hooked from there on,” Jasna recalls. “Bearing in mind that I really didn’t know what I was doing and that it was a recession, it was an amazing result.”

“From then on the business just ran. Ran and ran,” she laughs, “And I worked and worked and worked.”

But it wasn’t smooth sailing. In 1998, her husband was alone on the premises when a break in occurred. He was brutally assaulted during the robbery and subsequently did not return to work for several years.

Jasna strived on, with business growing and getting ever busier. In 2013, her best employee, a young factory worker called Adrian Dow, bought a share in the successful business. In the years since, Jasna has passed on her skills, determination, honesty and knowledge.

Jasna is a supporter of the NSSA. “Every winter, a few of our competitors disappear, which makes me really proud that I have been able to survive for 30 years in this industry,” she says, “But it also makes me really sad for those people that had to close their doors. If only they knew that there is a place that they could reach out and that there’s somebody that has the experience and know how to give them the help that they need. I believe that that’s what the NSSA should stand for.” If it wasn’t for the support of her industry and personal network during hard times, she would have given up.

“The camaraderie and the support from other business people that have the same issues and concerns as me has been priceless.”

Congratulations to the recipient of the inaugural NSSA Achievement Award, Jasna Kupres, from Aluminium Security Industries in South Australia.
This year heralded the launch of the National Security Screen Association Design Awards, celebrating the awesome work that is being manufactured and installed by members across both residential and commercial categories.

The presentation evening at Fenestration Australia 2018 in Port Douglas was a platform to promote and highlight the standard of NSSA products to the broader fenestration industry. Congratulations to the winners of the Best Installation Residential Award - Guardian Screens & Shutters for their residential project in Chandler, Queensland; and the Winners of the Best Installation Commercial Award - Amplimesh Security Screens on their commercial award for the East Perth Train Station, Western Australia.

Thank you to all members who entered to make the awards a success in their first year.

01 Winners of the 2018 NSSA Best Installation Residential Award - Guardian Screens & Shutters (left to right): Grant Mills, Rod Collins, Blair Collins.

02 Celebrating at the Fenestration Australia 2018 Design Awards: (left to right) Michael Henry, NSSA Chairman, Jack Ryan, Amplimesh Security Screens and NSSA Vice Chairman, and Derek Tidey, COO, Crimsafe Security Systems.
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