



# **CENSolutions Press Cuttings**

Dec-Jan 2011

## South East Vision (Dec)



Welglaze, the long established family owned trade fabricator based in Hertfordshire, has achieved 100% on its annual audit with CENSolutions. The two companies have been working together for almost two years now and Director, Tanya Clarke explains what such a good audit means for the company: "We were founded 38 years ago on providing quality products backed up with an outstanding level of service and this ethos hasn't changed, so achieving 100% on our latest audit means everything to us. We first contacted them when we were looking to bring our manufacturing in line with EN14351 and add Energy Rated Windows to our product range. I chose them as our partner because the team were extremely knowledgeable, had a vast

amount of experience within the industry and a full understanding of the industry as well as the relevant standards. They assisted with setting up our factory management system (required for EN14351) and with its implementation. They always offer exceedingly sound advice and are extremely easy to deal with - they know what they are talking about and any advice or guidance is always given in an extremely friendly manner." Mike Gaillard, Joint MD of CENSolutions adds: "This is one of the first times I have awarded 100% on an audit - 99% is usually the highest - on the basis that no-one is ever perfect - but the entire team's willingness to embrace the quality ethic and their appreciation of the benefits accrued left me no alternative but to reward the company's efforts." Welglaze invests in the latest state of the art technology as well as its workforce, to offer its customers the very latest innovations in security, energy efficiency and noise reduction. The company offers PVC-U windows doors and conservatories, composite doors and aluminium windows and doors to ensure it can give its customers everything they need. The company aims to deliver excellence in all areas. Contact CENSolutions Tel: 01785 716 625, [www.censolutions.com](http://www.censolutions.com) or Welglaze Tel: 01763 271 811



## **Glazine (Jan)**

**Dear Nathan**

With Window Energy Ratings still on the increase, it's becoming more and more important that companies are given a choice.

Fabricators can already choose between the British Fenestration Ratings Council and Certass to approve and register their WERs but the official launch of ER Certification now provides BFRC Licence holders with another option of an Independent Agency (IA) to provide the necessary simulations, assessments annual audits.

Of course there have been a few IAs supplying this service for some time, but we saw an opportunity to provide a more cost effective service to companies who were already being financially stretched by the entire process. ER Certification Directors and auditors have a long history in the window and glass industries and the company has been approved by the BFRC with formal UKAS Accreditation imminent.

We can help companies that are new to the WER process, or companies that are looking to keep costs to a minimum. We have no hidden fees and visits have to be paid for on the day, rather than weeks or even months in advance. Although we are a relatively new company we have already helped over 100 companies through the WER process.

Some companies have more recently become disillusioned with Window Energy Ratings as a result of the easy methods of compliance Fensa has offered the market, but on the whole demand for the ratings is still on the up. Fabricators that have been pushing WERs have seen their sales grow because the energy rating label is so much more recognisable to homeowners. ER Certification has been set up by a team of people with an in-depth knowledge of Building Regulations, routes to compliance and Window Energy Ratings like the back of their hand, so we are well positioned to help companies get through the process quickly and cost effectively.

Dave Frost  
ER Certification  
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## GGP Bullseye (Jan)

### **More WER choice**

With window energy ratings (WERs) still on the increase, a new, Independent Agency has been launched, giving companies more choice.

Dave Frost, managing director of ER Certification explains: *"Fabricators can already choose between the British Fenestration Rating Council (BFRC) and CERTASS to approve and register their WERs but the official launch of ER Certification now provides BFRC Licence holders with another option of an Independent Agency (IA) to provide the necessary simulations, assessments annual audits. Of course there have been a few IAs supplying this service for some time, but we saw an opportunity to provide a more cost effective service to companies who were already being financially stretched by the entire process.*

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*ER Certification has been set up by a team of people with an in-depth knowledge of Building Regulations, routes to compliance and window energy ratings like the back of their hand, so we are well positioned to help companies get through the process quickly and cost effectively."*

For further information, please contact Dave Frost on **07977 554024** or e-mail [david-frost@er-certification.com](mailto:david-frost@er-certification.com)



**ER CERTIFICATION LTD**



## Fenestration News (Jan)

Dear Ian,

Online Calculators – a true indication?

Now that the Building Regulations have been implemented, companies know the two methods of compliance are u-values and Window Energy Ratings. Whichever method you choose, you have the option of proving compliance with an online calculator. There are various calculators available stating that they should to 2 points on the WER scale. We carry out actual simulations at  $\pm$ be accurate to our in-house test facility in Stafford that give 100% accurate results. When comparing the results from an online calculator and an actual simulation for the same window we have found that in some instances the difference is a lot more 2. In some instances there has been up to 6 points difference in the  $\pm$ than results! This is the worst case scenario but it's such a big difference and could of course mean that someone who believes they have a compliant 'C' rated window as demonstrated by the online calculator may actually be selling a 'D' rated window in reality. In other instances the difference between the online calculation and the simulation shows less of a difference, for example 4 points, or even just the promised 2 points, but the varying success of the calculators is what concerns us.

The same thing happens with u-values. We have seen results of 1.8W/m<sup>2</sup>K showing from the online calculator, when the actual simulation of the same window configuration gave a result of 1.6 W/m<sup>2</sup>K. In this case the installer could be selling an even better u-value than the online calculator has suggested.

We understand the short term need to get the industry through the revised Building Regulations, but we also believe that Building Regulations are in place for a reason and are we really happy as an industry to rely on online calculators that may or may not be accurate, to measure the level of our compliance? We need to protect our industry by ensuring the windows we sell are what we say they are and more importantly, are legal. We're not suggesting that online calculators aren't useful tools – we understand they are there to make the process easier and help the industry achieve and prove compliance. But what we are suggesting is that they need further investment to improve their accuracy. This is perfectly possible but needs to become a priority. In the meantime it's important for companies to understand that if they are looking for 100% accuracy in their simulation to prove compliance, an actual simulation is the only way they will achieve that.



CENSolutions has helped over a third of the companies who currently operate BFRC WERs, achieve the necessary standards and implement the necessary accompanying procedures to be able to demonstrate compliance too. We are a team of consultants with a combined 150+ years of experience in the industry and can help companies meet all legislation with all their products. So if you want to be able to honestly assure your customers they're getting the products they think they're getting, we don't think there is any substitute for actual testing.

Yours sincerely

Wayne Rogerson  
CENSolutions

## **Fenestration News (Jan)**

### **TÜV Rheinland Celebrates 6 Years with CENSolutions**



TÜV Rheinland will have been supplying CENSolutions, the leading consultancy and test facility for the window, door and glazing industries, with product testing solutions for 6 years this year. Andre Piers, Manager at TÜV Rheinland explains how the relationship started and how the markets have changed in the period. “When we met CENSolutions in 2005 we wanted to have a closer relationship to the UK market while maintaining our well established position in mainland Europe. We understood via the TC129 technical forums that around 1300 IG manufacturers were active in the UK and Ireland and the main British test house that existed then, wouldn’t have been able to supply the necessary capacity of testing volume. CENSolutions had very strong market penetration at the time and we could see the potential for them to ‘act locally’ for us in the UK.

“At the time, EN1279 was getting more and more attention in the UK market, while in mainland Europe it had become widely used some years before in 2002. We were surprised that the announcement of EN1279 came relatively late to the UK considering it actually started to be developed in 1992 - Part 2 and Part 3 were principally technically



finished around 1996 – so it took another eleven years for EN1279 to be used more widely in the UK. When it was introduced, although the standard gave a clear description of requirements, it wasn't as clear about how companies should document their compliance. Luckily, via the formats supplied by CENSolutions for many years now, all the required data is perfectly documented. Other topics like substitution rules and frequencies of inspections as per the EN1279-6 requirements were also discussed at these early meetings.

“The EN1279 parts are currently under review again in TC129. We have the benefit of being on the technical board of the working group that handles insulated glass units, so we can keep up to date with the changes that the rest of the market isn't even aware are under review. Because we enjoy such a successful working relationship with CENSolutions, we are able to share the very latest information to keep our customers ahead of changing legislation even before it is introduced. This gives our customers the advantage of being able to prepare their products and businesses for any changes that may lie ahead.

“While we were working closely with CENSolutions on advising customers on technical issues in this period, we also started collaborating on testing. Our cost effective solutions and service levels allowed CENSolutions to offer something different in the UK market. Although EN1279-2 testing was the main area of testing initially, now both EN1279-2 and EN1279-3 are common. To maintain our quick turn around times to deliver test results we invested in a new gas leakage testing facility at an early stage. All of our testing is UKAS (or Dutch equivalent) approved.

Looking ahead

“TÜV Rheinland would like to congratulate CENSolutions on its success in the IG market in the UK and Ireland over the past years. We are proud to have contributed to CENSolutions added value services and we will aim to further improve our service levels to support the UK and Irish glass industries where it matters. We see the development of the CENSolutions CMS Mark as a key way to improve product knowledge and processes. From what we can see, it is the one Quality Mark in the UK that really delivers on the requirements of EN 1279. We will also work with CENSolutions to understand what more we can do for our customers, from sealant suppliers to consumers, with regards to durability. All the while we will continue to give customers a competitive edge by supplying all of this at a reasonable price.”

For more information TÜV please contact CENSolutions at [www.censolutions.com](http://www.censolutions.com)



## **Fenestration News (Dec)**

### **Newest Independent Agency for WERs Launched**

With Window Energy Ratings still on the increase, it's becoming more and more important that companies are given a choice. Dave Frost, Managing Director of ER Certification explains: "Fabricators can already choose between the British Fenestration Ratings Council and CERTASS to approve and register their WERs but the official launch of ER Certification now provides BFRC Licence holders with another option of an Independent Agency (IA) to provide the necessary simulations, assessments annual audits. Of course there have been a few Ias supplying this service for some time, but we saw an opportunity to provide a more cost effective service to companies who were already being financially stretched by the entire process. ER Certification Directors and auditors have a long history in the window and glass industries and the company has been approved by the BFRC with formal UKAS Accreditation imminent. We can help companies that are new to the WER process, or companies that are looking to keep costs to a minimum. We have no hidden fees and visits have to be paid for on the day, rather than weeks or even months in advance. Although we are a relatively new company we have already helped over 100 companies through the WER process.

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## **Fenestration News (Jan)**

### **ER Certification Achieves UKAS Accreditation**

ER Certification, the cost effective Independent Agency supplying simulations, assessments and annual audits necessary for Window Energy Ratings, is pleased to announce it has now received UKAS accreditation. Dave Frost, ER Certification Managing Director, explains: “ER Certification was established to give companies a lower cost route to achieving Window Energy Ratings but we wanted to assure our customers that we would provide a quality and efficient service together with the objectivity they expect from such an agency. The award of UKAS accreditation is a great third party endorsement and shows that we have been assessed against internationally recognised standards to demonstrate our competence, impartiality and performance capability. Companies that choose accredited suppliers reduce the risk of selecting an incompetent evaluator and paying for, or more seriously, acting upon invalid results.”

“ER Certification has no hidden fees and visits have to be paid for on the day, rather than weeks or even months in advance. Although we are a relatively new company we have already helped over 100 companies through the WER process. We have also been set up by a team of people with an in-depth knowledge of Building Regulations - they know the routes to compliance and Window Energy Ratings like the back of their hand - so we are well positioned to help companies get through the process quickly and cost effectively.”

For further information on our range of services and cost saving measures, please contact Dave Frost on 07977 554024 or e-mail [david-frost@er-certification.com](mailto:david-frost@er-certification.com)