



# Welcome to our **latest** edition of the Edge – and the first of 2019!

I hope you've all had a great start to the year. For Edgetech, and for a lot of other businesses I've been speaking to, it's been surprisingly strong.

It's a welcome sign that, despite the economic uncertainties we face, our sector is a lot more robust than some realise.

Brexit will obviously loom very large indeed in 2019. But we need to remember that it's not the only big challenge that fenestration faces.

More and more I'm getting approached by businesses concerned about the worsening skills shortage, and looking to

automation as a potential solution.

It's no surprise – an IGU manufacturer only needs 3 employees to operate a fully-automated Super Spacer line, compared to the 9-10 required for traditional unit manufacturing using rigid spacers.

Elsewhere, 2019 is already shaping up to be a hugely action-packed year for Edgetech. It's Super Spacer's thirtieth birthday. We're working towards a number of major new product releases. And next month, we'll be showcasing at the FIT Show!



Keep reading for more info on all this and more!

Best wishes,  
Chris Alderson  
UK Managing Director

## Edgetech named NFA 'Spacer Bar Company of the Year'



**Alan Fielder**  
Sales & Marketing  
Director

We were delighted to be named winners in the NFA's Spacer Bar Company category, securing almost half of all the votes cast.

Held annually, the National Fenestration Awards is the UK's only democratic award scheme, inviting the public to vote for the best British glazing has to offer.

"It's incredibly gratifying for Edgetech to win an award voted for by hundreds of our peers," Chris continues. "It's fantastic to know that, even after all these years, we're still regarded as the best spacer supplier in the business."

What's more, Sales and Marketing Director Alan Fielder was named winner of the inaugural Heart of the Industry category.



Nominations have now opened for the 2019 National Fenestration Awards – and we'd love it if all our customers and friends from throughout the industry could nominate and vote for us again this year!



## Eiffel Tower in top shape for 130<sup>th</sup> birthday thanks to Edgetech's TriSeal™



It's one of the world's most famous structures, and an instantly recognisable symbol not just of Paris, but France itself.

This year, the Eiffel Tower will mark its 130th birthday – and state-of-the-art Edgetech innovation is helping ensure it'll still be delighting visitors for decades to come.

When esteemed architects Moatti & Rivière produced highly complex designs for renovating the Tower's 57.6m viewing platform, their plans called for glass units that excelled on all fronts.

They envisaged a 130-square foot glass floor, offering spectacular views of the Champs de Mars below, fringed with a 2.5m glass balustrade, and, most ambitiously of all, a double-kinked glass façade, 8m high and 20m wide.

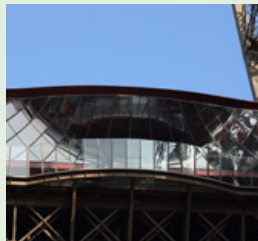
Both concave and convex in parts,

the façade was far too intricate to be manufactured in one piece, and was therefore made out of a mosaic of cylindrically bent rectangular panels, all incorporating Edgetech's Super Spacer TriSeal Premium Plus.

"It's immensely gratifying to see Edgetech technology used in one of history's most famous buildings," comments Managing Director Chris Alderson.

"Most people on the planet can recognise the Eiffel Tower, and it's the most visited pay-to-enter monument in the world, attracting over seven million tourists every year.

"For us, having our products chosen to help safeguard the Tower for the future is a huge honour – and a testament to the incredible strength and versatility Super Spacer TriSeal can offer."



## Super Spacer® celebrates 30<sup>th</sup> birthday!

launch that the warm-edge concept in general really took off.

Rather than metal, Super Spacer was made with heat-insulating foam, 950 times less conductive than aluminium, and was significantly easier for manufacturers to install.

Thirty years later, Super Spacer is still the leading foam warm edge spacer on the market. Companies around the world use it to complete ambitious architectural projects.

It's recently been used in Dubai's striking Museum of the Future, and in renovations to the Eiffel Tower – and, increasingly, to automate window production, and manufacture products that offer outstanding performance.

But 2019 marks thirty years since the beginning of an even greater technological marvel, too.

In 1989, British computer scientist Tim Berners-Lee wrote his first proposals for what would become the World Wide Web – and, fittingly, this year Super Spacer will go online with the launch of Edgetech's first ever e-commerce system!

Now, ordering from us will be quicker, easier and more efficient than ever before.

Visit us on the Tuesday evening at the FIT Show for Super Spacer's thirtieth birthday party!

What were you doing in 1989? Indiana Jones was in the cinemas, Madonna was in the charts – and in the slightly less day-glo world of fenestration, Super Spacer was born.

Super Spacer was the first foam warm-edge spacer – and it was only with its

# Super Spacer® – quality you can trust

Eiffel Tower,  
Paris, France



Siemens HQ,  
Munich Germany

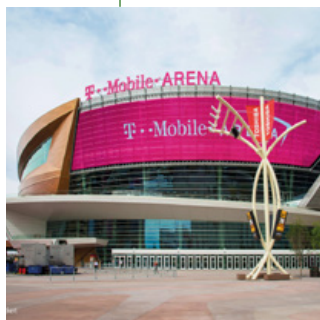
**Architect:** Henning Larsen

**IGU Manufacturer:** Petschenig Glastec

**Super Spacer Chosen For:** Productivity & energy efficiency

**Project Scope:** 8,000m² of glazing over a hundred different glass structures, including solar-selective triple-glazed units which incline 5% to maximise the intake of natural light.

T Mobile Arena,  
Las Vegas USA



**Architect:** Populous

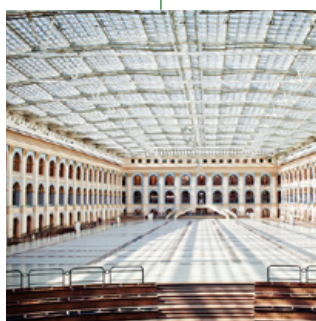
**IGU Manufacturer:** JE Berkowitz

**Super Spacer Chosen For:** Economy, productivity, flexibility & energy efficiency

**Project Scope:** 2,500 trapezoidal insulating glass units, and 2,790m² of insulating glass cold-bent on-site. Bowl-shaped façade required countless glass bending radii and edge dimensions.

Museum of the  
Future, Dubai UAE

Gostiny Dvor,  
Moscow Russia



**Architect:** Jacomo Quarenghi

**IGU Manufacturer:** JE Berkowitz

**Super Spacer Chosen For:** Energy Efficiency & Durability

**Project Scope:** 12,500m² of SGG EGIAS with Super Spacer® and SGG PARSol Green used to create heated insulating glass, melting snow and maximising natural light.



**Tony Palmer**  
Key Account  
Manager

## Edgetech goes the extra mile to support Senior Glass Systems

We've been helping Senior Glass Systems offer exceptional product quality, efficiency and speedy lead times to commercial customers nationwide!

"What we love about working with Edgetech is that they're willing and able to support us across the board," comments Managing Director Rebecca Castle.

"They're warm-edge experts - but they've got a huge amount of knowledge about all the other aspects of IGU manufacturing too.

"Tony Palmer, our key account manager at Edgetech, has thirty-five years' experience in the field.

"He's proved to be an extremely valuable source of support and advice over the years, on everything from PIB application to gas-filling and unit testing!"

Key Account Manager Tony Palmer comments: "Senior Glass Systems is a fantastic IGU business, and it's always a pleasure working with them!"



# Edgetech innovation the backbone of world's most complex building



Dubai's Museum of the Future is widely considered the most architecturally complex building in the world – and 36,000 metres of Edgetech's Super Spacer® have played an integral role in taking it from blueprint stage to reality.

When it's finished, the spectacular eye-shaped structure will house a permanent exhibition of the world's most cutting-edge technology. It was only fitting that it took some of the world's most cutting-edge technology to construct it, too.

A collaboration between architect Shaun Killa, engineers BuroHappold, BAM International and AFFAN Innovative Structures, the stunning building's outer skin consists of 7,000 custom-made IGUs engineered into incredibly intricate calligraphy forms. This major design aspect features poetry from the prime minister about the future in Arabic.

And inside those units are more than 36,000 metres of Super Spacer® TriSeal™ Premium Plus.

"Even if you've planned curtain walling for decades, you always start from scratch on a project of this complexity," comments Fernando Morante, AFFAN Technical Director.

"In the ten years since we first used Super Spacer to make free-form IGUs in Abu Dhabi's Sheikh Zayed Mosque, we've had no problems whatsoever. That meant that, when it came to this even more ambitious project, Super Spacer was the go-to product.

"Its flexibility and outstanding all-round performance have let us go to the very limits of what's technologically feasible."

Designed to enhance the performance of IGUs, Super Spacer TriSeal's triple-seal design includes desiccated silicone foam, acrylic adhesive and a multilayer vapour barrier to offer outstanding performance.

## E-commerce makes ordering from Edgetech easier than ever!

We're delighted to announce that we'll be launching online ordering for the very first time!

Our intuitive ecommerce system will make it quicker and easier than ever before to buy Edgetech products.

The user-friendly interface is incredibly simple to use, and particularly helpful for customers making repeat orders.

The system remembers which products you purchased last time, allowing you to quickly place the same order again, tweaking quantities as needed!



**TRY THE SYSTEM LIVE AT FIT SHOW**



For thirty years, we've been providing innovative, reliable insulating glass products to IGU manufacturers all around the world and approximately one third of units throughout the UK are made with our spacer products.

Sealed unit manufacturers choose Edgetech for performance they can count on and now we're introducing a new way for our customers to advertise that throughout the supply chain.

We are pleased to release new "Quality you can trust" window stickers which our customers can apply to IGUs containing our products.

**To find out more or to place an order for these please contact Ellie Drewry.**

## Best ever results from Edgetech customer survey!



Our latest customer survey has yielded the most positive results we've ever received!

Several times a year, we contact a number of customers from all spending brackets at random.

We ask them a series of questions about their business, and their experiences of working with Edgetech – and we use their responses to gauge how we're doing.

We analyse the results using a measurement system called the Net Promoter Score.

Net Promoter Score involves asking customers how likely they are to recommend you on a scale of 1-10 with 10 being very likely. By taking the percentage of customers that rated us 9 or 10 out of 10, and subtracting the percentage of customers that rated us 6 out of 10 or under, we reach a total Net Promoter Score.

NPS can be as low as -100 (everybody is a detractor) or as high as +100 (everybody is a promoter) with an NPS of +50 regarded as an excellent result.

But this time, we achieved +94 – the highest we've achieved since we first started measuring customer satisfaction this way back in early 2017!

That's because, of the companies surveyed, 94% rated us 9 or 10 out of 10, and none rated us lower than 6 out of 10, equalling a total of +94!

That score beats our previous best ever result of +88, recorded back in May 2017.

We want to take this opportunity to thank all the customers that took part in the survey!

## Staff developments help us to increasingly put 'Customers at the Centre'



L-R: Krishma Patel, Charlotte Mercer & Ellie Drewry

### In May, it'll be a year since Ellie, our Business Administration Apprentice, first joined Edgetech's marketing department!

We're passionately invested in our industry and its future – we were an early supporter of the Building Our Skills initiative, an ongoing campaign to help attract talented young people for careers in fenestration.

This made taking on an apprentice an obvious choice, especially given the scale of the skills shortage UK construction is facing.

Ellie has come a long way in the space of ten months. We've structured her tasks to give her experience in as wide a range of areas as possible – everything from answering the phones and conducting customer interviews to presentations and even working on our stand at an exhibition in India.

In return, employing Ellie has allowed us to make changes behind the scenes that will help us better deliver one of our key commitments for the years ahead – 'Customers at the Centre'.

At Edgetech, we've always prided

ourselves on the service we provide. But in the decade ahead, we want to go even further, and 'Customers at the Centre' is our commitment to put them at the heart of everything we do.

When Ellie's apprenticeship finishes, we'll be taking her on as a full-time Marketing Assistant. This has enabled us to develop another key member of the team – Krishma Patel, who moves into the expanded role of Customer Experience & Marketing Co-ordinator.

For 'Customers at the Centre', that Krishma will now spearhead, this role will be crucial. She'll be in daily contact with our key customers, and driving a number of major new customer support projects we're working on behind the scenes – some of which we're launching at the FIT Show. The result will be faster, more responsive service while retaining the personal relationships that our customers value from us.

In short, the positive ripple effects of taking on an apprentice have already been substantial.

We've helped bring young talent into the industry, gained an enthusiastic new member of our team, been able to develop other key employees, and become even more customer-centric as a result.



Innovation & NPD

# Edgetech to unveil innovation and digital evolution at FIT 2019

# **FIT** 2019 **SHOW**

We're delighted to announce we'll be launching a brand-new product at FIT Show 2019.

From the 21st-23rd May, we'll be showcasing that new offering, alongside a range of other cutting-edge innovations, to thousands of visitors from right across UK fenestration.

The Edgetech stand will form part of VISIT Glass, the exciting new show-within-a-show aimed at giving glass manufacturing, processing and installation a national platform.

The VISIT Glass section will combine key exhibitors representing leading brands with thought-provoking seminars on the hottest topics in glass and glazing.

We're also incredibly excited that our Commercial Sales Specialist, Joe Erb, will be flying in from the US to give a daily seminar.

With a quarter of a century of fenestration sector expertise under his belt, Joe is chairman of America's Insulating Glass Certification Council, and one of our most experienced and longest-serving employees.

He's also a regular contributor to a number of American and Canadian glazing publications, and for more than a decade has been making technical presentations to some of the world's largest construction, architectural and consulting firms.

Today, he takes the lead in growing Edgetech's parent company Quanex's presence in the commercial and architectural markets – and his FIT Show presentation will focus on changing trends in the architectural sector, including the rising importance of shaped units, sustainability, and automated manufacturing.

He'll also touch on the dramatic rise of traditionally commercial products in the residential sector, like bifold and patio doors.

What's more, on the Tuesday night, we'll mark Super Spacer's



30th anniversary with a party at our stand – celebrating both the market leadership that led the company to launch the world's first foam warm edge spacer, and the continuing commitment to evolution that sees it poised to release another game-changing innovation in 2019.

"We always look forward to the FIT Show, but this one is shaping up to be particularly special," comments Edgetech Managing Director Chris Alderson.

"We'll be taking the opportunity to celebrate Super Spacer's astounding success over three decades with friends throughout the industry. We'll be introducing customers to our new e-commerce system. And, after a lot of intensive research and development behind the scenes, we'll be unveiling our cutting-edge new spacer product.

"We are looking forward to celebrating our history while bringing our customers the future of IG technology. Please join us on stand C24!"

For more information on our warm edge technology, **call 02476 997103**

# **Edgetech**

A **Quanex** Building Products Company

**[www.edgetechig.co.uk](http://www.edgetechig.co.uk)**

**E:** [ukenquiries@edgetechig.com](mailto:ukenquiries@edgetechig.com)

Stonebridge House, Rowley Drive, Stonebridge Trading Estate, CV3 4FG