

THE GLASS RACKING COMPANY

Innovation by Design



NEWS

ISSUE #21

August 2010



WITH MORE THAN 240 PRODUCTS TO HELP YOUR BUSINESS TO GROW.

Milgard Windows - 10 Triple Glass Pickup racks

Milgard Windows is one of the largest window manufacturer in the USA. Milgard have 4 window manufacturing sites, plus their own glass fabrication factory (dual IGU lines producing up to 2500 IGUs per day), and a woodclad factory. The fleet includes 200 service vehicles (Ford 250 pickups), and 100 delivery trucks (7M long box body furniture style trucks.)

In late 2009 Milgard installed a triple pickup rack supplied by The Glass Racking Company Seattle branch onto one of their service Ford 250 Pickups. Traditionally Milgard have used steel and timber racks with glass and windows tied and strapped on with ropes and stops. The pole based system with glass retention poles and window retention poles was a bold step forward. The time savings justified expansion of the fleet and a further 10 units were ordered and installed.

Last week we completed the full hand over and onsite training for all the company service techs. The training was very important as there was a large change from the previous systems used.



VISIT US ONLINE

www.theglassrackingcompany.com



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**Bryn's
Thoughts**



August 2010

We are Canterbury Champions and proud of the innovation we bring to the Glass and Window industry.

Last week our company was named as one of three finalists in the Canterbury Champion awards :- Innovation category. This is a new award that recognises a Canterbury company that has brought innovation to it's business and with that allows the Canterbury region to benefit from the company growth.

We have always looked at how we can do more locally both in Christchurch and New Zealand. On my last visit to our Seattle office this innovation and supply chain was commented on by many. I have said many times in the past how good we are and how you have allowed us to partner and innovate with you over the past 19 years. When a company on the other side of the Pacific comments and chooses to use our factory handling and transport systems over their current options, this adds credit to how we and you do things well.

Ian and I have had the pleasure of seeing many leading glass and window companies throughout the world, and without a doubt New Zealand and Australian companies lead the field in many areas.

The Web site has been updated and we are also adding new content, both to the front landing page and the country pages, so bookmark the site and keep checking back to it. If you are a facebook user please link to our facebook page (see the front page of the web site for a link www.theglassrackingcompany.com). This social network page is great for feedback and also linking to others in the industry.

We would like to add some industry comments to the web site, so if you have any views or comments you would like to share with the world on us and our products please email them through to bryn@metalcraft.co.nz. I will link your comments with your company web site, so we both get increased traffic through our sites.

Have a great August and look forward to chatting with you throughout the month.

Regards Bryn Thompson, Metalcraft – The Glass Racking Company. Bryn@metalcraft.co.nz

Bryn's August Offers



This month we are offering 5 only double sided van frails with roofbars, height extension, scissor clamps, and passenger side step-through. Traditional retail price \$9,775 each. **Now \$7,800 each**, first in first served. Price excludes freight, install and GST, 7day terms

We also have 1off GlassMax 500 site or factory lifting frame. Was \$22,000 now **\$15,000 plus GST**. Ex Christchurch, cash and carry price



Best old video :

Real 1952 video footage demonstrating the effectiveness of bullet proof glass :



<http://www.youtube.com/watch?v=6-Fd4Eo8q8g>

Barx Blog

This months weekly blogs included :

2 August – Truck loading

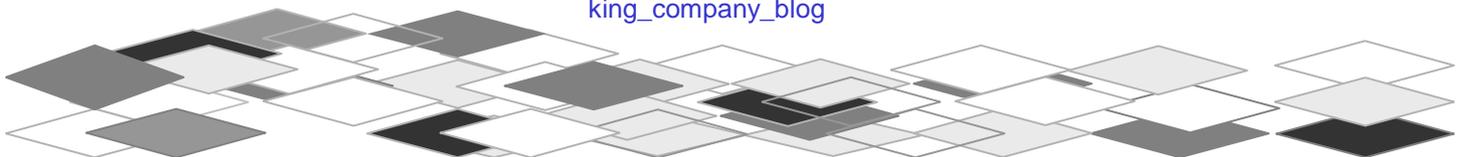
26 July – Van frail loading

17 July - Branding

12 July – Football World Cup

These blogs are a mix of educational, entertaining, controversial, thought provoking, and always worth a read!

http://www.metalcraft.co.nz/the_glass_racking_company/the_glass_racking_company_blog



Why partner with The Glass Racking Company?

We think that the 3 main reasons customers buy from us are because :

1. We understand the industry and the issues faced by glass companies, glaziers, window fabricators, and installers. We are a specialist supplier to the industry.
2. We have innovative solutions to meet defined needs. We conceptualise ideas with our customers, we design solutions, we test them, and we implement them.
3. Our solutions save time, reduce rework through wastage, and meet health and safety requirements.

Soon you'll receive a customer satisfaction survey questionnaire from us. Please take the time to complete it so that we can better understand what we need to do for you.

User Guides

We have finalised a suite of user guides for our transportation products which covers vans, utes/pickups, open trucks, closed trucks, window transporters, and transport trolley trucks. The user guides use bullet pointed text and photos to show the best way to use our transportation products. The user guides assist with training new staff, gaining efficiencies with your staff particularly in loading and unloading, assist with reducing product damage and wear, and can form a key component of your companies health and safety policy.

For copies please contact either Ian or Bryn.

New to www.theglassrackingcompany.com

This month we loaded new versions of all our 4 page product brochures onto the website. There is now 31 for NZ and Australia, and 26 for USA and Canada with more to come.

We also loaded new videos showing the use of the scissor clamp, and details of our triple racks as used by Milgard Windows and All Services Glass. Over 40 videos are now available for viewing.

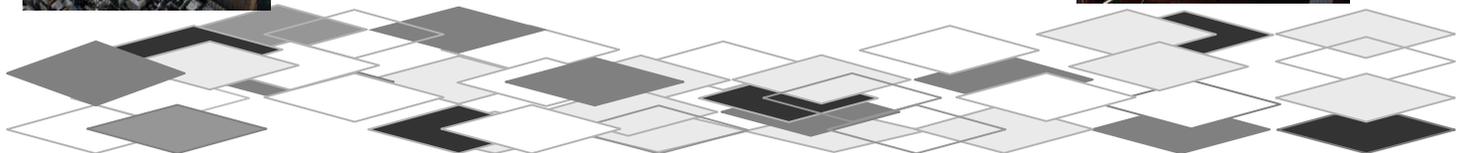
The new Youtube and Facebook group links can be found at the bottom of the front page.

Try Glazing that!



The Empire State Building in New York is having 6,514 double hung windows (26,056 panes of glass) replaced with a more energy efficient glass solution. The upgrade is expected to reduce energy consumption by 38% and save US\$4.4M per year.

The upgrade to the 1930's building, all 102 stories tall, will take around 14 months to complete.



New to the road in July 2010



Jeld Wen Melbourne (the Regency Shower screen division), new van frails with height extension.

MetroGlassTech Central Auckland, Transport Trolley truck body.



Glass Services Timaru, 4.5M Contractor site truck on a Fuso cab chassis.

All Services Seattle, Triple Pickup rack on a Chev 2500 pickup.



Glass Doctor Seattle, van rack with scissor clamps on a Chevrolet van.

Monarch Windows, upgrade to window retention poles on the internal racks of their 4.5M Contractor site truck.



Proud to be Kiwis

Metalcraft – The Glass Racking Company is experiencing good growth offshore while our domestic market has been quite quiet. We are proud to be Kiwis and will always have our head-office here in Christchurch supporting off-shore branches. Our partnerships with component suppliers in or local market cannot be replicated offshore. We've looked at doing it, and its too hard as other countries simply don't have the infrastructure of innovative component suppliers that we are fortunate to have here.

Although there are some very marked differences between our markets there are also some strong similarities. Recent sales of factory handling equipment, like glass trolleys, to USA companies was driven off a need for better safety in their factories. This coincided with the most recent WANZ newsletter having increased commentary on the importance of health and safety. Often developments for offshore companies leads to improvements in our offerings to our local customers.



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