



architectural
ironmongery
journal

no.139 autumn 2010

advancing architectural ironmongery



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The Use of Thumbturns
Bathroom Hardware

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As we go to press, the country is digesting the reality of the Government's Comprehensive Spending Review, designed to reduce the nation's deficit. Although many of the figures don't make happy reading for the construction industry, at least the uncertainty is over and businesses can start planning for the new reality of post-recession Britain. Perhaps we can also hope that projects currently on hold or delayed will be kick-started now that we know the worst.

While many bodies such as the Construction Products Association have welcomed the continued investment in capital spending (in particular transport), this is cold comfort for businesses operating with lightside products such as ironmongery. Until 2014, construction industry investment from the public sector will be over £20bn less than in the last four years - and that must have significant consequences for everyone in the construction industry.

Many companies in the AI sector remain optimistic, however, often as management looks to diversify and spread risk by moving into related sectors. Many AIs report that architects are beginning to become active again as projects previously frozen come out of mothballs. AIs are, in general, an entrepreneurial bunch and are bracing themselves to trade on through the tough times.

Aileen Curry

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NEED TO GET IN TOUCH?

For all **editorial, advertising** or **production queries** see our **contacts box** on **page 35** (inside back cover) of this issue.



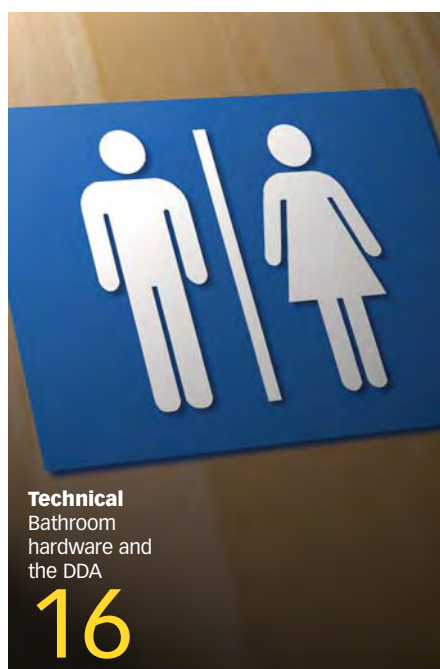
Ironmongery at work
The new Aviva Stadium at Dublin's Landsdowne Road.
Photo: Donal Murphy

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industry news

Historic milestone for DORMA...
N E Fasteners 25th anniversary... Carlisle
Design Group awarded ISO 14001:2004
certification

GREEN CERTIFICATION

Carlisle Brass and Eurospec, both part of the Carlisle Design Group, have been awarded ISO 14001:2004 certification.

This internationally recognised award, for high levels of environmental management, demonstrates the Carlisle Design Group's management commitment to improving the environmental performance of its facilities and its employees. It endorses the company's very impressive health & safety record and high levels of staff satisfaction and loyalty.

The Carlisle Design Group has over 400 staff and an annual turnover of £40 million+ per year. As an essential part of operating such a successful business, Group Managing Director Jason Anderson comments, "The Carlisle Design Group is an essential part of our customers supply chain and success. We work hard to deliver an industry leading product and service offer. Minimising our environmental impact through ISO 14001 is a key part of this."

Achieving ISO 14001 is part of a continuous programme of improvements of all the companies within the Group and ensure best practice both in the UK and around the world.



HISTORIC MILESTONE FOR DORMA

DORMA has reached a significant milestone – the manufacture of its 100 millionth door closer.

DORMA first started making door closers in 1950 and now, the group comprises 71 wholly-owned companies in 47 different countries. With major production plants in Europe, Singapore, Malaysia, China and North and South America, it has an international workforce of around 6,600 employees.

To maintain its global position, DORMA operates an ongoing programme of research and development. This saw it launch the first surface mounted cam-action door closer in 1986. A natural development of the company's original door closer, the TS 93 offered advanced technology to provide rapid decrease in opening resistance, making it particularly suitable in helping to meet the requirements of Approved Document M and BS8300. Since the launch of cam action door closers, DORMA has manufactured over 10 million units.



SILVER LINING

N E Fasteners Ltd is celebrating its 25th year anniversary after Nigel Elliott started the business from his garage in 1985. N E Fasteners has survived probably the worse of several recessions and bounced back with a record sales year, many new products and taken on several new staff members.

Based in Cradley Heath, West Midlands, N E Fasteners feels its success is partly down to a flexible approach that helps adapt to customer requirements regarding product and packaging. Its ability to either supply "parts only" or in "packs/kits" and also with special finishes which gives their customers a one stop shop.

The company supplies woodscrews, wall plugs, screw cup washers/sockets & furniture fixings. These items service a variety of industries and trades with competitively priced stock sourced direct from the Far East, India, West & Eastern Europe and more locally supporting the UK.

Nowadays the Company not only supplies threaded screws & fasteners, but also machined components, plastic/nylon parts & pressings (brackets etc) with Nigel still very much at the helm working closely with fellow Director Matt Elliott.

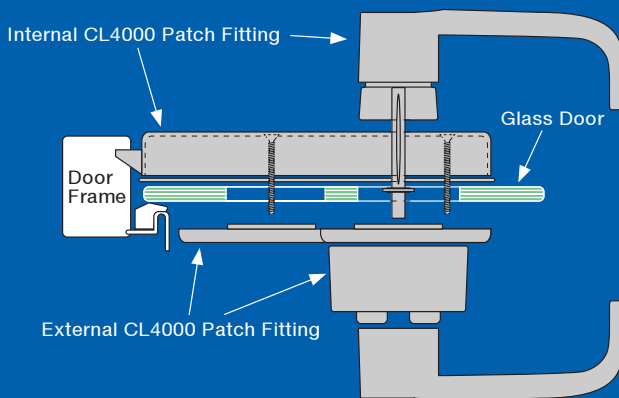
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people news

Three new faces at GEZE...
Important changes at Exova...John Monaghan expansion...New Commercial Director at HOPPE



NEW TRIO FOR GEZE

GEZE UK, is expanding its regional teams to meet increasing demand, with three new appointments.

In the South East, Darren Broughton joins as a technical sales consultant for GEZE's automatic door systems. With considerable expertise in the supply and fit market, Darren will be working with contractors to provide the most effective and efficient access solutions.

Matt Squires joins as a service sales consultant for the South West, based in Bristol, while Kevin Harradine will perform the same role for the North East team in Newcastle. GEZE UK's service departments have enjoyed significant growth over the last few years, securing large contracts as blue chip firms invest in maintenance.

EXPANSION PLANS



John Monaghan Ltd has recently appointed Mike Thew as Sales Director. Mike joined the company in March and has a wealth of experience following a

long and successful career in the architectural ironmongery industry.

Formerly Sales Director with Hewi, Mike is keen to re-establish himself at the sharp end of architectural ironmongery and senses significant opportunities to capitalize on John Monaghan Ltd's strengths as the industry moves out of recession.

On Mike's appointment MD John Monaghan commented: "Mike brings a wealth of knowledge and expertise to this key role. His skills and experience will, I am confident, take the company forward and continue to build on the company's success. John Monaghan Ltd have also recently appointed David Heal as their new Area Sales Manager for the South-West and Bristol area. Having joined in January and previously with Castle Hardware, David is a key part of the Company's national expansion plans.

NEW TEAM MEMBER AT HOPPE

HOPPE (UK) has appointed Neil Morgan as Commercial Director. Neil, previously Logistics Director at Allgood Plc, has a proven track record of over 20 years' experience within the Architectural Hardware industry. He will bring a wealth of knowledge and experience to HOPPE.

Roger Benton, Joint Managing Director, said "We are delighted to be bringing Neil on board. He will enable us to develop HOPPE (UK) further as a market leader in Architectural Hardware." Neil will also have a Group responsibility for outside sourcing of product.



CERTIFICATION MANAGER IMPORTANT CHANGES AT EXOVA

Following a move by Tim Cornes to head up its General Engineering Division, Exova, the worldwide testing and advisory business, has appointed former global Vice President of Marketing - Fire Protection Systems, from the Hilti Group as its new Director of Fire Safety Technology. John Willox has more than 25 years experience in the construction industry supply chain, 22 years of which have been with the Hilti Group both in the UK and at the company's corporate HQ in Liechtenstein. In the last ten years John has held senior positions within the area of fire protection and HR. John has extensive experience in the development of fire protection strategy throughout Europe, North America, Middle East and Asia and will be responsible for driving Exova's position in the fields of fire testing, advisory and certification from its laboratories in Europe.

Tim Cornes, who has been with Exova for six years and has headed up the company's Fire Safety Technology division for four years will now guide the company's General Engineering division with laboratories based in Europe.

Meanwhile, Warrington Certification Limited, has appointed Chris Hughes as certification manager. Chris joins from the consultancy division Exova Warringtonfire where he held the position of associate. He is a member of the Institution of Fire Engineers and is registered as a Chartered Engineer. In his new role, Chris will be responsible for the day-to-day operations of Warrington Certification and will provide strategic direction to develop the services offered to its diverse range of international clients.

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gai matters

Our regular roundup of the latest news, views and developments within the Guild of Architectural Ironmongers

IT'S NEVER TOO LATE TO LEARN

You can have up to three year's gap between levels on the GAI Education Programme. So it's not too late to continue your studies. Find out more on www.gai.org.uk.

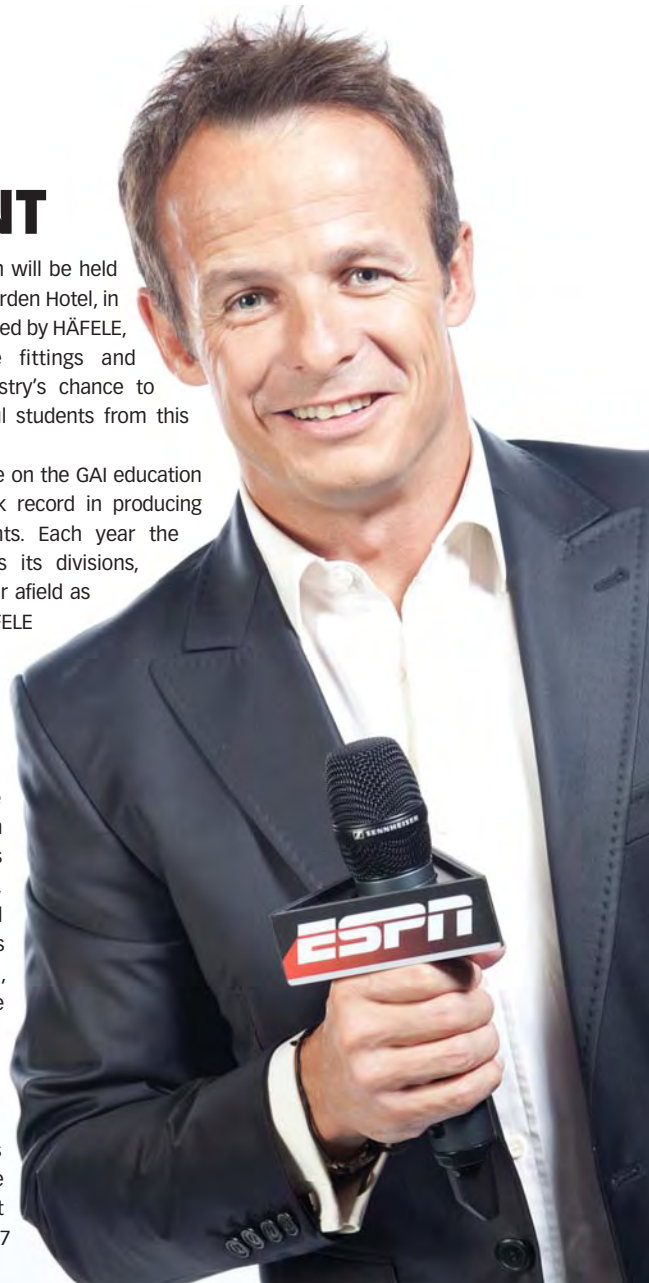
REWARDING ACHIEVEMENT

This year's GAI Education Awards Lunch will be held on Thursday 4 November at the Royal Garden Hotel, in London's Kensington. The event, sponsored by HÄFELE, the leading distributor of furniture fittings and architectural ironmongery, is the industry's chance to showcase and celebrate the successful students from this year's GAI education examinations.

HÄFELE places a very high importance on the GAI education programme and has an excellent track record in producing successful and medal-winning students. Each year the company trains students from across its divisions, including entering candidates from as far afield as India and this is the second year that HÄFELE has sponsored the Awards lunch.

The event's guest speaker will be Austin Healey, former England rugby player with 51 caps to his name. Known for his outspoken and forthright manner – which gained him the nickname The Leicester Lip – Austin is bound to be an entertaining and inspiring speaker. As well as addressing the conference, Austin will be presenting awards and certificates to this year's achievers including the GAI's Pinnacle Award, sponsored by ASSA ABLOY, for the leading student over all three years of the education programme.

The event has grown considerably over recent years with an unprecedented number of GAI members attending. Bookings can be made through the GAI website at www.gai.org.uk/news or by calling 0207 790 3431.



BUSINESS AS USUAL AFTER INTRODUCTION OF CE MARKING FOR DOORSETS

The Guild of Architectural Ironmongers (GAI) has issued the industry's definitive statement on the impact that the CE marking of doorsets will have on the UK architectural ironmongery market.

In the UK, the door market, serviced by architectural ironmongers, traditionally operates using timber doors as "door assemblies". This means that the door, frame and associated hardware are sold as components from several sources and then assembled on site.

It has been possible since 2009 to CE mark an external doorset on escape routes and from 2012 it will be possible to CE Mark a Fire Doorset, that is, a door construction comprising a door leaf, frame and all associated hardware, glazing and seals, supplied by one manufacturer which is completely or partly pre-assembled.

However, door assemblies are not covered by the new standards, and so there is no requirement for them to be CE marked. Therefore AIs, door blank and seal manufacturers can continue to provide components for door assemblies that are assembled on site, just as they do at present. And the current recommendations for CE marking of ironmongery will remain unchanged where doors are used for fire or escape purposes.

The GAI supports the components route to market and firmly believes that it will remain even when CE marking of fire doorsets is available. This route gives specifiers, designers and AIs the freedom to tailor each door to its individual situation and remains the vastly preferred method of successfully installing effective doors in the UK.

Despite this, the GAI also recognises that many GAI members can and will supply CE marked doorsets in the future, should this be part of their business model.

Further details on CE marking of doorsets can be found in a Technical Update published by the GAI. It can be downloaded free of charge at www.gai.org.uk/publications (TU No 8).

The statement has been issued by the GAI's Technical Committee which brings together some of the industry's most knowledgeable experts, working hard to ensure that the AI industry continues to operate in accordance with the highest technical standards. The Guild of Architectural Ironmongers represents the majority of architectural ironmongers in the UK as well as the leading manufacturers of architectural ironmongery. The GAI also administers the benchmark qualifications for professional architectural ironmongers and is dedicated to raising standards and encouraging best practice in all aspects of the sector.

When It Comes To **Pulling Power...**



PR-730 Elephant's Trunk

Primera is proud to announce the arrival of the 'Elephant's Trunk' anti-ligature pull handle specifically designed for mental health applications where a 'pinch grip' pull handle may not be the best option. Typically, healthcare facilities providing residential care for the elderly, infirm or patients suffering with dementia and where manual dexterity may be reduced.

Stylish and very robust, the 'Elephant's Trunk' pull handle is available as a stand-alone product or as an integrated option in any one of Primera's anti-ligature door hardware kits. Please visit www.primeralife.co.uk for more detailed information.

Available in either a flat plate format (**PR730A**) or recessed dish (**PR730E**) the 'Elephant's Trunk' provides options for both new build or retro-fit installation and, if required, can be supplied with bolt through fixings for environments prone to more challenging behaviour.

Like all Primera products, the back-plates are chamfered at 30° to add styling detail, dimension, and to further reduce any ligature risk.

For more information on Primera products please contact

Tel: 01253 508643 or Email: sales@primeralife.co.uk

Web: www.primeralife.co.uk

gai matters

Our regular roundup of the latest news, views and developments within the Guild of Architectural Ironmongers

aijdiary dates

NOVEMBER 2010

🔹 GAI Education Awards Lunch

Date: 4 November 2010

Venue: Palace Suite, Royal Garden Hotel, Kensington, London W8 4PT

Description: Showcasing this year's crop of successful Diploma students. Guest speaker Austin Healey will present the diplomas, medals and prizes.

🔹 Emerging Architecture

Date: 25 November 2010 -

26 February 2011

Venue: Florence Hall, 66 Portland Place, London, W1B

Description: Explore work by young architects from the annual Architectural Review Awards.

🔹 ecoSHOWCASE Sheffield

Date: Nov 30, 2010

Venue: Bramall Lane Football Stadium, Sheffield

Description: Exhibition of building products and services with a sustainability theme, mixed with a series of educational seminars for specifiers.

DECEMBER 2010

🔹 GAI Education Prospectus 2010/11

Date: 31 December 2010.

Final date for enrolment on to the GAI Education Programme.

Contact: Jean Gibson, Education Registrar 020 7790 3431.

email: jeangibson@gai.org.uk

RRO: GETTING IT RIGHT

Since 2006, responsibility for maintaining fire and escape doors has been placed firmly with building owners and operators since the introduction of the RRO - Regulatory Reform (Fire Safety) Order - which came into effect in October of that year. But, with more and more businesses facing fines for breaching the Order, it would seem that this responsibility is not understood clearly.

The RRO - which applies to England and Wales - covers the fire safety duties required to protect the "relevant person" - visitors, staff etc. Building owners must show that they have carried out a risk assessment on their premises - and this includes ensuring that fire and escape doors have the correct hardware fitted and, importantly, appropriately maintained. They must also be able to produce the documentation to show that the products are suitable for their application, proving that all parties have exercised due diligence in fulfilling their duty of care.

But prosecutions under the RRO are on the increase with the courts handing out swingeing fines to companies not complying. For example, supermarket giant Tesco was fined £95,000 in April 2010 and ordered to pay over £24,000 in costs after pleading guilty to five breaches of the RRO after a fire at its Colney Hatch store in 2007. Businesses and individuals in London alone were fined a total of £1m last year including £500,000 for New Look - the largest fine ever imposed - after a serious fire at its Oxford Street store in 2007.

London fire commissioner Ron Dobson said "Over £1million in fines shows how seriously the courts are taking fire safety, and now it's time for the responsible persons at these premises to understand that ensuring buildings are safe for all the people that use them is not an optional task."

The Guild of Architectural Ironmongers (GAI) has produced a Code of Practice covering hardware for fire and escape doors. The new Code offers focussed, professional advice on relevant products and standards to help and guide all those responsible for fire safety in buildings, regardless of the amount of knowledge they have of door hardware.

It identifies the main issues affecting products' fire safety when they are fitted to doors, helping users to make informed decisions on the suitability of existing products or their proposed replacements. In addition, it identifies the documentation required to show that the product is suitable for its application, proving that all parties have exercised due diligence in fulfilling their duty of care.

The Code of Practice is available as a fully-interactive format, or for download, at www.firecode.org.uk/



NO PANIC ON NEW STANDARDS

The Guild of Architectural Ironmongers (GAI) is informing the market that the harmonised standards for EN179 and EN1125 for Panic & Emergency Exit Hardware, which became effective in January, could have implications for the way specifiers select these important items of hardware.

The introduction of the updated standards for panic and emergency hardware has largely gone unnoticed, despite the fact that some of the changes made are fundamental to which items can and cannot be used. The new standard came into effect on 1 January 2010, requiring all exit hardware manufactured after this date to be tested and CE marked to the relevant standards. This does not affect existing installations.

DDA BECOMES EQUALITY ACT

On 1st October this year the Disability Discrimination Act, along with many other pieces of Discrimination legislation, was replaced with the Equality Act.

While this does not affect the way doors are scheduled to allow accessibility for all it does mean that brochures, websites, and other documentation need updating.

readers' letters

Write to: **Helen Curry, Editor aij**
8 Stepney Green, London E1 3JU
Tel: **01268 692195**
Email: **editor@aijournal.org**



Dear Madam.

In a week when my company was offered slide arm channel surface door closers at £15.99 (5% discount for first order), SSS Safety lever handles at £2.50 set (not guaranteed to rust) and euro profile cylinder and turns at just £0.95 each, I began to despair of where the trade is heading and how absurd it is all becoming. I asked myself where will it all end, perhaps the 10p SS BBS hinge or the 50p European profile lock case is just around the corner or we may even have the return of the 1p bazaars of the Victorian era.

We seem to have forgotten about quality. Is it fit for purpose? Is it correct for the application? Just how long will it last or does it really meet all the current standards?

Whilst cheap imported products continue to flood our market there will always be buyers, but what of our standards, our correctness of specification and the desire to see quality hardware looking as good as new 5 years on? The influx of products from the Far East and elsewhere has strangled our once admired band of manufacturers to a small elite and treasured group, where even some have to partly import product to retain being competitive in some areas. We seem to have forgotten our roots, our upbringing and that of what our past masters taught us to maintain and uphold. I was taught to maintain standards, to support our industry and to retain integrity. I feel incensed, despair even, that the beloved trade that I have served for so long suddenly has a strange and sinister face. Recession does bring fierce competition, a scramble for every project, but surely we need to try to maintain our standards and our values?

A disillusioned Dip GAI and Registered Architectural Ironmonger, name supplied

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the cij meets

Editor Helen Curry talks to Dave Martin,
the GAI's Education Consultant



Don't mention the 'R' word

When Helen Curry met with Dave Martin to talk about his impending retirement, he soon put her right. Dave has no plans for leaving the industry he has devoted his working life to just yet. "There comes a stage when everyone says, 'enough's enough'," says Dave. "I just haven't got there yet!"

Dave Martin is a man whose name has become synonymous with the GAI's education process, first as a student and gold medallist, then as a tutor, examiner, and finally as the GAI's Education Consultant. During this time, he has seen the process change considerably – along with the whole AI trade.

After attending Moseley Art School in Birmingham, Dave joined JR Pearson Ltd, a metal working company in Aston as a trainee draftsman where he was responsible for drawing up name plates for branches of Lloyds Bank. Being an enterprising young man – or as he would describe it, lazy, he soon had a system in place for copying the plates using tracing paper and knocking them out at twice the speed his boss expected!

It was at this first job that Dave got the AI bug when he started working on bank night safes and went to Chubb's factory in Wolverhampton to see how the locks were fitted to the safes. So when Dave was on the lookout for his next job, he was delighted to get an offer from a new company in Birmingham called Allgood. Although, as Dave recalls, his boss warned him not to take it because Modric would never take off!

Dave joined Allgood as a Contracts Clerk and, from that point onwards, was a one-company man. Because the firm was so small at this time he did a bit of everything and learned the trade that way, moving up to estimator, chief estimator and then out on the road.

Dave took up the challenge of the GAI Diploma early on, receiving his certificate in 1970, along with the Gold Medal for top Diploma student, as seems appropriate for someone who would go on to be an examiner and marker! Dave remembers clearly what the rather obtuse project was for the scheduling paper – a recording studio in a desert state that was "liable to insurrection"! Dave now confesses that he was not altogether sure what insurrection meant but guessed it referred to security, "so I put Chubb locks on everything together with fly screens!" he admits.

Dave believed from early on that training and education were the future of the AI trade and so when Jeff Miles from Miles Architectural Hardware approached him about starting up an Institute branch in the South West where Dave was then working for Allgood, he immediately agreed. "We tossed a coin to see who would get the committee jobs and I became Treasurer and Jeff became Chairman," he remembers. When he moved back

to the Midlands to be Sales Director at Allgood, Dave worked with Geoff Tyler who was already involved with the GAI education programme. "Geoff asked me to run the next year's scheduling course with him...so I did!" says Dave.

Dave continued at Allgood until his retirement in July 2003 by which time he had risen to National Sales Director. "I finished off two major projects I was working on at the time – University College Hospital just round the corner from Allgood's London office, and GCHQ – then I retired." When his wife Jenny asked him what he would do now, his one word answer was "Nothing!" Or so he thought, because several companies came and knocked his door, including the GAI.

"Initially I worked with Arthur Banham on exam papers for levels one, two, and three and tutoring at all three levels," he explains. But since that time, Dave has been instrumental in some of the major changes which have occurred in the GAI's education programme. Coursework was being introduced and Dave also ran many of the GAI's in-house and member training courses.

The last twelve months have seen Dave take on new challenges with the GAI, working to get Level 1 coursework online last academic year. "That was hard work!" he admits "but it has been so successful that I now have a new contract with the GAI to get levels one, two and three online for the academic year 2010-11, working with the GAI's new Education Manager Keith Maer."

Dave still has plenty of enthusiasm for the GAI education programme. He would very much like to look at papers and coursework for overseas students. "In many countries they do not work to European and UK standards. Add to that the language barrier and I believe overseas students need some special attention." More and more students from abroad are taking GAI exams and doing well – in the Far East and Middle East in particular.

Some of the biggest changes Dave has seen in the AI trade have been very positive with standards and professionalism on the up. "So many companies have brought their products up to the highest standards. There are some good quality products and companies out there, and fewer sharks," he says. "By training people employers empower their staff to serve their customers better." And Dave hopes that the recession will not bring back some bad old practices. "Things look bleak now but companies can do well in tough times if they change the way they work – and that doesn't mean cutting throats. Maybe it means taking on salesmen to generate more business. If we all sit around waiting for work to come in, we'll surely all fail," he concludes – a typical parting shot from a man with such an abiding affection for, and belief in, the AI trade.



Bucking the trend at BJ Waller

A small AI that is reporting “extremely busy” business, **BJ Waller** is bucking the market trend by diversifying and offering top class customer service from well-trained staff. **Helen Curry** meets **Luke Piper** to find out more.

Judging by the amount of times that the phones rang during my visit, it would seem that business at BJ Waller is indeed good. And co-owner Luke Piper admits that they have been so busy that it is sometimes difficult to take the time to work out why! The reason is clear though; the company has taken advantage of opportunities to diversify into different areas, and has invested in training and education for its staff.

“Business is very good, frantic in fact,” says Luke. “When the recession arrived, the domestic markets were hardest hit – fortunately we weren’t very involved in that market because we find the margins very slim.” The company does get involved with local, upmarket residential schemes, but Luke estimates that this only accounts for around 1% of turnover, so the pain of the downturn in the sector wasn’t too severe.

Instead, the company got more involved in the joinery market, taking on dealerships for innovative product ranges which gave them an edge in the market. “This is an area we had been slowly moving into over a number of years and have been getting pretty good at it!” says Luke. “this is most certainly why we have managed to survive the recession pretty well.”

A case in point is the FIX range of locks and fittings for windows and doors. Manufactured in Sweden for Abloy, the team at BJ Waller see themselves as more than just wholesalers for the range. “With this range we don’t get calls from joiners saying can I have 10 pairs of hinges?”. Instead we write all the joinery details to help customers with their design of larger windows and French doors,” says Luke

In addition, BJ Waller still has a healthy trade in what Luke describes as “day-to-day stuff” – local builders, developers, locksmiths and passing trade counter business. The company is well located just outside Cambridge and customers will drive out of town to visit the trade counter. “Cambridge provides us with a lot of work – especially the colleges,” says Luke. “But we also

have customers all over the UK that we are dealing with on a daily basis”

Having said that, commercial spec work is beginning to pick up again with lots of jobs that were put on hold in 2009 now going live. “The spec work that we get is quite nice and we don’t have to scrap around for it. We used to make much lower margins, trying to compete but decided that was not good business and now we’re choosier,” says Luke, who is responsible for bringing in the work, along with Trevor Leeder who concentrates on the joinery side of the business. “We will often go into see an architect to talk about the internal ironmongery schedule and pick up the window and external door spec and visa versa”

It is this spec side of the business which obviously interests Luke who, like his partner Simon Adams, is a Reg AI. Luke believes that the GAI Diploma is a very worthwhile qualification, helping AIs to pick up good habits and keep up-to-date with standards and technical issues. Jake McAllister, who was until recently, working in the warehouse, has just started out on the GAI’s education process and has been promoted to an office based role in estimating after being with the company for just two and a half years. “We are lucky, we don’t have to sell on price here, we sell on product advantages and our expertise and the added value that brings” he concludes.

Long standing reputation

BJ Waller has a long-standing reputation for scheduling, built up since Bev Waller set up the company in the early 80s. “He was a genuinely nice guy who was greatly respected within the trade, he started the firm from a mobile unit in his father in-laws transport company’s yard, before expanding to a office behind S&G Motors in Sutton and then into the current, modern site in the early 00s” Luke joined the business nine years ago, with just Bev, Simon, an admin assistant and a driver on the books. “We all mucked in and did a bit of everything – on the phone, in the warehouse, the trade counter, goods in – it was great fun!” The company grew steadily until Bev



was taken ill suddenly and decided to take a step back from the business. He offered Luke and Simon the chance to carry on the company and since his death in 2004 the two have been buying his widow, Alison, out of the business.

So the two new owners of the business were thrown in at the deep end. Bev had an incredible memory and knowledge of the trade having been an AI all his working life. But because he favoured keeping details in his head rather than the now more orthodox methods, Luke and Simon spent some time decoding Bev’s systems and ironmongery schedules! The two partners quickly brought the business up-to-date but both are very aware of the legacy that Bev left. “We were so lucky to have such a great trading name,” says Luke. “People still call us ‘Bev Waller’s’ and we are very proud that we have continued with his traditions.”

Luke remembers that in Bev’s time, the team would work on many schedules but never chase them up! “We would spend hours and hours doing a very detailed schedule, and then just file it!” he laughs. “We do chase up work now and our conversion rate is good – about 95%. If you write a good schedule, time it right and are on the ball, the work is there.”

Many aspects of Bev’s work are still retained at BJ Waller – an attention to detail on schedules. “Bev taught us to really think about how every door will be used and by whom and to think creatively about a hardware solution,” says Luke. It’s this mixture of tradition and innovation which will see BJ Waller continue to thrive, even in difficult times.

Statistics released by The Royal Society for the Prevention of Accidents (RoSPA) reveal that 30,000 children in the UK trap and seriously injure their fingers in doors every year. Alarmingly, 1,500 of these cases require surgery.

Safehinge Ltd informs us of a study (NV Doraiswamy (1999) ref childhood finger injuries and safeguards) which revealed the surprising fact that 85% of finger trapping incidents are caused accidentally by another adult or child. This study highlights the glaring fact that current industry practice is based on an industry wide, but erroneous, perception that finger protection should only be used where children are unaccompanied. In other words, this misconception is leading to finger protection being incorrectly risk assessed.

Philip explains that within the current government guidance for healthcare buildings, Health Technical Memorandum 58 and practice BB102 for Special Education schools, finger protection is recommended as a health and safety "best practice" for use in areas where children are exposed to potential finger trappings, however due to the absence of government legislation governing finger protection, the specification of finger protection remains at the discretion of the individuals risk assessment.

It is also financially prudent, as the culture of compensation continues

to grow in the UK, that child safety be correctly risk assessed. The Freedom of Information Act 2009 reveals the total UK Local Authority compensation spend for finger trapping to be £652,761.

Highland Council in Scotland holds the largest individual pupil compensation claim of £14,083. The largest total compensation bill belongs to Leeds Council who have cumulatively paid out £55,727, closely followed by North Yorkshire with a bill of £51,415. Not restricted to Local Authorities and schools, finger protection and finger entrapment cases span a number of different industries.



In a recent incident a family restaurant and play centre franchise came under scrutiny after a 7 year old girl trapped her fingers in the door of its storage cupboard, an accident caused by a member of staff allowing the door to bang shut not realising the girls fingers were trapped. As a result the restaurant was forced to pay out £3,000 in compensation. Following this highly publicised case, three other families came forward claiming their children had been victims of finger entrapment at the same restaurant within the last three years

Looking at the patterns of compensation, litigation cases and the

Pointing the finger...

Reports of child finger entrapment in the United Kingdom have increased significantly in previous years.

Addressing this growth, **Philip Ross**, Commercial Director of **Safehinge Ltd** –discusses with the Architectural Ironmongery Journal the current industry climate and factors affecting the correct specification of finger protection.



statistics relating to finger protection, it is clear as an industry that we are missing a trick when it comes to the correct specification of finger protection. Encouraged to learn more we asked Safehinge Ltd to give us their top 5 tips and considerations for an Architectural Ironmonger when specifying finger protection.



Evaluate the sector type – There is a real difference in terms of the motivation of different sectors to use finger protection. These range from schools who are driven by child safety and wellbeing, the hospitality sector who are dually motivated

by safety and protecting their reputation and specialist schools such as SEN schools who are driven by finger protection which is fit for purpose in a heavy duty environment.



Consider the environment and specify the right type of finger protection for the right type of project – It is good to use the same chain of thought as you would when specifying a door hinge. Consider the environment in which the product is to be

used and assess the level of duty of the door. Severe level of duty environments such as hospitals and schools require a far more robust and sustainable solution to finger protection. This is to protect against wear and tear from traffic such as wheelchairs, trolleys and, of course, people! Medium level of duty environments such as offices, where there is a high level of footfall require finger protection which will last, remain fit for purpose and withstand the strain of a high footfall, high impact environment



Durability is not the only consideration when assessing the environment – Think also about the environment in which finger protection is being used and the specification of the product. For hygiene reasons, health and

hospitality sectors require finger protection which can be cleaned and wiped down.



Look at all finger protection products as separate solutions – If the product can withstand the "Pencil test" - where a pencil is pressed into flexible finger protectors to ascertain any breakages to the pencil when the door is closed, if in the

case that the pencil remains in tact then the product is essentially a safe solution to finger protection. Where the product is incorrectly specified to the environment, it may become unfit for purpose. Manchester City Council has reported having to replace its plastic hinge protection every six months, an example of incorrect specification of finger protection.



Encourage your client to consider the whole life cost saving of the finger protection they are looking to install – Manchester City Council has reported durability issues with plastic and flexible finger protection with replacement costs of

approximately £500.00 per door over a 25 year life of the school building. On considering a whole life cost approach to finger protection specification this can lead to benefits of reduced costs and less management time when not having to monitor and manage the replacement of failing finger protection.

Safehinge Ltd, the brainchild of Martin Izod and Philip Ross, evolved from a collaboration with the head surgeon of A&E at The Royal Sick Children's Hospital in Glasgow to design and develop an integrated finger protection product for traditional doors. The resultant solution, ALU, was

the first Safehinge durable, aluminum finger protection product brought to market.

Discussing industry requirements

Discussing the industry requirement for product development within finger protection and the advancements made by Safehinge Ltd, Philip Ross comments

"From our very first discussions with Manchester City Council and Great Ormond Street Hospital we learned that there was a real requirement for durable finger protection. Following claims by Manchester City Council and Great Ormond Street of having to regularly replace their existing plastic finger protection - which was costly and time consuming, Safehinge Ltd was launched with our integrated product, ALU. It has always been our company strategy to remain one step ahead with the development of finger protection. As a result, earlier this year our retrofit product ALUfast was brought to market. Resulting from both an economic and client led demand our retrofit ALUfast product was designed as a market response to the projected industry shift from new build projects to refurbishment projects. Both our ALU and our ALUfast products have been designed with child safety front of mind and have been technically tested for industry fire, sound and life cycle standards."

Currently Safehinge Ltd is partnering with Architectural Ironmongers around Britain to raise the issue of the need for durable and sustainable finger protection in areas of education; primary and SEN, leisure, healthcare, mental health and hospitality sector types.

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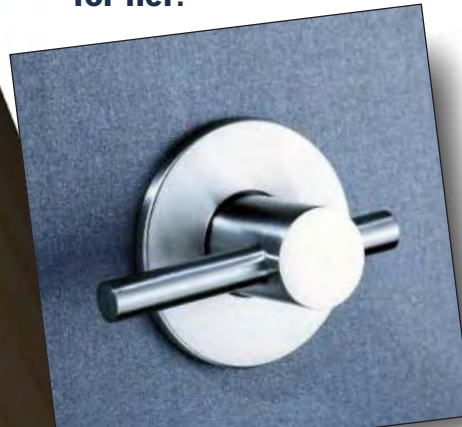
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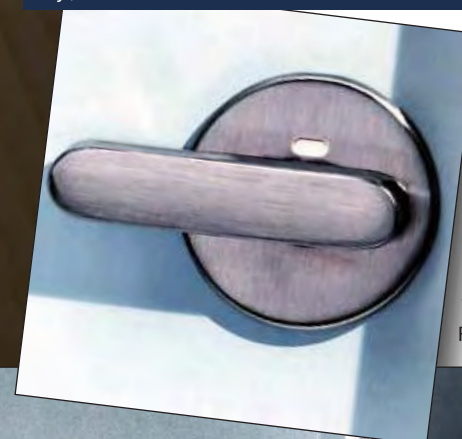
Thumbs down for thumbturns in hospital

When a hospital development was handed over recently, the client didn't like the door furniture supplied for the accessible WCs. The doors were fitted with bathroom locks, lever furniture, and internal thumbturns shaped like mini-levers. The hospital claimed this didn't comply with standards and said they wanted a simple "lift-to-lock" type of lever instead. The supplying AI said their kit DID comply with standards, and there was no need to change it. This had all the makings of a heated wrangle.

The hospital's Access Consultant phoned the GAI Technical Hotline for advice on what was recommended for these circumstances. Jacky Sinclair was able to clarify the following for her:



Thumbturns with an extended lever are suitable for public buildings, but might be difficult for those using accessible WCs in hospitals. (Images are for illustration purposes only.)



Where extreme weakness or disability limits the capacity to manipulate, a simple lift-to-lock lever is easier to use. Several manufacturers have lever and lock combinations available.

- The items supplied did comply with ADM and BS 8300, even if they didn't meet the hospital's requirement for something super-simple
- The GAI now advises AIs to include a preamble in their contract documents to cover this situation. If the client has not provided sight of the Access Statement, nor liaised with the AI, then they can't insist on FoC replacements for what they get, as long as products meet relevant standards
- If the ironmongery had got as far as being fitted to the door, this implied contractual acceptance of the "offer" at some earlier stage.
- The AI probably would be willing to supply a facility lever, but not FoC.

She accepted these points, admitting that the project had originated in 2003, but the Access Statement had not been written till 2009. She wanted to emphasise to us that for hospital work, the lever and additional thumbturn were not acceptable, because of the probability of people with severe physical impairment using the facility. We took her point. In turn, it was suggested that the AI was probably trying to provide an aesthetically matched solution, which was not "institutionalised". She took our point.

It's understandable that what might be suitable for people with disabilities who are capable of being out and about in public places, would not necessarily be usable by the debilitated, post-operative or (temporarily) severely disabled in a hospital environment. This is why ironmongers need to liaise with their clients on matters such as Access Statements and Fire Risk Assessments, so that conflict at hand-over is avoided.

In the past, compliance with building regulations was virtually all that was required. The Fire Officer and Building Control approved the plans, and scheduling of ironmongery could start. This was outside agencies taking responsibility. Today, clients have to take responsibility for much more in their buildings. And where door hardware is concerned, it doesn't show up on the plans. Ramps, door widths, accessible toilets, fire and escape doors are indicated, but not the detail of the hardware. Too often, the client only gets to see what's supplied after handover. This is when the conflicts with their opinions and assessments can start.

Putting preambles in a contract to cover this situation is only a partial answer. It's rather like stating that kickplate sizes are approximate, and must be confirmed by site before supply. The pro-active architectural ironmonger who requests sight of Access Statements and Fire Risk Assessments before scheduling, or at least before supply, will be better able to provide standards-compliant hardware which also meets the client's requirements. If these important documents are not yet written - which is very likely in the early stages of the project - there should

still be opportunities for liaison with the client to discuss the options available, and get input to the decision-making process. The client has to carry the legal responsibility for access and fire safety, so it's legitimate for their views to be incorporated. This is the kind of service an AI can offer, on which recommendation and repeat business can be built. We are in a learning curve on both sides of the contract. Legislation has changed and we must adapt - or follow the dinosaurs.

The preambles are available in the Technical Library/Additional Information section on the GAI website at www.gai.org.uk.

Monitoring CE certification

Dear Madam,

The last edition of AIJ (Summer 2010) reported a story about a Chinese lock that incorrectly carried a CE mark and certification. The story stated that the CE certification was removed after the DHF had alerted the government as to the serious health and safety implications. What was missing from the story was details as to who was selling the lock in to the UK market. Why wasn't this reported? Also, if the lock has been sold in the UK, how many have ended up on fire doors and what can be done - if anything - about this.

It is heartening to see that companies don't always get away with false claims about certification but surely just removing the 'offending' mark or forcing the destruction of erroneous literature, is not punishment enough.

We all know anyone can stamp CE on to a product and this is an example of exactly that, misunderstanding or not. It seems in the case of this lock, the CE documentation was all in place but there can't have been any fire test certificate to back it up. A CE mark can present a false sense of security to a prospective customer. The mark is often referred to as a 'trade passport' and like a normal passport, it can be falsified. I wonder what the penalties are for companies who get caught in the act and how many companies within our trade have in the past been penalised. The AIJ should have named the company at fault otherwise it is just half of the story. Please can we have some clarification?

Yours faithfully,

Paul Grech

Managing Director, Glutz UK Ltd

Jacky Sinclair, the GAI's Technical Consultant addresses the issues raised:

It is important to bear in mind that the lock in question was nipped in the bud at an early stage, never actually reaching the UK market. A vigilant AI saw the documentation with this lock, and realised that it was not all it seemed and action from the DHF then followed. The lock was originally intended for the Asian market where CE marking is often requested by clients. The lock had been tested to EN 12209, but not fire tested because it wasn't intended for use on fire doors. The test house concerned (not a UK test houses) has now altered the documentation it issued.

Trading standards are unlikely to fight our corner for several reasons:

- A lack of understanding of door hardware
- They have no budget for testing items - as we know, performance and fire testing are expensive
- They're not allowed to accept test results from aggrieved parties, even if done by UKAS test houses, as it's not considered impartial. The strange logic is that you have to have evidence to bring a complaint - ie tests to show the claims are false. But these cannot be accepted from the complainant because they are considered biased.

Comprising a new and unique minimal aesthetic and with inherent hygiene benefits our new H207-400 builds upon the success of the tried and tested HI-LOAD H207 concealed bearing butt hinge.

Manufactured as standard from grade 304 stainless steel, the concealed bearing and cover plates of the H207-400 as well as the reduced knuckle projection, means that it does not have the same visual impact on the overall appearance of the doorset. In addition, the innovative cover plates omit the creation of a dirt trap, a useful potential for areas where hygiene may be an issue.

The H207 hinge is suitable to use on all 30 and 60 minute fire doors and is Certifire approved. It has been tested to BS EN 1935, grade 13 and is guaranteed for 25 years.

For more information about our innovations please visit www.ratman.co.uk



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Our best routes for complaining and getting action at present are:

- a)** the I/EALG (Industry/Enforcement Authority Liaison Group). This is run by the Passive Fire Protection Federation, and meets informally as and when needed to sort out bad labelling, specification and supply issues, to do with fire protection. The GAI has members on the committee who can forward well-founded issues to them on behalf of the GAI's members
- b)** to the CPA (Construction Products Association)
- c)** to CLG

In all cases, a trade association is more likely to get a hearing than an individual company, because they will have done an initial screening on the case, and they carry more clout.

The issue of CE marking continues to be a vexed one in the AI trade. CE Marking of many items of ironmongery has been the established practice in the UK for almost ten years. as the result of an EU Directive - The Construction Products Directive. In terms of ironmongery this Directive covers:

- **Hinges for use on fire resisting doors and escape route doors (EN 1935)**
- **Door closing devices for use on fire resisting doors (EN 1154 & EN 1155)**
- **Panic and emergency exit devices for use on escape route doors (EN 179 & EN 1125)**
- **Mortice locks and latches for use on fire doors (EN 12209)**

// Placing a product on the market with an invalid CE mark or classification code is potentially a breach of the Trade Descriptions Act, as the description is misleading //

It is a criminal offence to supply products that do not comply with the UK Construction Products Regulations. The EU's Construction Products Directive requires that action be taken against a manufacturer who places non-compliant product on the market. The action might consist of warnings or legal proceedings, with sanctions varying from state to state within the EU.

Placing a product on the market with an invalid CE mark or classification code is potentially a breach of the Trade Descriptions Act, as the description is misleading. If this in turn makes the product unfit for the purchaser's

intended purpose, based on the description, the Sale of Goods Act might apply. The Construction Products Regulations Act (CPR) sanctions include impounding and destruction of stock, fines, and up to three months in prison for directors.

One part of the Construction Products Regulations which often gets overlooked is the indemnity it affords for correctly CE marked products. In any litigation, the CE mark is proof that the product meets the relevant health and safety requirements of the Act. This also helps to show that the product represents the "acknowledged rule of technology" and "current state of the art". Therefore the manufacturer or supplier has exercised "due diligence" before offering the product for use on fire and escape doors.

The GAI has already seen instances where potential litigation over personal injury was stopped because the product concerned was CE marked. If a prosecuting solicitor were to find out that a CE mark was not valid in some way, their efforts would surely be redoubled.

Under the CPR everyone in the supply chain within the borders of the EU bears responsibility. All can be prosecuted if the product passed through their hands, and the courts will decide how much blame to apportion to each party. Saying that you relied on what someone else told you is not an acceptable defence, unless you are a small high street shop with no facilities to check the provenance of your stock.

with cleverly concealed fixings, sheer genius.



HI-LOAD H207-400 hinge

Double-Action Pivots & Emergency Releases

HI-LOAD® Hinges



Edward Steel and Craig are one of the most solid and respected AIs in the south east, having built a strong reputation for top notch banking and City projects. **Helen Curry** met the man at the helm, **Jon Bryan**, who still retains his passion for scheduling and the principles on which the company was founded.

Steel+brass

Based in Brentwood in Essex, Edward Steel and Craig are a self-confessed “sensible” company: prudent with money, wisely spreading their interests over several related businesses and not prone to panic. And it is these qualities which have seen the company move relatively smoothly through the recession. “We are strong financially and sensible with our money so we have not panicked during the difficult last 18 months, although we have had to make some hard decisions,” says Jon, “We’ve always retained profits every year to help us look after the company in leaner times.”

That’s not to say the company is boring. It must be a good place to work because Jon proudly says that they have never had a member of staff leave – ever. “We must be doing something right because people stay here a long time!”

Man-about-the-office

Jon himself is a case in point as he joined the business in 1983 as a driver and general man-about-the-office. “I got involved with everything because the firm was quite small at the time – it was a great way to learn,” he says. Jon started his GAI Diploma course in 1986 and was silver medallist in 1990 (it was a four-year course in those days) and really enjoyed the process. “I started the Diploma because I wanted to learn more about scheduling which is something I wasn’t involved with at the time,” he says. “I attended the GAI residential course in the final year which was not only invaluable for my learning but I also made some life-long friends there.”

The business had been set up ten years previous to Jon joining by Ted Steel at premises in Patrick Road, Plaistow in East London. He had intended to run the business with a Mr Craig who pulled out of the deal at the last moment but Ted decided to keep his name in the company title anyway because he felt it sounded more impressive! Ted’s son worked in the business for a while but when he left in 1996, Ted appointed Jon as MD. Shortly after this Ted retired to care for his sick wife and struck a deal with Jon selling him 50% of the company.

Sadly, Ted passed away in 2009 at the age of 79 but his presence can still be felt within the business. He was a passionate West Ham

United supporter and a larger than life character, and is still missed at the company “We try and run Edward Steel & Craig as a fitting legacy to a great man and we will always be proud to have his name over our door,” says Jon.

Good location

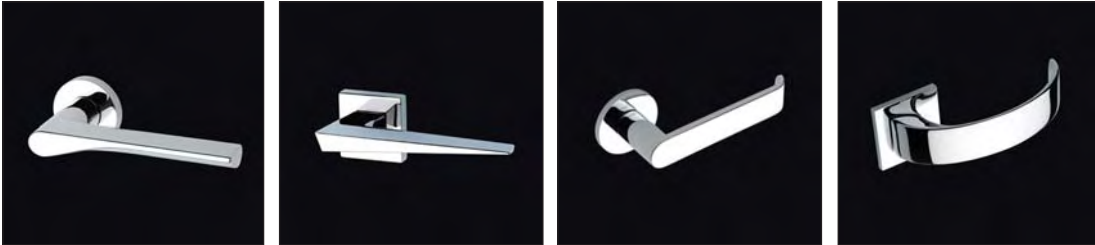
The company is located in Brentwood, near the M25 with good transport links to London where Edward Steel and Craig still gets most of its projects. There is also a warehouse and trade counter in Rainham – perfectly placed to take advantage of contractors travelling into the City to work. Many of Edward Steel and Craig’s contracts are for merchant bank refurbishments and the company is seeing this sector beginning to recover after the recent banking crisis. These types of projects demand top quality hardware which Edward Steel & Craig are happy to provide, such as the Italian brand “Olivari”. “We’re not known as a cheap and cheerful AI,” says Jon. “In fact, I can’t remember the last time we sold an aluminium door handle!”

Quality products and quality service

Jon also applies this principle to service and scheduling – a process which he still enjoys. “Quality products and quality service – that’s what AIs are about! If you want cheap & cheerful then go to B&Q! I take great pride in my schedules and love doing them,” he says. One of Jon’s big concerns is the way in which schedules are being touted around by contractors for the cheapest price, sometimes changing the spec in the process. “Architects and AIs need to work together to ensure this doesn’t happen. In the old days the architect had the final say and nominated the suppliers and consequently the client received hardware in accordance with our ironmongery schedule. Sadly nowadays the builder seems to be king and the contractors seem to have much more influence with clients often being hoodwinked and unknowingly ending up with inferior products. For example, we may have scheduled a top-quality, self lubricating hinge with a 25 year guarantee but the client ends up with a cheap, poor quality imported hinge which streaks oil down the door within weeks of use”

AIs should stand together

This is where Jon believes AIs should stand together. “We are professional people providing a professional service and ideally we



**“QUALITY
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QUALITY SERVICE
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PRIDE IN MY SCHEDULES AND
LOVE DOING THEM”**



should be able to charge for that and it would be great if this could somehow become mandatory” he says. “It would also ease the problem we have with our schedules being poached by other ironmongers. I spend a lot of time and effort on my schedules, really putting a lot of thought into what each door will be used for, site visits, samples and so on. It seems mighty unfair when another ironmonger benefits from all that hard work and we have not been paid a penny. I know we all have our favourite builders and long standing customers and are all guilty to some degree but that doesn’t make it right. At least if the schedule has been paid for then the scheduling AI wouldn’t be left with nothing,” he concludes.

Jon is clearly carrying on Ted Steel’s business ethos, as well as the business itself. Some old-fashioned values, in a thriving modern business.

Ten most frequently asked questions relating to manual door closers

Every day at **GEZE UK**, the technical department is asked a multitude of questions ranging from simple installation guidance to more complex site specific specification queries. Here are 10 of the more frequently asked questions.

Do your door closers conform to DDA? This question typically will relate to the opening force requirements of Approved Document M and BS8300. A point to note is that as of 1st October 2010 the DDA (Disability Discrimination Act) is now incorporated into the Equality Act.

A single item of hardware including manual door closers cannot claim to be "DDA compliant". This is due to the factors that have an influencing effect on opening forces such as the hinges, air pressure, seals (both smoke and acoustic,) door leaf width, door leaf weights and the quality of the installation. Compliance can only be established once the entire doorset is installed and tested in an "as fitted" arrangement.

I have rebated doors. Do you have door closers to suit?

If the door set is fitted with an independent door selector then all types of door closers will function. Either overhead surface mounted, overhead concealed or floor mounted are available with integrated sequence control and also electro-hold open versions with integrated sequence control. Note: a carry bar is still required.

Can I use door closers externally?

Overhead closers are often used externally on pedestrian gates. Marine grade grease should be used regularly on the V arm linkages and around other moving parts. Floor closers may also be used in which case a sealing compound is required once the closer has been installed and adjusted.

My door is fitted onto parliament or offset hinges. Can door closers work with this arrangement?

The offsets can vary considerably but in general the maximum is usually 100mm. This offset does not have an effect on surface mounted or concealed overhead closers. If necessary a CAD drawing would be requested by the supplier to overlay the closer onto the drawing and check the geometry to ensure that it will work.

I have an arched head door. Do you have a closer that will work?

If the arch is quite shallow then it is often possible to use an arched door drop plate with a conventional V arm door closer fitted. Again, a CAD drawing should be provided by the enquirer to check the geometry and ensure that the proposed solution will work. If the arch is sharp then a floor closer with pivot lever arm would be recommended. This option is also ideal for existing hinged doors that require controlled closing where the end user does not want to see a surface mounted closer.

I am specifying electro hold open closers. What are the electrical requirements including the size of power supply required?

For the most popular electro hold-open closers, the supply voltage is 24V DC. The current consumption will depend on the type of closer used. A typical consumption ranges from 35mA to 110mA per closer. The simple rule of thumb is to multiply the total number of closers by the mA value specified by the manufacturer and divide by 1000 to get the current in amps. Voltage drop in terms of cable conductor sizes must be taken into account and therefore it is often easier and more cost effective to use several smaller power supply units than one large capacity unit.

I have a tiled or marble floor and want to use a floor closer but I don't want to see the cover plate?

Subject to the floor thickness, it is possible to install the floor closer below the floor surface and to use extended spindles. Using extended spindles does have an influence on the maximum door leaf weight so care is required to ensure that the spindle is not overloaded.

The door won't close fully due to positive air pressure. What can I do to get it working?

The golden rule of manual door closer adjustment is to ensure that the door closes properly when opened to 2° from fully closed. If this works despite any external

influences (e.g. seals, latches and air pressure etc.) then the closer is set correctly. Air pressure has a great influence on closing control. In sealed rooms, a vacuum is formed which creates a cushion often preventing the door from closing. The misconception is to increase the closing speed of the door closer. This worsens the problem and can also create a potential hazard when the door slams if a window within the sealed room is opened. The correct method is to slow the speed of the door down and rely on the correct closing spring force together with a correctly adjusted latch action to allow the door to close.

I have an air pressure of 50 Pascal. Which door closer do I need?

First establish whether the air pressure is positive or negative. Positive pressure acts against the closing force and negative pressure assists the closing force. If the pressure is positive, a Nm torque to Pascal formula should be used to calculate the required Nm closing torque to overcome the positive pressure. If the pressure is negative then the closing force and the closing speeds (including the latch action) must be adjusted to accommodate this pressure.

Which door closer would you recommend to assist with compliance in relation to the opening force requirements for disabled people?

There is not a straightforward answer to this question because the answer will depend on the door type (fire or non-fire), leaf width and weight, external or internal door, opening angle requirements, surface or concealed mounting, floor or overhead closer and of course budget constraints. As a starting point, an electromagnetic hold-open or electromagnetic hold-open with a free-swing door closer would be recommended to allow maximum freedom of movement for disabled people. If the budget allows, automation of the door would ideally be recommended. For manual door closers most manufacturers offer a range of standard V (scissor) arm closers, guide rail closers, concealed closers and if required floor closers that can assist towards compliance.

The luck of the Irish...

The new **Aviva Stadium** at **Dublin's Landsdowne Road** adds a striking new form to the city skyline with its curved, translucent roof line sweeping above the surrounding buildings.

24

The Lansdowne Road stadium in Dublin was one of the world's oldest international sports stadiums. Renowned as the home of Irish Rugby, the site has also hosted world class athletics events and concerts by global performers as diverse as Frank Sinatra and Dublin's own U2. In June 2007 the old stadium was demolished to make way for the construction of its latest incarnation, the Aviva Stadium, which opened in May 2010.

With its distinctive sweeping curved form it is still a highly practical and environmentally sustainable building, maximising daylight to the interior whilst minimising the impact of the enlarged building on the surrounding area. Jointly designed by Architects Populous and Scott Tallon Walker, the stadium has a capacity of 50,000 and contains extensive facilities for spectators, media and corporate sponsors as well as conference and exhibition facilities over 5 levels.

MB Doorplan

Dublin based AI MB Doorplan was responsible for supplying a complete door and ironmongery package for the project including steel frames, doors, ironmongery, access control and automatic operators. This package encompassed over 1,100 individual doors as MB Doorplan's Sales

Manager Jason Proctor explained:

"The specification was extremely complex. We supplied steel framed timber doorsets for the project, a system we pioneered in Ireland and have worked with for over 20 years. It's an extremely robust system and the finish range is vast, but it places a greater responsibility on the AI to get the specification right first time as there's little scope for adjustment on site."

Due to the huge range of door variations over 160 different wrap-around frame profiles had to be created by supplier Rema to accommodate the variations in wall construction and finishes. In some places walls were 600mm thick, needing extra deep frames and requiring extremely careful detailing to ensure clear opening of the doors.

Another key issue was the specification and supply of the architectural ironmongery. Products specified for the project were selected for their durability and high performance standards to meet the severe frequency of usage within a public building. Included in the ironmongery package were Royde and Tucker Hi-load hinges, DORMA closers, locks and automatic operators, Intersteel stainless steel door furniture, Eurospec cylinders, Exidor panic hardware and Abloy electric locks. All relevant products also had to assist the Client in meeting their obligations under the DDA and Doc M requirements.

"With its distinctive **sweeping curved form** it is still a



The **luck** of
the **Irish**...

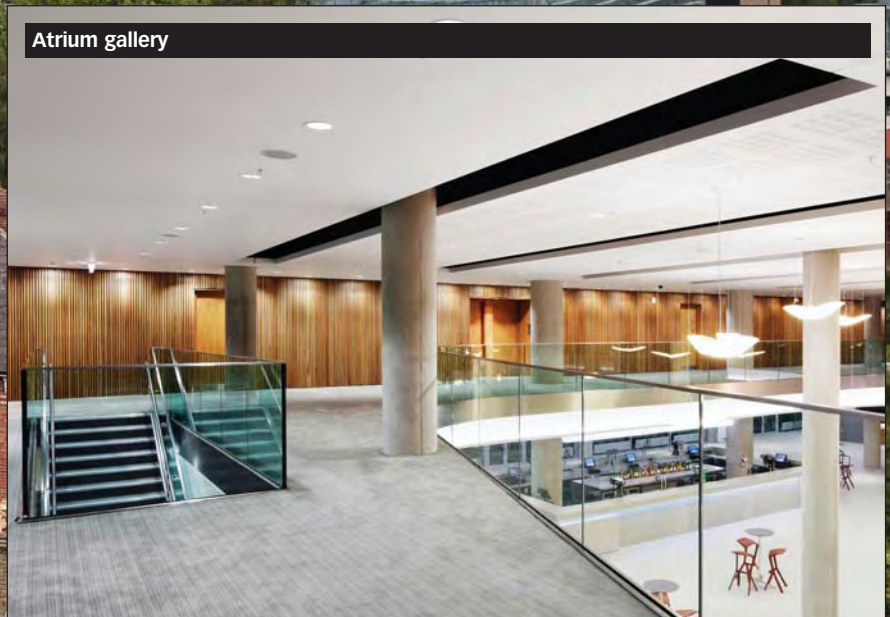


Lecture Theatre

highly practical and environmentally sustainable building...



Atrium gallery



24 MB Doorplan's package also included the specification, supply and installation of electric locks and automatic swing doors. In addition to the door package, they also supplied hardware for the stadium's entrance and exit turnstiles and gates. The company became involved in the project 3 years before work started on site. Helped by their long established relationship with the stadium's interior architect Scott Tallon Walker, they prepared a specification, text description and data sheets to enable the architect to create his L20 specification and P21 document for ironmongery. By the time John Sisk was appointed as the main contractor, MB Doorplan was already in a strong position and went on to secure the contract.

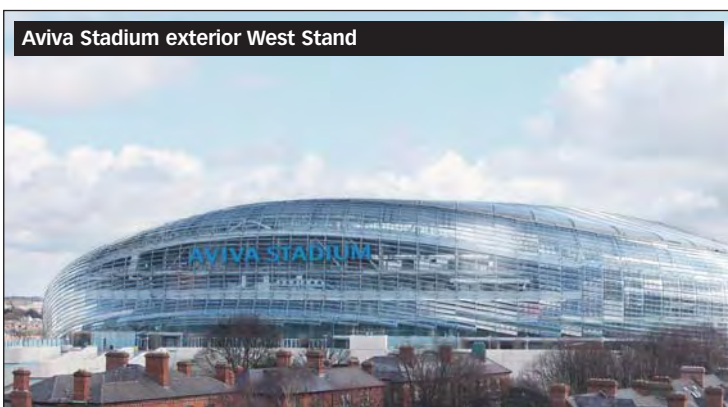
Another significant requirement on the project was the on-line submittal of all technical information to a central website allowing all subcontractors access to check technical details, compliances and any coordination issues.

The logistics of a project of this scale required meticulous planning with numerous products being sourced from across Europe. Some were delivered direct to site and others to MB Doorplan's warehouse for assembly. The establishment of an on-site office enabled the MB Doorplan project team to effectively co-ordinate all relevant supply and installation work.

Regional Manager, Douglas Masterson, comments, "Being part of such an important landmark project in Dublin has involved a huge amount of planning and hard work by everybody. Aviva Stadium has allowed us to demonstrate our ability to specify, coordinate and supply a niche product mix of doors and steel frames, ironmongery, access control and automatic operators as a complete package".



Hospitality suite



Aviva Stadium exterior West Stand

MB DOORPLAN

MB Doorplan is part of Macnaughton Blair's Architectural Division which also includes the six-branch Lloyd Worrall business in GB, including Yannedis in London, and MB Architectural in Northern Ireland.

Macnaughton Blair can trace its history back to 1903 with the set up of Joseph Blair & Company, a plumbing, heating and hardware business in Belfast. The company is now a subsidiary of Grafton Group plc, one of the UK's leading builders merchanting groups which includes Buildbase, Plumbase, Jacksons and Selco brands.

Macnaughton Blair has long been established as a leading Architectural Ironmonger and in 2005 it rebranded as "MB Architectural", a stand alone business based in Belfast. MB Doorplan in Dublin was established in February 2007.

Macnaughton Blair's enlarged Architectural division is now the only architectural ironmongery business represented in all three regions – Great Britain, Northern Ireland and the Republic of Ireland. It can therefore offer specifiers and contractors a complete package wherever their projects are located. The business is managed by two Regional Managers, Arun Kulkarni who oversees GB operations and Douglas Masterson who looks after Ireland.



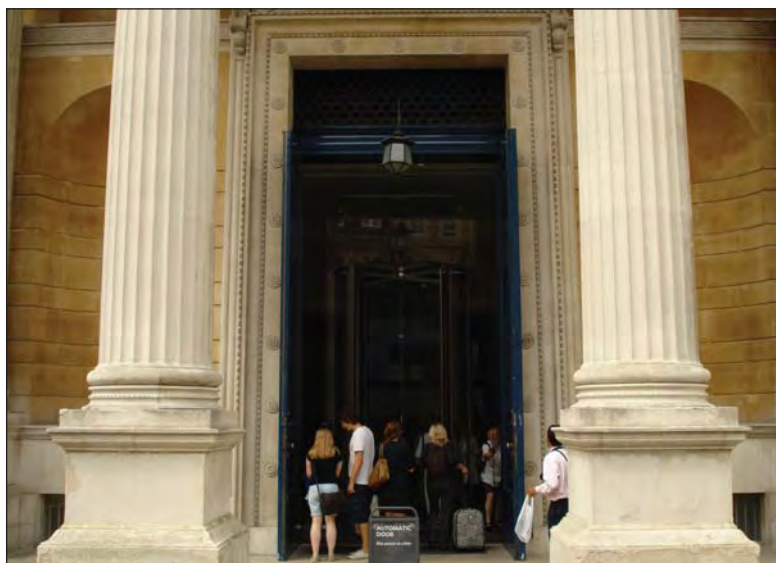
Douglas Masterson



"AVIVA STADIUM HAS ALLOWED US TO DEMONSTRATE OUR ABILITY TO SPECIFY, COORDINATE AND SUPPLY A NICHE PRODUCT MIX OF DOORS AND STEEL FRAMES, IRONMONGERY, ACCESS CONTROL AND AUTOMATIC OPERATORS AS A COMPLETE PACKAGE"

oxford

ashmolean museum



FLUSHED WITH SUCCESS

Last year Oxford's Ashmolean Museum undertook its biggest remodelling since being incorporated with the University Art collection in 1908. Rick Mather Architects completely redesigned all but the original 1845 Cockrell building.

Part of the remodelling was the reopening of the original main doors. These had been reduced in size significantly in previous changes by dividing them horizontally at about 2 metres and fixing the top halves permanently shut. The specification in these latest changes was to reopen the main entrance completely and restore the original pair of doors to their magnificent full 5.6metre height – a project which Julian Newman of Oxford Ironmongery reckons is the longest flush-bolt in the UK.

BAM Construction the main contractor on the project sought the expertise of local specialist Architectural Ironmonger Oxford Ironmongery. "The initial site visit revealed the scale of the issue, however we pride ourselves on solving the unusual and I did remember that our friends at Frank Allart say they'll make a flush-bolt any size!" said Julian Newman.

"Our involvement began when I was contacted by Julian at Oxford Ironmongery, a joint site visit was arranged and measurements taken. The outcome was the decision to produce a Flush-bolt 3.6metres long finished in Antique brass" commented Nigel Smith National sales manager with Frank Allart.

burgess hill

prescott house



SMART CHOICE

Ironmongery and door hardware manufacturer ASSA has launched an intelligent electronic device with ease of use at the heart of its design which is perfect for education and healthcare security applications. Smartair is a 'bolt on' solution for use on all doors and in many cases can be retrofitted to existing locks and key systems, reducing the inconvenience and cost of hardwiring a full access control system.

Among the first to benefit from Smartair are the elderly residents at Prescott House, a supported housing development in Burgess Hill. Residents had been living with the more traditional lock and key to access their homes, which some were struggling with due to physical frailties.

With the new Smartair system, installed by ASSA security centre Keyhole Security, residents simply hold their card up to the reader placed on the front door to gain access to their home.

Reliant on smartcard technology, Smartair can be adapted according to user requirements through PC software and allows cards to be encoded via an encoder or, for ease of use, to be updated automatically.

Designed to meet the challenging security needs faced by public buildings, Smartair can be fitted with an internal thumbturn or key override, allowing the door to be deadlocked on the inside for additional security and peace of mind. Smartair is certified for use on fire doors to BS EN 1634-1:2000 and meets the requirements of Document M and BS 8300.

ipswich

suffolk new college

AN EDUCATION

Ingersoll Rand Security Technologies supplied a large quantity of ironmongery from its Briton and CISA product ranges as well as its Martin Roberts steel doorsets for the £44million replacement building at Suffolk New College in Ipswich, Suffolk. The company supplied everything from the steel doorsets to the associated hardware including door controls, lockcases, exit hardware cylinders locks and pull handles. This installation provided a sense of uniformity and continuity throughout the scheme and as the steel doorsets were supplied complete with hardware it meant labour time and costs on site were reduced.

The Briton 1100 Series of door closers were specified as they offer a concise and cost effective door closing solution benefiting from a wide variety of features and options, including fully adjustable power sizes, backcheck facility and the unique Accufit back plate system for reduced installation time and improved accuracy of fitting. The CE marked range is fully certified to EN 1154 and EN 1634, carries a ten year guarantee and has been fully tested to 500,000 opening cycles.

CISA 7500 Series cylinders together with Briton 5500 Series lockcases added to the co-ordinated overall design for the project. The 7500 series is specially designed for this type of medium security application. It features a patented system which utilises a side 'check pin' which must be raised by the special undercut on the key profile. This feature makes unauthorised copying of keys virtually impossible.





Upgrade and replacement of damaged mechanical digital locks at Worcester Royal Hospital has led facilities managers on site to specify the CL2255 electronic lock from Codelocks.

The CL2255 electronic codelocks have been installed on several office doors, where access is limited to staff only. They have replaced single code mechanical locks which had become increasingly problematic to service and maintain with the demands of busy departments.

Designed as a retrofit to basic common digital mechanical locks, the CL2255 has the same fixing points, making upgrade and retrofit of mechanical digital locks possible in a matter of minutes. They also allow for quick on-door code change, where previously the mechanical locks would need to be removed from the door to make a code change.

The lock also features two release terminals as standard. The first terminal can be used to open the lock from a reception desk. The second can be linked to an alarm system, which when activated by a momentary contact, will release the door for 30 minutes. This allows emergency personnel to rapidly check rooms to ensure no one has been trapped or overlooked in the case of an emergency. This feature was an added benefit for the Hospital.

RADAR ACCESS

22-year old Cameron Wood is enjoying his independence again, in a purpose built home fitted with radar controlled automatic doors from GEZE UK who fitted its Slimdrive EMD-F operators to Cameron's front door, and to the door exiting from his bedroom to the balcony. The operators are both controlled by radar, which opens the door as the sensor on the operator picks up the movement of his wheelchair.

Part of GEZE UK's Slimdrive range of operators that are just 7cm high, making them ideal for limited spaces or a narrow framework, the EMD-F operators are specifically designed to meet the requirements of BS8300 and the DDA. This electro mechanical swing door drive control system can be used with all control elements including push pads, key switches, infrared movement sensors, radio/remote control, and – particularly useful for Cameron - radar.

Virtually silent because of its low noise direct current motor and precision gears, the EMD-F has a low energy function and is quick and easy to install. Extensive research has also shown this operator to be very reliable, combining a maintenance – free, high performance motor featuring low wear characteristics, and state of the art technology.

Cameron, from Cockermouth in Cumbria, was just 18 years old when he was seriously injured in a trail cycling accident which left him paralysed from the neck down. His dream to be more independent became a reality this year, when he moved out of his parents' home, into a purpose-built house next-door, part-funded by a grant from social services.



london

stratford city

2012 AND COUNTING

Westfield Stratford City, Europe's largest urban shopping centre incorporating retail, office, leisure and hotel facilities is nearing completion, and will be open and ready for business in 2011, well before the London 2012 games have started.

Costing approximately £1.45bn to build, the site occupies 1.9million sq ft of retail and leisure space and will offer over 300 different shops.

The site is on three levels, located close to the Olympic Stadium, and in planning the overall design of centre, the architects have paid particular attention to visitor safety, particularly in the event of fire or when, in an emergency, it is paramount to evacuate the centre quickly and safely.

The specification and supply of Panic Hardware has been awarded to Als Grant Haze. Working in conjunction with Fred Duncombe Ltd, the architect specifically selected the Exidor 200/300 Series Emergency Exit Hardware

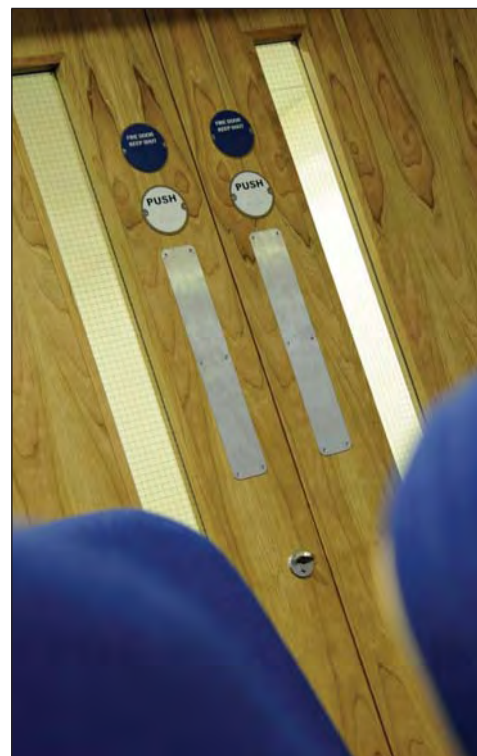
throughout the centre in order to confidently meet all of the stringent requirements called for in the exit door hardware specification.

Certified to European standard EN 1125, the stylish and yet robust die cast Aluminium body together with Pullman latches and internal components used in the construction, the Exidor 200/300 Series has been designed to provide the optimum in safety and security.



birmingham

new church



SERVING A HIGHER PURPOSE

Briton door closers, door furniture and lockcases have been supplied along with CISA cylinder locks for the New Testament Church of God, a £5m new-build church in Birmingham.

Ingersoll Rand Security Technologies worked closely with architectural ironmonger Price & Oliver on this project which was designed by Paul Henry Architects. In order to meet the tough specification requirements, Briton 2100 Series door controls were used with Briton 5500 lockcases for interior doors and CISA 7500 Series patented cylinders. Briton's proven long-term reliability and durability means that specifiers can be confident of its low maintenance, life-cycle performance. Supplied in a matching satin stainless steel finish the combination gives a high aesthetic feel and a sense of continuity and conformity across the scheme as a whole.

The Briton 2100 Series is perfect for this type of heavy duty application. They feature fully adjustable power sizes, backcheck facility and a unique Accufit back plate system for reduced installation time and improved accuracy of fitting. The CE marked range is fully certified to EN 1154 and EN 1634, carries a ten-year guarantee and has been fully tested to 500,000 opening cycles. The Briton 5500 Series comprises a comprehensive and matching range of cylinder mortice lockcases, comprising deadlock, sashlock, bathroom lock and latch variants also CE marked and conforming to DIN 18251 and EN 12209.

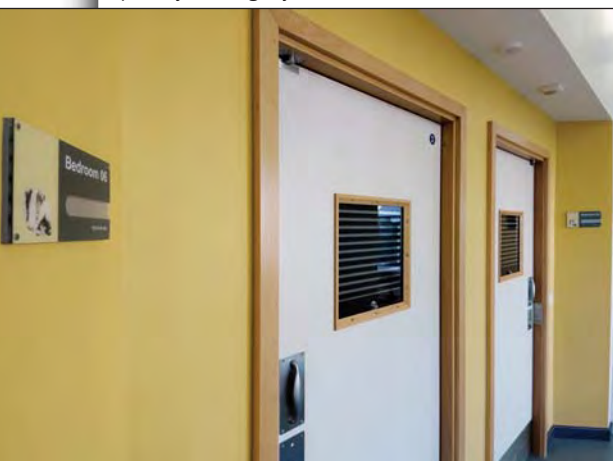
northumberland

rose lodge

BY ANY OTHER NAME...

Laidlaw Solutions' Orbis Anti-ligature range of stainless steel door furniture has been used extensively at Rose Lodge, a specialist centre for the assessment and treatment of working age adults with a range of learning disabilities. This is the latest of a number of projects undertaken by Laidlaw alongside specialist healthcare architects MAAP and Laing O'Rourke for Northumberland, Tyne and Wear NHS Foundation Trust.

MAAP Architects' brief was to create modern and safe facilities that respect the privacy and dignity of service users. The local NHS Trust also required the building to



be future-proofed to a 'medium secure' level, so anti-ligature products included Bedroom, Washroom and Communal Room Locksets, all with primary or secondary barricade features. Acute, Enhanced and Supported Care facilities will be provided using a 'Swing' bedroom layout to allow flexibility of admissions. The environment will be one of intensive use, so choice and performance of door furniture was key

oman

al amerat hospital



OMAN HOSPITAL ANTI-LIGATURE

Primera, the anti-ligature door and window hardware manufacturer based in Blackpool, has recently completed the supply of its largest contract of locksets and pull handles for use throughout the new Al Amerat Psychiatric Hospital in the Sultanate of Oman. The 245 bed state of the art hospital, built at a cost in the region of £74 million, is now in its final stages of completion and will be used for both in and outpatients as well as, in association with the Sultan Qaboos University, for the training of doctors and nurses.

A mixture of Primera anti-ligature lock sets was selected for the project by Building Supplies & Services Co. LLC of Oman to suit the various applications on site. Each of the six wards features interview and classrooms, occupational therapy halls, patient dining, a seminar room, a TV room and an indoor games room. The facility will be used by children, adolescents and adults with a range of issues from across the psychiatric spectrum and this called for an array of anti-ligature solutions to ensure client privacy and safety, as well as staff access provision.

The Al Amerat Psychiatric Hospital will also feature outdoor recreation areas such as a swimming pool, tennis courts, a running track and open courtyards suitable for both clients and staff members to use. When it opens it will increase the availability of inpatient psychiatric facilities in Oman by over 400%.

sunderland

3 schools



BACK TO SCHOOL

Orbis Timber Doorsets from Laidlaw Solutions have been supplied with ironmongery to 3 Academies and 3 schools as part of 'Wave 1' of Sunderland City Council's £120 million 'Building Schools for the Future'. These included Darlington Academy, Castle View Enterprise Academy and Red House Academy together with Washington School, Biddick School Sports College and Pennywell School. St. Robert of Newminster RC School is scheduled as part of the next phase.

The doorset specification was based on a paint grade frame, laminate-faced door leaf and Orbis Commercial Silk Anodised Aluminium ironmongery. Work began in early 2009 following months of development in conjunction with the Balfour Beatty Construction design team. In addition to a complete transformation of the learning experience, the BSF developments have been designed for the positive impact they will have on regeneration initiatives, inward investment, the local economy and efforts to meet skills shortages in Sunderland. Wave 1 funding involved a combination of new build and refurbishment, with pupils also using a vocational centre for subjects such as the performing arts, sport, construction, engineering and ICT.

By co-ordinating the supply of doors, frames, glazing, ironmongery and access control at the specification stage, the risks associated with scheduling multi-site, fast-track projects were greatly reduced.



■ VERSATILE DOOR CLOSERS

OPENING NEW DOORS FOR OWLETT-ARCHITECTURAL

A range of versatile door closers, manufactured to CE and Certifire marks where possible, is the latest product line to be unveiled by Owlett-Architectural. Owlett-Architectural door closers are available by spring in a power size 3 and by either spring or by template in power sizes 2-4 - making the range suitable for a variety of different applications. Each door closer can be fitted with a variety of different covers and with several different finishes.

■ COST EFFECTIVE KEYLESS LOCKING

SIGN OF THE TIMES

With budget cuts and austerity measures on the way, a simple but effective keyless locking system is 'right for the times', according to UNION, part of the ASSA ABLOY group which has developed the Codehandle lever furniture. Codehandle has an integral five-button keypad, and provides a simple, cost effective way to restrict access to private offices, storerooms and other locations in light commercial and residential properties. With options for both manual and automatic locking, the device offers nine user codes and one master code, which can all be changed an unlimited number of times. Entering an incorrect code five times blocks the handle for three minutes, long enough to deter the opportunist intruder.



■ HEAVY DUTY PADLOCK

CONQUERING OUTDOOR SECURITY

As part of its new C-Series, UNION now offers an extra high security, heavy duty 1K12 Conquest padlock, providing the ultimate protection for a wide range of outbuilding applications.

The 1K12 Conquest padlock allows over 20,000 different key variations, with features including a hardened steel upsprung shackle with double locking, key retention when unlocked and a high security 6 pin key mechanism.

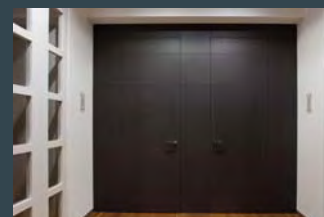
Resistant to hacksaw, drill, hammer and torque attack, the padlock is also designed to withstand adverse weather conditions. The 1K12 Conquest fully conforms to Grade 6 of the draft CEN European Standards for padlocks and is endurance tested for exceptional performance.



SIMONSWERK are a leading manufacturer of high quality door, window & conservatory hinges for the Architectural Ironmongery & Hardware Market .

The **TECTUS** award winning completely hidden hinge, featuring convenient continuous height adjustment, now has a new version for door claddings up to 8mm including glass & laminate. There is a new size range of **SAMSON** solid brass hinges with concealed bearings, the **VARIANT VX** high performance heavy duty hinge **PLANUM** alternative with slim 15mm knuckle and a new range of antimicrobial copper plated hinges, ideal for hospitals & surgeries.

SIMONSWERK
High Performance Hinges



TECTUS



t: 0121 522 2848 e: sales@simonswerk.co.uk

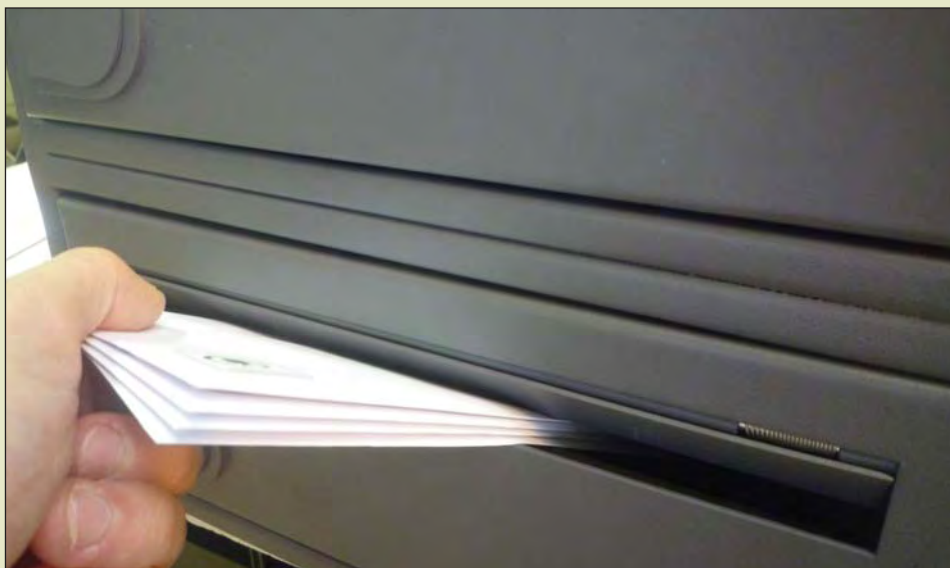
www.simonswerk.co.uk

■ FIRE RATED MAILBOX

HOTMAIL

Following meetings with Secured By Design representatives, The Olympic Village and numerous architects, DAD identified a requirement for a Fire Rated Mailbox. The company designed, developed and manufactured the first Fire Rated Mailbox - the FR60MB - a highly specified mailbox fitted with an inward sprung letter plate, incorporating intumescent linings in the flap aperture, ensuring protection against an arson attack or fire.

The FR60MB satisfies the integrity criteria specified by Warringtonfire in BS 476: Part 22 - 1987 mailbox Fire rating Guide for a period of 60 minutes.



■ HANDMADE BRONZE HARDWARE

CLIMB EVERY MOUNTAIN

Strada is now supplying the entire Rocky Mountain range of handmade solid bronze architectural hardware. A diverse yet highly appealing range of door levers and hardware, including grips and pulls, levers knobs and rings, the range extends to cabinet fittings, kitchen and bathroom fittings and specialist accessories such as balustrade fittings. Combining traditional craftsmanship with inspirational design, Rocky Mountain Hardware offers customers elegant form and superior function ideal for boutique hotels, luxury accommodation and high end restaurants.

The range also extends to a bespoke capability with craftsmen at Rocky Mountain Hardware able to echo a special design detail including company logos.

With a careful balance of hues, textures and simple lines, Rocky Mountain Hardware complements a broad range of architectural styles and, with a lifetime guarantee, will last for generations. Using only the highest quality bronze to achieve its unique designs, Rocky Mountain Hardware lets the natural beauty of the metal speak for itself.



■ LAMINATED STEEL PADLOCK

RUST FREE, STRONG, STEEL PADLOCK

Most UK padlocks are made of brass because the metal does not degrade making it perfect for external use. However, brass cannot match the strength of steel when it comes to security. So ABUS have improved their 41 laminated steel padlock to last over 40 years – even in the most hostile, salt water environments - ideal for external use from garden sheds to industrial units.

Manufactured using individually rust proofed steel plates – 13 times better than zinc coating – which are welded together to produce a laminated padlock with enormous strength and long life. Salt bath tests show over 40 years of reliable security in the most hostile environments. Manufactured in Germany, the Eterna is available keyed to differ, keyed alike and now also zero bitted for self assembly.



■ WIRELESS LOCKING SOLUTION

SECURITY AND ACCESS CONTROL IN A CLIQ

Abloy UK has launched a patented wireless locking solution, which combines the assurance of mechanical security with the benefits of access control in one key system.

Protec CLIQ technology, incorporating keys, cylinders and padlocks, adds electronic intelligence to standard mechanical locking and offers long term cost savings as locks do not need to be replaced if keys are lost.

Using a master control key, access rights can be amended and lost or stolen keys can be easily removed from the system whilst authorised keys can be given limited access to areas, as well as time controlled zones, at no additional cost.

A CLIQ key can operate both mechanical and electronic cylinders in master key suites and provides an audit trail of the last 100 access attempts, plus the last 10 foreign (non-system) key entries.

■ TELESCOPIC DOORSET

FURTHERING DESIGN SCOPE

The Portman Pocket Door systems range has been extended with the addition of a new telescopic doorset. Allowing for the possibility of far wider openings on slide-away doors, this new offering will mean greater choice, versatility and design flexibility for architects and specifiers alike.

Elegantly concealing two door leaves in one wall (on the same side), the telescopic system will enable almost a double span to be traversed. To make the best use of the space available, both doors can be fully opened and stowed neatly within the Portman pocket.

Like all Portman Pocket Doors systems, there is no wobble or vibration during operation. The doors are linked via a toothed belt and pulley system, so as the user extracts the first leaf, the second is brought along with it.



■ AWARD WINNING COMPLETELY HIDDEN HINGE

100% SIMONSWERK

At the London 100% Design Exhibition in September, Simonswerk UK unveiled the latest additions to its door hinge systems. These included a new version of the TECTUS award winning completely hidden hinge specifically designed for door claddings up to 8mm including glass & laminate and featuring convenient continuous height adjustment. A new size range of SAMSON solid brass hinges with concealed bearings was launched alongside a new range of antimicrobial copper plated hinges, ideal for hospitals & surgeries. Also on view was the VARIANT VX high performance heavy duty hinge Planum alternative with slim 15mm knuckle.



WINDOWS FOR LIFE!

Nico Manufacturing, manufacturer of window hardware, has launched a special range of locking systems to meet the sustainability standards in social housing.

It is important that people with limited mobility can see out of windows and have easy access to window handles. Lifetimes Homes Standard, for example, specifies that Wheelchair users should be able to operate at least one window in each room and handles/controls should be no higher than 1200mm from the floor.

Normally, windows have a locking system with central handle. However, such a configuration may mean that the handle is too high to open. To solve this problem, Nico has launched a series of extensions for use with its locking systems that enable the gearbox - and handle - to be offset to a lower position.

LITERATURE



GRAB A CATALOGUE

Häfele has released a new catalogue of products for universal bathroom design which offers a real alternative to the conventional institutional appearance of grab rails and other aids for disabled users. The Programma Cap range of bathroom fittings allow 'Doc M' type grab rail and shower seats to be installed which can be folded away when not required allowing the designer to create a bathroom for all users.

Designed and manufactured in Italy by Häfele UK's partners PBA, products in the range include grab rails which fold away into the wall when not in use, useable with both plasterboard or brick walls. A full set of rails recommended in Approved Document M of the Building Regulations are also available, along with shower seats, curtain rails and soap dishes. All the products in the range have been patented and fully tested to European safety standards.



ANTI-LIGATURE RANGE EXPLAINED

Anti-ligature hardware specialists Primera Life has launched a new catalogue for its extensive range of anti-ligature door products including pull handles, locks and anti-barricade systems. The catalogue features full colour pictures and line drawings of the entire range, plus background on training, technical support, and installation.

WEBSITES



FREE FOR ALL

The entire library of codes of practice and best practice guides for the door and hardware industry have now been made available for download without charge from the Door & Hardware Federation (DHF) website.

Until now, many DHF guides and technical documents have only been available to download for a fee. Now DHF has decided that to ensure the vital documents have the widest audience possible, specifiers and other specialists can now be able to access them without charge.

These technical guides are easy to find as they are grouped under areas of interest such as Security, Fire, Architectural Ironmongery, Garage Doors, Repairs and Industrial Doors. Also available on the website at no cost is guidance on standards and legislation that impact on the specification of both doors and door hardware.



NEW LOOK ONLINE

OJ Trade (www.ojtrade.co.uk), the online trading site of Owlett-Jaton has been given a new look and improved functionality. OJ Trade allows users to access the availability and price of over 20,000 products with just one click. Orders can be placed 24 hours a day, seven days a week and the real time functionality of the site means product enquiries and selling prices can be calculated instantly. There is free, next day delivery is provided on the majority of orders, no matter how small.

Martin Rundle, online trading manager at Owlett-Jaton, explains: "Our online offering is unique to the industry as we have tens of thousands of products that are suitable for almost any specification that are available 24/7."

Claimants often allege that it is a waste of time appealing against redundancy, as "they'll never change their mind, so what's the point?"

redundancy, appeals and natural justice



Last year, when the economic squeeze was at its worst, one of our clients went through the agony of selecting two of their managers for redundancy. This was not an isolated event, as there had been an identical selection process less than 12 months previously, when B had scored quite well in the assessment process, and had survived the cut comfortably.

However, during the intervening months, through a succession of what was possibly bad luck, but definitely being on the bad end of a number of complaints and being required by clients to be removed from sites, B's star had distinctly waned. This meant that the actual value of his client base (one of the important criteria within the selection process) had diminished sharply; not surprisingly his mark for Customer Satisfaction had similarly suffered and his general attitude seemed to have taken a discernible turn for the worse.

It was these considerations that brought him into the "relegation zone", and his two Senior Managers, having gone through a structured consultative process, and having given him the chance to make his representations before final selection, duly selected B for redundancy. It was, on the face of it, a fair process and a fair selection. B appealed to the Company's MD. He stressed that he was a father of two children who still very much depended on him, even though he was of an age when you would expect him to no longer have such commitments. He also alleged that the process had been too subjective, and that it made no sense that he could have had one of the better scores only a matter of months previously.

The MD, while satisfied that a proper process had been followed, and perhaps with a touch of mis-placed optimism, allowed the appeal, while sounding a clear warning that if things did not improve from the Company's point of view, or indeed in terms of his contribution and Customer satisfaction, he would not be in a position to allow an appeal in the future.

Very unfortunately, the Company's fortunes did not improve, but if anything deteriorated, and this caused a further need for redundancy 5 months later. Despite the let-off from the previous exercise, B's performance did not improve, and he was selected for redundancy a further time. He appealed, and the MD, while giving due consideration to the appeal, dismissed it. B, at that time had written to the MD and had thanked him for being "more than fair".

Despite that, he still instituted a Claim to the Employment Tribunal for unfair selection for redundancy. We set out the facts, the conspicuously fair way that the Claimant had been treated during the two redundancies, which B, himself had remarked upon, and submitted that this Claim would be a waste of time and an abuse of the Tribunal's time and resources. This is a coded message to indicate that we thought that this would be a suitable case for Costs to be awarded.

At this stage, B withdrew, no doubt having taken advice as to what was being pleaded. We were in a position to make this assertion because, in allowing an appeal in the circumstances, it was a generous gesture to B, at a time of serious difficulty for the Company. Natural justice had been served and it was extremely likely that a Tribunal would smile on the Company if the Claim got to Hearing.

The point to be made here is that a Company can sometimes "buy" goodwill, by acting with this type of generosity. It also provides cogent proof that there is a purpose in appealing these decisions, so that in future, should a Claimant try the old sore that there was no point, you would be able to show that you maintain an open mind in all such matters, a powerful message to any tribunal.

If you find yourselves in the invidious position of having to make redundancy selections, you can always call the **Helpline on 01372 462262 or email us on roger.vincent@talk21.com**



architectural
ironmongery
journal

AIJ is published by: **The Guild of Architectural Ironmongers**, 8 Stepney Green, London E1 3JU. www.gai.org.uk
Although this magazine is the official publication of the Guild of Architectural Ironmongers, claims and opinions expressed by contributors and advertisers do not necessarily reflect the official view of the GAI. Copyright **The Guild of Architectural Ironmongers** 2007 ISSN 0959-986X



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NEXT ISSUE

Copy date for the **Winter 2010/11** issue is
17 December 2010.

All adverts are accepted subject to approval from a Technical Approval Committee

DOM SERVICE CENTRE LEVELS



BRONZE LEVEL

- Available for single coded cylinders
- Sub assembled cylinders with security card
- Set of 2 pre-cut keys supplied by DOM
- DOM modular kit and assembly tools
- Free of charge modular assembly training
- Optional customer branded keys



SILVER LEVEL

- Available for single coded cylinders and MK systems
- In house cylinder pinning
- Set of 2 pre-cut keys and security card supplied by DOM
- DOM modular kit and service box
- Free of charge training in modular assembly and cylinder pinning
- Optional customer branded keys



GOLD LEVEL

- Available for single coded cylinders, GMK and MK systems
- In house cylinder pinning and key cutting
- Dom modular kit and service box
- Free of charge training in modular assembly and cylinder pinning
- Optional customer branded keys
- Optional DOM key cutting machine



6 pin conventional system



5 pin reversible system



5 pin reversible system with floating disc

DOM Keymaster

- High precision machine for DOM dealer profiles
- State of the art technology
- Automatic key cutting, drilling and engraving
- Financial lease plan available



MODULAR Technology

- Anti-snap solution
- Optional anti-drill protection
- Adapted for offset and non standard cylinder dimensions
- Suitable for the assembly of dual finish cylinders

