



architectural
ironmongery
journal

no.143 autumn 2011

advancing architectural ironmongery



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It seems that just when we believe that the economic gloom may be lifting, another news story hits us for six once again. The Office for National Statistics has halved its GDP estimate for Q2 2011 to a measly 0.1% and it seems that the 2008-09 recession was even deeper than we thought. The Euro zone is in disarray with several economies teetering on the brink of bankruptcy and the papers are full of stories of 1930s Depression type scenarios.

Architectural ironmongers are not always the most effusive bunch when it comes to describing business. Even in the halcyon days pre-2008, many would only ever say things were "OK" or "average" when asked how business was going.

Which perhaps makes it doubly surprising that so many are remarkably upbeat about business in 2011. One large distributor tells me that August was their record month. A major manufacturer has enjoyed a 10% continuous growth curve. Last week I attended the opening of IronmongeryDirect's new HQ which represents a £2.5million investment for the company. These are all indicators that times may not be so grim in the trade as we might imagine.

Heleen Cury

no.143 autumn 2011

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aijobituary

GERRY MANSFIELD

M. Marcus Ltd has sadly announced the death of Gerry Mansfield, a DipGAI architectural ironmonger who was well known to the trade for many years in the South West of England and South Wales territory

Gerry worked as Territory Sales Manager with M. Marcus for ten years and prior to that he had spells at Sankeys, IRM Bristol, Yale, Beaver Hardware and Guardian Locks.

Neil Sheane-Smith of M. Marcus said of Gerry, "He had a great knowledge of the ironmongery industry and was a well respected and valuable colleague who was held in high regard by his clients in the West Country and the South Wales area. He will be sadly missed."



A SOUND EDUCATION

Door seal manufacturer Lorient has launched an online CPD module 'Performance Door Design: The Basics of Sound Reduction'.

The online module offers the flexibility to learn and claim CPD points since the module which is independently certified by the Construction CPD Certification Service can be accessed through Academy e-learning, which is a portal that features a whole host of freely available CPD and e-Learning material for the construction industry.

The session considers the nature of sound and the importance of acoustic containment to improve the quality of the built environment: preserving privacy as well as excluding unwanted noise. It also explains regulatory requirements including Approved Document E to the Building Regulations (England & Wales); British Standards that relate to acoustic performance; and effective design of door assemblies for acoustic performance, including door construction and the influence of sealing systems.

To access the new Lorient CPD module visit www.academy-elearning.co.uk.

KITEMARK EXTENDS STANDARD TO DOMESTIC MULTIPOINT LOCKS

A significant extension to the BS 3621 Kitemark security specification marks a major step forward in enhanced home security, said the Door & Hardware Federation (DHF).

The Kitemark has been extended to cover both multipoint locks and key-free electro-mechanical locks now that the new standards - PAS 3621:2011 and DHF TS 621:2011 - have been published.

The publication of the new thief-resistant lock standards means that locksmiths, police crime prevention officers and security specialists can recommend locks to 3621 Kitemark performance levels for all types of domestic door locks, whether single point, multipoint or electro-mechanical.



MAJOR ACQUISITION FOR LAIDLAW

Laidlaw Solutions, backed by private equity group Rutland Partners, has acquired SIG plc's Interiors Manufacturing Division (SIGIM) in a deal which gives the combined companies a turnover of around £130 million. The new company will be called 'Laidlaw Interiors Group' and brings together Laidlaw's brands with those of door manufacturer Leaderflush Shapland and office and glazed partition manufacturer Komfort Workspace. Other SIGIM companies included in the acquisition include Cubicle Systems washrooms and Tufwell Glass and Blinds (formerly SIG Glazing Services). John Jefferies, the owner of Laidlaw, will be the new Group CEO.

Laidlaw Interiors Group will become the UK's leading supplier to the commercial interiors sector with over 1000 employees and a market leading position in doorsets, ironmongery and partition systems. Rutland and Laidlaw intend to restructure and invest in the acquired businesses to turn around their performance and to build on the strength of the combined brands. Opportunities for product supply between group companies have already been identified.

Commenting on the deal, John Jefferies said: "I am delighted to have Rutland as an investment partner to work with my team in developing the Laidlaw Interiors Group to become a major force in the UK commercial interiors market. Our combined strengths, supported by our network of sales centres, will greatly increase our value to specifiers."

RIBA Stirling Prize

5 of the 6 finalists specified GEZE

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RESULTS DRIVEN

This year's results from the GAI's education programme show an improved pass rate at Levels One and Two, and an impressive 66 candidates passing their Level Three examinations and becoming Diploma holders with the right to use the DipGAI letters after their names. These newly qualified Diploma holders now also have the chance to continue their education through the GAI's CPD programme and become a Registered Architectural Ironmonger (RegAI), the zenith of professionalism in the architectural ironmongery field.

The outstanding results from this year's exams reflect the GAI's continued commitment to education excellence:

Level One: 90 students passed representing 71% of candidates – almost identical to last year.

Level Two: 52 students passed representing 70% of candidates – a typically average level.

Level Three: Business Studies: the pass rate for the Business Studies element of Level Three has improved this year to 81% demonstrating that students have found the open learning style of the manuals far easier to follow and understand. Of the 69 students who took the examination, an encouraging 56 passed.

Level Three: Scheduling: of the 85 students who took the exam, 64 gained a pass, representing a pass rate of 75% which again points to the benefits of the new manuals. The top papers were of exceptional quality and the overall level was significantly higher than in previous years.

The newly qualified Diploma holders received their certificates at the GAI Education Awards Lunch which also saw the award of the Gold, Silver and Bronze medals to the leading year three students, plus the announcement of the GAI Pinnacle Award sponsored by ASSA ABLOY for the best student over the past three years.

This year's GAI education results have been marked by a significant increase in the number of overseas students taking the exams and becoming qualified, particularly in the Middle and Far East. For instance, this year 59 candidates sat their exams in Dubai, only one fewer than the number attending in London. Keith Maer, the GAI's Education Manager comments: "The GAI's education syllabus is unique. It is the only recognised programme in Europe that leads to a qualification in ironmongery specification. And it is respected and admired not only in our own trade in the UK but among specifiers, contractors and clients alike across the world."



gai
matters

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

REWARD CULTURE

This year's Guild of Architectural Ironmongers Education Awards Lunch was held on Thursday 3 November at the Royal Garden Hotel, in London's Kensington. The event, sponsored for the first time by IronmongeryDirect, was the industry's chance to showcase and celebrate the successful students from this year's GAI education examinations.

IronmongeryDirect places great importance on education and training and has put many students through the GAI education programme from across the business. This commitment has now been crystallised in the sponsorship, for two years, of the GAI Education Awards Lunch, regularly cited as the premier networking business event in the ironmongery trade.

The event's guest speaker was Steve Rider, the well known TV sports presenter. With over 30 years experience of reporting on the world's biggest sporting events for the BBC and ITV, Steve had a wealth of stories and insight to impart to what was a sell-out audience. As well as addressing the Awards Lunch, Steve presented 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 sponsor, IronmongeryDirect, is the UK's largest online and mail order supplier of ironmongery products to the trade, with stocks of over 11,500 products for same day dispatch, backed with expert knowledge and technical support from GAI-qualified staff. As well as using the IronmongeryDirect website, (ironmongerydirect.co.uk) customers can buy products through the catalogue, by phone, fax or email.





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gai matters

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

aijdiary dates

2011

🔹 The National Engineering & Construction Recruitment Exhibition

Date: 25 - 26 November

Venue: Hall 11, NEC, Birmingham

Description: Event dedicated to engineering and construction recruitment at the NEC.

🔹 ecoSHOWCASE Doncaster

Date: 29th November

Venue: Doncaster Racecourse, DONCASTER

Description: An exhibition of building products and services with a sustainability theme, mixed with a series of educational seminars to top-up your CPD.

🔹 LANCSBUILD

Date: 29th November

Venue: Britannia Sachas Hotel, Manchester

Description: A one day exhibition offering local building and construction professionals involved in specifying, buying, estimating and surveying the opportunity to meet industry experts.

🔹 The RIBA President's Medals

Student Awards

Date: 7 December–28 January

Venue: Gallery 2 & Lutyens Room, RIBA, 66 Portland Place, London W1B 1AD

Description: An exhibition of award-winning student work selected from 300 schools of architecture in over 60 countries.



FIRING LINE

Since the GAI made the announcement about its intention to launch, in partnership with the BWF-CERTIFIRE Fire Door & Doorset Scheme, the new Fire Door Inspection Scheme (FDIS), a vast amount has been achieved and we are forging ahead for the launch.

The FDIS scheme will feature an online learning centre leading to a Diploma in Fire Doors, and a route to become a certificated fire door inspector. Professionals involved in fire doors, facilities management, building maintenance and other aspects of health and safety will all benefit from the scheme's education package and will have their competence independently assessed by an independent certification body, Exova Warringtonfire.

A working group, comprising members of both trade associations, has made considerable progress in developing an entire scheme, pretty much from scratch. Branding has been developed, education modules for online training are being designed, the website and associated databases are in production and PR plans and marketing materials are close to completion. Of course, the all important business plan is also in place to ensure that the scheme not only brings commercial benefits and training opportunities to our members but is also financially viable for the BWF and GAI too.

Gary Amer, the GAI's Chief Executive and member of the FDIS working party comments, "This has been a major undertaking with the coming together of two trade associations and the working group dedicating significant amounts of time to the scheme alongside their day jobs. We will keep you regularly updated on progress up to launch and beyond."

IN THE CHAIR



Andy Fitzgerald of Dryad Architectural has taken over as Chairman of the GAI Education Committee. He takes over from Keith Maer who steps down to focus on his role as the GAI's Education Manager.

Andy's appointment, which took effect on 1 September, marks an important moment in the development of the GAI's Education Programme which remains a major plank in the GAI's business.

Andy says "I have been a great supporter of the GAI Education Programme for many years and now seemed like the right time for me to step up my involvement. Keith Maer's are big shoes to fill but I'm really looking forward to the challenge and to working with a great team of volunteers who make the whole Education Programme work."

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BS EN1155: 1997

BS EN12209: 2003

BS EN1303: 2005

BS EN1935: 2002

BS EN1634-1

BS EN1670: 2007

BS 3621: 2007 + A1:2009

BSEN 12320: 2001

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*The South Central Branch of the
Institute of Architectural Ironmongers*

In the second of a series of articles highlighting the great work which the **Institute of Architectural Ironmongers** is doing at grass roots level around the UK, **Helen Curry** attends a meeting of the **South Central Branch** in the New Forest and talks to branch chairman, **Shaun Brown**.



BRANCHING OUT

In the beautiful surroundings of the New Forest, a group which looks for all the world like a group of friends stand at the bar enjoying a drink and a chat. It is, in fact, the early arrivals at the South Central branch of the Institute of Architectural Ironmongers, meeting to discuss business, mutual friends and industry gossip.

Each of the IAI's nine branches holds a regular programme of local meetings where members get together in an informal atmosphere to learn, network and socialise. But it is the access to the Institute's respected CPD programme that keeps members coming. At the meetings they can either collect CPD points towards gaining or retaining RegAI status or simply use the informative talks to keep up-to-date with industry trends, developments and standards. Students find these sessions especially useful as special events are held to help them through the compulsory parts of their qualifications.

The South Central branch is one of the newest and smallest branches but one which inspires great loyalty among its members. It was established in 2004 on the request of AIs in Dorset, Hampshire and surrounding counties who

found travelling to London, the branch they were previously affiliated to, too onerous on a weekday night. This gives the branch a friendly, local feel but one which welcomes new members. In fact, many of the national representatives from manufacturers schedule this branch meeting into their travel plan as they know they will receive a warm welcome. "I come here to earn points towards my RegAI status," says previous branch chairman Paul Spencer, "And to meet old friends and colleagues – it's just a part of my monthly routine." On the night I attended, there were eighteen members present and an impressive dozen of them were AIs representing ten different companies.

Shaun Brown was elected Chairman of the branch in March 2011, taking over from Meg Jones and having been involved in supporting the branch since the first meeting in November 2004. Shaun is clearly very committed to the Institute since he has also served as Chairman of the South West and Wales Branches. "I am ably supported by my Vice Chairman, Mathew Higgs, and committee members, Keith Pickering and Steve Crossingham," he says. "We are all passionate about our branch and we have a good

level of support from a core selection of our members. We are actively trying to encourage better attendances and will be looking for new and interesting presentations for our 2012 calendar."

Life-blood of the industry

Shaun believes that the Institute in general, and regional meetings in particular, are the life-blood of the industry. "The Institute is for us, the people of the industry, and over the years, I have gained a wealth of knowledge from attending meetings across the country, whilst meeting friends old and new," he says. "The Institute has also enabled me to keep up to speed with the latest standards and products available and maintain my RegAI status."

The content of the presentation is, of course, vital to the success of the meeting and an area which the Institute is working hard on. On this particular evening the talk was by Andrew Hall, recently outgoing President of the GAI and MD of GEZE UK. Andrew's talk on "Practical Financial Awareness" ran through how to read P&L and Balance Sheets and how to glean vital information from them about suppliers and new and existing customers. This gave the attendees some valuable insight into reducing bad debt, improving cash flow and increasing profitability.

"We want to increase this kind of presentation for the branch members," says Shaun. "Institute meetings aren't just dusty talks about door

hardware. They can have real relevance for our members' businesses." Everybody agreed that this was an extremely constructive use of their time – one which could potentially save considerable time and expense for their businesses.

Everyone is made welcome at the South Central IAI branch meeting. The team in the region is working hard to ensure their branch remains vital and relevant for members. I would urge any members who have never attended or not gone along to a meeting for a while to give it a go. An enjoyable, instructive evening that could lead to new contacts and information that could significantly help your business and career.



// The Institute has also enabled me to keep up to speed with the latest standards and products available and maintain my RegAI status. //

"I would encourage anyone involved with the Industry, new AIs, and especially those just beginning their journey on the Education programme to attend your local Branch meeting," concludes Shaun. "What you learn at these meetings cannot be gleaned from the pages of a book or a computer screen. You will always receive a warm welcome, there is always a helping hand, and someone able to offer and share expert advice."

The next meeting of the South Central Branch of the IAI will take place on Thursday 10 November at St Leonards Hotel, 185 Ringwood Road, St Leonards, Dorset BH24 2NP. www.gai.org.uk/iai.

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From humble beginnings as a hardware store in Leigh-on-Sea over forty years ago, **IronmongeryDirect** is almost unrecognisable today. Rapidly growing turnover year on year, and sales of **£12.5million in 2010**, mean that IronmongeryDirect is now a substantial player in the market. As the company begins a new sponsorship of the **GAI's Education Awards Lunch**, **Helen Curry** visits the company's new HQ in Basildon to find out more.



Left to right: Reg Bass (Founder of the business), Wayne Lysaght-Mason (Managing Director of IronmongeryDirect) and Chris Bass (Director)

Visiting IronmongeryDirect's new HQ in Basildon, it's hard to believe that just 12 years ago, the company produced its first catalogue from much more modest premises in Leigh-on-Sea. Chris Bass, the son of the founder produced that catalogue back in 1999 which signalled a significant shift in the company's fortunes and perspectives. The catalogue was designed to assist customers on site and allow them to show their clients product choice. Over time this single channel business model was expanded to include multiple ways of engaging with customers all over the UK - via catalogue, telephone, fax, email and website. Now IronmongeryDirect is targeting a turnover of £50million in the next four years in a business which runs on extremely slick lines.

A stepping stone for the business came five years ago when John Allan joined the business. As ex-MD of Screwfix with a strong marketing bent, John recognised the potential of the business based on an excellent catalogue and a strong website. Chris Bass, who is a self-confessed ironmongery enthusiast, remains with the business and the combination of marketing, expert product knowledge, combined with detailed technical back up is clearly working well.

The final piece of the jigsaw puzzle arrived at IronmongeryDirect in the shape of Wayne Lysaght-Mason, who joined as Managing Director 3.5 years ago. Wayne trained as a production engineer but confesses that he really didn't want to be a production engineer! After stints with some large-scale manufacturers and service companies, Wayne joined Bathstore and developed the brand

from its initial base of ten stores to 173. He joined IronmongeryDirect with a similar remit to grow the business and drive it forward.

What makes IronmongeryDirect stand out from the crowd in this sector is its strong and continuing investment in marketing, 12% of the turnover in fact. "We have grown the marketing budget throughout the recession," says Wayne. "We are entirely focused on marketing to the trade and 80%+ of our business comes from there. Although of course the public can also see and buy since our web site is so prominent within internet search engines."

This investment is clearly paying off as IronmongeryDirect is currently recruiting over 1000 new customers per week. Each month over 2000 catalogues are sent out and every single one is followed up with a telephone call to check it has arrived. Customer comment is consistently fed back into the business - for example, every single order contains a feedback card - and acted upon as necessary. Every week the management holds a meeting with staff to listen to comments and suggestions and all the KPIs are shared across the whole team "We are very hard on ourselves," confesses Wayne. "If a customer waits more than fifteen seconds for us to answer the phone, we consider that to be a fail. If we get a return, that's a fail - even if it wasn't our fault."

It seems that, despite the sophistication of the company's web site, the trade still prefers to deal with a human being as 65% of trade comes through the call centre. Average orders are around £100 as IronmongeryDirect target smaller orders rather than the larger schedules. This order profile clearly makes customer service paramount and this is where IronmongeryDirect really impresses. Orders taken up to 7:30 pm will be delivered the next day. Orders are taken seven days a week with Sundays being, in fact, a very busy day.

It is clear to see that this very polished operation appeals very much to small contractors who need ironmongery on site NOW! "We recruit new customers on a combination of price range and convenience but we keep them on our service," says Wayne. The company prides itself on knowing its customers, what they need, and responding to those needs. "Knowing our customers inside out means that we can be there to service and support them and therefore we

adapt the business in line with their needs." A no quibble exchange policy completes the customer service excellence picture.

This level of customer service is based on the quality and expertise of the customer service and product management team. Every member of the product management team undertakes the GAI course and the IronmongeryDirect contact centre members take the exams. The management also expands this education commitment to other parts of the organisation with the option to train open to everyone - from the warehouse to management. This GAI training is complemented by a significant internal training programme, modelled on the GAI curriculum, with a foundation-style course for each of the sixteen sections of the IronmongeryDirect catalogue.

Wayne said "whilst we have invested in the business infrastructure, equally important is the investment in people. We see the GAI as a cornerstone of this investment and are very pleased to support the programme by sponsoring the awards."



Everybody in the team has to pass all twelve modules before becoming a permanent employee.

This commitment to education and training has now been crystallised in the sponsorship, for two years, of the GAI Education Awards Lunch. The thinking behind this partnership is simple. Although IronmongeryDirect's business model may be exceptional in the AI trade, they very much see themselves as modern day ironmongers, advising customers professionally and technically.

IronmongeryDirect's investment in its new HQ and the computer system is purpose-built around optimising its operating efficiencies and enabling expansion. The warehouse doubles the space available and has allowed a significant expansion of stock lines from 11,500 to over 20,000 for next day delivery, straight from stock. Now that stock is under one roof the company can use the latest in carrier management solutions to improve its impressive OTIF (on-time and in-full) figures of over 98%. The new premises cover over 50,000 ft² on Scimitar Park, in Basildon Essex, not far from the company's original site.

It seems that nothing stands still at IronmongeryDirect as the firm strives to move and grow and change constantly. "We are ironmongers and we are very serious about that," says Wayne. "It's just that we deliver in a different way from most AIs." That is certainly the case and many more traditional AIs could certainly learn a thing or two from the way this very professional company does business.

GETTING TO GRIPS WITH CYLINDERS

THE IRONMONGERY TRADE HAS LONG DISCUSSED THE **SECURITY OF CYLINDERS** AND THE **DHF** HAS PUBLISHED A **NEW STANDARD, TS007**.

CLIVE SMITH, FROM GAI MEMBER HOPPE UK HAS BEEN CLOSELY INVOLVED IN THE DEVELOPMENT OF TS007 AND TELLS THE AIJ WHAT IT MEANS FOR AIS

The TS007 standard has been developed by the Door & Hardware Federation and the Glass & Glazing Federation with consultation and support from leading industry associations and from Secured by Design. It is designed to give assurance to householders that cylinders and protective furniture that carry the Kitemark to TS007 will resist cylinder snapping, bumping and other forms of cylinder attack.

So what is TS007 and why do we need it? It has long been recognised for many years that one of the most vulnerable and weakest aspects of a door with regards to security is the locking cylinder. Once a cylinder is exposed, it can be broken, and manipulation of even the most sophisticated locks can take place easily. This has been played out in the media in recent years as there has been an increase in the number of break ins where the cylinder has been broken.

Newly installed door sets can offer resistance to this and other forms of door attack by being manufactured to PAS24 the long established "gold standard" of security for domestic doors. But there has previously been no standard to address cylinder attacks on existing doors, and there were

no clear retrofit solutions. Some members of the public considered wrongly that by fitting a Kite marked cylinder everything would be secure.

So the DHF and the GGF have worked together with the BSI, and ACPO (Association of Chief Police Officers) to put together the TS007 which specifically addresses the cylinder vulnerability. It has been modelled on the PAS 24 standard and will require the use of a Kitemark symbol and star ratings that range from one to three stars.

The end result is a standard that works on a star system. The certification can be achieved by either a "super cylinder" (three stars) that successfully resists snap attack, or a combination of a cylinder (one star) and security door furniture (two stars) that provide the same degrees of resistance against attack.

To achieve the required security upgrade to an existing door requires hardware that is awarded three stars.

One Star Rating

Cylinders that are tested and meet the requirements of BS3621:2007 +A1 2009 Annex A Clause A5 and A6, and also meet the following requirements of BS EN1303:2005.

1	6	0	0	0	C	5	2*
---	---	---	---	---	---	---	----

Resistance to drilling in accordance with BS EN1303:2005 4.9.1 and torque resistance of plug in accordance with BS EN1303:2005 4.9.5

Two Star Rating

Security hardware to be tested in accordance with PAS24:2007 +A2:2011, A.11

Hardware falling within the scope of BS EN1906:2010 for Lever and Knob furniture.

Shall meet the minimum classifications:

1	6	-	-	-	3	-	-
---	---	---	---	---	---	---	---

Three Star Rating

For a cylinder to be awarded Three Stars, it has to be tested for anti snap in accordance with PAS24:2007 + A2:2011 A.11 plus hold all of the One Star cylinder attributes.

In short, a security upgrade for the cylinder can be achieved in two ways.

Firstly with a 1 + 2 = 3 principle. Fitting a One Star Cylinder and Two Star security furniture or cylinder guard (protective furniture) achieves Three Stars. This takes into account that a security furniture set will also offer a powerful visual deterrent to any opportunist burglar.

Or, a Three Star Cylinder. All High security Cylinders and Furniture should be marked with the appropriate third party certification such as the Kitemark.

The testing of cylinders and furniture is based on the current PAS24 A.11 rules, carried out in test blocks. The design was the topic of numerous discussions and the outcome is that they be tested in Timber and PVC with the same tool sets as for the A.11 of PAS24, including mole grips.



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The first thing about GB Locking Systems is the name. With such a patriotic title you might expect to see union flags flying from the north east premises of this small but highly professional company. But the name doesn't refer to Great Britain as you might imagine, but to the names of its founders and owners Gary Pearce and Bob Passmore. They set up their own business in 2003 after working together for Ingersoll Rand. "The alternative was the Bee Gees," laughs Bob!

Bob started out in the industry at a business called AES in Birmingham, working with a product called Corkey, an early card reading product that was a precursor to magnetic stripe systems. "I was really thrown in at the deep end at AES," recalls Bob. "I was living in a hotel in Birmingham, away from home, so I took the products back there with me each evening and learnt about them, by examining and winning them."

It was at his next job at Laidlaw Thomas that Bob met Gary and really started to focus on access control. He was with that business for more than twenty years in one form or another as the company went through various ownership changes – from Laidlaw Thomas through Newman Tonks and IR. "After two or three years of working with the Americans, I decided it was time to go it alone," he says. "I had reached forty but was not really happy and was going home each night feeling unsatisfied. So I remortgaged my house and decided to go for it." Sounds simple doesn't it?

It's clear that today Bob finds work much more satisfying. "I've put everything into this and luckily kept a roof over our head," he laughs. "It's tough sometimes but at least I can go home now knowing I've done a satisfying day's work." And this attitude, of working to achieve a result you can be proud of, permeates the whole business.

GB Locking Systems specialises in the specification and supply of access control and door automation products to the trade. The Directors of the business – Bob, Gary and Andy Ayre – all take a great deal of pride in providing great customer service on a personal level. Despite the small size of the business, they offer a full service support package including Technical Support (they boast of 100 years of technical expertise between them!), site surveys, site visits, and project management, right through to commissioning. GB Locking will provide anything from a stand-alone battery-powered lock to a complete on-line, multi-site system.

The company deals exclusively with trade, which includes a large number of AI's, and Bob believes that AI's should embrace access control as a valuable source of additional income. "Some AI's can be a bit nervous about access control and need someone to hold their hand through the process," he says. "We will effectively become part of their team, visiting sites with them or on their behalf if necessary." Often an AI will phone up saying they have an access control spec but are unsure how to handle it. GB will write a schedule, price it up, provide schematics for the



With many industry commentators predicting that access control will be the growth area in the AI trade in coming years, **Helen Curry** talks to one of the companies that specialises in this field, Newcastle-based **GB Locking Systems**.

electrical contractor, supply the product and send a commissioning team if required which takes the burden off the AI while allowing them to offer a seamless service. They also offer a training service to AI's in a well-appointed training room. "We understand AI's because we come from that background ourselves," confirms Andy.

This commitment to service is complemented by a refreshing outlook to business. Bob happily admits that he is not a businessman but that, because it is his own business, he treats everything with great care. "We don't set targets in this business because achieving targets is not what motivates us," says Bob. "It's getting it right and providing customers with the right product for the job." This, he believes will be key to GB's future in uncertain economic times. "For us, business isn't too bad – there are orders out there but they are harder to find and win. But I firmly believe that companies like ours, that give great service, will come through OK, providing more than just a product in a box.

Andy Ayre agrees. "Because we are small, and a little bit different, we have weathered the storm and picked up business from larger concerns that are no longer able to offer the personal service we can," he says. The company has been careful to grow slowly and steadily to ensure it can continue to offer the service their existing customers have come to expect. That's not to say that future growth won't be hard won. "The future is hard to predict for the AI trade", says Gary.

"Price cutting is ruining a lot of businesses and once you've reduced prices, it's really hard to put them back up again. We don't want to be the cheapest; we want to be the best."

GB Locking recently joined the GAI and are enthusiastic about the opportunities it offers them and what they in turn can offer. Bob and Andy are both DipGAI and are keen to extend this strength of learning throughout the business. Currently two further members of the team are going through the GAI Education programme. "The GAI Diploma gives an excellent grounding in what is involved in the whole ironmongery picture," says Bob. "It gives you a broader perspective which in turn gives you more confidence when dealing with customers. There's a lot of jargon and terminology in this trade and it can all be quite daunting if you don't have that knowledge to back you up." GB Locking's Neil Ransome has been involved with writing the GAI's manual on access control, testament to the high regard GB's expertise is held

When it comes to product, GB Locking systems are also very picky. "We only work with quality – we try our best to avoid dealing with cheap stuff and shifting boxes," says Bob. "For us it's all about the service and expertise and we can only really offer that with top notch product."

The latest addition to the GB range is Waferlock. "We were looking for an exclusive product," says Andy Ayre, "and we came across a company in the Far East that really impressed us. At first we had reservations about quality from this region but they were soon put to rest. Things have changed so much and technically, they are streets ahead of Europe."

GB worked with their partners to get Waferlock just as they wanted it for the UK market. They made it much more rugged (particularly vital on school and hospital projects) and adapted the software for British needs. The result is the Waferlock e-Link Commercial Network System which is capable of managing up to 64,000 doors and 64,000 users. It is flexible enough network system for handling extremely complex projects, but is extremely user friendly and easy to set up and manage. Using online wall readers, user cards distribute data from the software to the offline standalone doors, while at the same time audit trails and battery status from the offline doors are transferred back to the PC. The powerful software, which GB has worked tirelessly to adapt to British requirements, is easy to use with many features providing a simple, efficient and secure system for all access control requirements. The Waferlock system is already proving a success on several projects including a student accommodation site where the system was selected for its ability to help overcome the problem of students accidentally locking their cards or fobs in their rooms when they go out for the day.

So the future looks bright for a company that prides itself on service, that isn't afraid to innovate, and is flexible enough to respond to customers' needs.

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FIRING LINE

AS PART OF ITS ONGOING **COMMITMENT TO LISTENING** TO ITS MEMBERS, THE **GAI** GATHERED TOGETHER SOME IRONMONGERS FROM LARGE AND SMALL FIRMS IN A **ROUND TABLE FORMAT** TO DISCUSS ISSUES AFFECTING THEM AND THEIR BUSINESSES.

HERE WE LISTEN IN ON THEIR VIEWS ON THE IMMINENT LAUNCH OF THE **FIRE DOOR INSPECTION SCHEME (FDIS)**

The participants

Delegates:

- **Phil Newson**, Chief Executive of the Allgood Group and President of the GAI. Phil has been in the ironmongery industry for nearly 30 years since he left the school, always working for AI firms.
- **Julian Newman**, Director of Oxford Ironmongery. Julian has been in the industry for the last 25 years, working for a number of manufacturers and a couple of AIs as well.
- **John Monaghan**, Managing Director of John Monaghan Limited and representing the Monaghan Group. John has been involved in ironmongery for "quite a while", even working in the family business in his school summer holidays

- **Gary Hewitt**, General Manager of Spillers Architectural Ironmongery. Gary has been with the company for 17 years, starting out as an ironmonger on the trade counter.

- **Paul Spencer**, director of Acorn Spencer Group, a small independent ironmonger specialising in passive fire protection as well as ironmongery. Paul has been in the trade for about 25 years

Chairman:

- **Andrew Hall**, previous President of the GAI and MD of GEZE UK

Facilitators:

- **Gary Amer**: Chief Executive of the Guild of Architectural Ironmongers
- **Helen Curry**, editor of the Architectural Ironmongery Journal

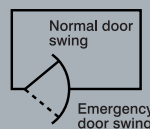
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Our Double-Action Pi



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Earlier this year the GAI announced the planned launch of the new Fire Door Inspection Scheme (FDIS). The scheme is a unique collaboration between the GAI and the BWF and builds on the BWF-CERTIFIRE Fire Door & Doorset Scheme and the GAI's acknowledged expertise in providing first class education programmes. Both organisations have long worked to raise standards in the industry but these efforts had never been united until one piece of legislation – the Regulatory Reform (Fire Safety) Order 2005 or RRO – changed the landscape for fire doors. It shifted responsibility for fire safety management away from the fire service and abolished the Fire Safety Certificate. Instead, it established the principle of Fire Risk Assessment to be carried out by a "Responsible Person" – in the case of workplaces this means the employer or the person in control of the premises, or in a hotel or dwelling of multiple occupancy, the landlord.

The scheme has a number of important aims: to provide education and a credible qualification in fire door inspection, to facilitate on-going learning and create a further vocational qualification for Architectural Ironmongers. This will give the market access to competence in the form of independently certificated Inspectors and, importantly the GAI believes, create commercial opportunities for members.

The Round Table members discuss how the RRO and the FDIS has and will impact their businesses

Gary Amer, the GAI's Chief Executive explains that the FDIS will embrace everybody in the industry with an interest in fire doors. "The scheme enables individuals from any profession – not just Als – to participate in the scheme and we believe that the education programme will be taken up by all sorts of interested parties – fire officers, facilities managers, building control officers, and hotel managers.

"The scheme involves a six module training programme, which leads to an examination. If successful they will receive a diploma in Fire Doors (DipFD). That person can then make a decision as to whether or not he or she wants

to move on to go through a practical assessment process, to become independently certificated by EXOVA Warringtonfire to become a fire door inspector."

The burning question for Als is, of course according to Andrew Hall: "Do we see this as an opportunity to generate more revenue for ironmongers?"

The one word answer from Julian Newman at Oxford Ironmongery is "Yes!" The longer answer focuses on diversification for Als' "I think we can all agree that Als need to move away from our comfort zone a little bit, and I think the FDIS is a real opportunity," says Julian. "Clearly there is a synchronicity with our existing businesses and this scheme gives us a further opportunity to develop our people. I will certainly be looking to put at least one person from my organisation through this scheme because I see it as a huge opportunity."

Andrew expressed his surprise that some Als had dismissed the scheme because they are only interested in new build projects. John Monaghan agrees that this is an odd attitude. "This scheme takes our existing skills and allows us to apply them to a new area which could be revenue generating. That's always going to be of interest," he says. He added the qualification that he hoped that building control inspectors would get on board with the scheme and give responsible persons the incentive to have their fire doors inspected. "In the past, people have been prosecuted for blocked fire exits, lack of risk assessment, faulty or non-existent fire alarms. We need the enforcing agencies to be on side with hardware on fire doors".

Andrew emphasised that the RRO is the key driver. "The FDIS would never have come about without the RRO. As the responsible person for GEZE UK, I'm the person who's prosecuted and goes to prison if something goes wrong. I would certainly bring in an expert to come and check out my building."

Phil Newson agreed. "I actually think this is a tremendous opportunity for our industry – for Als of all sizes. It will allow companies to add value to their offering and create much needed additional revenue streams.

At Allgood last year we supplied to 1,800 individual projects within the UK, so to me that's 1,800 potential fire door inspections and subsequent maintenance contract opportunities.

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IS YOUR CONTRACTOR KILLING YOU?

His **buying decisions** with regard to **fire protection** in your building could cripple you with **high maintenance costs** at best, or at worst - **cause fatalities** in a fire emergency. The **GAI's Technical Consultant** explains the **dangers** of contractors cutting costs – and corners.

We all love a bargain – ebay; car boot sales; the reduced counter at the supermarket – all draw us like iron filings to a magnet. The attraction is the possibility of getting a quality item at a lower than usual price – and don't we love it when it happens!

In the construction world, the need to trim costs translates into building contractors seeking the lowest tender for goods which are "equal" to the

specification they've been given. But there's a big difference between our personal purchasing decisions and those of the contractors we employ. They don't write the specifications, and they won't be the end-users or direct beneficiaries. Couple this with a lack of detailed knowledge about fire protection components, and then watch the multiple opportunities for incorrect and costly mistakes beckon seductively to the enthusiastic bargain hunter – aka the contractor's buyer.

Screwing prices down

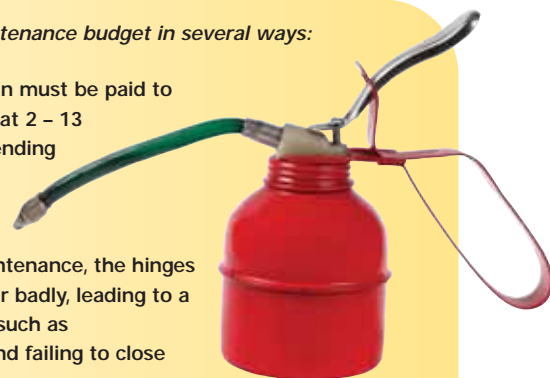
The buyer's job is to screw prices right down to the minimum, and fire safety products are not exempt from this process, therefore many buildings are kitted out with look-ee-likee products which perform to the barest minimum standards – assuming standards-conforming products have been obtained for these low, low prices. Even if their fire protection properties are never called on to perform in an emergency, they can kill your maintenance budgets by making big demands on them.

Let's take a straightforward item like a hinge on a fire or escape door. Say the specification calls for a Stainless Steel, Grade 13, 100 mm hinge, CE marked to EN 1935. Most people think that the CE mark denotes quality. It doesn't. It indicates that at least the lowest standard to allow the product to be placed on the market has been achieved. For all relevant items of door hardware, there is a graded multiple digit classification which gives detailed information about the performance characteristics of the item. In the hinge standard, some of these characteristics have been amalgamated under a single "grade" for the convenience of the busy. But within the grade, there are qualitative differences.

The hinge intended in the specification might be self-lubricating, offering a lifetime of maintenance-free service. The hinge supplied might need regular lubrication and maintenance attention.

This will cost the maintenance budget in several ways:

- A man with an oil can must be paid to lubricate the hinges at 2 – 13 week intervals, depending on door usage and atmospheric conditions
- Without regular maintenance, the hinges will run dry and wear badly, leading to a variety of problems such as
- the door dropping and failing to close fully – a fire safety issue
- security locks failing to engage fully
- disruption of any door status monitoring equipment
- problems with getting the door opening moment low enough to meet access requirements under ADM (friction in the hinges can wreak havoc with the forces measured at the door)
- black gunk oozing round the knuckle, needing removal to maintain the appearance of decorations
- wear in the knuckle and any bearings allowing the pin to drop out, and the door to fall out of the frame (yes – it has happened on prestige projects!)
- sooner or later, the need to replace the hinges and other damaged equipment on the door – including perhaps the door itself.



So when the contractor saved some costs on the capital expenditure for the building, was a health warning given about the potential effect on maintenance expenditure?

Other items of fire and escape door hardware which have moving parts are just as liable to be the subject of cost-cutting, resulting in poor performance in daily use.

Cheap locks – these can have a poor latch/strike interface, incorrect springing for the type of lever furniture, and a very "rattly" feel in use. The



better quality locks will feel smooth and solid in their support of any lever handles, and deliver a quality performance in their latching action.

Cheap lever handles will shake, rattle and roll in the hand, and sometimes have a tendency to break when used in conjunction with overhead closers. They will look superb on the sample board, because appearance is the least costly thing about them. The more expensive BS EN 1906 durability Grade 3 levers are tested to ensure they can withstand the wrenching forces encountered on self-closing doors, but Grade 2 levers are not. I have encountered several instances recently of lever handles breaking, and trapping people in the room from which they had tried to exit. Mercifully, these occurrences were not during fires, but they did cause considerable distress to those involved. There has been at least one fatality in recent years involving a fire in a bedsit, where the door furniture came off in the hand of the occupant trying to escape. He died through smoke inhalation.

CE marked overhead closers vary greatly in their quality, as the best perform at a level way above that required for the CE mark. The better the quality of the engineering, the easier the closer will be to operate in the opening cycle. This will ensure a long life for the unit, and few claims for repetitive strain injury or lack of accessibility for people with disabilities. Once again, beautiful external finishes are easy to replicate; but quality engineering comes at a slightly higher purchase price.

If you're not yet convinced, maybe some research done in the 1980s by the PSA (Property Services Agency – a government department) will be of

// ...where doors and their hardware represented less than 1% of the total building costs, then those doors and their hardware would represent up to 80% of the building's maintenance costs. //

interest. They found that where doors and their hardware represented less than 1% of the total building costs, then those doors and their hardware would represent up to 80% of the building's maintenance costs. The PSA was instituting demanding quality standards for doors and hardware, just before it was sold off to the private sector, who then buried the project.

As an independent ironmongery expert, I've concentrated on door hardware for my examples. But there is evidence that other more concealed fire safety products such as dampers and penetration seals are getting the

same buying treatment from contractors. If it looks like an elephant – it must be an elephant – when in fact what's purchased is more in the nature of a picture of an elephant. Fire door hardware is usually identified as unfit for purpose because it fails in its additional daily duties operating doors, but other non-moving products will lie hidden in the building, waiting to fail that one time they are called upon to perform.

What price are you prepared to pay?

Those members of the Institute of Architectural Ironmongers holding the qualification of Registered Architectural Ironmonger (RegAI) have ongoing proven competence to write schedules and give advice on fire/life safety products. See www.gai.org.uk for details.

Jacky Sinclair can answer members' technical questions by calling 01952 414411 or emailing jacky.sinclair@gai.org.uk (note this is a new email address – please amend your records accordingly!)

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PUSH THE BUTTON

CODELOCKS RUNS US THROUGH THE QUESTIONS THEY GET ASKED MOST OFTEN ABOUT CHOOSING, INSTALLING, MAINTAINING AND USING PUSH-BUTTON LOCKS

Why should I use push-button locks?

Push-button locks are often bought to replace locks with keys. Key management can be a major concern for facility or estates managers looking after large public buildings, like hospitals or universities, for example, where you have large numbers of people constantly moving around. Keys inevitably get lost or stolen, so new keys have to be issued and locks have to be changed, which takes time and money to manage on a large scale. Push-button door locks do away with the need for keys.

What types of push-button locks are there?

Push-button locks have been on the market for over 40 years and there are now many different products available to suit a variety of access control needs. Push-button locks are either mechanically or electronically operated and can be used as primary locks on internal and external doors. The locks can be fitted to most types of door, including aluminium, wood, even glass. There are push-button locks that can be easily fitted in place of existing key cam locks supplied as standard on a wide range of lockers, cabinets and cupboards. The locks enable the user to implement a quick and cost-effective solution to the problem of unauthorised access and can be fitted as and when needed, one door at a time.

What should I consider before buying a push-button lock?

Before purchasing a lock it is worthwhile examining where and how it will be used and what features it should have. Entry level locks are suitable for light volumes of traffic, whereas heavy duty locks are more robust and are designed for higher volumes. Push-button locks are available in a number of different finishes, such as stainless steel or brass and have either knob or lever handles. Some locks have a back-to-back facility, where the push button digits are on both sides of the door. Key override, which allows the use of one key to access multiple locks, is a useful function where facilities managers or maintenance personnel need regular access in a building that has many locks all with different combinations.

How many codes can I have?

Mechanical locks typically operate using a single four or six-digit length code, so the number of code permutations is counted by the thousand. In most cases mechanical locks only allow each digit to be used once, so, for example, the code 2244 could not be used. Electronic locks provide over a million four, five or six-digit length codes, allow for multiple code combinations, and the ability to delete, suspend, and restore these codes via a master code. Electronic locks may also shut down for a short period of time after three incorrect code attempts. Having more code combinations and an incorrect code function reduces the chance of anyone guessing the combination.

How easy are the locks to fit/retrofit?

The installation of standalone mechanical and electronic locks is relatively straightforward. A competent and careful installer should be able to fit the most basic mechanical latch lock within an hour. A top of the range electronic lock wouldn't take much longer to fit, the only extra task being to plug the battery connectors together. (When locks are retrofitted, existing holes from the previous locks can hinder the installation process slightly, as widening an existing hole is generally



more difficult than drilling a new one.) Retrofitting cabinet locks to lockers and cabinets is more straightforward. It takes just a few minutes to remove the existing cam lock and make an additional top fixing for the new lock.

How often do I need to change the code?

Regular code changes will ensure that the locks remain an effective tool for restricting access. Codes should also be changed whenever it is felt that access has been compromised. Most mechanical push-button locks have to be removed from the door before the code can be changed, which takes around 10 minutes to complete. Codes on electronic push-button locks can be changed while the lock is in situ on the door, which takes only a few seconds.

What are release functions?

Electronic push-button locks can be connected to a building's alarm system to automatically free the lock so the door can be opened without the code in an emergency situation. This is often a requirement in public buildings like hospitals, for example, so that rooms can be quickly checked for occupancy in the event of an emergency. Electronic locks can also be connected to a release button to allow staff to 'buzz' in a visitor. This feature can be useful in a reception area of an office building that uses an intercom system on the front door.

What is code-free mode and when would it be used?

'Code-free' mode or 'hold-open' mode is useful when you need to restrict access to a sensitive area out of hours, while allowing free movement without the need to enter a code during the day. One example where 'code-free' mode might be used is in a science lab at a university. Staff could open the lab in the morning by entering the code and then put the lock into 'code free' mode so that the students can come and go during the day. At lunchtime or at the end of the day access to the lab can once again be restricted.

How do I change the battery?

Standalone electronic locks require AA or AAA batteries. How long the batteries will last will depend on the frequency of use. For example, an entry level electronic push-button door lock will run approximately 80,000 operations on two AA batteries; a more advanced electronic model will require four AA batteries giving it over 200,000 operations. The batteries are housed in the inside lever handle plate, accessible by removing the battery cover held in place with a small screw or Allen bolt. As there is no need to remove the lock from the door, it only takes a minute or so to change the batteries.

How much do they cost?

The cost will depend on the lock's functionality and quality of manufacture. A basic entry-level mechanical push-button lock can cost anything upwards of £30. Top of the range electronic push-button locks can cost several hundred pounds. Looking at value for money over the lifetime of the product, you should consider the cost of on-going maintenance. For example, if you have 50 entry level mechanical locks, it will take just under 10 hours to update all of the codes every couple of months. Although an electronic lock is more expensive to buy, the codes can be changed in minutes without having to be taken off the door, saving a great deal of time in maintenance.

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Residential redevelopment projects don't come much more prestigious than The Lancasters. The scheme, on the northern edge of London's Hyde Park, took 5 years to complete and has involved the renovation of an entire terrace of 15 magnificent 19th century houses. The development has been carried out by high-end London residential specialist Northacre plc with commercial property developer Minerva plc



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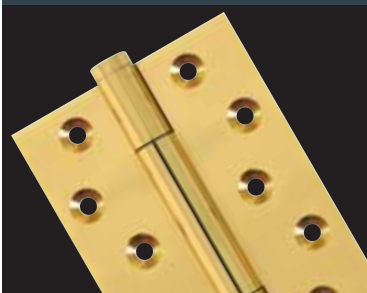
he 7 storey, grade II listed terrace was most recently occupied by the Lancaster Gate Thistle Hotel but has now been meticulously remodelled to create 77 individual properties including 10 penthouses and two town houses. The specification for the interiors can modestly be described as lavish, combining the ultimate in domestic technology with the original style and grandeur of these stunning Victorian houses. Unfortunately, to achieve the necessary standards of construction and layout, the entire core of the building has been reconstructed. All that remains of the original houses are the elegant, 30m high façades which were supported on a massive temporary steel structure while the interior was rebuilt. However, this has allowed Northacre's Architect Klas Nilsson to devise an imaginative layout which meticulously recreates the style and grandeur of the original renaissance style houses whilst incorporating all the high-end technology this end of the market now demands. As well as the obligatory security and audio-visual systems, the properties include the latest 'whole house' ventilation systems which supply all rooms with temperature controlled, filtered air as well as extract from the kitchens and bathrooms.

Ironmongery for the project was supplied by London Al John Planck Ltd who became involved in the project early on as Managing Director David Allison explains. "We had worked with Northacre on a number of their previous projects. They are specialists in prestigious residential work and it's particularly rewarding to work with a team that has such an understanding of the importance of the hardware for this type of development."

After discussions with the architects and interior designers, David designed a specification based around a range of bespoke art deco style polished chrome door furniture as he explains: "The internal spaces are on a grand scale with high ceilings and tall doors. The ironmongery had to match this feel whilst still providing the ultimate in style and sophistication. The components were specially manufactured for us

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25 in the UK. We supplied a full range: various lever handles, large pull handles, centre knobs and escutcheons – all in the same art deco style and all with concealed fixings. Concealed door hinges added to the clean lines of the common areas. Then there were the windows - many of which incorporated French doors, so we provided a bespoke range of matching art deco multipoint handles."

The striking American Black Walnut doors were provided by veneered joinery specialists Graefe. These included single and double pocket doors as well as the conventionally hinged sets. All were supplied pre-mortised to simplify site installation. "We've worked with Graefe before and this relationship reduced many potential on site problems" added David.

John Planck provided the ironmongery for the entire development. As well as the houses and apartments this included service areas, a swimming pool, gym and spa area, a 3 storey underground car park and a lavish entrance lobby. "The specification was enormous", says David, "over 1700 doors and 300 windows. As well as the door furniture we supplied matching apartment number plates, bell push units, signage and high-security automated access control system for the main building entrance – which we also installed. The service core areas also all featured fully concealed door hardware.

David can't speak highly enough of the developer's team: "Northacre have their own inhouse architects: Nilsson and interior designers: Intaya. Both are highly experienced in this type of work and it shows. The key for us was being involved early in the project. This allowed us to have all the design and specification work completed in good time – a rare luxury these days!"

The apartments are apparently already three-quarters sold, which is a testament to their desirability. If you want to get your name down, prices range from £8 million to around £20 million – but get in early to avoid disappointment.





TOP SPECIFICATION HINGES

The apartments and houses at The Lancasters combine lavish contemporary living with grand Victorian style. The project therefore required design-conscious architectural ironmongery with exceptional performance. The luxurious American Black Walnut doors were large and heavy so John Planck specified Tectus concealed door hinges from manufacturer Simonswerk. Over 1,500 were supplied, in a bright nickel plated finish.

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ASSA ABLOY

rochdale

sixth form college



DORMA MAKES THE GRADE

Tough and resilient door closers were required for a state of the art building which has 1,000 students passing through its doors daily. Rochdale's brand new £19 million Sixth Form College called on DORMA to provide reliable access with its TS 92 and TS 93 cam action door closers.

Designed by Seven Architecture and built by main contractor Bardsley Construction, the 6 storey building is the first new Sixth Form College to be built since 2004. Architectural hardware distributor Powell Hardware supplied some 244 DORMA TS 92 silver Contur slide arm closers for a mixture of single leaf, leaf and half, and double internal laminate doors and a further 4 TS 93 silver Contur slide arm closers for an external entrance at the college.

TS92 and TS 93 cam action door closers hold successful independent testing to BS EN 1154, and are CERTIFIRE approved for fire doors.

abu dhabi

yacht show



YACHT SHOW CHOOSES EXIDOR

The Abu Dhabi Yacht Show is one of the world's most exclusive and luxurious super yachting events and the Exidor 200 series of Emergency Exit Hardware was selected for use on nine temporary structures totaling 6,025sqm that formed the event's registration area, exhibition halls and a hospitality suite.

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.

penzance

abbey hotel

ABBAY ENDING

Mul-T-Lock's innovative Code-It handle has been installed at the luxury Abbey Hotel in Penzance by Cornish Locksmiths, to ensure a consistent security system is in place, without compromising on aesthetics of the 17th century building.



Code-It is a novel door handle with integrated electronic security, designed to enable conveniently controlled access to a door, without the need for any other secondary locking unit.

Battery operated, Code-It requires no electrical wiring and is equipped with a user-friendly code based mechanism, which is incorporated into the handle itself and allows up to nine personal entry codes.

ashford

warren lodge



CARING HARDWARE

Warren Lodge, designed by DWA Architects, is a new, purpose-built dementia care home in Ashford, Kent. Orbis Premier stainless steel handles and accessories from Laidlaw Solutions were used for doors including those of the 64 en suite rooms. In addition, Laidlaw was briefed to supply newly designed matching rails with concealed fittings and also scheduled door signage, fire door bar, tape barrier and bathroom fittings such as grab rails, toilet roll and brush holders, coat hooks and soap dishes.

oxford

keble college



DORGARD WINS PLACE AT OXFORD

Keble College Oxford, founded in 1870 and now one of the largest colleges at the University of Oxford, has installed Dorgard wireless fire door retainers in a number of locations around the college buildings to legally and safely hold open fire doors and enhance access without compromising fire safety.

Wireless Dorgard enables fire doors to be legally and safely kept open as it allows the door to close when the fire alarm sounds, preventing the spread of fire and smoke. Installed onto the bottom of the fire door in under 5 minutes, Dorgard listens for a continuous fire alarm of 65dBA or higher.

london

law firm



GEZE LEGAL BRIEF

A global law firm has turned to GEZE UK for a totally bespoke, virtually invisible glass entrance to a private fitness centre located within its London headquarters.

GEZE teamed up with Ralii Partitioning Limited to meet the demanding brief for the curved glass internal entrance and provided Slimdrive SC operators on curved glass screens to fit seamlessly into the space, running up to and around the curved desk.

GEZE concealed the floor track for the automatic entrance under the line of the carpet, so that only the guides for the door leaves are visible. At the top of the door, the operator and all fixings are concealed within the ceiling, ensuring a sleek, seamless finish. The moving leaves and side parts are fine-framed and add to the visual impression of light and transparency.

dundee

college

LEARNING CURVE

Part backed by the Scottish Funding Council, the newly opened Gardyne campus is an impressive purpose built learning facility, featuring lecture theatres, break-out and dining spaces and open learning decks. At over 18,000m², the £48million development has allowed Dundee College, one of Scotland's largest colleges, to consolidate its resources and offer an improved service for students.

Over 400 of UNION's keyULTRA™ masterkey cylinders were supplied by Lock Shop & Security Services Ltd, a Dundee-based locksmith, providing optimum key control, improved accessibility and increased physical security.

The KeyULTRA™ 6pin masterkey cylinder from UNION is ideal for large educational facilities, where traffic frequency, high volumes of staff and students, combined with the storage of sensitive and expensive equipment onsite, makes key control and accessibility crucial.



northampton

university

TOP DEGREE FROM ASSA

ASSA, has supplied a complete door opening solution, as part of a £14million redevelopment project at the University of Northampton.

The refurbishment, which consists of an £11million project to create a new home for the School of Science and Technology and a further £3.5million extension of the School of Education, is part of a larger project designed to further enhance facilities at the University.

A total of 250 doors were upgraded to ASSA hardware, with ASSA Twin Combi 5800 Cylinders in modular lockcases used to secure sensitive office areas and attractive ASSA return to door lever handles used in public areas.

To assist the University of Northampton in fulfilling the duties under the Equality Act 2010, helping specifically to meet with BS8300 and Approved Document M guidelines, ASSA cam motion door closers were used.



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SOFTWARE SOLUTIONS

OPENING SUITE SOFTWARE FOR AIs



Comsense, a provider of software solutions designed for the architectural ironmongery industry and the latest member of the GAI, has launched its Opening Suite application in the UK.

Comsense has served the architectural openings industry in

North America for over 20 years and the introduction of their Opening Suite software application in the UK is a natural progression. Architectural ironmongers can enhance their productivity and accuracy using features designed especially for the industry including integrated vendor price lists.

"Comsense's expansion into the UK has been driven by consumer demand and a changing marketplace. We have recognized that competition among British ironmongers is more fierce than ever," stated Patrick Teas, Managing Director of Comsense UK. "Successful ironmongers are recognizing that delivery of a complete opening, including the doors, frames, and ironmongery is an excellent way to differentiate themselves. Comsense software appeals to businesses focused solely on ironmongery and truly shines for those offering, or looking to offer the complete opening."

DOOR CLOSERS

TWO CLOSERS JOIN ASSA ABLOY RANGE

ASSA ABLOY, has enhanced its extensive portfolio of door closers, with the introduction of the DC840 and DC300.

Ideal for a wide variety of public and commercial applications, the new CE-marked DC840 cam motion closer, enables doors to be easily opened, by the young, the elderly or those with a disability, assisting in fulfilling the duties required under The Equality Act (EA), specifically BS8300 and Approved Document M of The Building Regulations. The latest closer has a smaller footprint than other concealed door closers in the ASSA ABLOY range,

The new DC300 closer offers a more cost effective solution for lower traffic doors, often used in administrative or private areas of public buildings.

The latest closer to complete the comprehensive ASSA ABLOY offering, the DC300, features a delayed closing facility and its standard footprint and adjustable template allows for ease of installation and makes it suitable for nearly all applications.



Design for life.

Simple ideas are the best and Freedor couldn't be simpler. A neat, wireless electrically powered free-swing door closer that allows flexibility in the use of more fluid layouts.

Paul Davis, Architect, Paul Davis & Partners.

Freedor is a unique wireless solution that allows users to hold fire doors open at any angle and automatically closes the door when the fire alarm sounds. Installed at the top of the fire door, Freedor is simple, neat and unobtrusive. Easy to install in new buildings and retrofit. Fire safety has never looked so good.

Visit www.firecoltd.com for more info or call 0845 241 7474



Fireco

■ SELF-ASSEMBLY MASTER KEY SYSTEM

ULTRA SERVICE FROM UNION

The UNION keyULTRA master key system is now available as a self-assembly product, enabling the UNION dealer network to provide enhanced service and delivery to customers.

The product boasts enhanced features including the highest key related security, as per BS EN 1303:2005, along with resistance to bumping, drilling, picking and plug extraction. KeyULTRA™ is also approved for use on 60-minute fire doors in accordance with BS EN 1634-1.

KeyULTRA is made to be strong and durable, utilising self-lubricating materials, and has been successfully tested to over half a million cycles, guaranteeing performance. The system employs a strong durable key, with an easy to grip, oversized key bow to facilitate product use.



■ ENERGY HINGE SYSTEM

ENERGY BOOST

SIMONSWERK has launched a new fully concealed TECTUS Energy hinge system providing permanent power transfer without losing the visual aspect of a flush interior design. With TECTUS Energy the door leaf receives an invisible, guaranteed and permanent energy supply from the frame without weakening the structure. The technology offers electronic compatibility with all the most popular designs for locks and fittings with this new hinge preserving all the outstanding features of the award winning TECTUS look.



■ DROP SEAL & KICKPLATE

SHHHH!

Safehinge has launched HUSHfast for the acoustics market. HUSHfast, an integrated drop seal and kick plate, provides an all in one solution to door protection and effective threshold sealing. The product is designed to conceal the drop down acoustic seal within the visual space of the kick-plate offering a product which can protect the door from impact damage and eliminate noise transfer.

HUSHfast combined with HUSHseal perimeter seal can soundproof an existing door in minutes. Quick to install, HUSHfast can be retrofitted using high tack self adhesive strips or anti-tamper screws. Where concealed seals require a level of maintenance when the removal of the door is needed, HUSHfast uses a concealed seal which is surface mounted to provide easy access for maintenance.



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■ BURGLAR-RESISTANT SLIDING DOOR SYSTEM

TOUGH CHOICE FROM GEZE

GEZE UK has launched a burglar-resistant version of its classic Slimdrive SL sliding door system. The new Slimdrive SL WK2 sliding door system from GEZE UK is fitted with additional components to aid security and prevent damage from vandalism, making it ideal for entrances to banks, dispensing chemists, jewellers and petrol stations. It can also be used internally to protect rooms containing high value equipment or objects.

The burglary-resistant components include a floor guide with a reinforced support angle bracket, which provides anti-lift protection for the moving door leaf and an electromechanical rod lock that is integrated invisibly into the profile system, which can be connected to the building management system or alarm. The system also incorporates an anti-tilt roller carriage, reinforced floor plate and slide protection, and access protection.



■ NEW DIGITAL LOCK

LOCKING INTO THE FUTURE

A new digital door lock has been added to the Carlisle Brass range of architectural ironmongery. This, the company's first mechanical lock, is available in a silver grey finish.

The versatile and simple-to-use lock comprises a 60 mm mortice latch and backplate and is suitable for both interior and exterior new or retrofit applications. It features convenient control with a choice of over 8,000 codes as well as a 'hold open' function and a function which allows the code to be changed easily to adapt to changing circumstances.

The lock, which enjoys a comprehensive 10-year mechanical guarantee, is supplied fully pre-packed complete with all fixings, instructions and fitting templates making it very easy to fit without the need for professional tools. The lock is offered with a comprehensive free repair, advice and after sales service



■ UPGRADED LOCKING MECHANISMS

ASSA GOES TO THE TOP OF THE CLASS

ASSA ABLOY Security Solutions, has upgraded its ASSA range of locking mechanisms with a new function that gives teachers full classroom control.

Many school classroom doors only feature a standard deadlock which, whilst a deadlock provides additional security when the classroom is not in use, it does not stop students from locking the classroom when inside, should the teacher leave the room.

In response, ASSA has introduced a classroom function specifically for schools. Products incorporating this function include the Modular lock case and the newly-designed Euro Profile cylinders to suit European-style lock cases, such as the ASSA D450.

Both products ensure that someone inside a room cannot lock a keyholder out whilst allowing unrestricted escape in the event of an emergency.



■ HIGH SPECIFICATION HINGES

COOKE BROTHERS GOES 3-D HINGES

Cooke Brothers Ltd have confirmed that they signed an exclusive distributorship arrangement with one of Germany's leading hinge manufacturers BaSys, to market their range of high specification hinges in the UK.

The agreement means that Cooke Brothers are now the sole UK stockists and distributors of the PIVOTA series of fully concealed, three way adjustable, four knuckle precision hinges and the OBJECTA range of heavy duty, high performance, security hinges and receivers. The fully concealed PIVOTA provides the ideal solution with a precision four knuckle action, together with three dimensional adjustment and a high performance specification.

The PIVOTA DX series offers solid steel or solid aluminium bodies, door weights from 40kg up to 300kg, three dimensional adjustment, matching cover plates for screws, fire rating and anti-jemmy protection. Standard finishes include: velour-nickel plated, stainless steel coated, aluminium coated or the choice of galvanised finishes on request.



■ CONCEALED HINGES

HIDDEN TREASURE

Delivering clean lines and a minimalist appearance, Royde & Tucker, has introduced a new wider range of concealed hinges.

Perfect for projects where a certain aesthetic detail is required, K Series concealed hinges are smartly hidden in order to create a high quality look. The hinge body is supplied in satin chrome as standard with optional coloured or metallic covers also available, to enable a further element of differentiation.

With five size and door weight variants in the family, the range includes the smallest K6100 cupboard option, suitable for doors weighing up to 19kg, to the largest K7200 hinge, which can support doors of up to up to 200kg.

The main body of the hinge is constructed in zamak alloy, with hardened steel pins and Teflon bearing surfaces, ensuring long-lasting performance.



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We are pleased to announce that we have been appointed the sole UK distributor for Waferlock's e-Link access control system.



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With over 50% more content to clearly explain current and new ranges, the brand new ABUS Retail Catalogue and Price List has been launched, with a version available to view or download on www.abus-uk.com.

Now at 80 pages, the increase in size is proof of ABUS' broad range which offers integrated security solutions. The Catalogue contains, range by range, all the features and benefits of each product; from the flagship Granit series padlocks through combinations, home security and an essential ABUS key blank guide.

The new ABUS UK catalogue is available via HOPPE by calling 01902 484 400 or from ABUS UK on 01275 390 610 or emailing info@abus-uk.com.

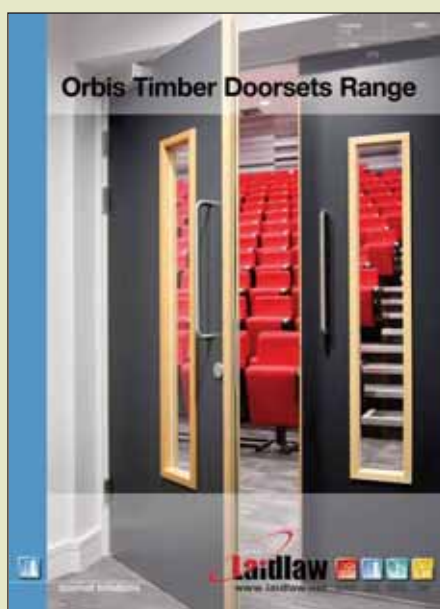


DOOR CONTROLS FROM EXIDOR

Following the recent acquisition of Jebron, Exidor has introduced a new range brochure covering the company's Architectural Door Control products.

The completely new style and format of the brochure brings together the complete range of door closers, e-mags, floor springs, transom and concealed closers, and has been specifically designed to provide the architectural ironmonger, and specifier with clear and detailed information, including product dimensions.

To request your copy of the new Architectural Door Controls brochure please contact us on 01543 578661, by email at sales@exidor.co.uk or visit the website www.exidor.co.uk



INTO ORBIS

The new 40-page Orbis Timber Doorsets brochure from Laidlaw Solutions outlines the benefits of an integrated package of door, frame, architrave, glazing and operating hardware. It includes sections on anti-ligature hardware, inclusive design, door and side-screen glazing and a variety of access control options. Orbis Timber Doorsets can be varied to satisfy a wide range of performance requirements including fire and smoke control, sound reduction and X-ray protection and are available in a choice of softwood or hardwood frames and veneered, laminated, primed or factory-painted finishes. Scheduling is routinely undertaken for projects ranging from the largest, fast-track design projects to small commercial refurbishments.

For a copy of the new Orbis Timber Doorsets brochure call Laidlaw on 01902 600400.

retirement and age discrimination



For all readers of a certain age, retirement has been burnt into the subconscious as something that automatically happens at 65, or possibly 60 in some areas of work. The extremely jovial and entertaining broadcaster Brian Johnson, in one of his rare "oh, woe is me" passages in his autobiography, bemoaned the decision of BBC TV to remove him from their television commentary team when he got to 60. He did, however, have the last laugh as Test Match Special snapped him up, and he continued to broadcast into his 80's. I only mention this example, as it genuinely has been a social anomaly that fit and highly experienced staff have been dismissed, on grounds of retirement, over the years to the great detriment of their employer.

So, the 1940's/1950's generation have lived with an expectation of retiring at 65 (and for much of the time, 60 for women), without much choice. Indeed, when the UK Government were hauled before the European Court of Justice to justify their statutory policy on the question of 65 being the State Retirement Age, they came up with, as one of their central planks of argument, that in order to provide the new working generation with scope to have working opportunities, society must have a way of removing older people from the workplace. It was only last year when they were employing this argument, at a time when the Age Discrimination Regulations were on the point of implementation.

So, what is the current position?

The Regulations came into full force on 1st October this year. The central purpose of the Regulations is to remove any age-related retirement arrangements, unless they can be objectively justified. So, this means that Airlines who have traditionally required their pilots to go at 55, are having to review this policy. What will happen to this policy is what will happen to all such policies, the staff will have to be subjected to regular medical assessments, to evaluate their fitness to carry on the burdens of their role. In cases like this, there is an obvious responsibility to the public, the fare-paying passenger, to ensure that the Airline is meeting their duty of care. That cannot be compromised, and medical assessment will be the determining factor in these situations as to whether or at what point a retirement will take place.

However, it is rare that considerations of public safety have to be borne in mind. What is the situation for, say Accounts or Sales staff? As of 01.10.11, the fact that they reach 65 has no relevance to their employment status, as a decision to terminate their contract on grounds of their age is almost certainly automatically discriminatory and unfair. The invidious position with which you are faced is, in the event that their work deteriorates after the age of 65 has been reached, to engage in the Disciplinary Procedure, and if they fail to respond to disciplinary sanctions they can be fairly dismissed. This would not prevent them from claiming that they have been discriminated against on grounds of their age, which is all the more reason why any procedure that you employ is as fool-proof as you can make it.

What should we be doing now?

As I have said above, the entire 1940/1950's generation have lived life with the "certainty" of a retirement age of 65. That still suits a lot of people who may have worked for a good slice of 50 years. But we have two major complicating factors to this old vision of retiring. Firstly, life expectation is so much greater now, and people at 65 are so much fitter than they used to be. So, not only are they likely to be up for a fair few years still at work, they will need to keep working a bit longer as they are living so much longer. Secondly, pensions do not seem to show quite the reserves that those nice projections indicated all those years ago. So, it is clearly sensible to start talking to staff as they approach the age that they have expected to retire, to enquire what their future plans are. You need to know this for the objective reason that you need to understand future manpower requirements. If they intend to stay, fine...they are entitled to. They may wish to change to a 3-day week, and if you can accommodate that, then again, that is fine. I think a regular dialogue with your elder members of staff is a good idea. I was asked by one client what gap in continuous employment there would have to be, where two post 65ers had received their 6-month advanced notice that they were due to retire on 30th September, before they could come back on new contracts and in a way that protected them (the employer) from any future Age Discrimination Claim. It does not work like that. After 01.10.11, if you employ anyone over 65, and then want to change their conditions or finish with them, it will not matter if the new employment is under one year of continuous service, the employee will have rights to complain of Age Discrimination.

Summary:

1. You can retire staff, as long as there is an objective justification to do so at a certain age or given medical evidence to justify retirement.
2. Failing this type of circumstance, then you are not at liberty to terminate employment on the grounds of reaching a certain age.
3. It would be recommended that you keep a regular dialogue going with older staff so that you understand what their future work plans are.
4. This does not mean that you are hamstrung from doing anything about older staff. You can fairly dismiss staff if you can show that it is a proportionate means of achieving a legitimate aim, and you can employ the appropriate procedure in the event of performance or health issues.

If you are considering any changes like this, you can always contact the

GAI Employment Law Helpline on 01372 462262, or email us on roger.vincent@talk21.com

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NEXT ISSUE

Copy date for the
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