

Guide to Comar Architectural Aluminium Systems

Ensuring Consistent Customer Care

designed for performance, backed by delivery



Introduction

This guide has been designed to ensure that all your communications with Comar run as smoothly as possible. If issues do arise, this folder will provide information on the procedures that Comar has in place to help you.

Key Contacts

Department / Area	Name	Job Title
Estimating		
Duco Enquiries	Alan Stocks	Estimating Director
Genesis Help Desk	Simon Harvey	Genesis Manager
Estimating	Graham Bright	Estimator
Finance		
Account Applications	Guy Beckingham	Financial Director
Credit Control	Nigel Bevan	Credit Controller
	Pat King	Credit Controller
Orders & Deliveries		
Order/Collection Queries	Scott Kemp	Operations Manager
Carrier Deliveries	Kieran Kenny	Stock Office
Customer Care/Export	Teresa Drewett	Sales Co-ordinator
Purchasing		
	Esther Marchese	Purchasing Manager
Special Paint	Catherine Barnes	Stock Co-ordinator
Sales & Marketing Queries		
Marketing & Sales Queries	Alison Davey	Marketing Manager
Comar Projects	Edmond Kwandahor	Project Co-ordinator
Literature Requests	Michelle Kukla	Librarian & Admin Co-ordinator
Technical Department - Tel: 020 8685 2310 Fax: 020 8687 1142		
	Simon Jones	Technical Director
U-values & Wind Loading	Anthony Famosa	Design Technician
Fabrication & Installation	Brian Smith	Design Technician
Tooling Queries		
Maintenance & Delivery	Russell Wallbank	Tooling Technician

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Comar Customer Care

If you have any issues connected to orders or the receipt of Comar goods, Comar would direct you to our customer care system. All calls are logged against a reference number to ensure that progress can be tracked, both by our staff and yours.

Customer care is analysed every month to ensure continuous improvement. If you have any issues, your Head Office contact is Teresa Drewett.

Special Care/Order Walk Through

We understand that your first order or a complex phased project may require walking through the system. This is to minimise issues relating to our joint understanding of our two companies operations. The goal is to ensure that you are aware of which stage of processing your order is at and that you receive the order right first time.

Teresa Drewett will handle this aspect of communication and will contact you to liaise with the relevant members of your staff.

Comar Sales Team

Comar has two sales teams to support you:

- Architectural Advisors
- Territory Managers

Architectural Advisors

A Nationwide team of Architectural Advisors are tasked with gaining Comar specified projects. They target architects, local authorities and developers. Under-pinning this, Comar's product information has been listed within NBS Plus, part of the NBS industry standard specification software used by architects, building surveyors and other construction industry professionals. This means that the technical information and guidance for our products is presented to NBS subscribers, in NBS format, at the point in the specification appropriate to our products.

Comar have taken the decision that all Architectural Advisors have NBS software on their laptops. This ensures the quality of Comar specifications as well as allowing the specifier to insert directly Comar's completed clauses into their project's NBS.

Territory Managers

A Nationwide team of Territory Managers are tasked with supporting Comar Approved Fabricators throughout their operations: estimating, ordering, fabrication and installations. These Territory Managers are your key contact in the field for all Comar queries.

Territory Managers actively target contractors and surveyors in their area to ensure that pricing and on-site design advice is readily available

Your Sales Team Contacts

Overleaf we have detailed our teams so you may direct your enquiry accordingly.

SPECIFICATION TEAM SALES

NORTHERN TEAM

REX CLAYDON Ø0 - 001 NAME	07714 521249 COUNTIES	RESPONSIBILITY	JOB TITLE	REP CODE
FRANK STYLES 07714 521 260	IRELAND SCOTLAND ISLE OF MAN		REGIONAL MANAGER	13
DAVID WHYMAN "07793099326 Ø0 -	CLEVELAND COUNTY DURHAM EAST YORKSHIRE NORTH YORKSHIRE HUMBERSIDE LINCOLNSHIRE NORTHUMBERLAND TYNE & WEAR	SPECIFIERS/ARCHITECTS/LOCARCHITECTS ADVISOR		15
PAUL GILLASPY 07921 106863 Ø0 - 003	LANCASHIRE CHESHIRE CLWYD CUMBRIA FLINTSHIRE GREATER MANCHESTER GWYNEDD MERSEYSIDE ANGLESEY WEST YORKSHIRE SOUTH YORKSHIRE DERBYSHIRE	SPECIFIERS/ARCHITECTS/LOCARCHITECTS ADVISOR		18
AIVARS LEGZDINS 07841 011439	BEDFORDSHIRE BUCKINGHAMSHIRE CAMBRIDGESHIRE GLOUCESTERSHIRE LESS COUNCILS LEICESTERSHIRE NORTHAMPTONSHIRE NOTTINGHAMSHIRE OXFORDSHIRE WARWICKSHIRE WEST MIDLANDS HEREFORDSHIRE LESS COUNCIL WORCESTERSHIRE LESS COUNCIL STAFFORDSHIRE SHROPSHIRE	SPECIFIERS/ARCHITECTS/LOCARCHITECTS ADVISOR		17
PETER WHITHAM 07714 521242 Ø0 - 007	DORSET HAMPSHIRE ISLE OF WIGHT CHANNEL ISLANDS			4
KEITH STONE 07793 593654 Ø0 - 012	ESSEX LONDON E LONDON EC LONDON N LONDON NW LONDON W LONDON WC NORFOLK SUFFOLK BERKSHIRE HERTFORDSHIRE LONDON SE	ARCHITECTS/LOCAL AUTHORISPECIFICATION SALES EXE		6
DICK WOODMAN 07714 521244 Ø0 - 009	AVON CARMARTHENSHIRE CEREDIGION CORNWALL DEVON DYFED GWENT HEREFORDSHIRE - JUST COUNCILS GLAMORGAN MONMOTHSHIRE PEMBROKESHIRE POWYS SOMERSET WILTSHIRE WORCESTERSHIRE - JUST COUNCILS GLOUCESTERSHIRE JUST COUNCILS	ARCHITECTS/LOCAL AUTHORISPECIFICATION SALES EXE		7
MIKE JACKMAN 7841496499 Ø0 - 011	EAST SUSSEX HAMPSHIRE KENT LONDON SW MIDDLESEX SURREY WEST SUSSEX	ARCHITECTS/LOCAL AUTHORISPECIFICATION SALES EXE		19

Comar Marketing Department

If you require any assistance in promoting your company or Comar's systems, Comar's Marketing Department is a resource you can draw on.

There are four main activities relevant to our customers:

1. Comar Literature
2. Comar Project Portfolio
3. Project Co-ordination
4. Market Research

Comar Literature

In order to facilitate your selection, Comar supply a full range of manuals, brochures and technical information. These are available on request from our librarian, Michelle Kukla, in the Marketing Department on 020 8685 9685, fax 020 8685 9696 or email michellek@parksidegrp.co.uk

Technical Manuals

Comar has 10 Technical Manuals which are specifically aimed at our fabrication clients.

Technical Manual	Systems Covered
Ground Floor Treatment	Comar 1, 3, 4 and 8.
Curtain Walling	Comar 2 & Comar 6 Stick and Ladder Frame
Windows	Comar 5 50mm & Comar 5lt 45mm (resin systems).
P.i. Windows	Comar 5P.i. Polyamide Systems.
P.i. ECO Windows	Comar 5P.i. ECO Economic Casement Windows.
Doors	Comar 7 Commercial Doors, Comar 7P.i. Doors, Comar 7P.i. Horizontal Sliding Doors.
Comar 6EFT	Curtain walling, 2sided SG, 4sided SG & Concealed Vents.
Axim Architectural Hardware	Transom Closers, Floor-springs, Letterplates, Handles and Panic Exit devices.
Comar-Duco Solar Shading	Solar shading for fixed or moveable systems.
Comar-Duco Ventilation	Window ventilators, louvres and continuous louvre walls, architectural grilles.

Comar PD Manual

A comprehensive manual that provides sectional details, as well as finishing details, for powder coating. This manual includes Ixx, Iyy, Zxx and Zyy values for wind-loading calculations.

Price Lists

Our Price Lists are available in electronic or CD format.

Specification Folders

Specifically for architects and specifiers, this manual details the capability of our systems, specification information and compliance with the relevant British standard.

This includes our brochures:

- Company Overview
- Comar Ground Floor Framing
- Comar 2 Window Walling
- Comar 5 Windows
- Comar 5P.i. Vertical Sliding Windows
- Comar 5P.i. Horizontal Sliding Windows
- Comar 6 Curtain Walling
- Comar 6EFT Curtain Walling
- Comar 7 Doors
- Axim
- Comar-Duco Solar Shading
- Comar-Duco Louvres
- Comar-Duco Window Ventilation

These brochures are also available individually on request.

Information for Local Authorities

Contains a wealth of information for those involved in specifying public building works. This manual identifies Comar products that were specifically designed for school and public building works, as well as section details, and sample NBS's.

Promotional Literature

Comar has designed a series of flyers that can be personalised with your company's logo. These flyers are available to Comar Approved Fabricators. Please contact Alison Davey to discuss your individual requirements

If you require any of this please contact our librarian, Michelle Kukla, on email michellek@parksidegrp.co.uk. We will send the literature on your next delivery.

Comar Project Portfolio

In order to build the Comar brand, we need to show its capability.

Therefore, we have a Project Portfolio which we would like your company to be involved in.

If you have completed a recent project, please email your photographs to projects@parksidegrp.co.uk. We will then interview the architect and yourself and write an article.

We will send this out to trade magazines in order to gain publicity for Comar and your company as a Comar approved fabricator.

Comar Project Co-ordination

Within Marketing we co-ordinate projects. If an architect, contractor or trade supply enquiry comes through to Comar, the Project Co-ordinator, Edmond Kwandahor:

1. Logs the project on our company-wide database.
2. Discusses the scope of the works, value, system type(s) and locations with the architect/contractor.
3. Contacts the relevant sales team member, relays the information.
4. Salesperson advises the correct fabricators to be put forward.
5. Inputted onto company database generates 2 sets of paperwork:
 - a. List of approved fabricators, faxed/emailed to contractor/architect
 - b. Fax/email to fabricator informing them of the project, with contact name and address of architect/contractor.
6. Confirmation paperwork sent to relevant salesperson.

Technical Support

When specifying Comar Systems there will be different profiles, tolerances and fabrication requirements than your current system supplier. As your knowledge of our system increases, you may undertake increasingly more complex projects.

To support you through every stage, Comar has a fully staffed Technical Department: profile, sectional queries, wind loading, U-value calculations, CAD drawings can be obtained.

The Technical Department is divided into the following key teams:

Technical Department	
Simon Jones, Technical Director Francois Casati, Technical Manager	
Contracting Brian Smith Errol Evans	Detailing, site meetings
Design Vladlena Miroyan	New profile and system design
Technical Authors Desmond Neech Alex Watts	Manual updates and new details
Technical Support Nahid UI Kowser Toufique Anthony Famosa	Wind loading, U-values, System and Profile Advice
Tooling Russell Wallbank	Installation, Maintenance and Delivery of new tooling
Research & Development Ray Burlton Tony Verrall	Fabrication, samples, testing
Training Stephen Higgs	Fabrication and installation training

Each Team Leader is tasked to ensure that your queries are answered in a timely fashion and a technical log is maintained to track your query.

Estimating

Comar carry in excess of 700 profiles; these are divided into 8 systems. Some profiles can be used on more than one system. Comar understands that this can put a great deal of pressure on your staff to order the correct profiles.

Alan Stocks, our Estimating Director, heads up our Genesis Estimating Department. Our Genesis software provides bills of materials, order forms and cutting lists from your take-offs.

Comar offers training for your staff on Genesis. Comar understands that to get your staff fully conversant with product and Genesis, this may take some time. Therefore, Comar provides a 48hr turn-round estimating service. This ensures that accurate prices can be provided for your quotations. When you have secured a project, Comar can provide cutting lists and optimised bills of materials to assist with ordering. When using Genesis order forms or bills of materials, please be aware:

The standard Genesis Bill of Materials optimises quantities. This means that you will receive an exact material content for that particular job. If the material is damaged or fabrication wastage is high, you may find you are short of metal. We would recommend that, on major profiles, you allow a 10% tolerance until such time as you are familiar with fabrication/installation issues. This is especially relevant if the project is coloured. Accessories are subject to box quantities. Therefore, you may receive more accessories than you actually require for that particular project.

PURCHASE ORDER

Quote Title: Test Quote
 Quote No: SH-2318- -Ver 4
 Cust Name:
 Job Ref: ABC123
 Finish: Hipca White 9910
 Deliv Date:
 Other:









To: **The Parkside Group Ltd**
 Unit 5, The Willow Centre,
 17 Willow Lane
 Mitcham
 Surrey
 CR4 4NX
 Telephone : 020 8685 9685
Comar Direct Fax Order Line: 0208 685 0800

Delivery Address (If different than Company Address) :

From:

Finish Specification:			Marine Guarantee Required ?		Order No:	Date:
Finish 1 (Specify)	Finish 2 (Specify)	Finish 3 (Specify)	Yes	No		
Matt - Satin - Gloss	Matt - Satin - Gloss	Matt - Satin - Gloss				

Part Code	QtyBar*	Description	Weight	Finish Spec	Discount	Cost *
CS 1	2	 100x45mm O/Frame/Mullion Length: 6,450 mm Box Qty: 5 Finish: WHITE	22.84 kg	1,2,or 3	0 %	£286.82
CS 100	1	 Door Rail W/Carrier Length: 6,450 mm Box Qty: 16 Finish: SILVER	2.45 kg	1,2,or 3	0 %	£44.31
CS 115	1	 20mm Door/Frame M/Rail Length: 6,450 mm Box Qty: 6 Finish: WHITE	7.03 kg	1,2,or 3	0 %	£83.68
CS 13	1	 O/Frame - Header Bar Length: 6,450 mm Box Qty: 4 Finish: WHITE	9.74 kg	1,2,or 3	0 %	£113.21
CS 15	1	 Double Ramped Threshold Length: 6,450 mm Box Qty: 15 Finish: SILVER	3.61 kg	1,2,or 3	0 %	£88.42
CS 16	1	 55mm Door Stile - Woolpile Length: 6,450 mm Box Qty: 6 Finish: WHITE	10.64 kg	1,2,or 3	0 %	£114.12
CS 17	1	 55mm Door Top/Bott Rail Length: 6,450 mm Box Qty: 6 Finish: WHITE	9.03 kg	1,2,or 3	0 %	£119.22
CS 18	1	 100mm Door Top/Bott Rail Length: 6,450 mm Box Qty: 5 Finish: WHITE	12.0 kg	1,2,or 3	0 %	£167.55
CS 2	1	 100x45mm O/Frame/Transom Length: 6,450 mm Box Qty: 6 Finish: WHITE	10.0 kg	1,2,or 3	0 %	£128.44
CS 23	1	 Frame Glazing Bead - Square Length: 6,450 mm Box Qty: 20 Finish: WHITE	2.77 kg	1,2,or 3	0 %	£38.17
CS 25	2	 Door Glazing Bead - Square Length: 6,450 mm Box Qty: 25 Finish: WHITE	3.87 kg	1,2,or 3	0 %	£58.88
CS 31	1	 C1 Glazing Pocket Filler Length: 6,450 mm Box Qty: 30 Finish: WHITE	1.55 kg	1,2,or 3	0 %	£29.21
CS 39	1	 Finger Guard Door Stile Length: 6,450 mm Box Qty: 4 Finish: WHITE	10.26 kg	1,2,or 3	0 %	£141.81

PURCHASE ORDER

Quote Title: Test Quote
 Quote No: SH-2318- -Ver 4
 Cust Name:
 Job Ref: ABC123
 Finish: Hipca White 9910
 Deliv Date:
 Other:



To: **The Parkside Group Ltd**
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 Surrey
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CS 43	1		Finger Guard Carrier Length: 6,450 mm Box Qty: 8 Finish: WHITE	6.64 kg	Finish Spec 1,2,or 3	0 %	£104.30
CS 68	1		H/Bar Infill Plate - Woolpile Length: 6,450 mm Box Qty: 8 Finish: WHITE	5.61 kg	Finish Spec 1,2,or 3	0 %	£68.13
CS 75	2		Door Glazing Bead - Security Length: 6,450 mm Box Qty: 24 Finish: WHITE	4.13 kg	Finish Spec 1,2,or 3	0 %	£61.44
CS 83	1		Drip Section Length: 6,450 mm Box Qty: 20 Finish: WHITE	2.39 kg	Finish Spec 1,2,or 3	0 %	£37.97
CS 9	1		Infill Plate Pocket Length: 6,450 mm Box Qty: 10 Finish: WHITE	5.81 kg	Finish Spec 1,2,or 3	0 %	£79.49

*NOTE: Optimised Bar Lengths (includes Optimised waste) Weight (If Set): 130.37 kg

Optimised Extrusions Total: £1,765.17

Part Code:	QtyComp [Extra Min Stock]	Packs	Description	Discount	Cost
AC021AMIL	2.00 [8]	<input type="checkbox"/> 1	Lock Pillar (Axim - CS16/20) Min Order: 10 Finish: No Colour	0 %	£1.39 [£5.55]
FX021XSLF	4.00 [6]	<input type="checkbox"/> 1	M8 x 20mm Socket Head Bolt Min Order: 10 Finish: ST/STEEL	0 %	£0.78 [£1.18]
FX032XSLF	28.00 [72]	<input type="checkbox"/> 1	No.8 x 1 1/4" P/H S/T Pozi Screw Min Order: 100 Finish: ST/STEEL	0 %	£0.94 [£2.41]
FX045XSLF	4.00 [96]	<input type="checkbox"/> 1	No.4 x 5/8" C/S S/T Screw Min Order: 100 Finish: PLATED	0 %	£0.05 [£1.11]
FX046XSLF	4.00 [96]	<input type="checkbox"/> 1	Nylon Stud for CS30/83 Snap Fit Min Order: 100 Finish: No Colour	0 %	£1.57 [£37.76]
FX701XSLF	24.00 [76]	<input type="checkbox"/> 1	4mm x 17mm S/S Taper Pin Min Order: 100 Finish: No Colour	0 %	£1.80 [£5.72]
GK070XSLF	22.41 [77.6]	<input type="checkbox"/> 1	Wedge Gasket (White) Min Order: 100 Finish: E.P.D.M	0 %	£12.06 [£41.77]
GK071XSLF	3.77 [96.23]	<input type="checkbox"/> 1	Wedge Gasket (Yellow) Min Order: 100 Finish: E.P.D.M	0 %	£1.54 [£39.36]
GK089XSLF	3.77 [96.23]	<input type="checkbox"/> 1	Wedge Gasket (Red) Min Order: 100 Finish: E.P.D.M	0 %	£2.30 [£58.61]
HD090BSVR	1.00 [0]	<input type="checkbox"/> 1	Pad Handle Set - Silver Min Order: 1 Finish: Silver Anodised	0 %	£42.00

PURCHASE ORDER

Quote Title: Test Quote
 Quote No: SH-2318- -Ver 4
 Cust Name:
 Job Ref: ABC123
 Finish: Hipca White 9910
 Deliv Date:
 Other:



To: **The Parkside Group Ltd**
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 CR4 4NX
 Telephone : 020 8685 9685
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IN003XSLF	1.00 [9]	1	Support Angle for Top Side Load Arm <i>Min Order: 10</i> <i>Finish: No Colour</i>	0 %	£2.48 [£22.28]
IN005XSLF	4.00 [6]	1	Door Cleat Back Plate <i>Min Order: 10</i> <i>Finish: ST/STEEL</i>	0 %	£3.19 [£4.79]
LK-062-SVR	2.00 [0]	2	Escutcheons To Suit Europrofile Cylinder <i>Min Order: 1</i> <i>Finish: Silver Anodised</i>	0 %	£3.20
LK-1601-3030	1.00 [0]	1	61mm Euro Profile Cylinder - Silver <i>Min Order: 1</i> <i>Finish: Silver Anodised</i>	0 %	£7.80
LK-1800-30	1.00 [0]	1	Mortice Hook Lock - 30mm Backset <i>Min Order: 1</i> <i>Finish: No Colour</i>	0 %	£11.00
LK-1801-0F	1.00 [0]	1	Flat Face Plate (No Woolpile) () <i>Min Order: 1</i> <i>Finish: Silver Anodised</i>	0 %	£2.00
NC027XSLF	2.00 [8]	1	Cleat (17/112/157/707/717) - 9mm Hole <i>Min Order: 10</i> <i>Finish: Mill Finish</i>	0 %	£1.99 [£7.96]
NC028XSLF	2.00 [8]	1	Cleat (18/718) - 9mm Hole <i>Min Order: 10</i> <i>Finish: Mill Finish</i>	0 %	£2.59 [£10.37]
NC043XSLF	4.00 [6]	1	CS 126 Cut Cleat for CS115/721 Rails <i>Min Order: 10</i> <i>Finish: No Colour</i>	0 %	£4.11 [£6.17]
SE007-08	1.00 [11]	1	Ali Glue - 310ml (Specify Colour) <i>Min Order: 12</i> <i>Finish: No Colour</i>	0 %	£5.67 [£62.61]
TC-8800-03	1.00 [0]	1	'A' Kit Jamb/Header Bar Bracket <i>Min Order: 1</i> <i>Finish: No Colour</i>	0 %	£4.00
TC-8800-12	1.00 [0]	1	'G' Kit 65mm Pivot Point Bracket <i>Min Order: 1</i> <i>Finish: No Colour</i>	0 %	£4.00
TC-8822-00	1.00 [0]	1	Size 2 No Hold Open Finger (Complete) <i>Min Order: 1</i> <i>Finish: No Colour</i>	0 %	£108.00
WP003XSLF	1.80 [348.2]	1	RP069/600 Woolpile <i>Min Order: 350</i> <i>Finish: No Colour</i>	0 %	£0.28 [£54.60]
WP007XSLF	8.53 [191.47]	1	067/100 Woolpile <i>Min Order: 200</i> <i>Finish: No Colour</i>	0 %	£2.02 [£45.46]
WP010XSLF	1.65 [19.35]	1	10mm Brush Seal <i>Min Order: 21</i> <i>Finish: No Colour</i>	0 %	£4.52 [£53.09]

PURCHASE ORDER

Quote Title: *Test Quote*
 Quote No: *SH-2318- -Ver 4*
 Cust Name:
 Job Ref: *ABC123*
 Finish: *Hipca White 9910*
 Deliv Date:
 Other:



To: **The Parkside Group Ltd**
 Unit 5, The Willow Centre,
 17 Willow Lane
 Mitcham
 Surrey
 CR4 4NX
 Telephone : 020 8685 9685
Comar Direct Fax Order Line: 0208 685 0800

*NOTE: Components Total: Required components priced each, gasket per meter.
 [Stock Total]: Additional quantities to satisfy Minimum Order Quantities.

Components Total: **£231.29**
 [Stock Total] **£460.78**

This is an estimation only, based upon information input. Any details supplied are for information purpose

Comar Aluminium accept no responsibility for the correctness of this information.

Due to Bar Optimisation, the following prices have been applied due to Optimisation/order requirements: **£1,271.15**

QUOTE COST: £1,996.46

Cost Inclusive of Minimum Order Components: £2,457.24

Quote Title: Test Quote

Quote No: SH-2318- -Ver 4

Cust Name:

Job Ref: ABC123

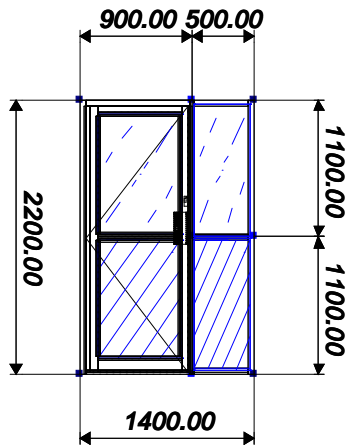
Finish: Hipca White 9910

Deliv Date:

Other:



Item No	1	Screen Type 1	Quantity	1
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QUALITY CONTROL

Approved

Cut

Fabricated

Checked

Glazed

Other

Extrusions

Code	Description	Left	Right	Quantity	Length	Section	Completed
CS 1	100x45mm O/Frame/Mullion	0.0T	0.0T	3	2,200 mm		[]
CS 1	100x45mm O/Frame/Mullion	0.0T	0.0T	1	432.5 mm		[]
CS 2	100x45mm O/Frame/Transom	0.0T	0.0T	2	432.5 mm		[]
CS 9	Infill Plate Pocket	0.0T	0.0T	1	2,200 mm		[]
CS 9	Infill Plate Pocket	0.0T	0.0T	1	432.5 mm		[]
CS 13	O/Frame - Header Bar	0.0T	0.0T	1	832.5 mm		[]
CS 16	55mm Door Stile - Woolpile	0.0T	0.0T	1	2,131.5 mm		[]
CS 17	55mm Door Top/Bott Rail	0.0T	0.0T	1	682 mm		[]
CS 18	100mm Door Top/Bott Rail	0.0T	0.0T	1	682 mm		[]
CS 23	Frame Glazing Bead - Square	0.0T	0.0T	2	432.5 mm		[]
CS 25	Door Glazing Bead - Square	0.0T	0.0T	2	946 mm		[]
CS 25	Door Glazing Bead - Square	0.0T	0.0T	2	930.5 mm		[]
CS 25	Door Glazing Bead - Square	0.0T	0.0T	4	682 mm		[]

Quote Title: Test Quote

Quote No: SH-2318- -Ver 4

Cust Name:

Job Ref: ABC123

Finish: Hipca White 9910

Deliv Date:

Other:



CS 31	C1 Glazing Pocket Filler	0.0T	0.0T	2	2,154 mm		[]
CS 39	Finger Guard Door Stile	0.0T	0.0T	1	2,131.5 mm		[]
CS 43	Finger Guard Carrier	0.0T	0.0T	1	2,142 mm		[]
CS 68	H/Bar Infill Plate - Woolpile	0.0T	0.0T	1	832.5 mm		[]
CS 75	Door Glazing Bead - Security	0.0T	0.0T	2	946 mm		[]
CS 75	Door Glazing Bead - Security	0.0T	0.0T	2	930.5 mm		[]
CS 75	Door Glazing Bead - Security	0.0T	0.0T	4	682 mm		[]
CS 83	Drip Section	0.0T	0.0T	1	720 mm		[]
CS 100	Door Rail W/Carrier	0.0T	0.0T	1	796 mm		[]
CS 115	20mm Door/Frame M/Rail	0.0T	0.0T	1	682 mm		[]
CS 15	Double Ramped Threshold	0.0T	0.0T	1	832.5 mm		[]

Glazing

Quantity	Code	Description	Width	Height
1	06.4MM UNIT	6.4mm Glazing	666 mm x 970 mm	
Shape Spec: points: (0.00, 0.00), (666.00, 0.00), (666.00, 970.00), (0.00, 970.00)				
1	06.4MM UNIT	6.4mm Glazing	446.5 mm x 1,046.5 mm	
Shape Spec: points: (0.00, 0.00), (446.50, 0.00), (446.50, 1046.50), (0.00, 1046.50)				
1	06.0MMPANEL	6mm Trespa Panel	666 mm x 954.5 mm	
Shape Spec: points: (0.00, 0.00), (666.00, 0.00), (666.00, 954.50), (0.00, 954.50)				
1	06.0MMPANEL	6mm Trespa Panel	446.5 mm x 1,046.5 mm	
Shape Spec: points: (0.00, 0.00), (446.50, 0.00), (446.50, 1046.50), (0.00, 1046.50)				

Components

Code	Description	Quantity	Unit
LK-1800-30	Mortice Hook Lock - 30mm Backset	1	Each
FX021XSLF	M8 x 20mm Socket Head Bolt	4	Each
FX032XSLF	No.8 x 1 1/4" P/H S/T Pozi Screw	28	Each
FX045XSLF	No.4 x 5/8" C/S S/T Screw	4	Each
FX046XSLF	Nylon Stud for CS30/83 Snap Fit	4	Each
GK070XSLF	Wedge Gasket (White)	22	Each

Quote Title: Test Quote

Quote No: SH-2318- -Ver 4

Cust Name:

Job Ref: ABC123

Finish: Hipca White 9910

Deliv Date:

Other:



GK071XSLF	Wedge Gasket (Yellow)	4	Each
GK089XSLF	Wedge Gasket (Red)	4	Each
WP003XSLF	RP069/600 Woolpile	2	Each
WP007XSLF	067/100 Woolpile	9	Each
WP010XSLF	10mm Brush Seal	2	Each
TC-8800-03	'A' Kit Jamb/Header Bar Bracket	1	Each
TC-8800-12	'G' Kit 65mm Pivot Point Bracket	1	Each
AC021AMIL	Lock Pillar (Axim - CS16/20)	2	Each
LK-1601-3030	61mm Euro Profile Cylinder - Silver	1	Each
NC027XSLF	Cleat (17/112/157/707/717) - 9mm Hole	2	Each
NC028XSLF	Cleat (18/718) - 9mm Hole	2	Each
IN005XSLF	Door Cleat Back Plate	4	Each
NC043XSLF	CS 126 Cut Cleat for CS115/721 Rails	4	Each
HD090BSVR	Pad Handle Set - Silver	1	Each
FX701XSLF	4mm x 17mm S/S Taper Pin	24	Each
SE007-08	Ali Glue - 310ml (Specify Colour)	1	Each
LK-1801-0F	Flat Face Plate (No Woolpile) ()	1	Each
LK-062-SVR	Escutcheons To Suit Europrofile Cylinder	2	Each
TC-8822-00	Size 2 No Hold Open Finger (Complete)	1	Each
IN003XSLF	Support Angle for Top Side Load Arm	1	Each

Comar Operations

Our Operations Manager, Scott Kemp, is responsible for the following functions within Comar:

- Order Processing (Stock Office)
- Warehouse
- Purchasing

With these function we have the following members of staff who are customer focused to ensure your enquiry is dealt with to your satisfaction. In order to direct your enquiry to the correct person, please see below:

Operations Department	
Scott Kemp, Operations Manager	
Order Processing Cecil Nelson, Stock Office Manager Simon Mullins Sean Cook Richard Serne	Processing of all Comar's profile orders, queries, advice
Customer Care Teresa Drewett	Customer support advice, order walk through
Carriers/Deliveries Keiran Kenny	Carrier requests/urgent orders
Purchasing Esther Marchese, Purchasing Manager Catherine Barnes Lynne Gillingham	Special Orders: Accessories, polyester powder coating and anodising, mill aluminium orders

There are two ways that you may wish to place your orders:

- Genesis Bill of Materials/Order Form
- Your company order form

All orders should be faxed or emailed through to the Stock Office:

Stock Office Fax: 020 8685 0800
Stock Office Email: orders@parksidegrp.co.uk

If you are placing an order by typed or hand written fax, Comar requires the following information:

- Company Name & Address
- Company Registration Number
- Your Purchase Order Number
- Comar Product Code
- A brief description
- Quantity required
- Finish
- Cost
- Any special instructions
- Requested delivery time
- Contact Name & Signature

designed for performance, backed by delivery



First Orders or Complex Projects

Comar understands that getting your first order correct is of paramount importance. You, the customer, are getting used to our systems as Comar is to yours. Therefore, for your first orders or complex jobs, we have a "Special Care" order walk through system. Any orders of this nature should be faxed through to Teresa Drewett who is your Head Office contact. Teresa will keep you up-to-date with your order's progress.

In order for you to understand our deliveries, our procedure is:

1. We call our ordering processing department the Stock Office.
2. All orders can only be processed through the Stock office
3. Once an order is placed it is inputted onto our system
4. A picking list is created with any back orders/out of stock items, notified
5. Should you require an order acknowledgement this is created and faxed to you (example overleaf).
6. Our warehouse operatives pull your order from the picking list
7. The order is loaded and dispatched with a delivery not which you receive on delivery
8. Any issues should be reported to us within 3 days of receipt of goods.

These are a few points that may help when ordering material from us:

- Discounts are agreed by Head Office and your sales representative. Any discount offered verbally is not valid until you have received a formal discount letter.
- Two discounts are available: box quantity and loose. If you order box quantity, you may enjoy a higher discount due to volume order and ease of delivery.
- Standard gloss white RAL9910 (80% gloss), mill, etched silver anodised and bronze anodised "547" finish are normally available ex-stock, but please check your Price List for confirmation.
- For your information, high-lighted blue areas in the Price List denote ex-stock status. In order to keep errors to a minimum, all orders must be emailed or faxed over - verbal orders cannot be accepted.
- To ensure your order will be on that week's delivery, it is advisable to make sure that orders are faxed over at least 48hrs before your delivery day.
- Comar require any orders for large and/or phased projects to be placed on one order with a call-off schedule. This will enable us to ensure that the material is available as and when required.
- Comar's in-stock strategy means we normally fulfil your order on your next weekly delivery. However, if you require an order acknowledgement, please contact Teresa Drewett who will organise this for you.

ORDER ACKNOWLEDGEMENT

INVOICE TO
IN-HOUSE A/C

DELIVER TO
PARKSIDE GROUP LIMITED



THE PARKSIDE GROUP LTD
UNIT 5
THE WILLOW CENTRE
17 WILLOW LANE - MITCHAM
SURREY - CR4 4NX
Telephone: 020 8685 9685
Fax No: 020 8646 5096
E-mail Sales@Parksidegrp.co.uk
VAT Reg. No. GB 312 8778 46

Acknowledgement No.: 197392

Our Order No.: 197392

Your Order: STOCK

Account No.: ZSA009

Date Received: 08/04/08

Delivery Date: 08/04/08

PRODUCT	DESCRIPTION	UNIT	ORDER QUANTITY	DESPATCHED QUANTITY	PRICE	DISC. %	NETT EACH PRICE	NET VALUE
001AMIL	CS1 - OUTER FRAME/MULLION MILL FINISH	6450mm	5	5	108.520	10	97.670	488.35
002BSVR	CS2 - CILL/TRANSOM NATURAL ANODISED	6450mm	5	5	135.270	10	121.740	608.70
003EWHT	CS3 - CORNER POST CANTED WHITE FULL GLOSS RAL 9910 HIPCA	6450mm	5	5	193.080	10	173.770	868.85
004CBRZ	CS4 - OUTER FRAME/PLAIN BRONZE ANODISED ANALOK 547	6450mm	3	3	175.130	10	157.620	472.86
LK062BSVR	ESCUTCHEON F1 SILVER 8mm STD LK062BSVR	PACK10	1	1	16.000	10	14.400	14.40

Coloured Material

In order to ensure all your coloured material is delivered on time and correctly, please be advised of the following:

- When ordering P.i profile dual or single colour, please be advised that to allow for the roll together process you may require additional bars.
- There is a double paint surcharge on dual colour. Please contact Esther Marchese for quotes prior to ordering.
- Coloured material, in general, can be turned round in 15 working days.
- Esther Marchese should be contacted for any information on powder coated material, e.g. estimated delivery dates etc.
- All orders must have the RAL colour, RAL number, gloss, semi gloss or matt level clearly marked on the order form.
- When ordering coloured material for different phases, please supply your first order number to ensure a colour match.
- Replacement colour material, if required, could take up to 3 weeks.
- Please provide your original order number so we can ensure an exact colour match.
- Standard white RAL9910 (80% full gloss) is normally available ex-stock. Please check your Price List for confirmation.
- On dual colour jobs, to ensure that the correct internal and external face of the material is painted, please specify the correct sections, e.g., CS425-2 is the external face and CS425-3 is the internal face. This must be specified at the time of order.
- Although we can process dual colour orders faster, please allow 20 working days.
- An email will be sent to you, confirming the delivery date back to Comar of the coloured material. This will be delivered to your company on your next weekly delivery.



EMAIL CONFIRMATION OF SPECIAL COLOUR ORDERS

Dear Sirs/Madame

CUSTOMER ORDER: 000000

COMAR REF NO: 000000

We can now confirm that your order will be delivered to Comar week commencing:

Also, on all orders, there may be a chance of rejects which may need to be replaced and could take an extra two weeks to turn around. If you have any issues regarding this email, please contact the Purchasing Department.

Assuring you of our best attention at all times.

Yours faithfully,

The Parkside Group.

Please note that account status could affect expected delivery dates to your works

Comar Architectural Aluminium Systems

Tel: 020 8685 9685
Fax: 020 8646 5096

Unit 5, The Willow Centre, 17 Willow Lane,
Mitcham, Surrey. CR4 4NX
Website: www.comar-alu.co.uk

Deliveries & Next Day Delivery Carriers

In order to maintain our market leading delivery status, we operate our own logistics fleet. This means that we have a great deal of flexibility in scheduling our deliveries as well as ensuring the quality of Comar product delivered to you.

Comar's delivery schedule is detailed overleaf. This details the day the lorry leaves Comar, not the day you will receive it. Please be aware that these lorries may go on a 2-3 day run. Comar's order-to-delivery timescale is considered to be the fastest in the industry and, naturally, they are subject to demand, to confirm your exact delivery day, please confirm with Gavin Hill.

- Please ensure your orders are with Comar at least 48hrs before your delivery day.
- Special Care orders should be at Comar at least 72hrs before your delivery day.
- It is worth noting that Comar normally load our lorries the afternoon before the delivery set-off day.
- Please be advised that if Comar is extremely busy, these deliveries are subject to change.
- When you receive your delivery, Comar supply a Delivery Note. This Delivery Note will detail the goods which are on this delivery. The terminology on the Delivery Note may be new to you. For your information, our Delivery Notes are explained on the following pages.

Carriers/Urgent Deliveries

- We can send urgent deliveries by carrier. However, this may be subject to a charge. Orders of this nature must be faxed and received by us no later than 2pm.
- Please be aware that the maximum length for standard carriers is 4000mm with a 100mm cutting allowance. Please advise your preferred cutting sizes at the time of order.
- We have a premium carrier service for profile lengths up to 6000mm. This service is pre-booked please allow up to 48 hours for delivery.
- Charges for carrier can be confirmed by Keiran Kenny in the Stock Office
- Every effort is made to ensure that these goods are packed and boxed securely. However, because this is a third-party delivery requested by your company, we cannot accept liability for any damage that may occur during transit as this is outside our control.
- If you have your own carrier, please inform us of the pick up time and carrier name.

DELIVERY DAYS BY COUNTIES

MONDAY

EAST SUSSEX
DERBYSHIRE
CUMBRIA
COUNTY DURHAM
CLWYD
CLEVELAND
CHESHIRE
GREATER MANCHESTER
HUMBERSIDE
KENT
LANCASHIRE
LEICESTERSHIRE
MERSEYSIDE
NORFOLK
NORTH YORKSHIRE
NORTHAMPTONSHIRE
NORTHUMBERLAND
NOTTINGHAMSHIRE
SHROPSHIRE
SOUTH HUMBERSIDE
SOUTH YORKSHIRE
STAFFORDSHIRE
SUFFOLK
TYNE & WEAR
WEST SUSSEX
WEST YORKSHIRE
WIRRAL
ESSEX

TUESDAY

AVON
BEDFORDSHIRE
BERKSHIRE
BUCKINGHAMSHIRE
CAMBRIDGESHIRE
GLOUCESTERSHIRE
GWENT
HERTFORDSHIRE
MID GLAMORGAN
OXFORDSHIRE
POWYS
SOUTH GLAMORGAN
WARWICKSHIRE
WEST GLAMORGAN
WEST MIDLANDS
WILTSHIRE
WORCESTERSHIRE
WOLVERHAMPTON
CORNWALL
DEVON
DORSET
N/W SOMERSET

WEDNESDAY

ESSEX

THURSDAY
HAMPSHIRE

FRIDAY
LONDON
MIDDLESEX
SURREY
ESSEX

designed for performance, backed by delivery

Back Orders

On rare occasions, when we are out of stock, the out of stock item will create a back order.

This will show on your delivery note or order acknowledgement as a 'back order'.

All back orders are emailed to you so you will be aware of any shortages on that week's delivery (see overleaf).

The back order will be delivered as soon as we have stock available.

This is known as 'Back Order 1'. If we receive stock, but cannot fulfil the back order, the remaining outstanding balance will be referred to on delivery notes/invoices as 'Back Order 2, 3' etc., until the order is fulfilled.

We would request that any delivery note queries need to be raised within 72 hours from receipt of goods.

Any queries concerning back orders, please contact Esther Marchese.



EMAIL CONFIRMATION OF ITEMS OUT OF STOCK

Dear Sirs/Madam

We thank you for your order. Unfortunately the following items are temporarily out of stock.

CUSTOMER ORDER: 000000

PART CODE	QUANTITY	DELIVERY DATE TO OUR WORKS

We will endeavour to shorten this delay if at all possible. We sincerely regret any inconvenience that this may cause you. Assuring you of our best attention at all times.

Yours faithfully,

The Parkside Group.

Please note that account status could affect expected delivery dates to your works

Comar Architectural Aluminium Systems

Tel: 020 8685 9685
Fax: 020 8646 5096

Unit 5, The Willow Centre, 17 Willow Lane,
Mitcham, Surrey. CR4 4NX
Website: www.comar-alu.co.uk

DELIVERY NOTE



Deliver To:

EXAMPLE INVOICE

THE PARKSIDE GROUP LTD
UNIT 5
THE WILLOW CENTRE
17 WILLOW LANE - MITCHAM
SURREY - CR4 4NX
Telephone: 020 8685 9685
Fax No: 020 8646 5096
E-mail Sales@Parksidegrp.co.uk
VAT Reg. No. GB 312 8778 46

Comar order number
Please quote on all correspondence

OUR ORDER NO.: 077153 PAGE 1 OF 1
DELIVERY DATE: 15/01/04
CUSTOMER ORDER No.: EXAMPLE INVOICE QUOTE A/C No.: ZCA003

Product	Description	Our Ref	Delivered
001AMIL	CS1R - OUTER FRAME/MULLION MILL FINISH	077153	5
002AMIL	CS2 - CILL/TRANSOM MILL FINISH	077153	10
	** Back-order to follow: 077153/1 *	077153	

Back Order = Original Order Number/I

1. NO CLAIM IN RESPECT OF DAMAGE, SHORTAGE OR FAULTY SUPPLY WILL BE ENTERTAINED UNLESS NOTIFICATION IN WRITING IS MADE WITHIN 3 DAYS FROM RECEIPT OF DELIVERY.
2. ALL GOODS AND SERVICES ARE SUPPLIED SUBJECT TO OUR STANDARD TERMS OF BUSINESS, WHICH ARE AVAILABLE ON REQUEST.

Long Cartons - Total Weight 145.48500

Small Cartons - PRINT NAME _____

Gasket Cartons- SIGNATURE _____

Gasket Rigid - DATE _____

Collections

Any requests for collection of materials ordered in error, etc., please contact Simon Mullins in the Stock Office for assistance.

To ensure full credit for your goods, please be advised that if you receive any non-conformance material, Comar should be notified within three days of your receipt of the delivery.

A Collection Note will be raised and our lorry will collect the goods.

Goods to be returned must be wrapped and of merchantable quality so we can return them to stock.

Please be advised that our drivers will not collect goods without a collection note.

If your company has ordered the goods in error, a 20% re-stocking charge may be levied.

The driver's copy and customer copy will need to be signed by your company when the collection is made.

STOCK RETURNS NOTE



COLLECTION NOTE NO:	9999999999
DATE	25/12/08
CUSTOMER	JOE BLOGGS TRADING
DELIVERY NOTE / INVOICE NUMBER	D123456 OPI654321

PRODUCTS FOR COLLECTION

--

<u>A - GOODS SENT IN ERROR</u> C - DAMAGED GOODS E - WARRANTY GOODS	B - ORDERED IN ERROR D - FAULTY GOODS F - OTHERS
--	--

ACTION TO BE TAKEN

--

OFFICE USE ONLY

A - CREDIT AND RETURN TO STOCK C - NO ACTION REQUIRED	B - CREDIT AND WRITE OFF D - CREDIT VALUE OF GOODS
--	---

ADDITIONAL NOTES

--

STOCK COLLECTED - (CUSTOMER)

SIGNED	
DATE	

GOODS CHECKED - (WAREHOUSE)

SIGNED	
DATE	

OFFICE COPY

Credit Notes

Once the goods are returned to us and checked, a Credit Note will be raised against the original invoice.

Credit Notes are despatched to you in your next fortnightly invoice run.

Credit Notes contain the following terms (please see overleaf).

CREDIT NOTE



DELIVER TO
EXAMPLE INVOICE

INVOICE TO
C.O.D.

THE PARKSIDE GROUP LTD
UNIT 5
THE WILLOW CENTRE
17 WILLOW LANE - MITCHAM
SURREY - CR4 4NX
Telephone: 020 8685 9685
Fax No: 020 8646 5096
E-mail Sales@Parksidegrp.co.uk
VAT Reg. No. GB 312 8778 46

ACCOUNT No.	YOUR ORDER No.	OUR ORDER No.	DELIVERY NOTE No.	INVOICE DATE	INVOICE No.	
ZCA003	EXAMPLE INV	CR001AMIL	D CR001AMIL	15/01/04	OP/I091583	
PRODUCT	DESCRIPTION	UNIT	QUANTITY	PRICE	DISC. %	NET VALUE
001AMIL	CS1R - OUTER FRAME/M MILL FINISH	6450mm	-2	88.07	10	-158.52
001AMIL	CS1R - OUTER FRAME/M MILL FINISH	6450mm	2	88.07	15	149.71

GOODS	VAT RATE	VAT AMOUNT
-8.82	17.500	-1.54

INVOICE GOODS	INVOICE VAT	INVOICE TOTALS
-8.82	-1.54	-10.36

1. NO CLAIM IN RESPECT OF DAMAGE, SHORTAGE OR FAULTY SUPPLY WILL BE ENTERTAINED UNLESS NOTIFICATION IN WRITING IS MADE WITHIN 3 DAYS FROM RECEIPT OF DELIVERY
2. ALL GOODS AND SERVICES ARE SUPPLIED SUBJECT TO OUR STANDARD TERMS OF BUSINESS WHICH ARE AVAILABLE ON REQUEST

Invoices

Our invoices are despatched fortnightly.

Our normal credit terms are strictly NETT thirty days month end.

Our invoices are laid out in the following manner.

INVOICE



DELIVER TO
EXAMPLE INVOICE

INVOICE TO
C.O.D.

THE PARKSIDE GROUP LTD
UNIT 5
THE WILLOW CENTRE
17 WILLOW LANE - MITCHAM
SURREY - CR4 4NX
Telephone: 020 8685 9685
Fax No: 020 8646 5096
E-mail Sales@Parksidegrp.co.uk
VAT Reg. No. GB 312 8778 46

Delivery note number goods delivered on

ACCOUNT No.	YOUR ORDER No.	OUR ORDER No.	DELIVERY NOTE No.	INVOICE DATE	INVOICE No.
ZCA003	EXAMPLE INV	077153	D 077153	15/01/04	OP/1091582

PRODUCT	DESCRIPTION	UNIT	QUANTITY	PRICE	DISC. %	NET VALUE
001AMIL	CS1R - OUTER FRAME/M MILL FINISH	6450mm	5	88.07	10	396.31
002AMIL	CS2 - CILL/TRANSOM MILL FINISH	6450mm	10	78.69	10	708.21

**** Back-order to follow: 077153/1 ****

Order not fulfilled.
This will be invoiced separately when goods are delivered.

GOODS	VAT RATE	VAT AMOUNT
1104.52	17.500	193.29

This invoice is due for payment by 15/01/04

INVOICE GOODS	INVOICE VAT	INVOICE TOTALS
1104.52	193.29	1297.81

Finally...

Comar is industry renowned for backing its comprehensive systems with delivery.

- From customer orders, 99% of orders are fulfilled by their scheduled delivery.
- Comar's ability to deliver extends to all aspects of our operation.
- If, at any time, our delivery lets you down, please let us know. Comar will take whatever measure we need to, to resolve the issue.

designed for performance, backed by delivery

