



We

Make

The



■ Difference

Customer Handbook

How to get the most out of your Clayton Glass Partnership

Hello and welcome!

What is the brochure for?

Hello there. This brochure is designed for you to get the absolute most out of your Clayton Glass partnership.

It contains the services we provide, the people we'd like you to know, and ways in which we'll go the extra mile to supply you with not only glass units, but all the help and support you need. We recommend keeping this brochure somewhere safe so that you can refer back to it when needed. We also encourage you to share it with your staff.

Who are we?

We are Clayton Glass, and we are a manufacturer and supplier of IGUs for residential windows, doors and roofs. We have a mantra that we live by something we call "The Clayton Difference".

This is our two-fold approach of being one of the UK's largest and longest-serving glass manufacturers, with big-scale and abundant capabilities, combined with our dedicated service, much like that of a family-run business. We are all about people and relationships, and the friendliness and expertise of our team make us who we are.

Over **2.5million** glass units produced per year

Over **250** customers across the United Kingdom

Over **550** staff members nationwide across our sites

Contents for this brochure

| | | | |
|----|---------------------|----|------------------------|
| 3 | About Clayton Glass | 14 | Meet The Wider Team |
| 4 | Account Management | 16 | Marketing Support |
| 6 | Digital Services | 18 | Our Accreditations |
| 8 | GlassTrack | 19 | Business Awards |
| 10 | The Technical Hub | 20 | Our Brands |
| 12 | Our Capabilities | 22 | A Fruitful Partnership |



About Clayton Glass

Scan here to find out more about Clayton Glass.



Clayton Glass:
The UK's favourite IGU Supplier!

Founded in 1956, we are one of the UK's largest, longest-serving and most innovative IGU suppliers. Being independent allows us to be flexible, and offer a service that cannot be matched by other companies. We have long believed business should be done with dedication, honesty and respect. Operating across five separate sites, we have earned our reputation as the UK's favourite.

A multiple award winner, and a founding member of the National Glass Group, we forge lasting relationships built on mutual trust, giving you the care and attention you deserve as a customer.

My aim for Clayton Glass is to be more than just a supplier to you. We look to put you, the customer, at the heart of everything we do. Over time, I hope my team will gain your trust and loyalty, by offering a first-class service and wider support to your business than simply supplying glass units on time.

Ryan Green
Director



Account Management

We have a dedicated commercial unit consisting of our sales team and four customer service teams across the UK. Combined, the people in our commercial unit, have over 200 years of fenestration experience, so you can be sure that whatever advice, support or guidance you need, we'll be able to help. We've seen a great deal come and go in the field of insulating glass units, yet we have always remained focused on our customers and the future.

Jason McCabe
Commercial Director



Jason leads the Clayton Glass sales team, comprised of, Michael Thompson, Simon Lilley, Dave Summers, Lisa Sturrock and Kerrie Kirk. These staff members manage the Clayton customer accounts and are each responsible for a different territory across the UK (see map below).

Your Account Manager details and contact information can be found in your welcome pack. Give them a call if you have any questions!

| | |
|---|---|
|  | North Michael Thompson michael.thompson@claytonglass.co.uk 07971 796 148 |
|  | Midlands Simon Lilley simon.lilley@claytonglass.co.uk 07964 245 835 |
|  | South East Dave Summers david.summers@claytonglass.co.uk 07874067717 |
|  | Scotland Lisa Sturrock lisa.sturrock@claytonglass.co.uk 07908 175 817 |
|  | Internal Kerrie Kirk kerrie.kirk@claytonglass.co.uk 07840 844147 |



Customer Services Information

Joanne Honour leads the Clayton Glass customer service teams, and has done for over 20 years. Four of our five sites have customer service hotlines you can call from 8:30am to 5:00pm Monday to Thursday, and 8:30am to 4:00pm on Fridays. Our approach to customer service is to go the extra mile to find a solution that works for you and for your business. It will never be a flat "no". Instead, our teams will work with you to find a solution that suits everyone. Contact details to reach all of our customer service teams are below.

Harelaw (Head Office)
01207 288 200

IGU Orders/Remakes:
Email: orders@claytonglass.co.uk

Roof Orders/Remakes:
Email: roofs@claytonglass.co.uk

Customer Service Enquiries:
Email: customer.services@claytonglass.co.uk

Director Enquiries:
Email: enquiries@claytonglass.co.uk

Huthwaite
01623 259 670

IGU Orders/Remakes and Enquiries:
Email: iguorders.huthwaite@claytonglass.co.uk

Director Enquiries:
Email: enquiries@claytonglass.co.uk

NOTE:
Our site in Blackburn does not have direct phone lines or email addresses.

Scotland
01698 300 300

IGU Orders/Remakes:
Email: scotland.orders@claytonglass.co.uk

Customer Service Enquiries:
Email: scotland.enquiries@claytonglass.co.uk

Director Enquiries
Email: enquiries@claytonglass.co.uk

Canterbury
01227 473 473

IGU Orders/Remakes:
Email: canterbury.orders@claytonglass.co.uk

Customer Service Enquiries:
Email: canterbury.enquiries@claytonglass.co.uk

Director Enquiries
Email: enquiries@claytonglass.co.uk

Scan here to find our full contact details for all of our sites.



The Clayton Glass customer service teams are there to provide dedicated, honest service to our customer base. No matter the issue, we have experienced, friendly staff who are more than happy to help. If there's something you need support with, give us a call!

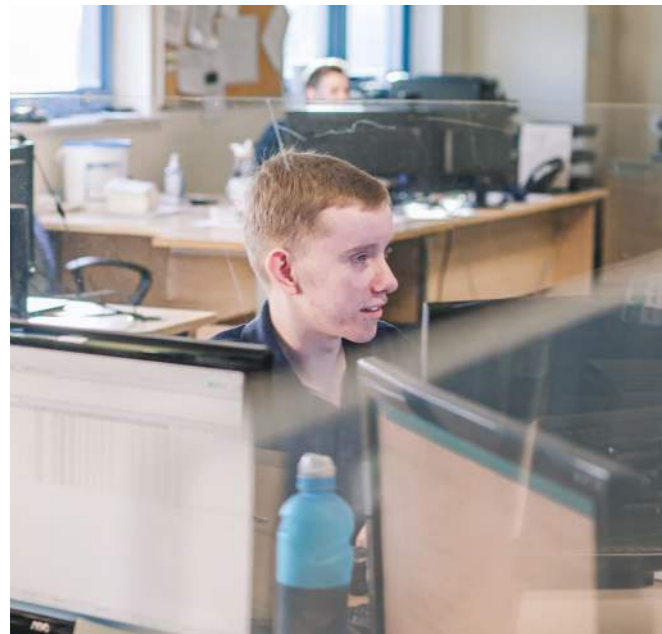
Joanne Honour
Customer Services Manager



Digital Services

Here at Clayton Glass, we have a number of digital services designed and introduced to make the ordering process easier for our customers. We have our industry-first glass order tracking software "GlassTrack", that you can find information for on pages 8-9, but on this page we shall focus on some of the other ways in which we can support you digitally, from electronic ordering and EDI (electronic data interchange) to automated email reports and order confirmations.

“The ease and smoothness of Clayton’s electronic ordering process, with the combination of automated confirmations, reports and invoice exports, set them apart. They make everything simple and easy.”



Across the UK, our order processing teams are ready to take your orders!



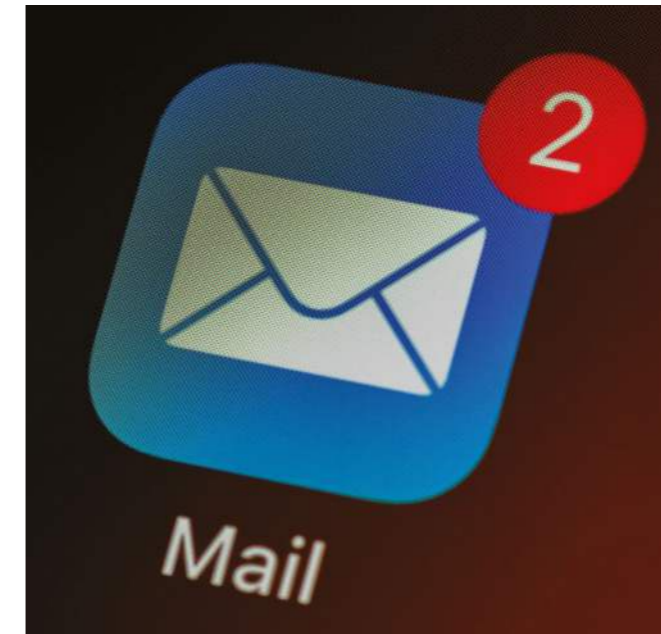
Receive automatically generated invoices for your records!

Electronic Ordering

75% of the orders we process are electronic in one form or another. No matter the software you use, we can tailor an export that suits you and our glass office processing software. We can always find a solution and we'll help you through the process.

Invoice Exports

As well as outputs, we can help on the invoicing side of things by giving you that data electronically too. Alongside a pdf, we can tailor a file which will be importable directly into your own system. Regardless of the platform you are on, we can adapt and produce a compatible invoice file.



Receive automated emails about your glass orders!

Automated Confirmations and Schedules

Whether or not you order through EDI, you will benefit from all the comprehensive automated reports that we provide for our customers. These automated reports include daily order confirmations, future delivery schedules and delivery notes. We also send regular updates regarding delivery of your glass to three email addresses of your choice within your organisation.

“We surround our product and services offering with a suite of electronic processes and information flows, such that all order information is easily discoverable. In fact, you can automatically be kept up to date with your order when it is in various stages. We will show you how to set this up so that your order process is as easy as possible.”

Nigel Carroll
Customer Service Manager, Canterbury



Track your glass orders from your phone, tablet or PC with our unique software!

Go to: <https://portal.claytonglass.co.uk/>

Email: glasstracksupport@claytonglass.co.uk

Our unique glass-order tracking software allows Clayton Glass customers to follow their glass orders from production all the way through to the point of delivery. Once you track, you'll never go back!

With impressive usability, accessibility and security – whether checking up on a new order or following the progress of an existing one – GlassTrack is your all-in-one information hub to make purchasing with Clayton Glass as smooth and detailed as possible.

Excitingly for Clayton Glass customers, we have recently launched GlassTrack version 3.0...

This new version of our unique glass-order tracking software contains all the features of the previous version, including detailed order information and specific product stillage locations, as well as the ability to request remakes and view proof of deliveries (PODs).

On top of this, GlassTrack is now housed on a brand new platform, easily accessible from the Clayton Glass website, more secure than ever before. It also arrives with a new analytics feature. This feature will allow Clayton customers to view detailed aggregated statistical data regarding their glass orders over the course of months and years.

GlassTrack saves you time as you can find all the order information you'll need in real-time within the GlassTrack portal. It allows you to submit remake requests, view lead times, receive detailed statistical data about your order history and loads more! I'm here to help if you have any questions relating to GlassTrack, just give me a shout.

Michael Thompson
Business Development and Training Manager

GlassTrack has made the ordering process simple, smooth and easy to follow!

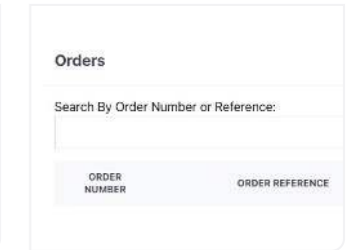
Scan here to register for GlassTrack now!



How to use GlasTrack

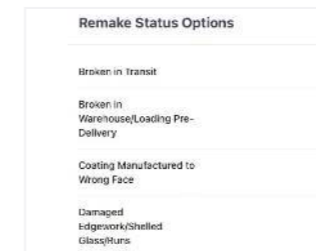


| ORDER NUMBER | ORDER REFERENCE | LINES | DELIVER DATE |
|--------------|--------------------------------------|-------|--------------|
| 0944000 | TEST 0000 | 1 | 20/10/20 |
| 1423000 | 2020 WILLIAMS RD | 25 | 20/10/20 |
| 9010004 | ARCHISE BAR | 1 | 20/10/20 |
| 1387184 | CLAYTON MORNING PLANT 020 BRIDGEWOOD | 2 | 20/10/20 |

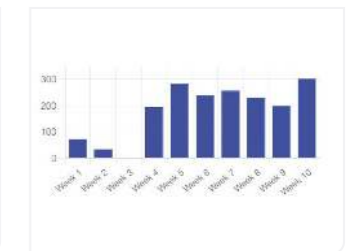


1. Go to [claytonglass.co.uk](https://portal.claytonglass.co.uk/) and click the GlassTrack logo on the top right of your screen to launch the GlassTrack portal.
2. This will take you to the GlassTrack login screen. Simply enter your username and password and click "Log In".
3. Once logged in, you'll be greeted with a list of your Clayton Glass orders, all with a status of where they are in the production/delivery process.
4. On this screen you can search through your orders by typing in an order number or reference in the search box.
5. Once you have located your desired order, you can click the three dots to view detailed order information such as lines, stillage and unit sizing information.
6. On the same screen you can create and submit a remake request. All you need to do is then fill in the details on the form that appears, including a reason for the remake from the list.
7. In the top left of the order screen, you can see our live and up-to-date lead times for our various sites. This will allow you to gauge an idea of when your orders will arrive.
8. Back on the homepage, you can make use of our brand new analytics feature! This section provides detailed aggregated and historical account data for your records.

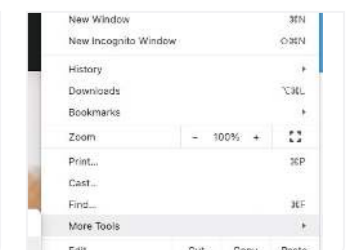
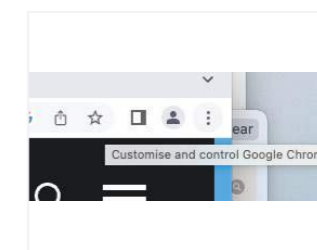
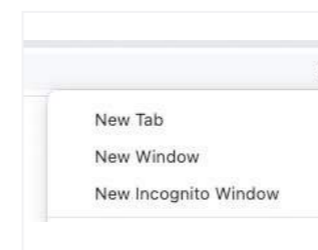
| DELIVERY DATE | HEADLINE STATUS | ACTIONS |
|---------------|-----------------|---------|
| 25/12/2050 | PENDING | ... |
| 22/10/2040 | PENDING | ... |
| 20/10/2040 | PENDING | ... |



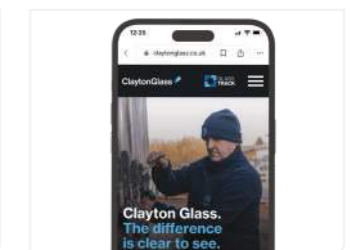
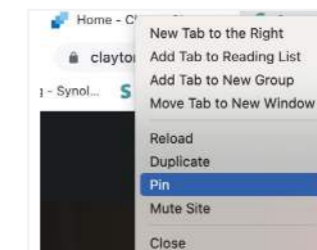
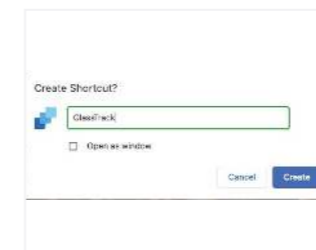
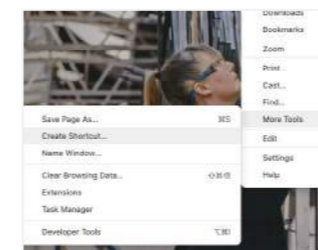
| Lead Times |
|---|
| Blackburn Lead Time: 5 to 6 days |
| Harelaw IGU Lead Time: 5 to 5 days |
| Harelaw ROOFS Lead Time: 5 to 5 days |



How To Set Up Easy Access To GlassTrack on Google Chrome



1. First things first, you want to launch a new browser window with Google Chrome.
2. Go to [claytonglass.co.uk](https://portal.claytonglass.co.uk/) and click the GlassTrack logo on the top right hand side of the screen to launch the GlassTrack portal. Log in with your details if required.
3. Click the three vertical dots in the top right hand corner of your screen.
4. Scroll down the list that appears and hover over the option called "More tools".
5. From the list that pops up, click "Create shortcut...".
6. You will now see a box pop up on your screen. In the text box, type "GlassTrack" and check the box that says "Open as window". Then click the "Create" button.
7. If you complete the previous step, at the bottom of your screen you will see a GlassTrack window appear in your taskbar – right click this and click "Pin to taskbar".
8. **By Smartphone:** when on GlassTrack, tap the three vertical dots (or share icon on iPhone) and click "Add to Homescreen". Then save your shortcut as "GlassTrack".



The Technical Hub

The Clayton Glass Technical Hub is an area of our new website that acts as your one-stop shop for all things glass advice.

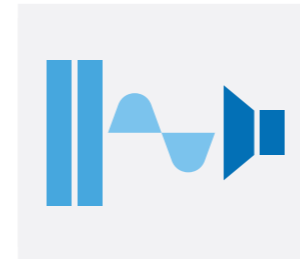
Over the years we've learned what our customers want to know and the questions we're asked most often.

You'll find an overview of these key questions in this section as well as downloadable content including product guidance, technical advice, and more.

From troubleshooting guides and in-depth technical specifications, to key customer-focused documents and supplier certification forms, the Clayton Glass Technical Hub has everything you need when it comes to glass.

Find key information relating to warranties and looking after your SmartGlass™ roof applications, and expand your fenestration vocabulary by reading through the glass glossary full of key industry phraseology. Visit the Technical Hub at claytonglass.co.uk/technical-hub.

What You Will Find On The Technical Hub



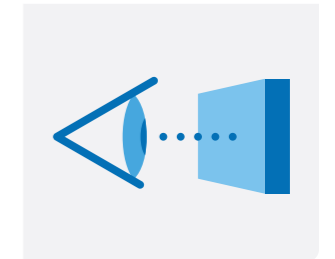
Acoustics and Sound Attenuation Units

A useful document detailing how we can provide glass-based solutions to reduce external noise intrusion for domestic installations.



Size Guides and Safely Achievable Weight Limits


A popular download on the Technical Hub explaining the specific sizes and corresponding weights of different types of insulating glass units, as well as the safely achievable capabilities we have here at Clayton Glass.



Customer Observation Guide

A fantastic guide from the Glass and Glazing Federation (GGF) produced to help answer many of the common questions which arise once glazing has been installed.

Over the years, our Commercial and Operations teams across the country have gained unrivalled knowledge and expertise in all areas of glass and glazing applications. We have decided to store this collective know-how in an area of our website brimming with help and guidance. This is the Technical Hub, your first port of call for any technical question. And if you can't find your answer there, give us a call!



Dan Cox
Technical Manager



Insulating Glass Unit and Product Warranty

A document pertinent to Clayton Glass customers regarding the warranties of our products. This pdf contains the conditions in which the warranty is effective.



Guide on External Condensation


Especially useful when the cold season comes around. This document was produced to allay the fears that external condensation is anything to worry about, and instead to reassure that it is a sign of a healthy unit.



Delivery Days By Postcode in the UK

A popular and useful document detailing the postcodes we deliver to across the United Kingdom, and the days on which we deliver to them. The document also contains a colour-coded UK map with a full list of postcodes.

Scan here to access the Technical Hub now!



The Technical Hub is full of guidance and technical expertise in the form of downloadable product and troubleshooting guides, key supplier and customer documents and an all-encompassing fenestration glossary.

And Loads More...

The Technical Hub contains 30+ technical guides containing a wealth of information. Further to what is listed here, there are also guides on Low E Glass, Autumn Viewing Criteria, Georgian Bars and more. Be sure to check back regularly as it is updated often!

Head over to claytonglass.co.uk/technical-hub

The Technical Hub contains the collective knowledge of the Clayton team.



Pictured: Dan Cox, Technical Manager.

Our Capabilities



1. Clayton Glass Scotland

Staff: 120 **Capacity:** 10k units p/w

Our Scotland site, located in Bellshill near Motherwell, is one of our largest in terms of square footage at 78,000 square feet. The site produces around 12,000 glass units per week, specialising in window units and large aperture units. We acquired this site in 2022.

2. Clayton Glass Harelaw (HQ)

Staff: 200 **Capacity:** 21.5k units p/w

Our Harelaw site in County Durham is our largest and acts as the Clayton Glass headquarters. The site is over 130,000 square feet following multiple expansions since our move here in 2015. The factory specialises in producing toughened, annealed and decorative units in volume.

3. Clayton Glass Blackburn

Staff: 70 **Capacity:** 4k units p/w

Our Blackburn site, which is located in the heart of Lancashire, has over 70 staff and has a 4,000 units per week capability. Blackburn specialises in the production of high-performance roof glass units. We acquired this site in 2019.

4. Clayton Glass Huthwaite

Staff: 90 **Capacity:** 10k units p/w

Our Huthwaite site in Nottinghamshire is our 2nd largest facility in terms of both staff and output, with capabilities of over 15,000 units per week. The site has specialised in standard and decorative units since we bought it in 2019.

5. Clayton Glass Canterbury

Staff: 70 **Capacity:** 6.5k units p/w

Our Canterbury site in Kent is our southern-most glass-making facility of around 29,000 square feet, with capabilities of 7,000 units per week. The site specialises in window units and caters for a multitude of businesses in the south. We acquired this site in 2022.



Toughened Units

Toughened glass has undergone a heat treatment to make it up to five times stronger than regular annealed glass. At Clayton Glass we produce over two million square metres of toughened glass per year across our eight toughening plants.



Laminated Units

We process laminated units for enhanced acoustic and security capabilities. These are glass units where one leaf is comprised of two sheets of glass that have been fused with a plastic resin. This enhances the strength of your unit as well as reducing external sound.



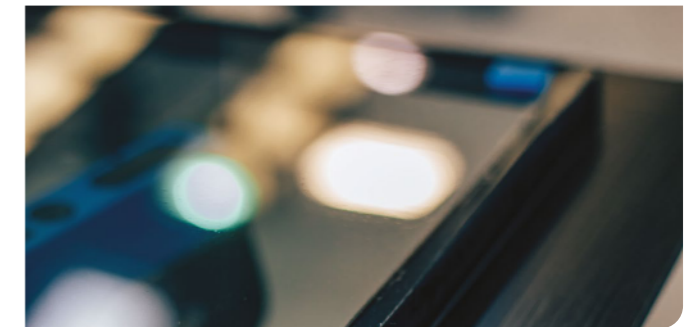
Softcoat Low E Units

Softcoat low emissivity (or Low E units) are standard glass units that have a thin Low E coating fitted to one of the inner leaves of the glass unit, making it more thermally efficient. Almost all the glass units we produce will be Softcoat Low E due to government regulations for thermal efficiency.



Composite Door Units

We are the UK's largest supplier of composite door glass, providing bespoke and decorative solutions to some of the biggest companies in the UK door market. We have our experienced leadwork teams across the country ready to create artworks tailored to your specifications.



Triple Glazed Units

Alongside our double glazing offering, we are able to supply high specification triple glazed units for windows and doors, with U-values that go as low as 0.6. This is especially important as the new building regulations for the thermal efficiency of glazing come into effect in 2025.

“Alongside our dedication to our customers, another value of our business is ambition. We have a collective growth mindset here at Clayton Glass, meaning we’re always improving our capabilities, capacities, products and services. We can utilise these factors to tailor bespoke solutions that suit you.”

Ryan Green
Owner and Director



Meet The Wider Team

We are lucky to have many talented and hard-working individuals here with us at Clayton Glass, all going the extra mile for our customers and ensuring that the quality of our service is maintained.

Some staff members provide help and support to our customers directly. However, there are many who operate behind the scenes ensuring the continued smooth running of our organisation, driving a culture of perpetual improvement.

From our extensive and experienced operations team, managing the transport, logistics and production, to our dedicated and diligent finance team responsible for accounts and payroll, there are many people who make the difference here at Clayton Glass. And we have always chosen to invest in people. Our people make us who we are. You can find out more about the Clayton Glass team over on our website.

We are constantly striving to improve our operations. We have fantastic people in our ops teams across the country who are always looking for ways to streamline processes and enhance productivity. Whilst we in the ops team may not be directly customer-facing, we are still carrying out our duties with the customer in our minds, with the knowledge that the strength of our overall service is correlated with the work that we put in. That is why we will always go the extra mile.

Mark Hibbert
Managing Director



Head over to claytonglass.co.uk/meet-the-team to see the full list of key Clayton Glass staff from the full operations and finance teams, to all the site leads, to the customer service, commercial and procurement teams.

You will also find email addresses for key staff members on the webpage, so if you have a question specific to a particular area of the business, you will be able to locate and contact the staff member best positioned to help you.

We ask that for order enquiries you either consult GlassTrack, or, if that doesn't work contact your customer

service team. But for other enquiries or just to learn more about our business, please feel free to get in touch with whoever you like! We'd be more than happy to help.

Scan here to meet the full Clayton Glass team over on our website.



The two things we have in abundance here at Clayton Glass are IGUs and dedication to the customer. No matter the department, you will see people going the extra mile to do their job to the highest level. I see it in my finance team, and I see it across all the commercial and operations teams. We are all pulling in the same direction: towards the customer.

Mark Robinson
Finance Director



Alyssa leads the customer service team in Huthwaite.



Chris leads the Scotland site.



Jonathan oversees transport across all of our sites.



Steven is responsible for operations planning.



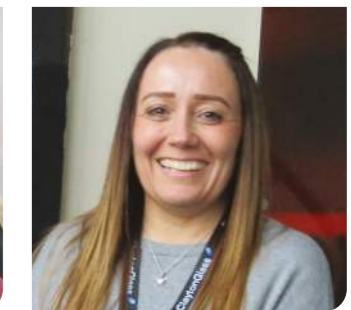
Shaun is Operations Manager South



David is Operations Manager North



Lynn is Clayton Glass' longest-serving employee! She manages finance and payroll.



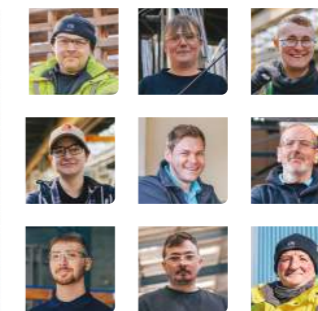
Wendy is our Finance Business Partner.



Dan is our Technical Manager



Suzanne Hutchison
Senior Customer Service Administrator, Scotland



And loads more...

Marketing Support

Over the last few years, we have really stepped up our marketing reports. With a recent brand refresh, a brand new company website in 2022, a large amount of resources poured into social media

growth and maximising our online presence, as well as a renewed focus on customer-centric marketing materials, Clayton Glass leads the industry in marketing-based activities.

“We would love to hear from you about your marketing ideas! As part of our service, we can offer you business marketing advice and materials to help you meet your goals. If you'd like to discuss anything marketing-related, whether it be collaborations, case studies, growth strategies or just to brainstorm ideas, please get in touch.”



Clayton customers will have access to our marketing materials!

Follow Us On Social Media

Clayton Glass was one of the first companies in our industry to really prioritise social media channels. Over on our LinkedIn, Facebook and X pages, you will be able to follow the Clayton Glass story, with employee quotes, behind the scenes videos and regular news pieces setting the scene for what it's like at one of the UK's largest glass manufacturers. Over the years, we have built up a large and interested social media community, always quick with the likes and comments, and we'd love to have you over there!

Leave Us A Google Review

By scanning the QR code below, you can go straight through to our Google review platform and leave us a star rating and review of the service we provide. If you feel our overall service package has been good and beneficial to you as a company, then we'd absolutely love to hear about

it via a Google review! These help us tremendously with our visibility on search engines, not to mention the fact that your words about our service carry more weight than our own. If you do decide to review us on Google, then thank you.

Scan here to review Clayton Glass on Google!



Like, Follow & Share

 [linkedin.com/company/clayton-glass-limited](https://www.linkedin.com/company/clayton-glass-limited)

 [X.com/ClaytonGlass](https://x.com/ClaytonGlass)

 facebook.com/claytonglassigu

Join Our Mailing List

Over at claytonglass.co.uk/contact you can subscribe to our mailing list by leaving us a message on our contact form and checking the box as directed. Once subscribed, you will receive regular email contact from Clayton Glass regarding all the company goes on, from important customer information, to in-depth staff interviews, to GlassTrack features and more. Subscribe to our mailing list today!

We'd love to hear from you!

Our Accreditations

We often get asked for our accreditations to verify that we meet certain industry and government standards. These apply to us as a manufacturer of various glass types that are used as building materials, meaning that the glass products we sell need to be up to certain safety and reliability standards. Two documents our customers commonly ask to see are BS EN 12150 and BS EN 1279, so on this page we will explain what these mean, as well

as where you can find a complete list of our industry and supplier accreditations. Note that these government accreditations are United Kingdom Conformity Assessed (UKCA), indicating conformity to the applicable requirements of products sold within Great Britain.

If you'd like to view all of our legal, industry and supplier accreditations, please go to <https://claytonglass.co.uk/awards-accreditations/>

Business Awards

Over the years we have collected a number of industry awards for our service within fenestration. Whilst not the overall goal of our business, it is always nice to be recognised in this way, especially when we are voted for by our customers! So on this page you will find a list of the awards we've won over the years.

| UKCA TOUGHENED SEALED UNITS PERFORMANCE CHARACTERISTICS | |
|---|-----------------|
| ClaytonGlass CLAYTON GLASS LTD BARLHAM INDUSTRIAL ESTATE, NORTH ROAD, STANLEY, DURHAM, DH9 5JG UKCA MARK DECLARATION YEAR 2024 | |
| Resistance to Fire | RP5 |
| Resistance to Fire | A1 |
| External Fire Performance | RP5 |
| Substratum Resistance | RP5 |
| Insulation Resistance | RP5 |
| Sealant Resistance | RP5 |
| Penetration Body Impact Resistance | 170J |
| Resistance Against Sudden Temperature Changes and Temperature Differences | 3 200/100 |
| Water Vapour Penetration and Ingress Load Resistance | 0.4/100 |
| Sound Attenuation Sound Insulation | 0.17 (-2, -6)dB |
| Thermal Properties | 0.3, 0.001%/°C |
| Thermal Properties | RP5 |
| Light Transmission and Reflection | 40.820/13 |
| Heat Energy Characteristics | 102.770/13 |

BS EN 12150

BS EN 12150 is our standard for making thermally toughened safety glass. No matter whether the glass produced is for residential or commercial purposes, all toughened glass must meet EN 12150 standards. At Clayton Glass we can confirm that all of our toughened glass products conform to these standards. You can find the full declaration of conformity on our website.

[Find it on our website](#)

| UKCA INSULATED SEALED GLASS UNITS PERFORMANCE CHARACTERISTICS | |
|---|-----------------|
| ClaytonGlass CLAYTON GLASS LTD BARLHAM INDUSTRIAL ESTATE, NORTH ROAD, STANLEY, DURHAM, DH9 5JG UKCA MARK DECLARATION YEAR 2024 | |
| Resistance to Fire | RP5 |
| Resistance to Fire | A1 |
| External Fire Performance | RP5 |
| Substratum Resistance | RP5 |
| Insulation Resistance | RP5 |
| Sealant Resistance | RP5 |
| Penetration Body Impact Resistance | RP5 |
| Resistance Against Sudden Temperature Changes and Temperature Differences (See EN 12150) | 0.4/100 |
| Water Vapour Penetration and Ingress Load Resistance | 0.4/100 |
| Sound Attenuation Sound Insulation | 0.17 (-2, -6)dB |
| Thermal Properties | 0.3, 0.001%/°C |
| Thermal Properties | RP5 |
| Light Transmission and Reflection | 40.820/13 |
| Heat Energy Characteristics | 102.770/13 |

BS EN 1279

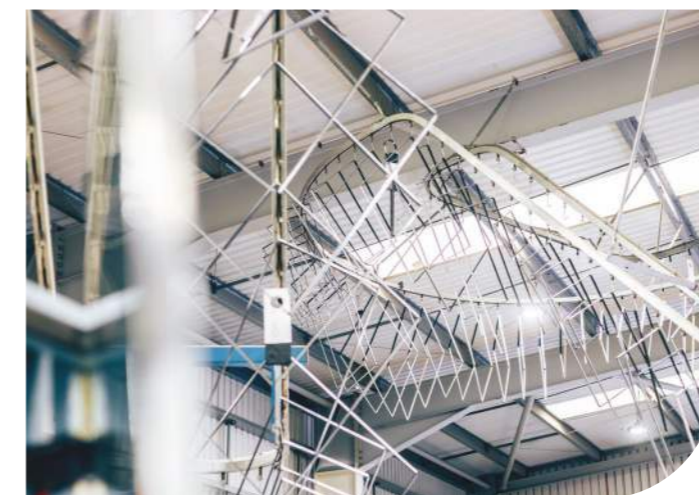
BS EN 1279 is our standard for glass units comprising multiple factors including dimensional tolerances, moisture penetration, gas leakage rate, sealant quality and production environment. These apply particularly to gas-filled units. At Clayton Glass we can confirm that all of our glass products conform to these standards. You can find the full declaration of conformity on our website.

[Find out more on our website](#)



The IGU Manufacturer of the Year Award

Clayton Glass is a 5-time winner of the 'IGU Manufacturer of the Year' award in the prestigious National Fenestration Awards, picking up the title in 2015, 2016, 2019, 2020 and 2022.



1000 Companies to Inspire Britain

In 2019, Clayton Glass was featured in the London Stock Exchange Group's report celebrating the UK's fastest-growing and most dynamic small and medium sized businesses (SMEs), with companies representing over 40 sectors.

We were delighted with this award because it highlighted our successful growth over the years.

Look out for our **safety marks** on your glass units!



To view UKAS product certifications for our five sites, please visit our website.



Scan here to find out more about our awards and accreditations on our website.



Our Brands

SmartGlass™ Roof Glass

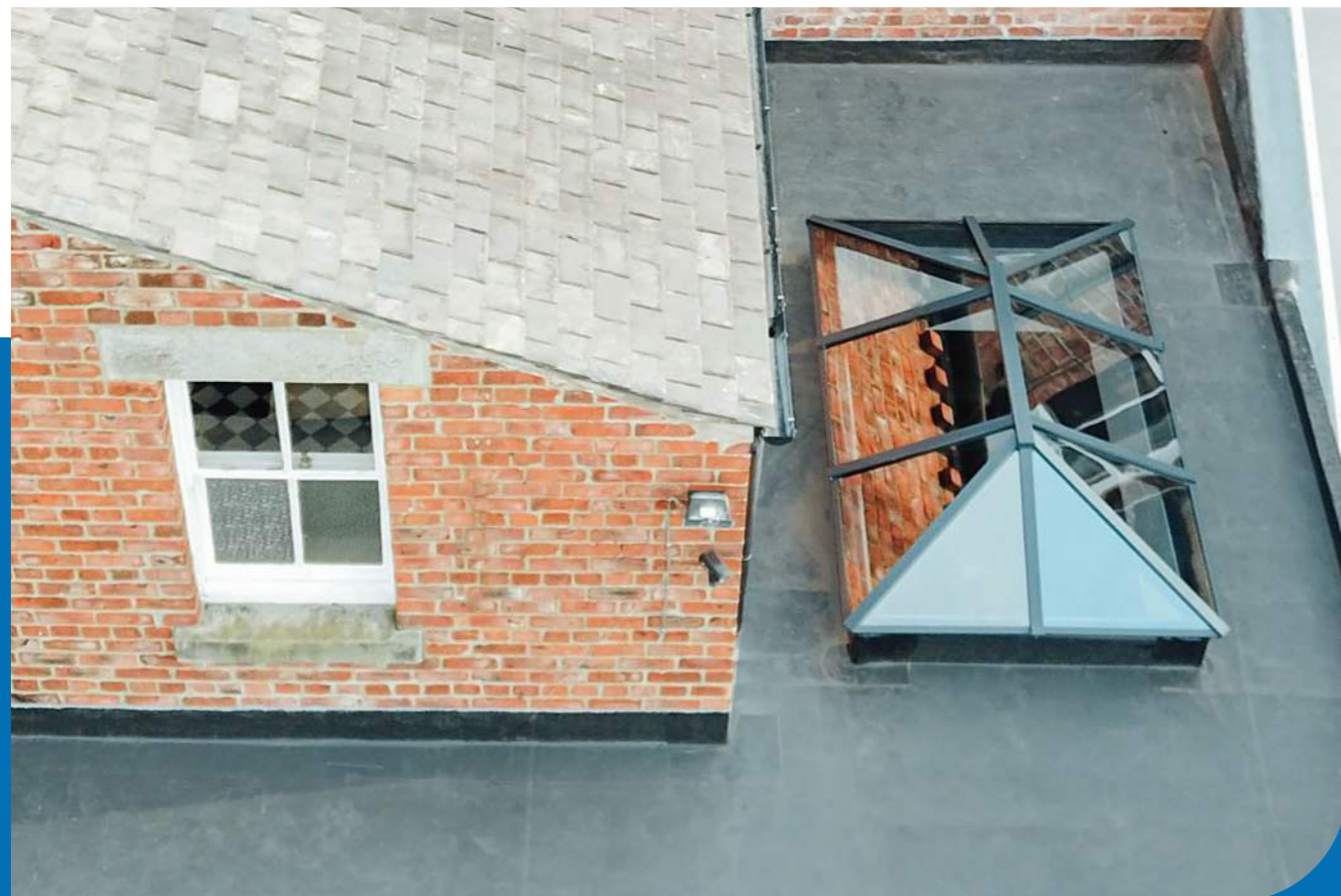
SmartGlass™ is the intelligent choice for installers who want a product that does it all. Designed with glazed extensions in mind, this innovative range boasts leading solar gain and insulation statistics without compromising style.

- ✓ Best solar gain statistics of any roof glass on the UK market
- ✓ Anti-glare
- ✓ UV protection
- ✓ Self-cleaning

SmartGlass™ technology ensures that conservatories, atriums, garden rooms, orangeries and lantern roofs stay warmer during winter and cooler all summer.

SmartGlass™ is available in five colour tints – Aqua, Blue, Neutral, Bronze and Superview. Each tint delivers temperature-controlled glazing to ensure the ultimate comfort throughout the year. Nearly three times more effective than standard double glazing at retaining warmth, SmartGlass™ still allows plenty of natural light to enter.

We've now brought Celsius Glass™ and SmartGlass™ together into this exceptional single product range.



Scan here to view our full product range.



EcoMAX Glass™ Window Glass



Better for the planet and for eco-friendly manufacturers, our seriously sustainable EcoMAX Glass™ aims to change the future of glazing forever.

Produced from the highest level of recycled materials at one of our efficient UK glass plants – our almost 100% biodegradable EcoMAX Glass™ is the most eco-friendly glass window unit on the UK market, whilst also offsetting carbon emissions through our tree-planting scheme.

This eco-friendly glass unit is designed with sustainability at its core, providing MAXIMUM economical credentials.

EcoMAX Glass™ performs on par with typical A and A+ rated windows, whilst also being the most sustainable, eco-friendly glass unit on the market.

EcoMAX Glass™ is the UK's most environmentally friendly window glass unit, with an organic sealant making the product almost 100% biodegradable.

- ✓ Made of the highest percentage of recycled glass of any window unit on the UK market
- ✓ Matches A+ rated glass for performance
- ✓ Trees planted for every installation
- ✓ Almost 100% biodegradable

1,500

Trees planted thanks to your EcoMAX Glass™ installations.

A Fruitful Partnership

Thank you for choosing Clayton Glass as your supplier of insulating glass units. We will endeavour to do all we can to ensure that this is the beginning of a long and fruitful partnership between our two companies.

Please do not hesitate to get in touch for any advice, help or guidance we can provide, or even if it's just for a chat, we'd love to hear from you! You can find all our contact details over on pages 4-5.



Book a Site Tour!

Contact your account manager or local customer service team if you'd like to come and see us in person! We can offer you a factory tour, glass demonstration and educational glass seminar.

Clayton Glass Harelaw (HQ)

Harelaw Industrial Estate
North Road
Stanley
Durham
DH9 8UX

Clayton Glass Huthwaite

Orchard Ct
Huthwaite
Sutton-in-Ashfield
Nottinghamshire
NG17 2HU

Clayton Glass Canterbury

Marshwood Close
Canterbury
Kent
CT1 1DX

Clayton Glass Blackburn

Century House
Roman Road
Blackburn
Lancashire
BB1 2LD

Clayton Glass Scotland

6 James Street
Righead Industrial Estate
Bellshill
North Lanarkshire
ML4 3LU

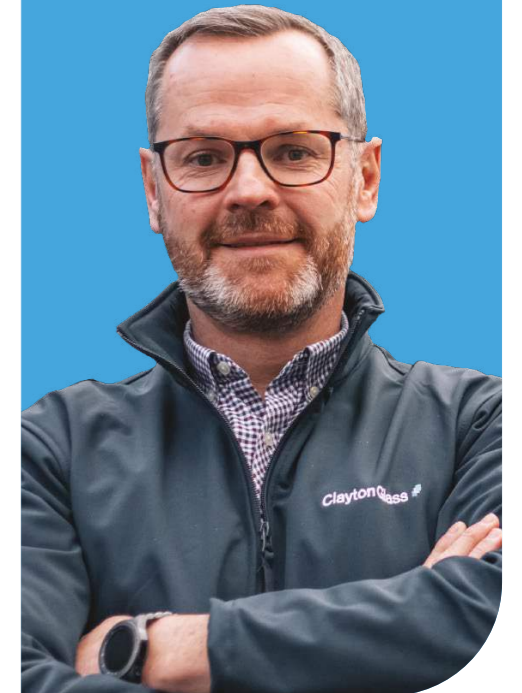
From all of us here at Clayton Glass, welcome! If there's anything at all you need that you couldn't find in this brochure, get in touch.

Ryan Green
Director



Welcome to Clayton Glass! Our people are on hand to ensure that your partnership is as beneficial to your business as possible.

Mark Robinson
Finance Director



Thank you for choosing us as your glass supplier. Here's hoping that it is a long and fruitful partnership for our companies!

Jason McCabe
Commercial Director



Congratulations on your new supplier partnership. We look forward to working with you and giving you the best service we can!

Mark Hibbert
Managing Director





We're here to help
your business flourish