



Northeast Window & Door Association Member Newsletter

First Quarter 2004

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We are pleased to present to you NWDA's electronic version of its newsletter. At this time, we will be still be offering the printed version of the newsletter which contains photos, etc. But this electronic version allows for a wider distribution of NWDA association and member news within our member companies.

If you have additional contacts at your company who you feel would benefit from receiving this type of information, please reply with their names and email addresses. There is no additional charge for adding colleagues to the electronic newsletter list.

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President's Message

"It's Deja Vu...All Over Again"

Deja Vu is different from other phenomena. By definition a person who experiences deja vu does not have any clue that something is going to happen, but merely has the sensation of having already experienced the scene.

As I was thinking about 2004 and what we are preparing for the rest of the year, I was struck with a feeling of deja vu. It was a year ago when I wrote my first newsletter column as the incoming NWDA president. Now, twelve months later we are again planning for the next year and how we will continue our efforts to remain a vital resource to our members and a group presence within the industry. I can only say that with the support of our membership and the talent of the board members, 2004 is promising to be a year to remember!
"You Gotta Believe"

The summer meeting is scheduled for July 19th and 20th at the Seaview Marriott Resort & Spa in New Jersey. Talk about deja vu, everyone is excited about re-experiencing all this resort has to offer; championship golf, tennis, swimming or escape to the Elizabeth Arden Red Door Spa. There's all this plus a fun-filled night of entertainment with your fellow NWDA members. Come out and join us but remember, *"It gets late early out here"*

Loews Hotel in Philadelphia will be the place to be for the winter meeting! After putting together a great speaker lineup this past winter meeting, 1st Vice President Mike Sugrue, has outdone himself by booking Bill Clement to be our keynote speaker. Bill Clement, a former National Hockey League All-Star who played 11 years in the NHL, will entertain us with his educational and inspirational presentation. *"You can observe a lot by watching"*

A special thanks to Mr. Berra for giving us these "Yogi-isms" over the years. I will end with one of his most famous phrases;

"I didn't really say everything I said"

See you in July!

Regards,

Terry Rex
NWDA President

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Winter Meeting Wrap-Up

NWDA's Winter Meeting & Table Top Program was held January 13-14 in Philadelphia, PA. Everyone enjoyed the Welcome Reception in the Table Top area on Monday evening and our speaker program on Tuesday morning. This year's industry speakers included Hal Yaffe of HalYes, giving a marketing and brand awareness presentation, showing members how important it is to create a memorable brand image. Russ Livingston of BABB, Inc. gave an overview on the importance of controlling health insurance costs, and finally Pat Cleary of NAM (National Association of Manufacturers) spoke about manufacturers speaking in one voice, showing strength in numbers. Dave Moyer of Architectural Testing also gave an informative update on codes.

NWDA's Winter Meetings continue to be a great way for fabricators and suppliers to meet and network in a relaxed environment - as well as gain industry knowledge from the educational sessions and speakers. NWDA thanks its supplier members for their continued support of the Table Top program.

NWDA also held its annual Educational Seminar which featured a presentation from John Engler of the PA / OSHA Consultation Program about How to Prepare for an OSHA Inspection.

Norm King of New England Window Systems, Inc. was the winner of NWDA's Table Top Drawing this year. All fabricators who visited at least 15 table tops were eligible to enter a drawing for a \$250 gift card from Best Buy. Congratulations Norm!

NWDA presented its annual donation to Habitat for Humanity. This year our members donated \$710 from the Summer Meeting (mulligan sales) at The Hotel Hershey and NWDA matched those funds to make a total donation of \$1,420. NWDA will continue to match the mulligan sales at each Summer Meeting to make an annual contribution to this worthy cause.

Watch for more information on next year's Winter Meeting, including guest speaker Bill Clement. NWDA is planning on returning to Philadelphia, PA on January 24-25, 2005 at the Loews Hotel. Philadelphia is a popular spot for our members, and we are looking forward to an even more successful event!

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Introducing NWDA's 2004 Board of Directors and Officers

At the Winter Meeting this past January, NWDA members voted in the newest members of the Board of Directors, as well as some officers. The following are the members who will make up the Board of Directors for this year. NWDA thanks these representatives as it is their voluntary support that guides the direction of association activities. (Please note that some are not newly elected, but are in mid-term.) We would also like to offer a special "Thank you" to our outgoing 2nd Vice President Jon Hill, who has provided a tremendous amount of service over the years, including serving as the Educational Seminar chair and Table Top chair.

Officers:

President: Terry Rex, BF Rich

1st Vice President: Mike Sugrue, Winchester Industries

2nd Vice President: Bill Donnelly, Custom Craft Plastics

Treasurer: Pat Stout, Baltimore Window Factory

Active Member Directors:

Jim Ruby, Lockheed Window Corp.

Art Poland, Thermal Industries

Mike McCoy, SuperSeal Vinyl Windows

Jeffrey Witkin, Northeast Building Products Corp.

Deborah Ward, NAPCO Window Systems

Associate Member Directors:

Henry Taylor, Architectural Testing, Inc.

Kelly King, RiteScreen

Tom Scheg, Mikron Industries

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Summer Meeting & Golf Outing Update

This year's Summer Meeting & Golf Outing will be held at the Seaview Marriott in Galloway, NJ, just outside Atlantic City. The dates are July 19-20, 2004. Below is an overview of the events. With each year's growing success of having entertainment at the Monday evening banquet, this year we will also be hosting a fun evening with a new theme. Details will be revealed soon!

Monday, July 19

12:00 noon Pre-Golf Cookout
1:00 p.m. Golf (Tournament & Scramble)
6:30 p.m. Cocktails
7:30 p.m. Banquet Dinner & Entertainment

Tuesday, July 20

8:00 a.m. Breakfast
9:00 a.m. General Session With Industry Speakers
1:00 p.m. Lunch

Here is a preview of the speaker program:

- Tim Harris of TruSeal will give a presentation on *"Glass Failure / Gas Retention"*
- Dave Moyer of ATI on *"The Latest Updates in the InstallationMasters Institute"*
- John Morris of the NCO Group presenting *"Credit / Good AR Management"*.

About The Renowned Seaview Marriott:

Marriott's Seaview Resort is a superb location, offering spectacular golf on its two championship courses, as well as an indoor/outdoor pool and 8 tennis courts.

It is situated on 670 secluded acres, just minutes from Atlantic City, NJ. NWDA's previous meetings at Seaview heralded rave reviews, so we are going back for another great meeting—and some superb rounds of golf!

You can reserve your room now!

Call (800) 228-9290 and be sure to tell them you are with NWDA. The special room rate for NWDA attendees is \$199. The deadline for reservations is June 18, 2004.

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In case you haven't heard about it—NWDA's Scholarship is here and is available to YOU!

NWDA is proud to announce its second annual scholarship to be awarded in the fall of 2004. All NWDA-Member company staff and their immediate families are eligible to apply. **Due to overwhelming response from the members last year, we have added a second place scholarship in the amount of \$500.** The scholarships, in the amount of \$2,500 and \$500 annually, will be awarded to two junior or senior level college students who have shown exemplary

performance in academics, activities, achievements, community service, and who are well-rounded students with positive goals for the future.

Applications are available now, and the **deadline for entries is June 4, 2004**. The recipients will be selected in August, with the awards paid for the Fall 2004 term.

To receive an application, contact Lori Nasatka at NWDA, tel: 609-799-4900, fax: 609-799-7032 or email: Lnasatka@nwda.net.

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Who will win a \$250 gift card to Best Buy?

During the spring each associate member will be sent 5 wallet-size recruitment cards to assist you in talking with prospective members. This card will allow your customers from non-member window or door manufacturing companies to attend the **business meeting and lunch** of the upcoming Summer Meeting at the Seaview Marriott **for free!** *(The prospects must be affiliated with the industry and can be past members who have been absent from NWDA membership for a minimum of one year. They must join NWDA to be able to attend a second meeting.)*

How will this benefit you? On the back of each card is a "Referred By" line. Fill in this information on each card you hand out and NWDA headquarters will keep a tally of the responses received. The individual who recruits the most prospective window and door manufacturers to a single meeting, will receive a gift card to Best Buy. This will also be a benefit to your employer because your company will receive a free hole sponsorship at the Summer Meeting.

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2004 Directory Updates

Update your Directory listing, here's how...

This year in an effort to expedite the compilation of the directory, after all the dues are collected, NWDA will be sending an email to all members to review and update the information that was printed in last year's Directory. Please watch your email for the Directory update as a timely turnaround will be required.

Advertising in the Directory is a low-cost opportunity for your company's marketing efforts...

With the growing success of selling advertisements in our Annual Directory, NWDA will again be selling advertising space for the 2004 Directory. If you are interested in placing an ad in the Directory, contact Lori Nasatka at NWDA headquarters for more details. The deadline for confirming space is May 21, 2004. Our Annual Directory continues to be a valuable reference tool within the industry especially as more companies are recognizing the value of being a member of NWDA.

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Ask a Busy Person

Learn about your fellow NWDA members. With this column, NWDA lets readers get to know selected NWDA members better. This interview is with Henry Taylor, President of Architectural Testing, Inc. of York, PA. Henry is also an NWDA board member.

Henry Taylor worked on highway and bridge construction during the summers while attending Ohio State University in Mechanical Engineering. He later worked for Berger Engineering designing interstate highways and bridges while applying his computer skills to expedite the demanding engineering calculations; this special computer programming skill resulted in a transfer from Columbus, Ohio, to Berger's home office in Harrisburg, Pennsylvania. Shortly thereafter he began working in the fenestration industry for Graham Engineering designing products and the tooling and machinery to manufacture them.

After working six years in the fenestration industry, Henry started a consulting business in 1970 to design windows, doors, wall systems, and their components; a service to provide the tooling and machinery to manufacture these new products soon followed. In 1975 Architectural Testing was incorporated as a research and development laboratory to service the same engineering clients and to conduct independent testing services for their existing and newly designed products. By the early 1980's the design engineering and machine shop functions were merged into Architectural Testing, and future efforts concentrated on developing state-of-the-art test equipment and continues today.

Henry Taylor's concentration on improving and expanding testing for the fenestration industry has now resulted in employing nearly 200

scientists, engineers, technicians and support personnel at five laboratory locations nationwide. New ATI operations will open in the states of Washington and Florida within months, and pursuit of an operation in New England is already under way.

Henry Taylor has been involved with NWDA since its first organizational meeting. From a historical perspective (spanning 40 years) Henry believes that the members of NWDA address their regional interests through both educational programs and social gatherings as indicated by their continued growth.

Henry currently participates, either directly or indirectly through his employees, in every major organization that works on technical issues and writes specifications and test procedures to evaluate fenestration products. This includes the Window and Door Manufacturers Association (WDMA), the American Architectural Manufacturers Association (AAMA), the National Fenestration Rating Council (NFRC), the American National Standards Institute (ANSI), The American Society for Testing and Materials (ASTM), and many more.

Architectural Testing was awarded the first (1999) AAMA Chairman's Award for "outstanding commitment and dedicated support to the fenestration industry." Henry was awarded the AAMA 2001 Outstanding Member Award for "The deep concern for the continued growth and well-being of the industry..." He currently serves on the Boards of Directors of AAMA, BETEC (Building Environment and Thermal Envelope Council), and NWDA.

After 40 years in the fenestration business, Henry still gets excited about his company and industry and looks forward to his work every day.

Henry played full-court basketball until he was 60 years old; now he enjoys playing golf. He and his wife of 43 years, Carole, have spent 20 years restoring an old house and a 3 acre estate to its original splendor where they enjoy hosting company and client events. They have one child, a daughter named Marci (a mechanical engineer) and a granddaughter Laura.

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Member News - Here's What's Going On...

As a member of the association, NWDA is pleased to include news about your company, people and products. If you would like to include news in a future issue, send a press release to Lori Nasatka

at NWDA headquarters or email it to her at LNasatka@nwda.net. Make sure your public relations and marketing personnel are aware of this opportunity.

Amesbury Group Inc. is pleased to announce the introduction of the Apollo Handle from Sash Controls. The Apollo Handle for sliding doors, utilizes the same patented features as the Legacy and Olympus Handles. For more information call 1-800-325-3359, or visit their website www.amesbury.com.

Additionally, **Amesbury Group Inc.**, is pleased to announce the introduction of the Centurion 3/4" Constant Force Balance. BSI Omega's latest coil spring system combines a 3/4" spring utilizing the same patented features found on the Universal, Egress and Titan systems. For more information call 1-888-924-7694.

Edgetech has set up a new subsidiary based in Neuss, Germany. Edgetech Europe Ltd. will take over the place of the former general agency. Torsten Keemss, who has been General Agent for Continental Europe, now becomes Managing Director. Contact Edgetech at 1-866-TRUEWARM, or visit their website, www.superspacer.com for more information.

Crystal Window & Door Systems announced that it is actively pursuing development of a new self-contained combination fire escape ladder and egress window product. The new fire escape ladder window concept is applicable for both residential and commercial low-rise buildings. The proposed Crystal product calls for the incorporation of a folded fire escape ladder into the specially designed sill of a vinyl or aluminum egress code compliant window. The extended frame window would be installed in an equally extended rough opening while a house was being built or remodeled. The below-sill ladder storage chamber of the new window is hidden from view in the wall cavity by a special easy-to-remove sill cover, and by the interior drywall and the exterior sheathing and siding. Crystal is the first company to license the technology concept from his R&D firm, JLB Enterprises of Greenwich, CT. A patent for the new technology was filed last year with the U.S. Patent Office, with overseas rights, and is pending approval. For further information about Crystal and its products, call 718-961-7300, or visit their website at www.crystalwindows.com.

Nova Group Sales has recently entered into an agreement with Genius Rollerscreen Systems, LLC to represent their product offering in the Northeast. Genius produces retractable insect screen products designed for all types of door and window applications. The Genius product line has been designed as a cost competitive upgrade solution for all types of window and door products. Genius focuses on

Window and Door manufacturers (OEMs) by producing pre-assembled cut-to-size products ready to "drop-in" on the production floor or field. They also offer fabricators the option of purchasing lengths of the pre-assembled screen cartridges to be cut-down to custom sizes. For more information call 1-877-632-2448 or visit their website www.novagroupsales.com.

PRYSM Marketing, Inc. is pleased to announce the addition of Spencer Wilkinson. Spencer joins PRYSM after 8 years with an electronics manufacturers rep agency. He has experience in inside and outside sales working with high volume industries such as automotive and telecommunications. Spencer's expertise is working closely with design engineers during early stages of a project and managing the order placement through purchasing. Spencer will be calling on the small and medium PRYSM accounts in Eastern PA, NJ and DE. For more information call 1-800-697-7976 or visit their website www.prysm-marketing.com.

Sampson Automation introduces high speed multi-station cleaning and fabrication solutions. The modular designed Model CX-8000 4-Station Auto-Positioning Sash Processing and Cleaning System simultaneously cleans the external and internal surfaces of all four (4) corners of a welded sash, and when supplied with optional tooling, the following processing tasks can also be achieved: tilt latch routing, pivot bar drilling, lock and keeper hardware drilling, weep system drilling, night lock routing, bulb seal/wool pile clearance as well as handle and interlock cutback. The CX-8000 is available in both horizontal and vertical configurations, and its operation can be integrated with a 4-point welder or controlled via a variety of manual and automated sizing input modes. For more information, call 1-631-231-1900 or visit their website www.sampsonautomation.com.

Additionally, **Sampson Automation** announced the appointment of Tom Prince to the position of Vice President of Sales and Marketing. He will handle all sales and marketing for Sampson's Corporate Operations on Long Island, NY as a Managing Director, while overseeing their Cleveland, OH offices.

Schnee Morehead announced the introduction of their new proprietary Cura Sil® technology. The first product introduced is the SM 2100 sealant. The SM 2100 is a moisture cure product that can be used for both industrial and fenestration details. As a fenestration product, the SM2100 can be applied as the primary back bedding seal to glaze windows. It exhibits fast green strength, it is paintable and stainable, and it adheres to all known window substrates and has excellent elongation and UV characteristics. It is also available in a beaded version that provides spacing between the glass and the glazing leg. The SM2100 can also be used as a window installation

sealant. As an industrial product the material has multiple uses such as a non yellowing fillet bead sealant for transportation, recreational vehicles, metal building and general sealing applications. The SM 2100 meets or exceeds the AAMA 800 and ASTM C 920 class A specifications. For more information please call 1-800-878-7876 or visit our website www.schneemorehead.com.

Saint-Gobain Performance Plastics has announced a new configuration for its Thermalbond structural glazing spacer tape. The company has redesigned the single-side adhesive version so the liner is on the non-adhesive side. This new configuration makes application easier and more efficient because the liner is removed after application, not before. Slitting and packaging is easier, as is handling rolls, since the adhesive faces the liner. For more information, call 1-800-724-0883 or visit their website at www.nortonfoam.com.

Strybuc Industries is pleased to announce that they have recently entered into a National Distribution program with Hoppe. Strybuc also recently acquired the assets of Last Resort Company. This company specialized in manufacturing small run window and door parts. For more information call 1-800-352-0800 or visit their website www.strybuc.com.

TruSeal Technologies, Inc. has introduced the second product in its new family of hot-melt butyl and polyisobutylene (PIB) IG sealants, named EdgeTherm™. The product family features high performance, gun grade IG sealants for manufacturing flexibility. The second rollout in the EdgeTherm™ line is PIB-H1, a high viscosity, high strength, 100 percent solids sealant system. The product is based on a PIB polymer formulated to impart reinforcement, resist degradation from ultraviolet light and provide low moisture permeability. With its high viscosity formula, PIB-H1 resists shearing in large, heavy lites of glass and retains flexibility through a wide temperature range to compensate for thermal movement of IG units. EdgeTherm BIB-H1 is used as the primary seal on IG units while providing the main moisture vapor seal between the glass and metal spacer. It must be used with a secondary seal designed to provide structural strength. The product's properties provide a low moisture vapor transmission rate, consistent quality and excellent adhesion to glass and metal through a wide temperature range. PIB-H1 also provides easy application and handling of coated spacer bars and resists degradation from ultraviolet light and oxidation. It is available in black and is provided in bulk for application by various type extruders. For more information visit their website www.truseal.com.

Additionally, **TruSeal Technologies, Inc.** now offers three PURFECT GLAZE™ warm applied reactive urethane adhesive

glazing sealants to the US residential window and door industry. PERFECT GLAZE sealant technology utilizes polyurethane reactive hot-melt (RHM) adhesives for their versatile adhesion, high handling strength during manufacturing and proven weathering properties. These sealants keep glass from sliding, stiles and rails from bowing and allow users to wrap windows within five minutes. Once the glass is bedded, PERFECT GLAZE provides immediate handling strength, enabling windows and doors to be stacked vertically and shipped in-line. PERFECT GLAZE is a registered trademark of National Adhesives.

Ventana USA, custom fabricator of specialty window shapes, announced the promotion of C.J. Sabo to Customer Support Supervisor. C.J. began in 1999 as a Customer Support Representative and was promoted to Customer Support Team Leader a short time later. In his new position, C.J. will oversee all aspects of the customer support department as well as coordinate efforts between sales and production. Call C.J. at 724-325-3400 or visit their website at www.ventanainternational.com.

Winchester Industries recently announced that Michael F. Sugrue has been promoted to Vice President of Operations, effective at the beginning of the year. Mr. Sugrue has been with the window and door manufacturer for 14 years in various sales and operations capacities. Most recently he served as General Manager for the corporate office in Saltsburg, PA. As Vice President of Operations, he will oversee all facets of operations and manufacturing. "Mike has excelled in every position here at Winchester with tremendous skill and energy, resulting in gaining the confidence of employees and customers," said Bob Weis, president. For more information on Winchester products, call 724-639-3551 or visit us at www.bristolwindows.com.

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New Members

**The following companies are new since the last newsletter.
Welcome!**

Welcome New Members

Associate Member

DAYTON TECHNOLOGIES
275 Main Street, Suite 301
Watertown, MA 02472
Tel: (617) 926-8686
Fax: (617) 249-1611

Contact: Ken Lazer

Active Member

KENSINGTON WINDOWS

1136 Industrial Park Road

Vandergrift, PA 15690

Tel: (724) 845-8133

Fax: (724) 845-9151

Contact: Chuck Wetmore

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Technical Article

Development of a no-nonsense Quality Management System

Submitted by Jon Hill, Keystone Certification

Suppose you could increase manufacturing efficiency and customer satisfaction, streamline employee training, reduce field service costs and give your marketing program a boost? What if you could get all this off the ground with less than a 30 hour time investment?

It can happen with the development of a no-nonsense Quality Management System. It's a lot more like common sense than rocket science, and you may be surprised at how much of a bona-fide quality system you already have in place.

Breaking It Down - start developing a quality program by breaking your operations down to smaller, easier to define areas, such as:

- **Work orders** Use to clearly define & communicate the information required by production to consistently provide the product the customer ordered.
- **Raw material & component inspections** Use to define criteria for the acceptability of components, determine acceptability as early in production as practical, and clearly define the steps to be taken when materials are unacceptable.
- **Equipment maintenance** Define & follow maintenance schedules to prevent equipment problems from interrupting production or forcing you to ship sub-standard product. In-process quality inspections Pictorial lists of GO / NO-GO examples, can be further broken down to define the quality of sub-assemblies like SIG, frames & sash, and packaging.
- **Final product inspections** Pictorial lists of GO / NO-GO examples used to define quality of your finished product,

including who is notified and what is done not only to fix any discovered problems, but how to prevent recurrence.

- **Quality audit check** All products should be inspected by each production employee as they work, but random & regular audits let employees know quality matters, and increases the employee's sense of responsibility for their work.
- **Customer complaints** Be determined not to let quality issues get out the door, when one does, consider not only how to fix it, but how can the quality management system be used to prevent recurrence.
- **Record keeping** Keep work order records and create documents to keep tabs on known quality issues, perhaps keeping statistics to determine which problems are most frequent and costly.

Define Quality and Put It In Writing — there are a finite number of items that can go wrong in each area of production, put them in writing, clarify them with digital photos, laminate the lists and post them at the various workstations. Things like misaligned grids, short weather-strip, broken rollers, sloppy weld cleaning and everything else you and your team don't want to get out the door.

Get Production Employees Involved — your experienced production people know what can go wrong, GET THEIR INPUT! Try to instill a team spirit, post statistics to show improvement and boost moral. Perhaps offer incentives to meet quality goals (Friday pizza lunch?).

Define Operating Indicators & Communicate Progress — consider monthly quality meetings to report progress and allow employees to have input on how quality can be improved or made more consistent.

And finally... suppliers (particularly IG component manufacturers and extruders) can offer a wealth of assistance with quality control program development, seek and take advantage of their expertise!

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NWDA would like to thank Architectural Testing, Inc. for sponsoring this issue of the Newsletter.

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To respond to this issue of the Newsletter, contact the NWDA office at:

Tel: 1-609-799-4900

Fax: 1-609-799-7032

E-mail: [Lynn McCullough, Executive Advisor](#)
[Lori Nasatka, Executive Director](#)

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Thank you.