

# Heatseal

10 STAR DOUBLE GLAZED  
WINDOWS & DOORS

## QUALITY CHARTER

The Heatseal team shares one single important goal, which is to provide all our customers, whether old or new, with an exceptional level of service that we can possibly achieve, to complement the proven quality of the extensive Heatseal product range.

This total commitment to the highest standards in customer service starts from the initial enquiry and lasts all the way through until the contract has been completed. It applies to every single contract, no matter what the size.

Every Heatseal Team Member has a part to play in achieving this goal, and no individual's role is ever underestimated. With every new contract we must strive to improve the level of service and the quality of the end result. This is achieved through regular reviews, critical analysis of completed projects, internal and external training of our staff, acquirement of all recognised industry quality accreditations, and, most importantly, constant customer feedback.


Alongside this, we must persue continuous advancement of our product range to ensure that we only supply and install the highest quality products on the market.

By signing the Heatseal Quality Charter every member of the Heatseal team is buying into this philosophy, and every team member knows that they have their own individual part to play.

Ever since Heatseal was established the core values of the company have been to provide our customers with the most advanced products on the market and the highest levels of customer service. The Heatseal management team has over 25 years experience in the double glazing industry in Europe and has been actively involved in excess of 5000 installations. We promise that these core values will never change and we will continue to strive for complete customer satisfaction. Our products are proven to stand the test of time and the harsh Australian conditions.

No matter what product from our wide range you have installed in your home, you can rest assured that every Heatseal team member who plays a part in delivering your completed installation will be working to our core values and this Heatseal Quality Charter.

**Paul Murphy, Managing Director**



**Satisfied customers are our future**