

# KINGSPAN NEWS



THE NEWSLETTER OF KINGSPAN ACCESS FLOORS ISSUE 2 AUTUMN 2010

## THIS IS WHY WE ARE ABLE TO OFFER YOU OUR 25 YEAR TOTAL SYSTEM WARRANTY



**By Terry Newman  
Managing Director**

WELCOME TO THE SECOND ISSUE OF KINGSPAN NEWS. IN THIS ISSUE WE HAVE FOCUSED ON OUR PRODUCT TESTING AND TECHNICAL SUPPORT FACILITIES – THESE ARE KEY FACTORS IN OUR COMMITMENT TO OFFER YOU THE BEST POSSIBLE PRODUCTS AND SERVICE.

It is thanks to our substantial and sustained investment in testing and technical support that we are able to offer you our unique Total System Warranty, which guarantees the performance of our systems for an unprecedented 25 years.

While some manufacturers guarantee their products for specific isolated areas of performance, few can offer assurance across a whole spectrum of testing standards. Remember too that we are the only access flooring company in

the UK that has been in existence long enough to be able to stand by our 25 year product warranty.

The Total Kingspan System Warranty covers all of the key performance areas for our raised flooring systems in a single comprehensive package.

As part of the Total Warranty Assurance package, Kingspan offers technical support through design and construction. We also provide a site inspection service throughout the contract period and as part of our after care service. This is what is so special about Kingspan – no other company goes so far to offer so much to its customers.

■ See inside to find out more about our testing and technical support services, and turn to Page 4 for an update on our international operations.



**Phil Major, Quality Assurance Manager,  
carrying out product testing.**



## STOP PRESS

KINGSPAN HAS GAINED ITS FIRST SIGNIFICANT PROJECT IN ITALY – FOR 7,500 SQ M OF FLOORING TO BE INSTALLED IN A NEW OFFICE BUILDING FOR THE STATE STREET BANK IN MILAN.

Kingspan has gained the contract in association with its new partner in Italy, 2MR Systems.

# FOCUS ON PRODUCT TESTING

KINGSPAN FLOOR PANELS AND COMPONENTS ARE PUT THROUGH A SERIES OF RIGOROUS TESTS IN OUR IN-HOUSE TEST FACILITY – THEY CAN BE SUBJECTED TO FREEZING AND EXTREMELY HOT TEMPERATURES, HIT BY SWINGING WEIGHTS, TESTED FOR ROLLING LOADS AND FEEL THE PRESSURE OF INCREASING LOADS.

Kingspan's products are subjected to such trials to ensure that they not only meet industry standards but will also stand the test of time – in this case the 25 years offered by Kingspan's product warranty.

Phil Major, Quality Assurance Manager, said: "After 23 years' service at Kingspan I am proud that our in-house testing facility is more technically advanced



*Rolling load testing.*



*Phil Major in the Plenum/Sound Room.*

than most external testing facilities. We have invested heavily during the past few years to ensure that our customers are able to use our in-house facility and witness testing for themselves. We are fully committed and open to these customer visits."

Kingspan's testing confirms that its products meet the requirements of the industry's two main standards – PSA and BS EN 12825.

"Kingspan is the only flooring company in the UK equipped to carry out BS EN testing in-house due to our investment in computer controlled automated test rigs," added Phil.

Phil's role at Kingspan is to control all of the company's quality systems and he's also responsible for R&D, technical support and Kingspan's Forest Stewardship Council (FSC) third party chain of custody accreditation.

These are the main areas of testing carried out by Kingspan:

## Rolling Load Test Rig

Floor products are mounted on a track which moves backwards and forwards for up to 20,000 cycles. The products are tested by a load applied through a rotating wheel.

The rolling load test helps to replicate how the floor would fare over Kingspan's 25 year warranty period when it is subjected to people moving chairs on castors or items on a trolley.



*A computer-controlled test rig.*

The test is not specified for PSA or BS EN but is sometimes requested by architects.

## Plenum/Sound Room

Here Kingspan checks the leakage rate of pressurised air between the joints and panels to confirm that it is within set tolerances.



*Environmental chamber testing.*

## Environmental Testing

Kingspan's environmental test chamber can subject products to temperatures that range from minus 40 degrees Celsius through to plus 125 degrees, and from 20% humidity to 97%. This ensure that products can withstand different environmental conditions, such as those found in the Middle East.

## Automated Test Rigs

A controlled application of load is maintained over a given period for the



*The 24 hour rig.*

# AND TECHNICAL SUPPORT



*Phil conducts a T42 swing bag test.*

PSA standard. For the BS EN standard, the load is increased until the panel reaches failure point.

## T42 Swing Bag Test

This test is mainly carried out on a customer's site. A 3kg bag is swung at the floor pedestals to check that they are correctly adhered to the sub floor.

## 24 Hour Test Rig

This is the PSA test where the load is applied and maintained for 24 hours.

## Fire Testing

Kingspan has the facilities to carry out fire testing and can provide videos and reports.

## Accurate Measurement

Kingspan has invested £30,000 in a Faro co-ordinate measuring device which gives highly accurate product measurement.

## “IS IT OK TO INSTALL YOUR FLOORING AT THE BOTTOM OF A SWIMMING POOL”

“CAN I PUT GRASS OVER THE ACCESS FLOOR? IS IT OK TO INSTALL YOUR FLOORING AT THE BOTTOM OF A SWIMMING POOL? IS IT OK TO PUT A CONCRETE FLOOR OVER THE ACCESS FLOOR? WILL YOUR FLOOR TAKE THE WEIGHT OF A SAFE?”

These are some of the questions put to Rob Davison and his colleagues Phil Major and Dave Sampson, who are on hand to provide technical support to installers, architects, engineers and customers.

Rob Davison, Technical Services Engineer, has been with Kingspan for four years so it's hard to ask him a question that he's not heard before.

“Most of the questions relate to floor loadings, acoustic and fire ratings. Many people are after certain information and they just need the guidance to find it. In many cases that can mean referring them to the



*Rob Davison.*

Frequently Asked Questions section of our website, or in other cases it can be a question that's specific to their project,” said Rob.

Providing technical support at Kingspan means much more than simply manning the telephone – Rob and his colleagues often go on site visits, including overseas visits, where required, to provide testing or to help solve a particular issue that has arisen.



*The Faro measuring device.*

## HOW TO FIND OUT MORE

FOR MORE INFORMATION ABOUT THE TESTING FACILITIES AND SERVICES PROVIDED BY KINGSPAN CONTACT OUR TECHNICAL TEAM ON 01482 781701.





## KINGSPAN ON SHOW IN DUBAI

KINGSPAN WILL BE EXHIBITING AT THE BIG FIVE INTERNATIONAL BUILDING AND CONSTRUCTION SHOW IN DUBAI FROM NOVEMBER 22 TO 25 – IF YOU ARE PLANNING TO VISIT THE SHOW PLEASE CALL IN AND SEE US IN HALL 1 ON STAND 1C20.

We will be part of a Kingspan Group stand, exhibiting with our sister companies who provide insulation, insulated panels and door components. Also taking space on the stand will be Indupart, a local Kingspan distributor. You will be able to see samples of the Kingspan RG Series and FDEB finished ranges, as well as meeting Pete Kay, one of our International Sales Managers, and our recently appointed International Sales Manager Richard Bryant (see panel article).

Kingspan Access Floors' attendance at the Dubai show and the appointment of Richard Bryant signal an expansion of our international sales operations.

Commercial Director Rachel Mumford said: "There is tremendous potential to develop our international sales, particularly in those countries which are experiencing greater growth than the UK. Europe will be our main area of focus due to its proximity and our internal expertise, such as fluency in European languages. We are particularly interested in Eastern European countries because they are markets that are beginning to build Grade A office accommodation and need quality raised access flooring systems."

Kingspan's international operations also cover the Middle East, mainly for project specific work, and the Far East, particularly for projects where British architects are involved who specify British products.

■ Kingspan has just secured the following two orders from new customers in Moscow: 5,700 sq m of flooring for an office and 3,600 sq m for a data centre.

## HOW TO CONTACT KINGSPAN

**For more information about the articles in this newsletter or about Kingspan's access flooring ranges and services, you can:**

- Telephone: 01482 781701
- Email: [info@kingspan.com](mailto:info@kingspan.com)
- Visit [www.kingspanaccessfloors.co.uk](http://www.kingspanaccessfloors.co.uk)

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## INTERNATIONAL APPOINTMENT

KINGSPAN HAS APPOINTED RICHARD BRYANT AS INTERNATIONAL SALES MANAGER.

Richard brings to Kingspan 10 years of experience in sales, including nearly six years in international sales when he was an export sales executive for an international manufacturer of suspended ceilings.

He said: "I'm excited by the opportunities that Kingspan provides. I am well aware of the company and its excellent reputation and I am looking forward to expanding my horizons internationally and helping Kingspan to further increase its share of the export market."

Rachel Mumford, Commercial Director, added: "We are delighted to welcome Richard to the company. His appointment highlights our commitment to the international markets."