

# The Percy Doughty Times

WINTER NEWS 2019



## Glass & Brick Cutting

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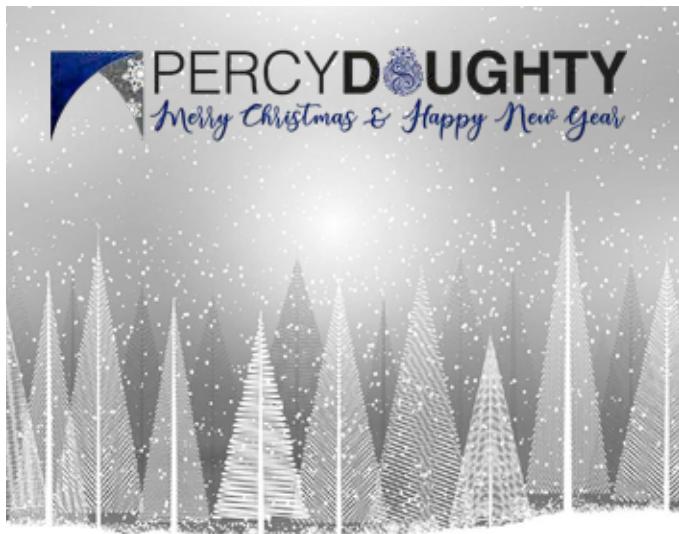
## New Vehicles

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## Ecodesign Ready Stoves

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## WinterNEWS 2019

As we head towards Christmas we thought it would be a great opportunity to update you with some company news, introduce you to our new lines and advise you of our latest promotions and offers!

## CHRISTMAS OPENING HOURS

We will close for the Christmas and New Year's holiday on Friday 20th of December and reopen on Monday 6th January 2020. Please take note our last dispatch date will be Thursday 19th of December for delivery on the 20th of December. We would like to take this opportunity to wish everyone a very Merry Christmas and a happy and prosperous 2020. We would like to thank you for your continued support though out the year and look forward to working with you in 2020, Merry Christmas!

## INTRODUCING THE LATEST ADDITIONS TO **VISION E-LINE**

Introducing the latest additions to the Vision E-Line Brand! We're excited to announce the latest additions to the Vision E-Line range of contemporary luxury electric fires. The two new appliances join the collection along with a range of new modular furniture options and a chimney breast kit.

The elegant VEL140 is the largest landscaped styled fire in the range. The VEL140 is designed to

be positioned beautifully into integrated walls or retrofitted into existing chimneys. The VEL75 is a portrait styled inset fire, its ideal for combining with a variety of fireplace mantels to create a truly unique focal point to your living space. The large glass-fronted fire allows an unrestricted view of beautiful flames

To become a stockist please contact your local sales representative or the sales office.





## NEW VEHICLES FOR THE FLEET

Earlier this year we invested £200K on a new fleet of branded vehicles. The fleet comprising of four 7.2 tonne IVECO Daily box vans with tail lifts and one 3.5 tonne IVECO Daily long wheeled base panel van run alongside the existing fleet and the pallet and parcel courier services.

The specially-designed new Iveco Daily 72c18

box vans with tail lift and IVECO Daily vehicles are robust and reliable. They are eco-friendly and feature Eco Mode with Stop Start technology which is aimed at reducing fuel consumption and engine idling. The side roller shutter and tail lifts on the box vans offer easy accessibility for speedier and more efficient operations.



## CELEBRATING OUR HERITAGE

An official ribbon cutting ceremony will be taking place on the 27 November to celebrate the opening of the newly revamped reception at Percy Doughty. Kath North, Percy Doughty's daughter will be on hand to cut the ribbon to officially open the newly revamped reception in the Middleton building at our head office in Farnworth.

The new-look reception area celebrates the company's rich heritage and dedication to deliver

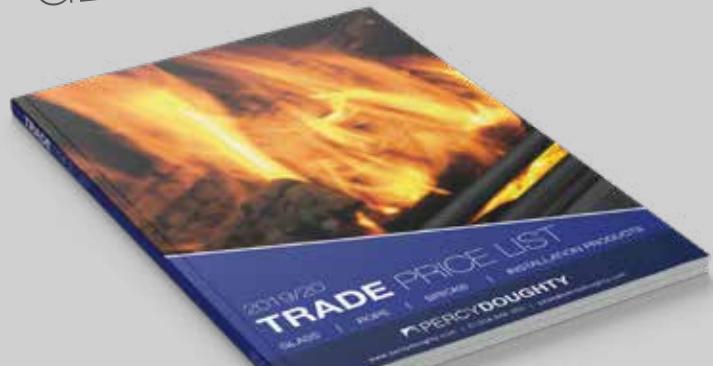
service to the fireplace industry. Next time you're visiting call in and take a look at almost seventy years of history celebrated in the decorations and wall displays, designed to showcase important events that have shaped the organisation since 1952.



*Order book and sale of business*



**COMING SOON...**  
GLASS & BRICKS GUIDE!



# NEW GLASS & BRICK CUTTING SERVICE

Further to our recent acquisition of Heat Resistant glass manufacturing facility we are now one of the largest stockists and distributor's of spare glass in the UK and Ireland.

The acquisition has allowed the company to manufacture bespoke made to measure replacement stove glass and bricks cut on-site at our engineering facility in Farnworth to any size or shape, available whilst customers wait or via next day delivery.

## ORDER IN TWO EASY STEPS

### STEP 1

Identify the stove manufacturer and model on our website at <https://www.percydoughty.com/m2mglass>. Alternatively, if you require a bespoke made to measure item please email or call our friendly sales team with the length and width you require.

### STEP 2

To place your order:

Visit us at [www.percydoughty.com](http://www.percydoughty.com) | Email us at [sales@percydoughty.com](mailto:sales@percydoughty.com) | Call us on 01204 868 550

# A HANDY GUIDE TO OUR WARRANTY CONTACTS

We have put together a handy guide to our warranty contact details to help you as we approach the colder months.

## WHO TO CONTACT



VALOR (GDC)

Product/s Covered:

Vision 16" Inset Fires, Gas Stoves (excluding B7, C7 and Darwin)

Period of cover:

12 Months from date of purchase

Tel: 0344 879 3588

Email: keycust@gdcgroup.co.uk



NUFLAME

Product/s Covered:

All NG models with the exception of NG2 & CT Models

Period of cover:

12 Months from date of purchase

Tel: 0800 497 0666



BFM

Product/s Covered:

NG2, Efficiency plus & Flavel

Period of cover:

12 Months from date of purchase

Tel: 01782 339008



Terms & conditions apply head over to [www.percydoughty.com/warranty](http://www.percydoughty.com/warranty) for full warranty details!

# DESIGNED FOR OUR ENVIRONMENT

January 2022 sees the introduction of Eco Design, a new standard of efficiency that is designed to reduce the harmful emissions of gaseous compounds by up to 80% by burning wood more efficiently and completely.

Innovative technology and product development are at the heart of Percy Doughty's ambition to grow. We want to ensure we deliver and create high quality, design inspired functional products. In 2015 we introduced the 200SL stove to the Penman Collection our first formally recognised Eco Design Ready stove 7 years ahead of the new regulations!

The Gallery and Penman Collections feature twenty-one Eco Ready stoves, we pride ourselves on product development and innovation. Significant investment has been made to expand and enhance our onsite testing facility, allowing us to continue to focus on innovation and quality and to ensure we are not just providing efficient sources of heat but also futureproofing our environment for generations to come.



## NEW ECO STOVES

Classic 8 in Warm White



Classic 8 in Black



Tiger



Avebury



Firefox



Scene





**SIA**  
ecodesign  
ready



Bassington in Black

Bassington in Warm White

Leg options available for the Bassington:



Sigma



Panamera



To see our latest additions please visit [www.percydoughty.com/  
ecoreadystoves](http://www.percydoughty.com/ecoreadystoves)

# SEEING IS BELIEVING

WITH FREE\* ANTI-REFLECTIVE GLASS ACROSS VISION TRIMLINE APPLIANCES

Back by popular demand this autumn is the free upgrade of anti-reflective glass and cleaning kits on selected Vision Trimline appliances worth over £400 when you use the promotional code VTPROMO until 31st December 2019!

Our anti-reflective glass allows you to maximise your experience of the beautiful flames giving

the appearance of an open fire whilst having the convenience of a gas appliance.

Anti-reflective glass is available across the Trimline range as an optional extra, but for this limited period we will be upgrading glass free\* of charge across all appliances which are compatible with the ARG upgrade feature.

\*Terms and conditions apply. See [www.visionfires.co.uk](http://www.visionfires.co.uk) for details.



**PD CUSTOMER SERVICE**  
SMALL STEPS BIG DIFFERENCE



## CUSTOMER SERVICE

In an environment of economic and political uncertainty, the risk of failing to deliver the sort of experience customers expect has increased. At Percy Doughty our customers and our colleagues are our top priority. We strive to provide the highest standards of customer service. Excellent customer service is at our core and over the past 3 years in conjunction with Adg Transitions we have recently completed

“Going the Extra Mile” programme.

We are already seeing great strides forward in team work and communication and are receiving positive feedback and praise from customers who are complimenting us on our friendliness, helpfulness and competence. Ease of doing business and dealing with problems effectively have also been highlighted from a number of customers.

## Stay in touch!

Stone Hill Rd, Bolton, BL4 9TN

01204 868 550

[sales@percydoughty.com](mailto:sales@percydoughty.com)

Mon-Thur 9am-5pm | Friday 9am-4pm

