Guardian Glass focuses on service innovations at glasstec 2022

**Bertrange, Luxembourg, August 10 2022 - Guardian Glass is set to showcase a clear customer service focus at glasstec 2022 (Hall 10, stand A38).  Glasstec, the world’s leading event for the glass industry, opens its doors in Düsseldorf, Germany, 20-23 September.**

Spearheading this will be the announcement of new online innovations to support Guardian’s reputation for customer service.Including a new Resource Hub that will offer both customers and the wider glass community a wealth of technical information. It will also feature a new Customer Service Portal to streamline communications and processes – allowing customers to easily check product availability, place an order and track deliveries via the portal – 24 hours a day. Along with the ability to contact Guardian at any time with requests and queries.

In addition, the hub will include a new online Training Center to help customers learn more about glass. This features a variety of interactive tools and resources – including video-based tutorials, accredited modules, live webinars and in-person sessions booked online.

Andrew Wilkins, Managing Director, Global Branding & Communications at Guardian Industries, comments: “Our new, 24/7, Customer Service Portal will offer customers a new and more convenient way of working. In addition to easy, transparent ordering, customers can raise requests, obtain a quote, order samples and track delivery at any time. By making our interactions smoother, we can make the most of the future together.”

A selection of Guardian’s innovative glass products from across the globe will also be on display. In Europe this includes SunGuard® eXtraSelective SNX 70, with outstanding solar control and light transmission approaching 70%. For the Africa & Middle East region SunGuard® SuperNeutral SN Carbon 50 T has been developed to answer growing demand for performance glass with a stylish, neutral grey appearance. Whilst in North America, new SunGuard® SNR 50 combines crisp neutrality on the exterior with reduced 0.25 solar heat gain and 48% light transmission on the interior – to create bright, inviting spaces.

One section of the stand will also show how to view coated glass samples, in order to make more informed choices when specifying – an initiative that reinforces Guardian’s engagement to service levels.

Further, Guardian will take the opportunity to demonstrate a commitment to address environmental challenges with a focus on Environmental Stewardship. This includes seminars on tangible ways to help the sector achieve sustainability goals, with key speakers from the industry, and beyond, helping to develop a clear consensus. This will include presentations on aspects such as Bird Friendly solutions, sustainable construction and LEED projects. The stand will also bring to life the importance of taking a holistic approach across the lifecycle of glass, via an interactive Environmental Stewardship Wall.

Whether it’s expanding knowledge, highlighting product innovation, or exploring the path to sustainability, Guardian Glass’ presence at glasstec 2022 will encourage us all to See What’s Possible.

For further information before and during the show, follow [Guardian Glass at glasstec](https://www.linkedin.com/events/guardianglassatglasstec6963031503794499586/)

**PRESS CONTACT:**

Sophie Weckx
Guardian Glass,
19, rue du Puits Romain,
L-8070 Bertrange, Luxembourg

sweckx@guardian.com