

# Pinevine

## Meet our new frontline staff

Meet Tracy Myhill - our new friendly face at reception

Tracy has joined the front office team and will be assisting on the phones, as well as meeting and greeting our visitors. Tracy has quite a bit of experience with inbound and outbound call centres, reception and sales. She is thoroughly enjoying learning about Lockwood and being part of the awesome front office team.

She will be on in on Tuesdays through Thursdays, which should be a great help to Gemma and Jenny. Introduce yourself to her when you call in, she is looking forward to getting to know you all.



Deb Motz – our new client sales representative in Christchurch

Deb has teamed up with Karen Gillam to run the Christchurch sales and show home site in Hornby.

She has thirty years of experience in customer services and has worked in inbound call centres, insurance underwriting, administration and accounting.

Deb and Karen are going to be a dynamic duo at the SIRO office - South Island Regional Office. Remember to pop in and say hi to the ladies if you are in Christchurch.

They are looking forward to catching up with the network and staff at conference.



## Contents

Meet our new frontline staff	1
Celebrating staff achievements	2
KiaOra – did you see our outside back cover this month?	3
Drift Antics at Bruce McLaren Motorsport Park	3
The Arcadia has made its way to Fieldays!	4
Conference - Early Bird Registrations	5
Compulsory waiver for dark painted timber exteriors	6
Ambassador's Visit	6
News from the Technical Department	7

## Current Production Lead Times

Current lead times when placing a final order (all milestones met, order approved for production)

Non-complex designs allow 6 – 10 weeks from approved for production date. Please talk to the production team about any upcoming orders.

For large / or complex designs, check with the production team for more accurate lead times.

Please remember it is essential that all orders are complete, with all signed documentation etc. in place.

## Celebrating staff achievements



### Congratulations Duane Taylor!

Duane has been slogging away and his hard work has paid off. We are very proud to announce that he has qualified with a National Certificate in Mechanical Engineering level 4.

Good on you Duane, well done! His qualification is in general engineering. Thanks for the hard work and dedication - he's not called Inspector Gadget around our offices and production sites for nothing! He can always be counted on to engineer a solution.

### Long Service Award - Junior Uaealesi

Awesome work Junior. 30 Years of service to Lockwood, that is a lifetime and it is appreciated. Here he is receiving his voucher for \$3000 from Andrew La Grouw and Dave Hutchings. Here's to many more years with us.



### Congratulations to our Health and Safety – Level 2 certificate recipients



From L to R: Dennis Esendam, Andre Waitemata (Dre), Tamihana Lawrence, Etuale (John) TeFono, Zach Watson, David Fisher (facilitator from Edvance). Absent Dave Harker

## KiaOra – did you see our outside back cover this month?

Pic sent in by Chris Fraser – Lightning Homes, on a flight between Queenstown and Christchurch

We are continuing to invest in KiaOra, going for the outside back cover this month. We are getting some excellent feedback and are enjoying a heightened awareness amongst frequent flyers – business people and more affluent travellers.

Let us know if you catch a flight anywhere and see a stunning Lockwood looking back at you from the front seat!



## Courtney Marsters, Drift Antics at Bruce McLaren Motorsport Park

Courtney and his team mates are going to be in Taupo with the Lockwood branded drift car this coming Sunday for a fun filled track day. DRIFT ANTICS #12 promises to be a banger of an event held at the Bruce McLaren Motorsport park in Taupo. There will be little to no down time as they are running with their rolling pit setup and a nice low number of cars which means consistent track time.

The Taupo raceway is great from a spectator's point of view, as you can look down over the entire track from

the stands. There will be heaps of counter steering, wheel locking and tyre squealing action with a good number of professionals on the track showing how it's done.

Courtney has indicated that he has one of his other sponsors looking after a barbeque and that there will be feed to be had, so look out for the bright yellow Lockwood marquee and come support Courtney.

Don't miss the trackside action this weekend.



## The Arcadia has made its way to Fieldays!

It's been all hands on deck and the completed Arcadia is now on site at Mystery Creek.

Dave Harker has been doing some beautiful bespoke carpentry to enhance the Arcadia's wow factor. His barn door is a thing of beauty, as too are his kitchen island inset area and the range hood covers, all in cedar to compliment the exterior cladding.

One of the items that we have decided to include as a show piece is the tree root coffee table that Jo La Grouw Snr made. It sure is heavy but looks great and beautifully compliments the blonded Lockwood interiors.

This one has a fun modern retro vibe and will be interesting to all our visitors – both young and old.

We are sorting the passes out for those on the roster. Fieldays is on from the 12th to the 15th of June which is just around the corner.





## Conference 2019 – early bird registrations and payment options

We have created an early bird special offer for conference, which you can [download here](#). Important to note is that the special offer closes on the 7th of June, which we hope is ample time to get your ducks in a row! We are happy to announce you can also use your Carters Advantage or ITM Trade Club points to cover your conference registration costs.



### Using Carters Advantage Points

Indicate you want to use Carters Advantage trade points when registering for conference. You will also need to supply your Carters Trade Account number.

Lockwood will invoice you c/o Extra Mile Company Limited, with your Carters Trade account number as reference.

You forward the invoice to [info@cartersadvantage.co.nz](mailto:info@cartersadvantage.co.nz) and request it to be paid using trade points. Extra Mile Company will pay Lockwood directly.

### Using ITM Trade Club Points

Indicate you want to use ITM Trade Club points when registering for conference. You will also need to supply ITM trade account number.

Lockwood will invoice you c/o Incentive Motivation Limited, with your ITM trade account number as reference.

You call the Trade Club Awards Centre 0800 888 246 to arrange payment. Incentive Motivation Limited will pay Lockwood directly.

Please complete your registration forms and return to marketing as soon as possible. Thank you to those that have already submitted theirs.

The format for our 2019 Conference is the same as previous years in terms of the Thursday being dedicated to technical and the Friday marketing. We have also tried to offset as many costs as possible, so contractors, you will notice the price has been set at a very reasonable rate for the value of your investment in yourself and your team members.

Designers and engineers who receive our Pinevine, please check in with David Macfarlane and let us know if you will be attending the Thursday technical update.

The agenda will be finalised and sent through to you as soon as possible. There are a couple of sponsors still coming through and we are looking to lock in some great speakers that we are still sorting out.

We look forward to welcoming you to Rotorua for a fun and informative two days!

## Compulsory waiver for dark painted timber exteriors



Within the Lockwood Specification, under the Important Information section, there is specific reference made to the use of dark colours on timber weatherboard, and the impact this will have on the Lockwood product warranty.

Lockwood Group accepts no responsibility or claims for defects resulting from the use of dark painted exteriors. We require a signed waiver from customers that choose a colour with a Light Reflective Value (LRV) less than 40% for their H3 pine exterior weatherboards.

You will need to provide a copy of the waiver along with the signed Lockwood Specification as part of your order documents if it applies.

The waiver form is available on the [Extranet>Ordering](#), or [Technical>Best Practice](#)

## Ambassador's Visit

Ambassador of the Netherlands, H.E. Mira Woldberg, visited the Lockwood office and Factory on the 14th May.

Mira was appointed to her position, maintaining and promoting relations between New Zealand and the Netherlands, in August 2018. She had heard about Lockwood and the heritage of the company and took the opportunity to visit while in Rotorua on consular business.

Mira commented to Andrew "I really appreciated your warm welcome and I can imagine that your family but also the town are very proud of the Lockwood product and what has been achieved."

It was wonderful to host Mira for the afternoon.



## News from the Technical Department

### Door Leaf Size

Please note: We have changed the door leaf size for the Lockwood interior doors. We will now be supplying 2030mm interior doors where applicable. This saves the builders cutting into the wall board door (lintel), the builders are now only required to remove the bottom tongue to the door opening. This is effective immediately.

### Sarking Strap

As per detail 4-190-107, sarking spans greater than 2.5 metres require strap and tensioners. Lockwood will be supplying these with all sarked load outs, effective immediately.

### Detail Updates

Please check the new update listing for current detail changes April 2019.  
 Technical>Manuals>Update Listing>April 2019

The actual updated details are available in PDF on Extranet>manuals>107mm

### Quote Form

We have developed a new quote form to clarify your supply requirements. This is available on the Extranet>Pricing>Quote Form.pdf

### Joinery

Altus have removed Treasured Silver Satin from Group 2 colours making it a special order colour. The option for clients to view this colour on lockwoodcolours.co.nz has been removed. A representative from Altus will be visiting the Rotorua office this week to discuss available colours and we will supply an updated Sheathing and Joinery Colour options .pdf once the colours and LRV values are confirmed.

