

# WORKING TOGETHER

O'Brien® and your business





## **WHY CHOOSE O'BRIEN®?**

With over 150 company employed glaziers to help ensure a prompt response when you need us.

The quality of our glazing workmanship is guaranteed for lifetime of the building.

Our national network provides coverage to 99% of the Australian population.

We have a dedicated team of Account Managers who are always available to work with you, helping to ensure that any glass breakage will not be a major interruption to your business.

Our people care and provide a standard of service synonymous with our 90+ year history.

We ensure the quality of our service by continually assessing our clients experience with us.

We don't compromise on safety - yours or ours.

# ***MORE THAN JUST REPAIRING BROKEN WINDOWS***

We offer a comprehensive range of glazing solutions that can be tailored to suit your space. So whether its privacy that you need or are planning to renovate, we have a broad range of products that can help with what you would like to achieve.

Our glass products include;

*GLASS PARTITIONS*

*GLASS DOORS*

*SOLAR & REFLECTIVE TINT*

*WINDOWS*

*BALUSTRADES*

*ENERGY-SAVING FILM*

*MIRRORS*

*SHELVING*

*SAFETY & SECURITY FILM*

*SHOPFRONTS*

*COUNTER TOPS*

*ANTI-GRAFFITY FILM*

*SHOWER SCREENS*

*SPLASHBACKS*

*DECORATIVE FILM*

*POOL FENCING*

*ALUMINIUM FRAMING DECALS*

## ***NATIONAL NETWORK OF GLAZING EXPERTS***

Our extensive nationwide reach, means that you can call on us for help.

As Australia's largest specialist glazing company, we have full-time glaziers in all major metro markets, giving you the confidence that all work will be carried out to the highest standards and compliant to all relevant codes and Australian Standard 1288. In regional and remote locations, we have a network of preferred subcontractors who are able to complete work on our behalf.

## ***A SMARTER WAY OF SOURCING***

By consolidating your glazing requirements to one supplier, you can greatly decrease your cost to serve model. Invoice payments, reconciliation, operational efficiency and communication management will all benefit from having one contact point.



***Our large inventory of glass lets us make quick and convenient replacements***



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## ***HERE FOR YOUR BUSINESS***

Tailored solutions just for you. Our Account Managers can work with you to ensure that a glass breakage is not a major interruption to your business.

We can tailor price and service to meet the needs of any industry or organisation and you can be assured that our response times will reflect the urgency of each breakage or installation's needs.

### ***Whenever, wherever you need us***

When your business closes for the day, we stay open. We recognise the need to offer a solution no matter what time of day or the location of the work. We understand that you may need our support outside normal hours of operation so we offer total ongoing solutions whenever they're required.

Our customer solutions team is equipped to meet the needs of your business 24 hours per day, every day of the year. Based at our Head Office in NSW, you can be assured of the same quality service no matter when you call.

***Call 13 16 16***

**24 HR EMERGENCY GLASS REPLACEMENT**

## ***STANDARDS GUARANTEED***

All of our glazing meets (or exceeds) the requirements of Australian Standard AS 1288-2006 so you are assured of compliance with the National Construction Code.

### ***Our Lifetime Guarantee on Workmanship***

Renowned for the quality of our work, we back all our glazing work with a Lifetime Guarantee on workmanship so if there is a concern we will rectify it. Our glaziers are highly skilled professional trade people and are kept up to date with the latest safety requirements.



### ***Insurance Experience***

Our insurance is your indemnity. Naturally, we carry appropriate levels of insurance so we're covered - even for the biggest of jobs. We also partner with major insurers so we can help you with your claim.





## **GLASSURANCE®**

### **DON'T COMPROMISE ON SAFETY**

Glass in older buildings may not be safe even though it met relevant standards at the time of installation. It can help manage your risk as a building owner if you take proactive steps to assess the dangers. That's why we offer our Glassurance® programme, where we assess any of your glass installations, existing or intended against the ever-evolving building standards.

The Glassurance® programme is designed to assess and improve glass compliance to Australian Standards in homes and workplaces around the country.

The programme starts with a detailed examination of every pane of glass on the premises, followed by a comprehensive report and an individualised plan for upgrading non-compliant glass to either meet or exceed the Australian Standards.

In technical terms Glassurance® is a glass compliance inspection programme conforming to Australian Standard AS1288-2006 - in practical terms, it's how we make your world a little safer. Glassurance® inspections usually take around an hour and are offered at a nominal cost. If glass does need to be replaced, we will schedule the work at a time to suit you ensuring minimal disruption to your busy schedule.

**FOR A GLASSURANCE® INSPECTION BY  
CALLING US ON 13 16 16**



## ***BANDIT RESISTANT SECURING YOU AND YOUR PROPERTY***

Whether it's a house window, a shopfront or a security facility, we have security glass that provides the benefits of daylight and transparency with the peace of mind of security all day, every day.

Bandit Resistant is typically used in commercial applications such as vulnerable shopfronts, windows and doorways susceptible to break and enter. It is also used in a variety of other "at risk" applications such as pay booths, jewellery counters and display counters, providing resistance against smash and grab theft. Our Bandit resistant security glass is aimed at enhancing domestic and commercial security to increase your personal safety as well as offering added protection to your assets.

### ***Bandit Resistant features;***

- Resists penetration and forced entry: the glass may break but the interlayer retains integrity and continues to act as barrier.
- Withstands repeated blows from heavy objects such as bricks, hammers and crowbars.
- Improved resistance to accidental impact  
- safer for families

## ***REAL TIME REPORTING WITH O'BRIEN E-LINK®***

We offer a unique job tracking system called O'Brien E-Link® to our clients. O'Brien E-Link® is a free service which allows you to manage glass breakages or installations from your desk, or on the move with your mobile. Keeping you informed is our responsibility, with real time reporting as each job progresses via our Job Status email updates.

From confirmation of your booking, to final notification that the premises are again secure. The O'Brien E-Link® system allows you to be better informed about site security and allows you to update all relevant stakeholders as soon as required without the need for you to make multiple enquiries.

O'Brien E-Link® can also provide a monthly report on any current or outstanding jobs, ensuring responsiveness to glass breakages is not only improved, and it's documented for later reference.

***As your preferred glazing supplier, our E-Link® service is free of charge***

## HOW O'BRIEN E-LINK<sup>®</sup> WORKS



1. Call 13 16 16 or email [orders@obrienglass.com.au](mailto:orders@obrienglass.com.au) to request a job.



2. We log the request and automatically e-mail you confirmation of the booking, via O'Brien E-Link<sup>®</sup>.



3. After coordinating with our glazier we e-mail you to advise when we're in transit and when we're on-site.



4. Re-glazing is completed, premises are secure and broken glass removed; we notify you with a final e-mail.



**13 16 16**  
**[obrienglass.com.au](http://obrienglass.com.au)**

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