

**Course title: Product Knowledge**  
**Course code: PK1 online**

DESCRIPTION

This online training course has been designed for non-technical personnel or as introductory course for those new to a technical position. It aims to provide participants with the ability to match Pilkington products to the needs of their customers. Detailed technical information on products is not included (see PK2).

TARGET AUDIENCE

Employees of companies engaged in glass processing and/or merchandising or manufacture and/or installation of windows.

Note. This course is primarily intended for those operating in the UK & Ireland, taking account of product offering and relevant standards and regulations.

CONTENT

Flat glass manufacture  
Thermal insulation and solar control  
Safety and Security  
Fire protection  
Noise control  
Decoration and privacy  
Self-cleaning  
Special applications

DURATION

Delivered in separate sessions scheduled during a week (each typically one hour long)

LEVEL

Introductory/intermediate

DATES

Week commencing 18<sup>th</sup> March 2024  
Week commencing 16<sup>th</sup> September 2024  
Week commencing 11<sup>th</sup> November 2024

VENUE

Virtual – via Microsoft Teams

COST

FREE for customers\*

\*subject to approval by the appropriate NSG Group sales manager or representative

BOOKING DETAILS

To reserve a place, please contact our Customer Contact Centre:

Email: [enquiries@pilkington.com](mailto:enquiries@pilkington.com)

Or via our website at [www.pilkington.co.uk/productknowledge](http://www.pilkington.co.uk/productknowledge)

Additional notes

Printed course notes will not be sent, but presentations and support materials will be issued in electronic form.

Version 1.

9<sup>th</sup> October 2023