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 merchanting 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 7th March 2022 (completed)
Week commencing 3rd October 2022

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
Or via our website at 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 2.
8th April 2022

(replaces version 2, 15th October 2021)