

## **Course title: Product Knowledge**

### **Course code: PK1**

#### DESCRIPTION

This 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).

The course is available in two formats – virtual and physical. Please check which dates apply to which format.

#### 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  
Visits to float glass production and off-line coater (physical course only - subject to availability)

#### DURATION

Virtual course delivered in separate sessions scheduled during a week (each typically one hour long)  
Physical course = 2 days\*

\*approximate finishing time on final day of 1500

#### LEVEL

Introductory/intermediate

#### DATES

w/c 24<sup>th</sup> April 2023 (virtual)  
w/c 18<sup>th</sup> September 2023 (virtual) – rearranged from physical course  
w/c 6<sup>th</sup> November 2023 (virtual)

#### VENUE

Virtual = via Microsoft Teams  
Physical = NSG Group European Technical Centre, Hall Lane, Lathom, Lancashire, L40 5UF

(Any change of venue for the physical course will be notified in advance)

### COST

Dependent upon customer account status, a fee may be charged\*. Please inquire for more details.

\*to be agreed 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 (for the physical courses)

Hotel accommodation is not included, but a list of local hotels can be provided upon request. Transport to/from hotels to the venue is not included, but transport for any site visits will be provided.

Lunch and refreshments will be included.

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

Attendees are welcome to bring lap tops, tablets, etc. for use with the presentations and support materials during the course.

Important. Suitable footwear will be required for the visits to the production sites.

Version 2.

21<sup>st</sup> July 2023