

euro + glasshaus

Wednesday, November 11, 2020

To our Valued Customers,

Over the past months, we have seen a significant disruption to not only our business environments, but to our personal lives as well. As we enter a new phase of coronavirus pandemic, we are faced with new and emerging challenges, and while we are still taking care of business, its by no means business as usual.

As the supply chain continues to be stressed, the insulating glass industry has been especially impacted by both material shortages and significant labour issues relating to COVID. Earlier this year, our primary glass supplier, Cardinal IG, was brought to a near standstill by these challenges. With this scenario, we made an immediate shift to a local supply of glass, to which we have just been informed that they too have been impacted by COVID, resulting in a total shutdown of operations. This scenario has not only left us without an immediate supply of glass, but has also created a significant vacuum within the industry, leaving many window and door manufactures with limited options in the short term.

Moving forward, euro+glasshaus will continue to work with not only our current suppliers of glass, but any and all extended options. That being said, the supply of custom sized insulated glass remains fractured, and will continue to result in significant delays in finished product delivery. As a company, we will remain at your disposal, however, we will be unable to commit to neither original or modified delivery dates until further notice.

In closing, effective communication remains a cornerstone to our company, and we commit to keeping you informed as news comes available. In the meantime, know that we will do everything in our power to continue being your partner and will work effortlessly to maintain this position in the all the days and years ahead

Sincerely,
Christopher Meiorin
President – euro+glasshaus