



- SHOWERING & WET ROOMS
- KITCHENS
- MOBILITY SUPPORT
- DOC M SYSTEMS
- HEATING

LIFE MADE BETTER

“ We’ve been using AKW products for over twenty years, so we’re confident about the quality and the name is instantly recognisable.”

Paul Clayton  
Contract Manager, Sovereign



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# Life Made Better

**‘Made Better’ is a phrase that runs through everything we do at AKW.**

It’s in finding ways to make someone’s quality of life better through independent living solutions or improving our already exceptional levels of Customer Service.

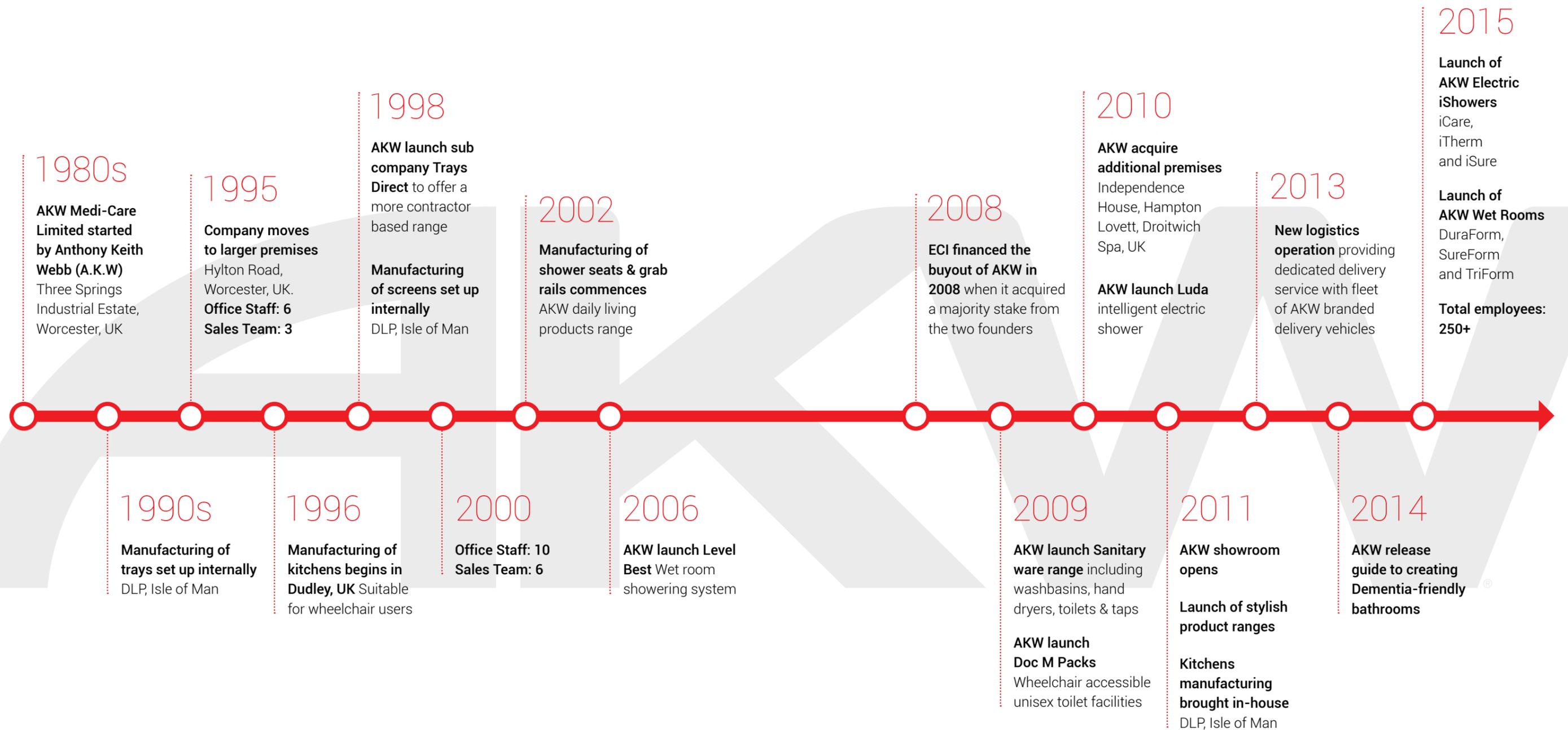
It’s in the superior quality and reliability of our products, many of which have a ‘Made for life’ warranty and which we’re constantly striving to make even better.

It’s in making sure that all our deliveries arrive in full and on time and improving on the most extensive product range in the UK to make your life easier as a specifier, installer or customer.

...and no matter how hard we push ourselves, we keep pushing, because we believe things can always be ‘Made Better’.



# Company History



The AKW logo is displayed in a bold, white, sans-serif font against a dark red background. To the left of the logo, there is a vertical bar with several colored segments: red, orange, yellow, green, purple, and teal.

There's a reason our clients have been coming back to us for 28 years and we have over 1 million satisfied customers worldwide.

We're passionate about supporting independent living with superior-quality products that are practical, beautifully designed and which help to create stylish living spaces and improve quality of life.



From a small Worcestershire business, AKW has grown to become the UK's market-leader and an international operation with:

- + 250+ trained staff
- + 1 million+ satisfied customers
- + World-class manufacturing facilities
- + Our own 40+ vehicle fleet providing door to door service
- + Two national distribution warehouses covering 100,000 sq. feet
- + 60+ sales and surveying experts nationwide

Choice, competitive pricing and first-class customer service make AKW the brand of choice for clients across the UK and abroad.

“ Quality and cost were the key reasons AKW won the tender for a three year supply contract with South Lanarkshire Council, which has already been extended by a year. We're extremely happy with the service we get from AKW.”

George Munro  
Procurement Officer  
South Lanarkshire Council



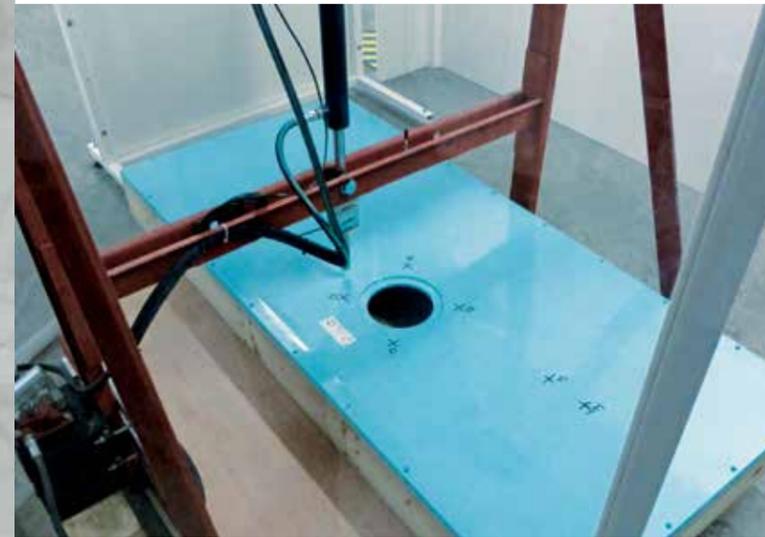
# Better by Design

**Our range of over 4,000 superior quality products supports independent living and brings over 28 years of inclusive design experience to every aspect of Showering, Kitchens, Mobility Support, Doc M and Heating.**

AKW is the complete one stop shop and our name is synonymous with innovative design, easy installation, quality, safety in showering and accessible kitchen solutions.

The majority of our products are British-designed and manufactured in the UK or under strict Quality Assurance controls in our approved overseas facilities.

Every one of our products is designed, tested and certified to be the very best. That's why we can offer a 'no-quibbles' return policy and Lifetime Warranties on many of our products and you can be confident that we'll always be there to honour it.



# Going the extra mile



“ From design to delivery the service offered by AKW is second to none. As a company they offer innovative product development, the products are held in stock and delivered directly by AKW ensuring the products reach us on time and in perfect condition.”

Greg Wells  
Projects Director  
N K S Contracts Ltd

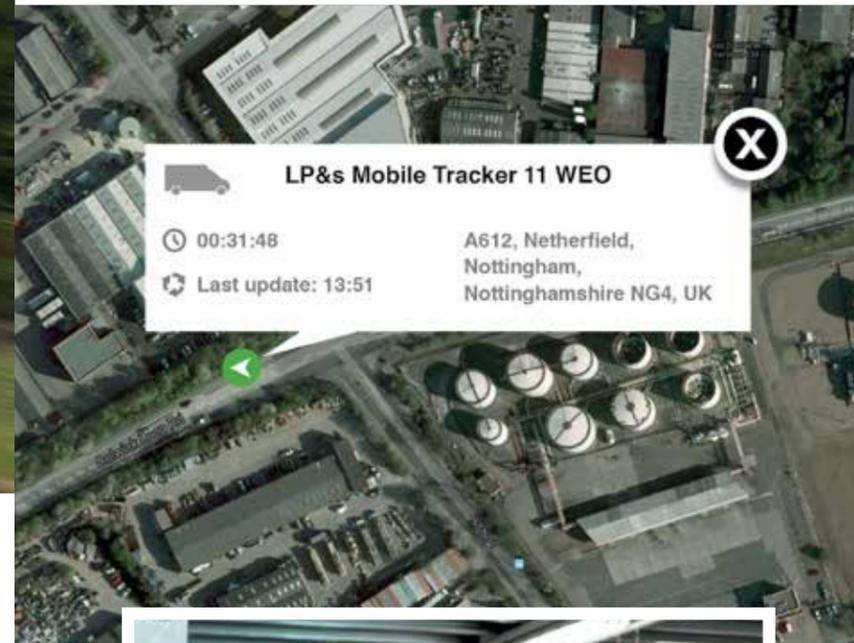
**Great products need to be backed by great service and support. At AKW we pride ourselves on being the best in the business.**

Our nationwide team of over **60 sales and surveying experts** make sure our customers are our top priority, from beginning to end.

Our **Technical Support team** is staffed by installers with decades of experience from **8am – 5pm** every weekday.

Significant investment in our **Digital Transformation** programme makes it easier than ever to do business with us. We provide you with the capability to generate quotes, place and track orders and see account based pricing online.

Our **ISO 9001** Quality Management and **ISO 14001** Environmental Management accreditations demonstrate our commitment to improving our processes and impact on our environment.



# Dedicated transport

We operate our own fleet of over **40 delivery vehicles** nationwide because we believe no one will take as much care to deliver your order undamaged and on time as we will. In 2015 we made **85,573 deliveries** over **1.9 million delivery miles** with **100% delivered on time in full.**

AKW is **the only company in the industry to offer a non-stop service**, delivering products direct from its warehouse to the customer with no in-transit handling. In fact, we are the only manufacturer in our sector that only use dedicated transport and do not use carriers.

**Live tracking** of every item shipped and each vehicle ensures that your order will be delivered exactly when you expect it and in perfect condition. We have **reduced damage rates to zero, shrunk packaging use by 70%** and **reduced delivery times, all without the loss of a single item in the past year.**

Because we always go the extra mile for our customers, over 94% say they would recommend us.

# Surveying Excellence

At the heart of every successful project is careful planning, which is why AKW's specialist Survey Team covers the whole of the United Kingdom to complete over 6400 surveys per year.

Naturally we put safety and security first, so all our surveyors carry AKW ID cards with braille stickers for visually impaired customers. In addition they are all fully disclosure checked and they all wear AKW branded work wear to clearly identify them as AKW employees whilst attending the properties of potentially vulnerable people.

Our thorough surveys provide complete peace of mind that the products and installation methods we specify will meet the client's needs, fit first time and give trouble-free use for many years to come.

**Our simple three stage survey process:**

1

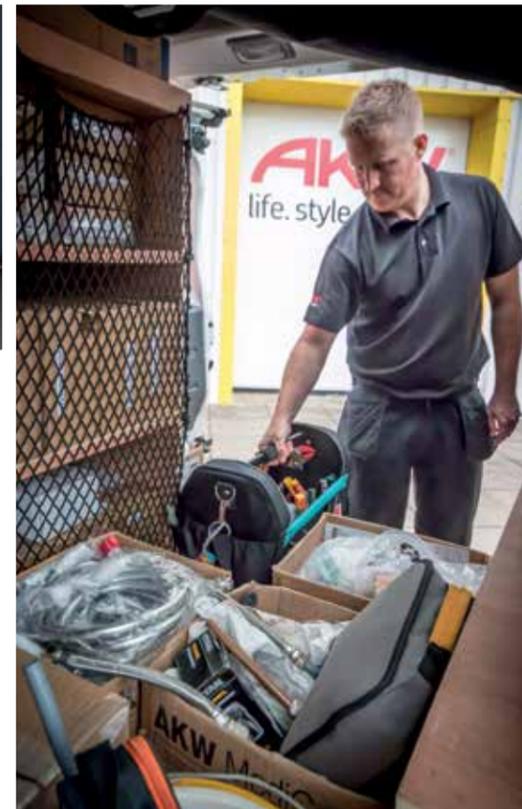
Within 10 working days of receiving instruction, an experienced AKW surveyor will undertake a site survey and take all necessary measurements.

2

Our designs will be based on healthcare professional reports and tenants' specific needs to ensure we fully understand what is required and that we can provide the right technical advice.

3

Within 5 working days, we'll provide a 2D plan view (or 3D for kitchens) computer-aided drawing of how the new kitchen or bathroom will look.



# Maintaining Quality

Even with our reputation for market-leading product reliability, durability and quality, occasionally one of our products might need repairing or replacing.

In 2012 we formed a dedicated team of Maintenance Engineers to undertake maintenance visits on AKW manufactured products throughout the UK.

All members of the team are ex-installers or have vast AKW product experience, so with their unrivalled expertise and first-hand knowledge they are fully equipped to deal with every situation.

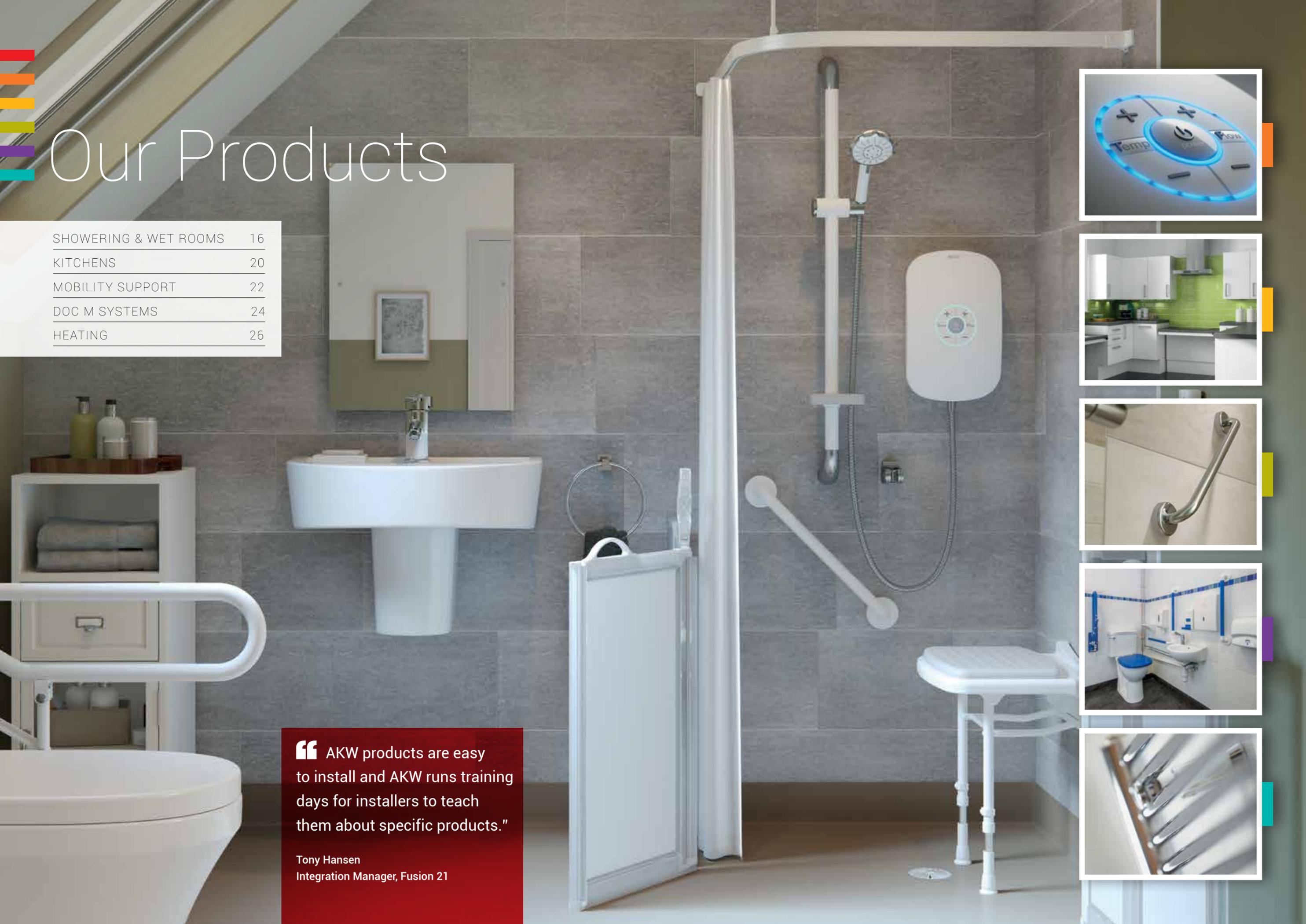
After a call to our Technical Helpline, where all possible checks and troubleshooting are carried out over the phone, full details are passed to an engineer and we aim to be on-site within 3 working days.

Post-visit a full report, complete with photos and findings, will be produced and recorded. As with our surveyors, our maintenance engineers are fully disclosure checked and they all wear ID badges and AKW branded work-wear.



# Our Products

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“AKW products are easy to install and AKW runs training days for installers to teach them about specific products.”

Tony Hansen  
Integration Manager, Fusion 21

# Showering

**AKW's vast selection of showering products effortlessly combines style, practicality and safety.**

The range includes iCare, the world's first Bluetooth® Smart controlled electric shower, stylish glass screens and enclosures, attractive and safe thermostatic mixer showers, shower trays to suit all floor and waste types and wired or wireless waste pumps.



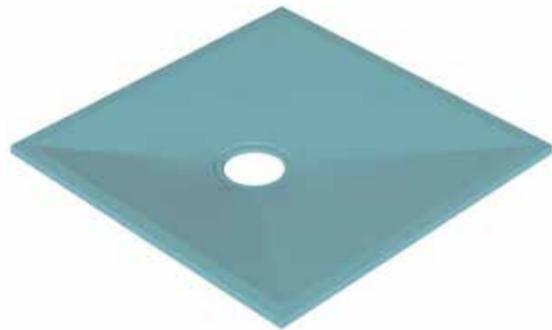
Great design changes the way we use things, works well for everyone and creates products that are simple to use and great to look at. Whether it's for a family bathroom or a new development, a small flat or a mansion, a parent or a carer, we have the perfect showering solution for any setting.



# Wet Rooms

**Choose AKW and you're choosing a stylish, high-performance wet room that's the result of over 28 years' specialist experience.**

You're also choosing a wet room that's designed for long life and easy installation. So whether it's in terms of strength, style or practicality, AKW helps over 35,000 wet rooms a year take shape. AKW TuffForm is the market leading wet room former for level access showering solutions.



Based on a selection of high-quality formers, AKW wet rooms offer added strength underfoot, superior waterproofing qualities and 100% watertight reliability. They're also extremely versatile and a pleasure to install.



# Kitchens

**AKW kitchens offer the ultimate in practical functionality combined with attractive design and contemporary styling.**

Our Independence Kitchen is individually tailored and inclusively designed to suit the needs of a broad range of users and is ideally suited to meet the specific needs of older people and wheelchair users with a wide choice of features and finishes. The Liberty Kitchen is professionally designed to meet each client's particular needs.



AKW has 18 years' experience in designing accessible kitchens. Our kitchens are tailored to the exact requirements of the household after conducting a comprehensive on-site survey, taking over 170 measurements and considerations.



# Mobility Support

With 'Life Made Better' in mind, AKW's range of Grab Rails and Shower Seats has been designed in close consultation with Occupational Therapists, end-users and installers.

Functionality and safety are ensured without compromising on style. Innovations such as removable seat cushions, adjustable seat height and arm angles and fold-up support rails and seats provide space saving, ease-of-use and easy-cleaning.



AKW's grab rail range offers a wide range of styles to ensure the appropriate level of support. AKW shower seats are suitable for any showering needs and made from rust proof material for strength and comfort.



# Doc M Systems

Our purpose designed Doc M packs provide the complete kit solution for wheelchair-accessible unisex toilets.

Offering a range of variants to suit every space and budget, all comply fully with the latest building regulations, are easy to install and come with the superior build quality and reassurance you expect from AKW.



It is essential that wheelchair users are able to approach, transfer to and use the sanitary facilities provided within a building. AKW's Doc M range offers full compliance to BS8300:2009 guidelines for a unisex accessible WC.

# Heating

**AKW's extensive range of heating solutions ensures maximum comfort and safety in every room.**

For wet rooms and bathrooms our towel warmers and thermostatically controlled under-floor heating are safe, reliable and welcoming, whilst our Low Surface Temperature (LST) radiators can work off central heating or electric, offering great flexibility to installers and specifiers.



AKW are passionate about safe and practical heating in the bathroom. Electric under-floor heating, with programmable thermostatic control, warms up floors quickly, helping keep them drier, safer and more comfortable to walk on.

The logo for AKW, featuring the letters 'AKW' in a bold, red, sans-serif font with a registered trademark symbol (®) to the upper right.

life. style. choice.

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