

<b>BBTB Date:</b>	<b>23 May 2024</b>
<b>BBTB Number:</b>	<b>BBTB-116</b>
<b>BBTB Title:</b>	<b>Change to optional supply of glazed rack doors</b>
<b>System Description:</b>	<b>VA / PA Rack Systems</b>
<b>Product(s) Affected:</b>	<b>RK6U - RK47U Rack Systems</b>
<b>Reference:</b>	<b>ECR5502</b>
<b>Priority:</b>	<b>2</b>

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- 1 - Essential:** Action is Recommended
  - 2 - Important:** Product Form / Fit / Function has been changed (may affect compatibility)
  - 3 - General:** For information / reference
  - 4 - Obsolescence:** Notification of Component or Product Obsolescence
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## DESCRIPTION OF CHANGE

Historically Baldwin Boxall have always included by default a chargeable glazed door in all quotes for assembled RK6U - RK47U Rack Systems.

Following a review of customer feedback and as part of our sustainability objectives we have changed our policy and all new quotes created after **1st June 2024** will no longer include a glazed door by default. The glazed door will instead be offered as an optional chargeable component part that should be selected if required.

## REASON FOR CHANGE

Baldwin Boxall constantly reviews activities to ensure the best possible customer service is provided, while minimising our environmental impact. These are key factors of both our ISO9001 & ISO14001 approvals and this change is an opportunity to ensure equipment supplied is not only fit for purpose & compliant with applicable legislation but also supports our sustainability objectives.

## **Technical Support Contact Details**

For further assistance with any aspect of this Technical Bulletin please contact:

### **Baldwin Boxall Communications Ltd**

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