

NEG increases capacity and enhances customer service

Northern Express Glass (NEG) has marked a major milestone in its growth journey with the opening of a new production facility in Lancashire, equipped with advanced machinery supplied and installed by long-standing partner, Flat Glass Solutions (FGS).

The investment significantly enhances NEG's manufacturing capacity and underlines the company's strategy to deliver quality, reliability, and service to its customers.

With more than 30 years of experience in both domestic and commercial glass markets, NEG has built a strong reputation for producing a broad portfolio of products, from toughened and laminated glass to high-performance, decorative, and bespoke architectural solutions. Employing 150 staff, the company manufactured around 700,000 sealed units last year, with demand continuing to grow.

According to managing director, Paul Williams, the business has been performing ahead of expectations, even during typically quieter periods.

"We have enjoyed a very strong run of sales, and what has been especially pleasing is the sustained demand throughout the winter months, when we would normally expect a slowdown," he explained. "The fact that demand has remained consistently high gave us the confidence to invest in extra capacity."

Focus on customer service

A cornerstone of NEG's success has been its focus on supporting existing customers first and foremost. Paul notes that while the business is open to new clients, its strategy is firmly rooted in maintaining exceptional levels of product quality and customer service.

"Our priority has always been to look after the customers we already have," he said. "We want them to receive the best possible product and the best possible service. The additional production capacity from our new site means we can continue to do that while being ready to respond quickly to market demand."

The new facility, situated directly opposite NEG's existing premises, provides an immediate boost in output potential – estimated at an additional 400–700 sealed units each day.

This scale-up strengthens the company's ability to manage peaks in demand and



NEG's Mark Longson with the first unit, (ceremonially cracked and framed) produced at the company's new factory

reinforces its role as a reliable supplier to customers across the UK.

Partnership with FGS

For the fit-out of the new factory, NEG once again turned to Flat Glass Solutions, a supplier the business has worked closely with for more than two decades. Paul is clear that the relationship goes far beyond simply buying machinery.

"We have a really good working relationship with Oz and the FGS team, and that has developed over more than 20 years," he said. "Yes, the machines they supply are excellent, but just as important is

the advice, technical support, and aftercare. We know we can rely on them, and that's a big factor in our ongoing partnership."

The new site features a Yunrui cutting line and a Yuntong toughening furnace, both supplied and commissioned by FGS. To complement these core machines, NEG has also invested in a Tenon washer and seamer, as well as a Dieffe water treatment system. The latter recycles water directly into the production process, improving environmental efficiency while protecting both product quality and machine longevity.

Building for the future

This latest phase of investment adds to an already extensive suite of machinery within NEG, which now operates two toughening furnaces, three fully automated cutting lines, and a dedicated double laminated cutting facility. Together, these assets form the backbone of a future-ready production hub.

For NEG, the expansion is about more than just machinery – it is about building resilience, flexibility, and sustainability into the business. The investment also positions the company strongly in a highly competitive marketplace, where reliability and service often determine long-term customer loyalty.

Paul concluded: "The market is evolving, and we want to make sure our business is ready for whatever comes next. With the backing of our team, and the support of trusted partners like Flat Glass Solutions, we are confident in our ability to meet the needs of our customers for many years to come."



The NEG team celebrates the opening of the new factory with Paul Williams and David 'Oz' Cahill from Flat Glass Solutions (centre)



NEG managing directors, Mark Longson and Paul Williams