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Frequently Asked Question

Q: How do you clean polycarbonate sheets?

A: A mild household detergent may be used with a soft rag. Never use aggressive or abrasive cleaning agents or glass window cleaners; they can chemically attack and damage sheets.

Note: This is only a general guideline. Exact requirements are

AmeriLux Newsletter

April 2013

Valued Partner,

Building strong communications skills and an effective team requires work and a commitment to higher standards. Providing employees with the skills and tools to succeed on the job is very important at AmeriLux. Recently an article about "[Smiling on the phone](#)" was shared internally as a communications tool for improving the A-Teams level of customer service. Increasing competition is forcing businesses, like AmeriLux, to pay more attention to providing strong customer service. Quality customer service is a key factor to any company's success in today's competitive, global marketplace.

Here's what we've learned. Always answer the phone with a smile on your face. Smiling adds warmth to your voice, improves your tone, and ensures a better conversation. A better tone of voice is important as it has a direct relationship to increasing sales and providing better customer service. In fact, on the phone, tone is 86% of the conversation. People trust what they hear in the tone of one's voice over the actual words. Over the phone, people can't see the smile on your face, which is why it is so important to "smile with your voice".

At AmeriLux, we take great pride in our products and even greater pride in our customer service. We believe in letting that pride "shine through" to our customers, partners and vendors with a smile you can actually hear on the phone!

Proudly Serving You,

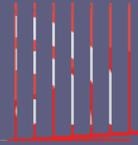


Request for Project Photos

If you have a recent project that incorporated our products, we would like to see it!

Simply [CLICK HERE](#) to email photos and a brief description.

Check out our BLOG:



Visit our blog for updates on products, projects, technical information, industry news, and more! [CLICK HERE!](#)

Take our AIA-accredited course ONLINE and earn CEUs:



This course provides an overview of how multiwall polycarbonate is manufactured, the advantages over other building products, and its multiple architectural applications.

[CLICK HERE](#) to take the course now!

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The Value of Partnerships

AmeriLux is now a proud Preferred Vendor of NEMEON

At the beginning of the year, AmeriLux was asked to consider joining NEMEON, a US roofing distribution cooperative.

After spending some time with NEMEON's leadership and getting to know the business, its member-owners, AmeriLux immediately saw the value in

partnering with the organization. In March of 2013, AmeriLux became a Preferred Vendor for NEMEON, providing its member-owners and their customers with polycarbonate sheet, PVC sheet and liner panels, and steel coil.



AmeriLux is excited to be a part of the NEMEON Family of Vendors. We very much look forward to supplying NEMEON's member-owners with quality products at competitive prices and providing a superior level of customer service and support!

More about NEMEON: NEMEON is a purchasing cooperative in the roofing distribution industry. The co-op is comprised of over 180 independent roofing and siding distributors with over 500 locations nation-wide. Formed over thirteen years ago by a group of roofing distribution owners, this group knew if they wanted to continue to find success in their marketplace they would have to work together.

The goal of the co-op is to provide pooled buying power and management support for the independently owned roofing and siding distributors. The co-op is styled after other cooperatives serving other wholesale distribution channels such as plumbing, electrical, and gypsum. Through partnering with the industries top manufacturers/suppliers, like AmeriLux, NEMEON is able to develop and deliver the very best professional grade products at a fair price.

To learn more about NEMEON, please visit their website at

Employee Spotlight: Ann Trinka

"Manager of First Impressions"



When you call or visit AmeriLux International, you will most likely be greeted by Ann Trinka, our Manager of First Impressions. Ann has over 20 years of customer service and account management experience that she brings to AmeriLux. Her knowledge and understanding of customer relationship management, call flows, sales process, report generation, and other accounting functions are key to her role as AmeriLux's Administrative Assistant.

In addition to her work as Chief Receptionist, Ann is responsible for functions related to accounts payable, accounts receivable, invoicing, payroll, accounting, and file maintenance. When asked what the most important aspect of her job is, Ann replies, "My relationship with our customers!" As the first point of contact in the office, she always tries to put her "best foot forward" with customers and works to ensure that their interactions with AmeriLux are positive.

Providing a wide range of company support, Ann plays a crucial role in AmeriLux's daily operations. She enjoys the day-to-day challenges of her role that keep her on her toes. "There's always a surprise," says Ann, "and that surprise can sometimes turn your day upside down. Organization is critical in my role when juggling people, paper, and priorities. Multitasking is a must. But when that phone rings, the customer is my number one priority!"

To learn more about the many products and services we offer, [CLICK HERE](#) to visit our website.