



Australian Government
Department of Industry,
Science and Resources

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Anti-Dumping
Commission

Australian Industry Member Questionnaire

Case number: 691

Product: Aluminium windows and doors

From: The People's Republic of China

Investigation period: 1 July 2025 to 30 June 2025

Response due by: 27 January 2026

Email enquiries to: investigations1@adcommission.gov.au

Anti-Dumping Commission website: www.adcommission.gov.au

Responses to the exporter questionnaire must be submitted via SIGBOX. Please contact the commission on the above email address to request access to SIGBOX.

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Why you are receiving this questionnaire?

The Anti-Dumping Commission (the commission) is investigating whether aluminium windows and doors (AWD, the goods) exported to Australia from the People's Republic of China have been exported at dumped and subsidised prices and whether these exports have caused material injury to the Australian industry. The investigation was initiated after a joint application from Ventora Group Pty Ltd and the Australian Glass and Windows Association.

The initiation notice ([ADN 2025/115](#)) on the commission's electronic public record (EPR) for the investigation provides details of the goods under consideration, the application, and the investigation procedures. This notice and other public documents relating to the investigation can be accessed at: [EPR 691](#)

The commission collects and uses information in accordance with its [collection and use of information policy](#). If you have any questions about this questionnaire, please respond by return email to investigations1@adcommission.gov.au.

What happens if you do not respond to this questionnaire?

Your company is identified as an Australian producer of AWD. The commission is seeking input from your company as a manufacturer of AWD to inform its better inform its investigation of the claims made by the applicants, understanding of the dynamics of the Australian market and the factors that may be impacting the economic condition of the Australian industry producing AWD.

You do not have to complete the questionnaire. However, your insights and participation is greatly valued.

While the commission is seeking a response to all questions in the questionnaire, you may choose to answer only some of the questions, or alternatively you may wish to lodge a submission to the commission outlining your views on relevant aspects of the investigation. Information on how to lodge a submission.

Submitting a response to the questionnaire.

Responses to the questionnaire should be lodged by email listed on the cover page. In submitting the response to the questionnaire, you must answer all questions and include attachments, where relevant.

GOODS UNDER CONSIDERATION

The goods under consideration (the goods) i.e. the goods exported to Australia, allegedly at dumped and subsidised prices are:

Aluminium windows and doors, whether fully or partially assembled, including their frames, panels, and sashes, with or without glass, whether or not thermally broken, whether or not including hardware, up to the following dimensions:

- *for window assemblies or partial assemblies (including window frames, panels and sashes), up to and including 3.0 metres high and up to and including 4.0 metres wide; and*
- *for door assemblies or partial assemblies (including door frames, panels and sashes), up to and including 3.0 metres high and up to and including 7.0 metres wide.*

Further Information

“Fully assembled” refers to a complete window or door unit in which all frames and the applicable panels and/or sash are joined together to form a complete and functional window or door assembly, whether or not glazed, whether or not thermally broken, whether or not including hardware.

“Partially assembled” refers to a fabricated aluminium frame, panel, or sash assembly that is supplied individually or connected to other frame, panel, or sash assemblies, where the combination does not yet form a complete window or door unit, whether or not glazed, whether or not thermally broken, whether or not including hardware.

Exclusions

Excluded are curtain wall products.

SECTION A COMPANY AND LOCATION

A Company representative and location

1. Please nominate a contact person within your company:
Name: Gavin Hoskin
Position in the company: General Manager
Telephone: 08 8258 8770
E-mail address: gavin@centralglass.com.au
2. If you have appointed a representative, provide their contact details:
Name: Clinton Skeoch
Address: Suite 101b, Level 1, Building 1/20 Bridge St, Pymble NSW 2073
Telephone: 02 9498 2768
E-mail address: CEO@AGWA.COM.AU

In nominating a representative, you are granting authority to the commission to discuss matters relating to the case with the nominated representative, including your company's confidential information.

3. Do you authorise the commission to respond to limited enquiries from the Australian Glass and Windows Association (AGWA) regarding your company's participation in the investigation, such as confirming engagement or providing general progress updates? This authority does not extend to accessing or discussing any confidential information relating to your company (if you have appointed the AGWA as your representative in question 2, please mark "not applicable")
Not Applicable.
4. Please provide the location of your company's production plant manufacturing aluminium windows and doors
41 York Tce, Salisbury SA 5108
5. What is the legal name of your business?
Central Glass Pty Ltd
6. Does your company trade under a different name and/or brand? If yes, provide details.

Previously, we have traded as – Clearview Windows and Doors
7. Was your company ever known by a different legal and/or trading name? If yes, provide details.
No
8. What is the overall nature of your company's business? Include details of the products that your company manufactures and sells and the market your company sells into.

Central Glass Pty Ltd is a multi-family-owned business that has been supplying South Australian building projects for over 47 years.

Over time, we have developed into a leader in Commercial Grade Glass and Aluminium Windows and Doors. The company has grown in stature over its 47-year history, and we

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have delivered high quality projects from Residential Housing through to Commercial High-Rise Buildings.

Today our core expertise lies in aluminium commercial glazing projects. We have traditionally worked on window projects from High-rise multi-residential accommodation and hotels up to 30 stories in height, through to aged care, schools, hospitals, even the iconic Adelaide Oval building and high-end residential.

We offer the full a complete range of Commercial and Residential Window Systems. Central Glass works closely with Clients, Architects and Builders from the design phase of a project right through to Manufacturing at our Factory in Salisbury SA. We have design and engineering capabilities, and work on projects from planning right through to delivery and installation. Being involved every step of the way ensures our High Standard of Quality Control is maintained. Where projects require bespoke engineering or product adaptation, we work with our suppliers or independent engineers to ensure we design, build and optimise our window solutions to meet each client project requirements.

Our passion for SA, care for our clients, and their investment in their building projects is what has ensured our longevity in Business over the past half century.

SECTION B PRODUCTION OF LIKE GOODS

B-1 Production

1. The goods the subject of the application (the goods) are:

Aluminium windows and doors, whether fully or partially assembled, including their frames, panels, and sashes, with or without glass, whether or not thermally broken, whether or not including hardware, up to the following dimensions:

- for window assemblies or partial assemblies (including window frames, panels and sashes), up to and including 3.0 metres high and up to and including 4.0 metres wide; and
- for door assemblies or partial assemblies (including door frames, panels and sashes), up to and including 3.0 metres high and up to and including 7.0 metres wide.

Further Information

- “Fully assembled” refers to a complete window or door unit in which all frames and the applicable panels and/or sash are joined together to form a complete and functional window or door assembly, whether or not glazed, whether or not thermally broken, whether or not including hardware.
- “Partially assembled” refers to a fabricated aluminium frame, panel, or sash assembly that is supplied individually or connected to other frame, panel, or sash assemblies, where the combination does not yet form a complete window or door unit, whether or not glazed, whether or not thermally broken, whether or not including hardware.

Exclusions

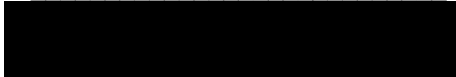
Excluded are curtain wall products.

2. Please detail the products you produce as described in the above goods description. It may also be useful for you to provide a product brochure or catalogue.

We specialise in the manufacture and installation of compliant aluminium windows and doors, primarily for the commercial market, for building classes 2,3,5,6,9a,9b & 9c.

In terms of our product range, we offer all the window types required in these projects, including high-performing thermally broken window systems:

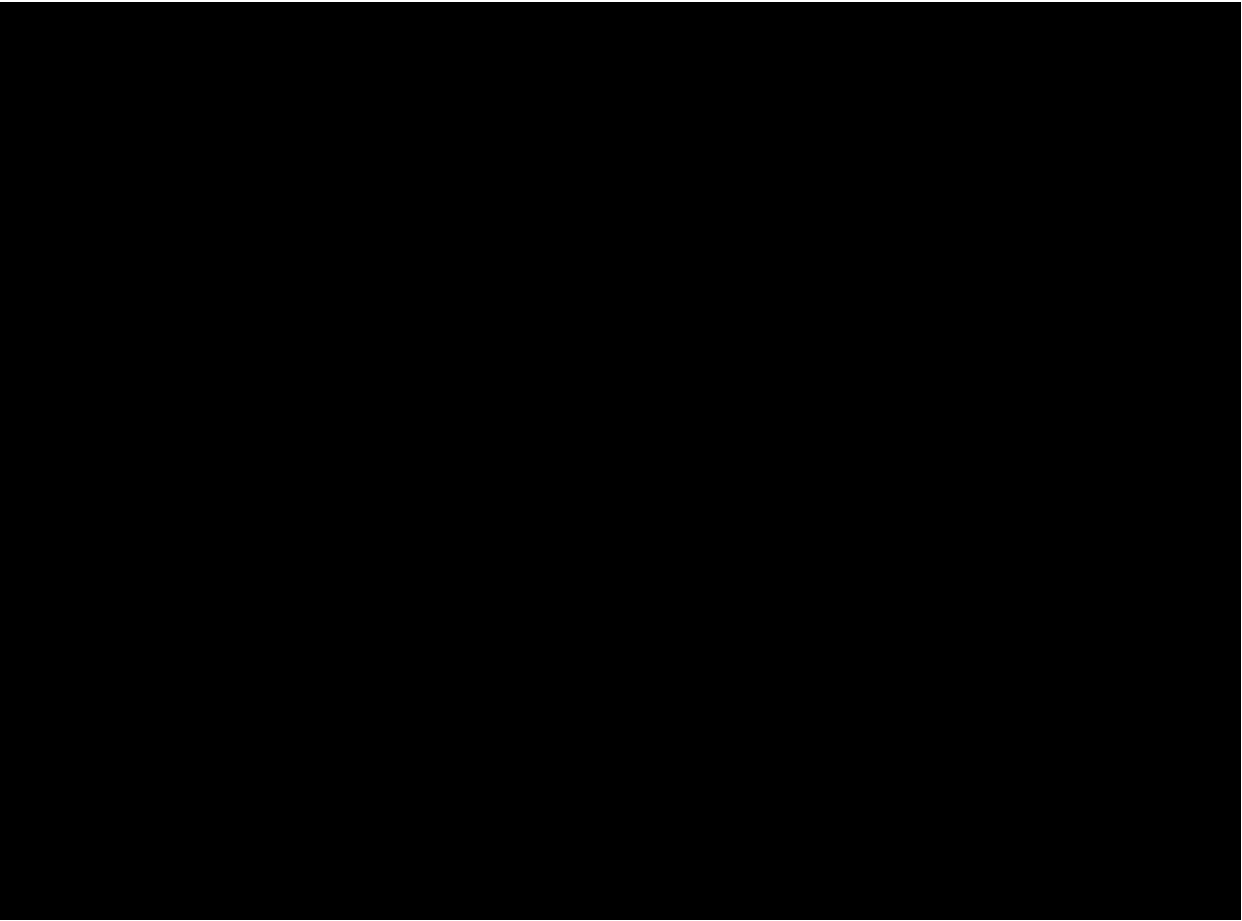
Confidential Supplier Detail _____



3. Please list the main raw material inputs and provide the source of those supplies, both locally sourced and imported.

As a long-standing Southern Australian window company that joined the then Australian Glass and Glazing Association back in 1979, we have proudly served South Australia for over 47 years. As a business, we still produce 100% of our window and door products in SA – employing local people and providing jobs to workers in the Northern Suburbs of Adelaide. All aluminium and glass is sourced from local extruders and glass processors.

____ Confidential Detail _____



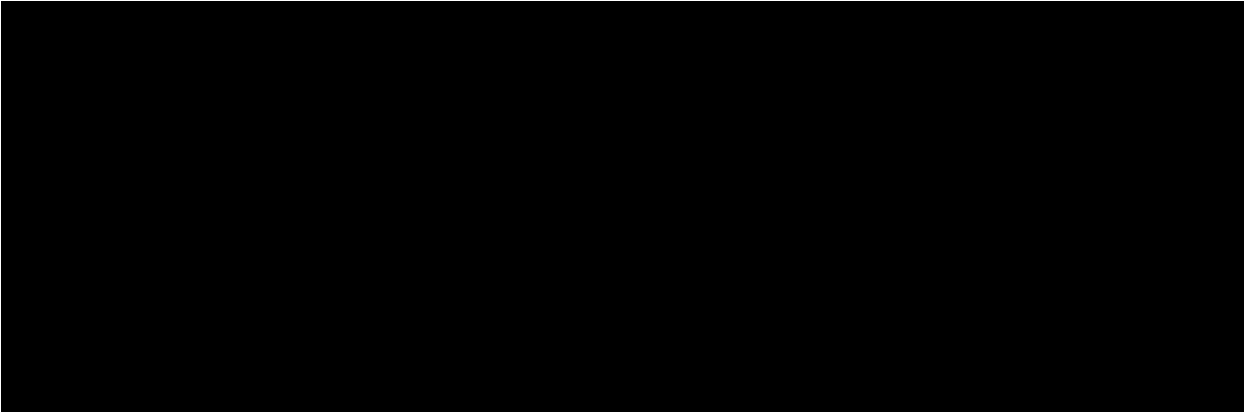
B-2 Products in the Australian market

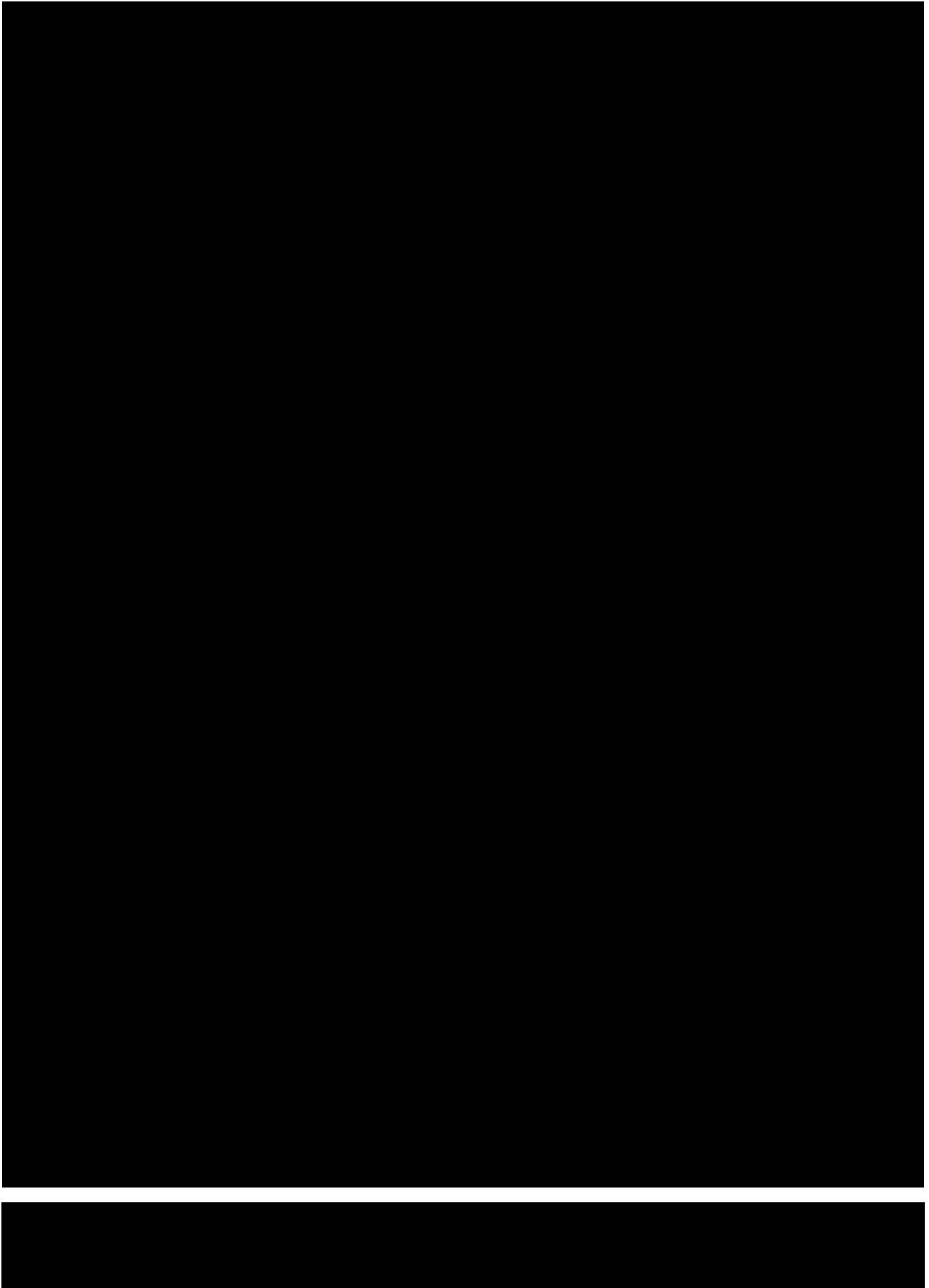
4. In relation to the Australian market for AWD, please outline:

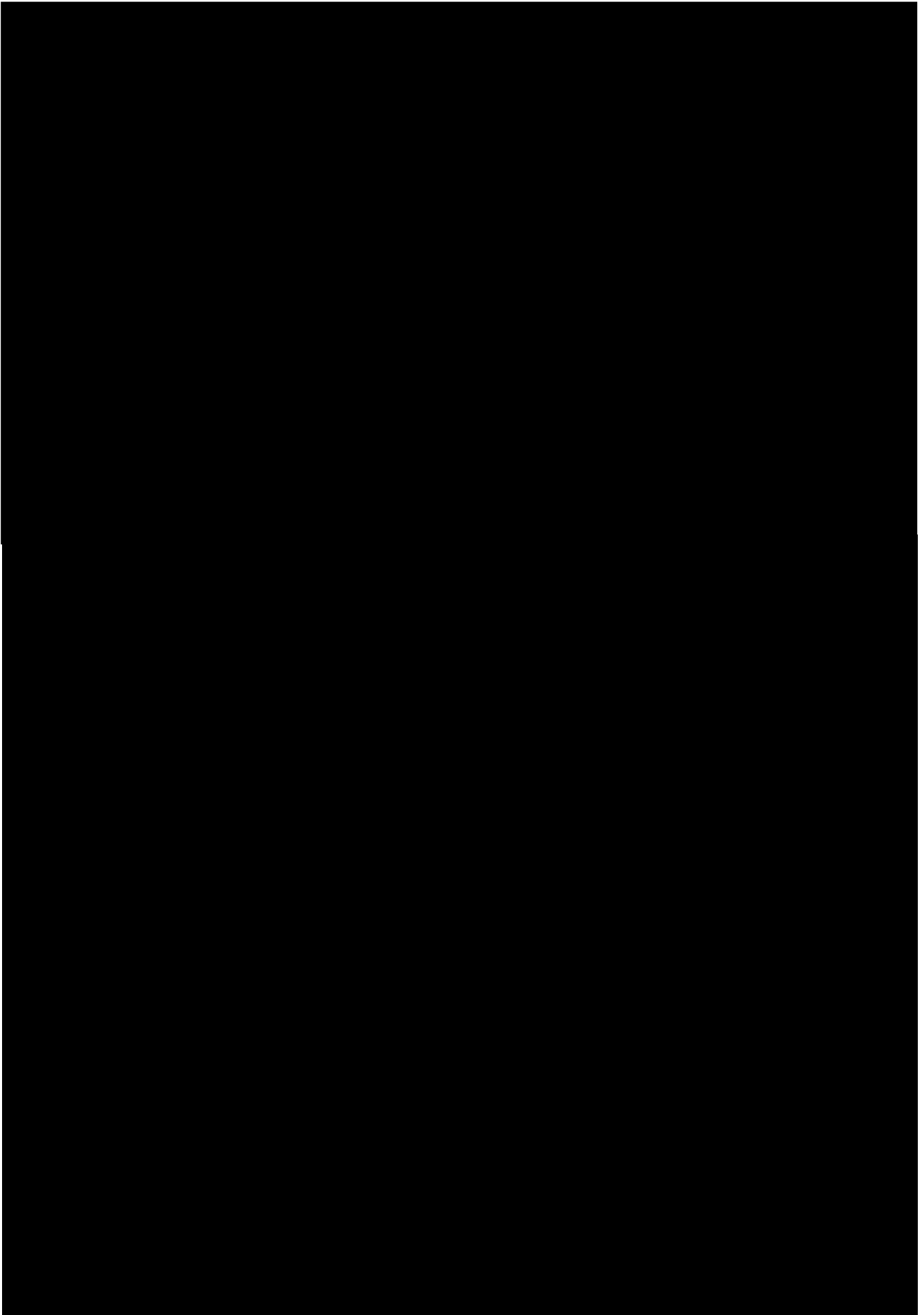
- sources of demand for AWD

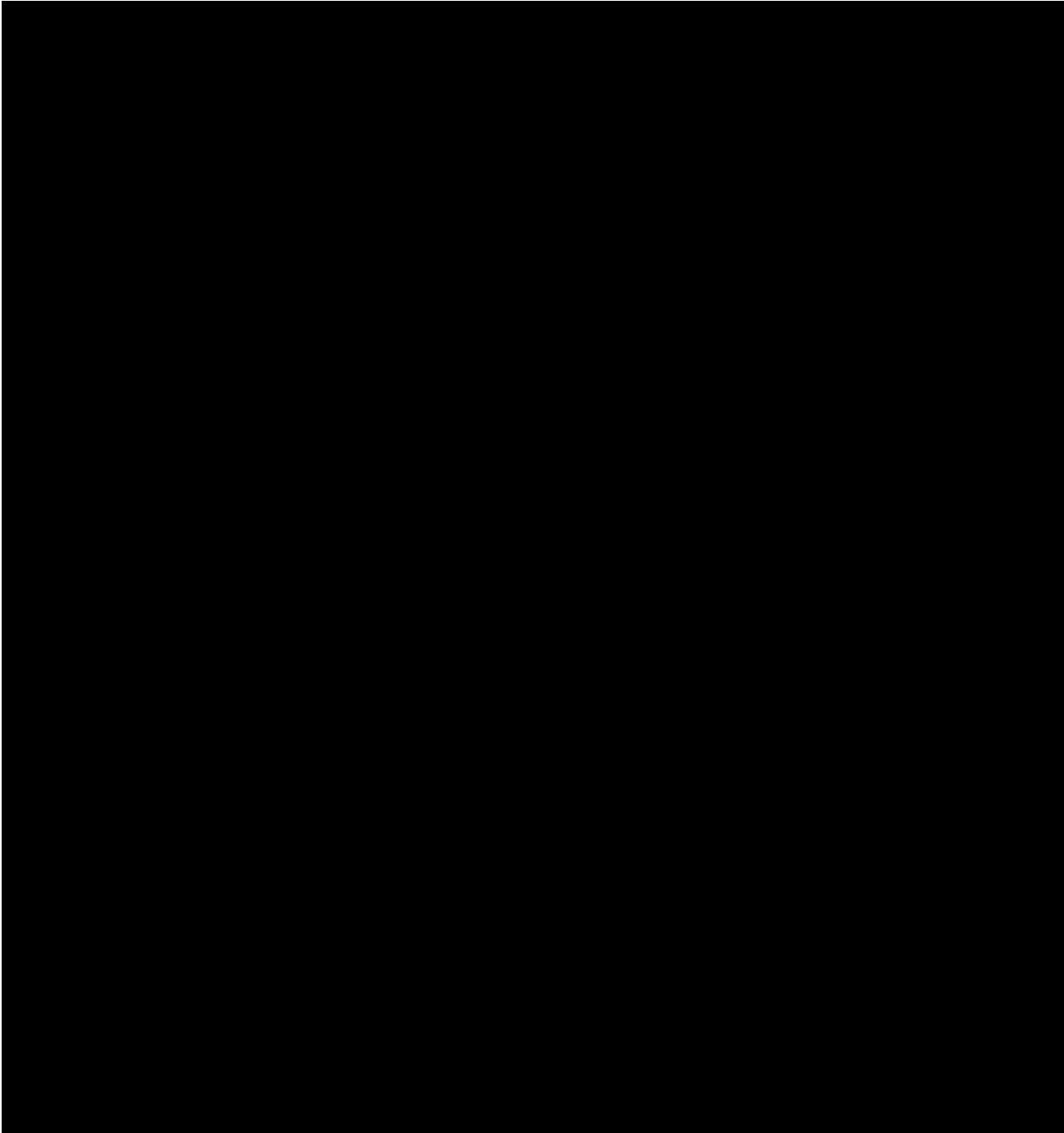
For our business, we have historically been a mid-tier commercial supplier. While the business has evolved over the last 47 years, in recent times, we have had to rapidly evolve and diversify in response to changes to our historically established commercial markets to new niche markets.

____ Confidential Detail _____







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- causes of demand variability (e.g. seasonal fluctuations, factors contributing to overall market growth or decline, government regulation, or developments in technology affecting either demand or production)

The South Australia window industry is generally quite stable and not prone to large swings in demand that would normally be found in other capital city markets.

Historically, glazing demand has mirrored the rhythm of construction activity. Warmer months have consistently brought a surge in installations as builders capitalised on favourable conditions, while winter tends to slow progress, particularly on multi-storey projects. This seasonal cadence can be interrupted by the push to complete projects before year-end (financial and calendar years), creating some what predictable mini peaks and troughs in procurement.

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We have seen strong growth in overseas student numbers, increasing demand for this accommodation, and government investment in public institutions and an increase in acceptance of apartment living in Adelaide, all driving demand.

- the presence of market segmentation, such as geographic or product segmentation, or market segmentation relating to different end uses of.

In the commercial sector, we have tended to work with 2-3 builders in the commercial construction sector in South Australia.

Given the broad product range available to us through our system supplier, we have access to almost all the products needed for the South Australian market, from thermally broken commercial and residential suites through to curtain wall or window wall products.

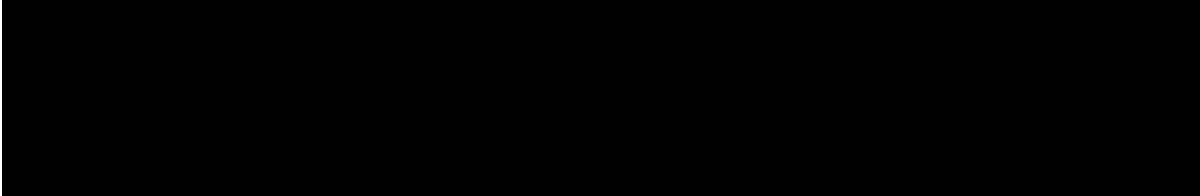
In terms of product segmentation, there are different window designs that deliver different outcomes from wind and water performance, energy through to acoustics and fire. Ultimately, it comes down to project requirements and the client. At Central Glass, we have prided ourselves on working with clients and our supply partners to provide just what they need to get the job done. In the rare circumstance that we don't have what they need, we will often work with our suppliers to design and test a system or element for a job to ensure ultimate customer satisfaction.

- the way in which the imported and Australian-manufactured AWD compete

For us, imported aluminium windows and doors compete mainly on price. Some time ago product compliance and lead time weighed against this, as historically, few imported systems had full compliance testing and couldn't compete with our lead times. Now, on many of the larger commercial projects we compete on, they offer very sharp pricing and fully engineered solutions at lead times that are acceptable for large commercial projects who contract well in advance of demand.

Given the breadth of projects we have worked on, there is no singular or standout attribute, product or product element offered by imported window suppliers that we do not have or have not been able to provide. Simply put, import competition comes down to unfair market pricing.

Confidential Detail



- any other factors influencing competition within the Australian market for AWD.

We are seeing specification variations and product substitution increasing partially through design and construction projects. Raising regulatory, product and labour cost all driving local competitiveness in an environment where value propositions are being increasingly compared to imported offers.

5. In relation to the range of AWD offered for sale in the Australian market, please outline:

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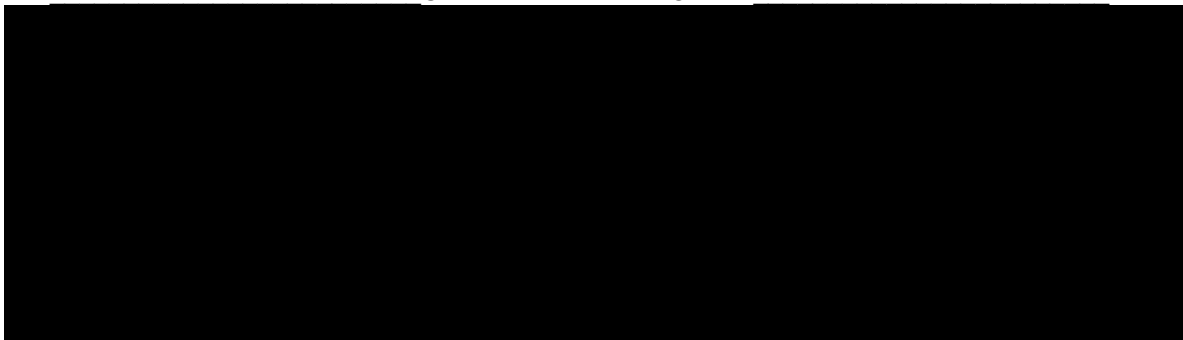
- sources and availability of supply

Most of the aluminium windows and doors sold in the South Australian market have traditionally come from local manufacturers, using systems from companies such as Capral, Alspec, or AWS. This is being increasingly challenged by imports from China and other markets.

- product range or specification differences between Australian-manufactured and overseas-supplied goods:

Australian-based aluminium fabricators have the capacity to match the full range of products available from overseas. As outlined, the products we have access to can meet the vast majority of building class, product type and installation requirements, and where there may be a need to invoice on a project element, we work with our supply partners to meet the customer's needs to ensure we can meet the job.

Confidential Product Outline



- any actual or perceived quality differences between Australian manufactured and overseas supplied goods

Quality of imported products varies widely across markets. I have seen imported products where hinges, locks, and seals deteriorate and break after a short time leading to product failure. Equally, I have seen products where the quality is comparable to Australian quality standards with what appears to be adequate testing. The breadth of imports in the market and the project, product and performance attributes required for each job make it difficult to summarise in generality.

6. In the **last five years**, have there been any notable changes in:

- consumer preferences for the goods (e.g. new products within the goods description, new substitute products, preference for Australian-produced over imported goods)

Over the last five years, the high-end residential market has continued to want bigger and more slimline windows; the increase in glazed area is by default having an impact on the energy performance needs of the windows. We are also seeing ongoing trends to bigger and larger integrated indoor/outdoor living areas. This is driving a larger door design and innovation in hardware to ensure seamless and comfortable operation.

While the South Australian regulatory changes are only now kicking in, we are seeing energy efficiency rise to being a key factor in residential and commercial projects. This

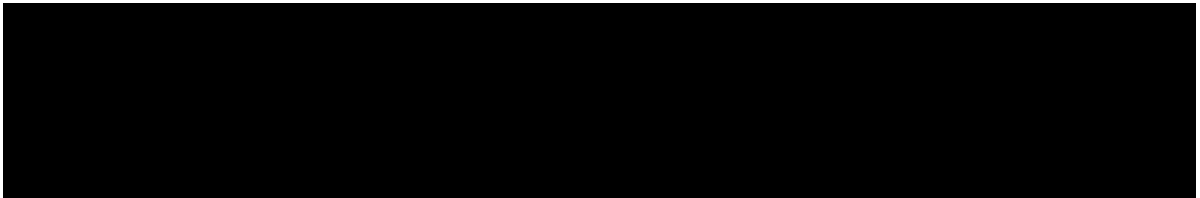
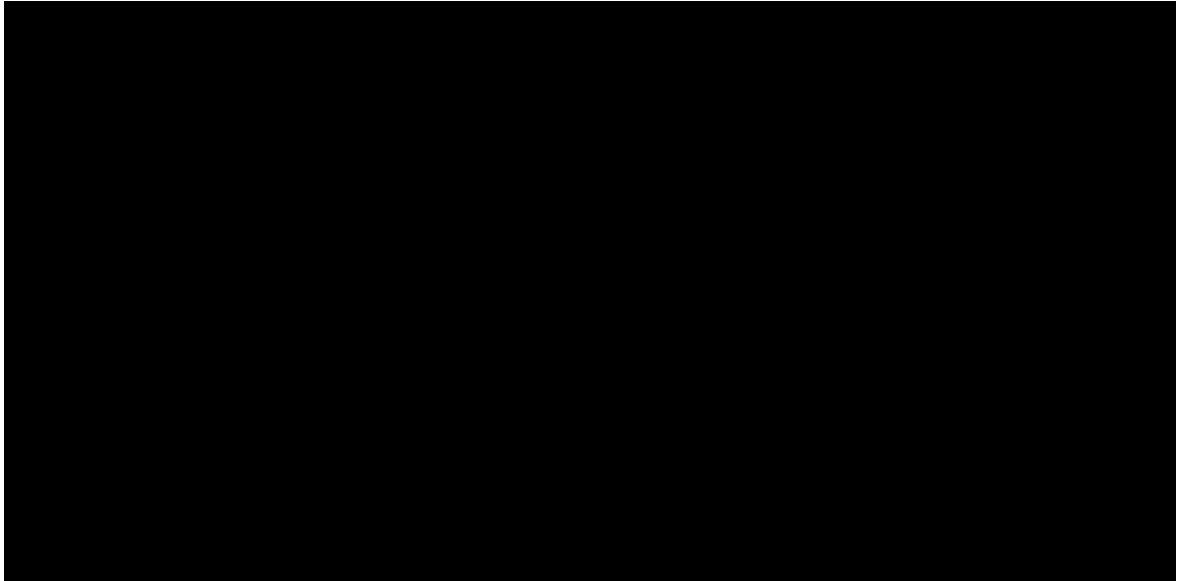
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means greater use of both hard and soft coat glass, Igus, thermally broken or improved systems and shading devices in our projects and the market more generally.

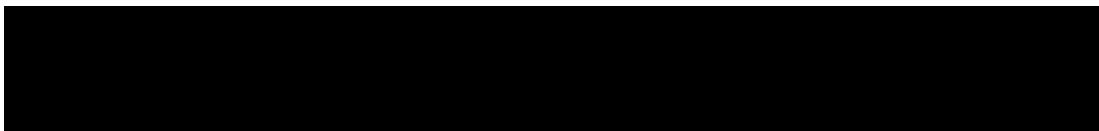
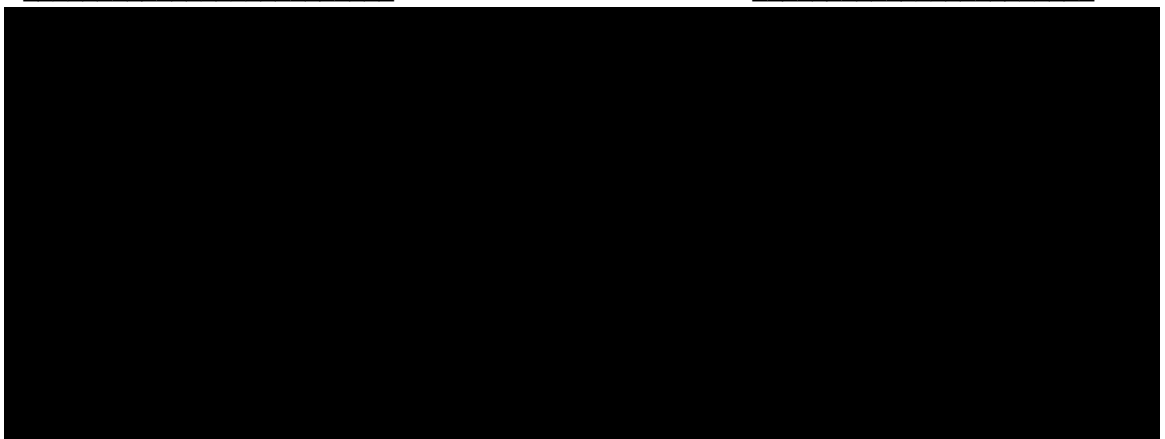
- availability of supply to the Australian market (e.g. new participants)

We continue to see growth among market participants, from new system suppliers evolving their niche high-end offerings. One of the glass supply fronts in South Australia has two strong integrated glass processes that can do all manner of high-performance and bespoke glass systems.

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Confidential Market Statement



Confidential Market Statement

- conditions of competition for the goods.

Competition continues to increase on the back of unfair import pricing of manufactured products.

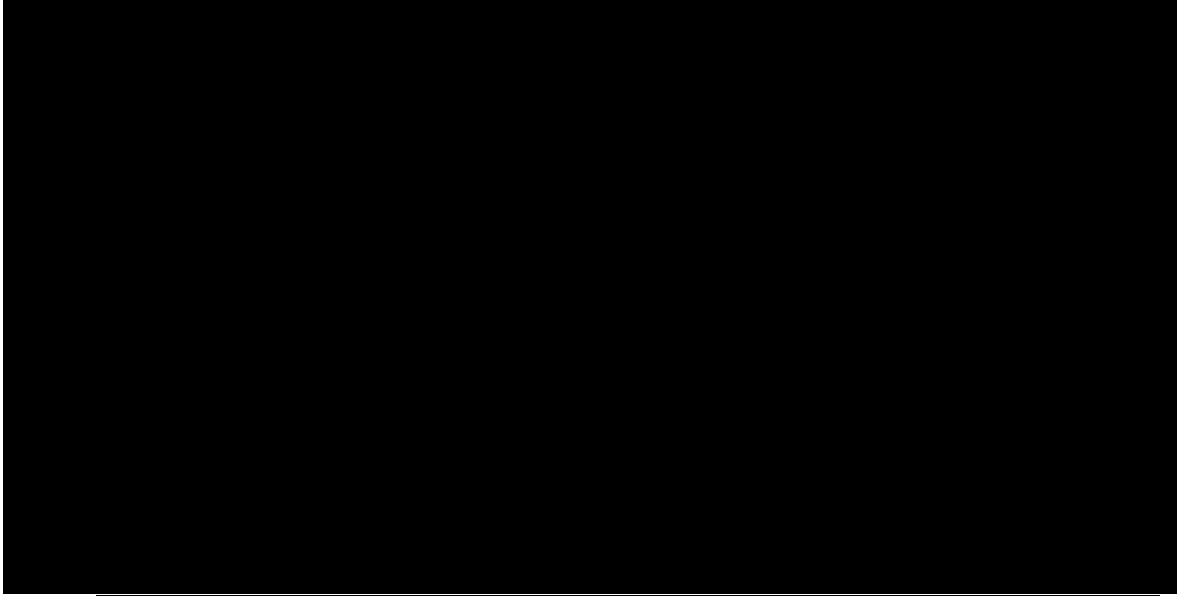
7. Considering your responses to Q6 above, how have these changes impacted your business, specifically in the period from FY2022 to FY2025

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These changes have required us to rapidly evolve our market offer and the segments in which we service.

This forces us to compete against other Australian manufacturers way more aggressively than times past to survive. Cutting margins is the only way to win this work, so it is a race to the bottom for local manufacturers as the market pie is eroded by imports.

Confidential Market Statement

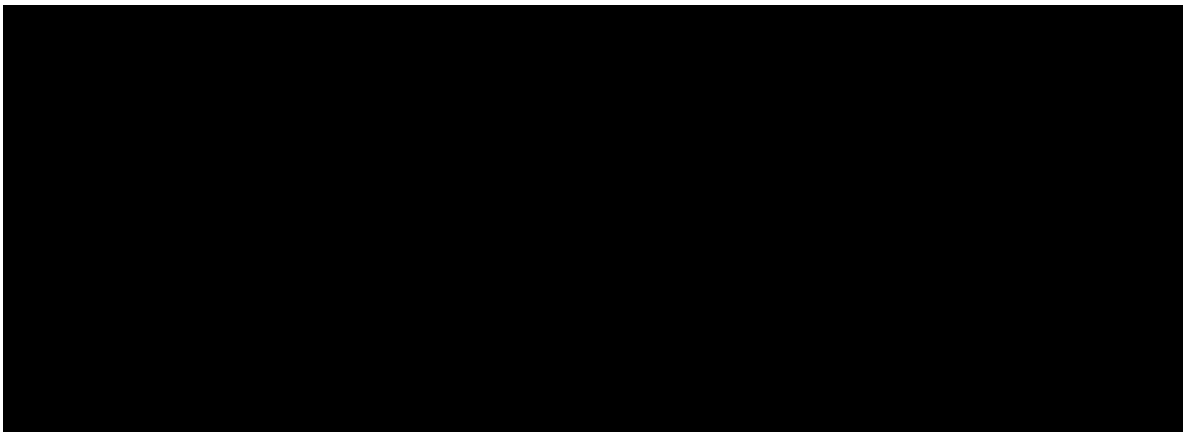


8. Do you anticipate any changes to the Australian market for AWD in the **next five years**? In your response, please comment on:

- the short and medium-term outlook for the Australian industry

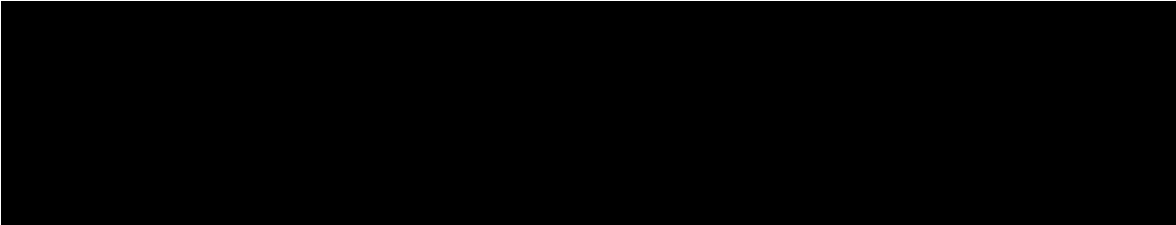
Based on where we find ourselves now, the market is tough and will likely get more challenging.

Confidential Market Statement





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- any anticipated changes to the conditions of the Australian market for AWD

The risk of further unfairly priced import competition.

9. Who do you consider to be the price leader for AWD in the Australian market?

Imported Manufactured Window and Door Systems

C Goods produced and sold by your company

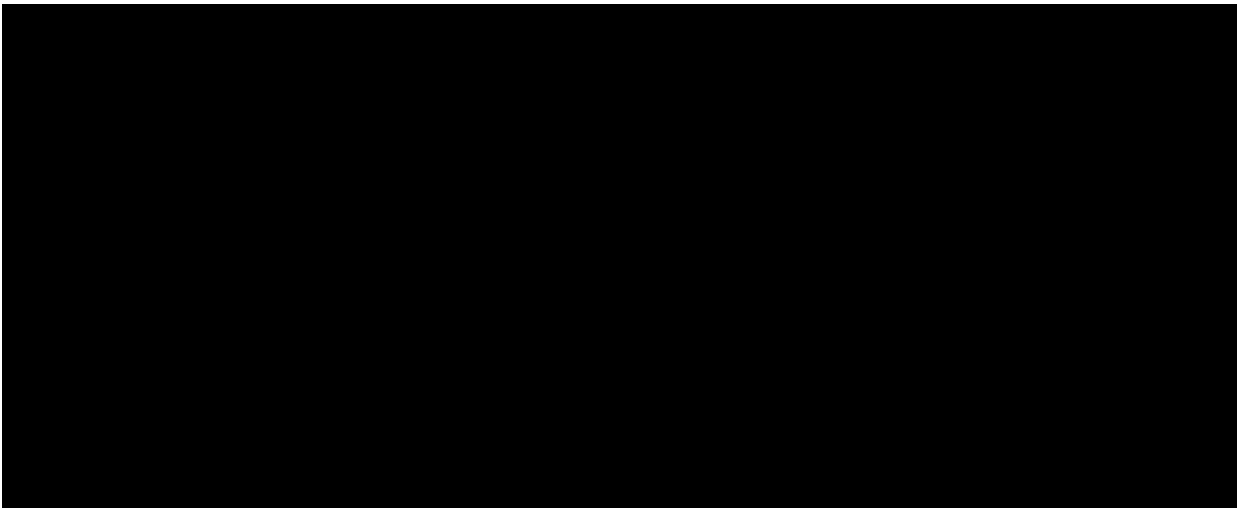
10. Are the goods generally sold as individual items (i.e. singular window or singular door) or on a project/tender basis?

The vast majority (99%) of our work is quoted by project and often involves integrated design, engineering, fabrication and installation.

11. Explain how the selling prices of the goods are determined.

Selling prices for the work we do are determined on a project-specific, cost-plus, risk-adjusted basis, rather than from standard price lists. We then apply market demand, customer feedback, etc, to land on a competitive tender.

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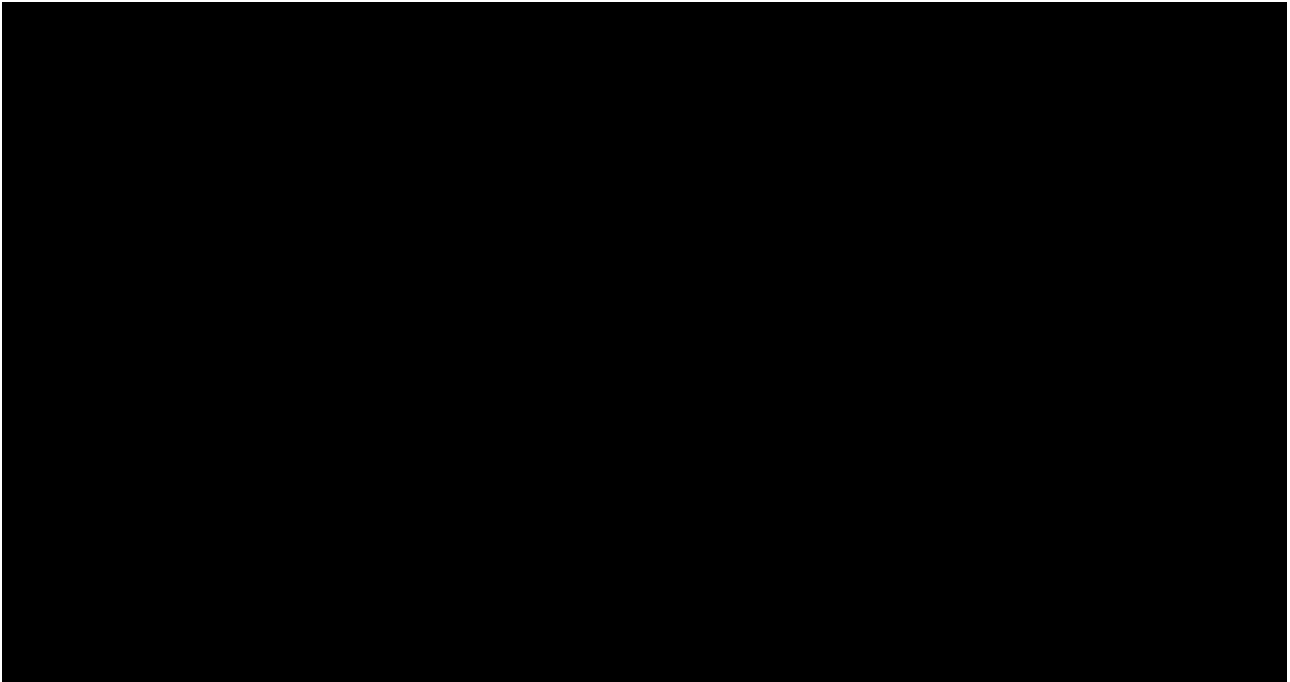




12. Please rank the following factors in terms of their influence on your pricing decisions, with the most important factor ranked first (1) and the least (13) important factor ranked last.

Competition pricing is number one.

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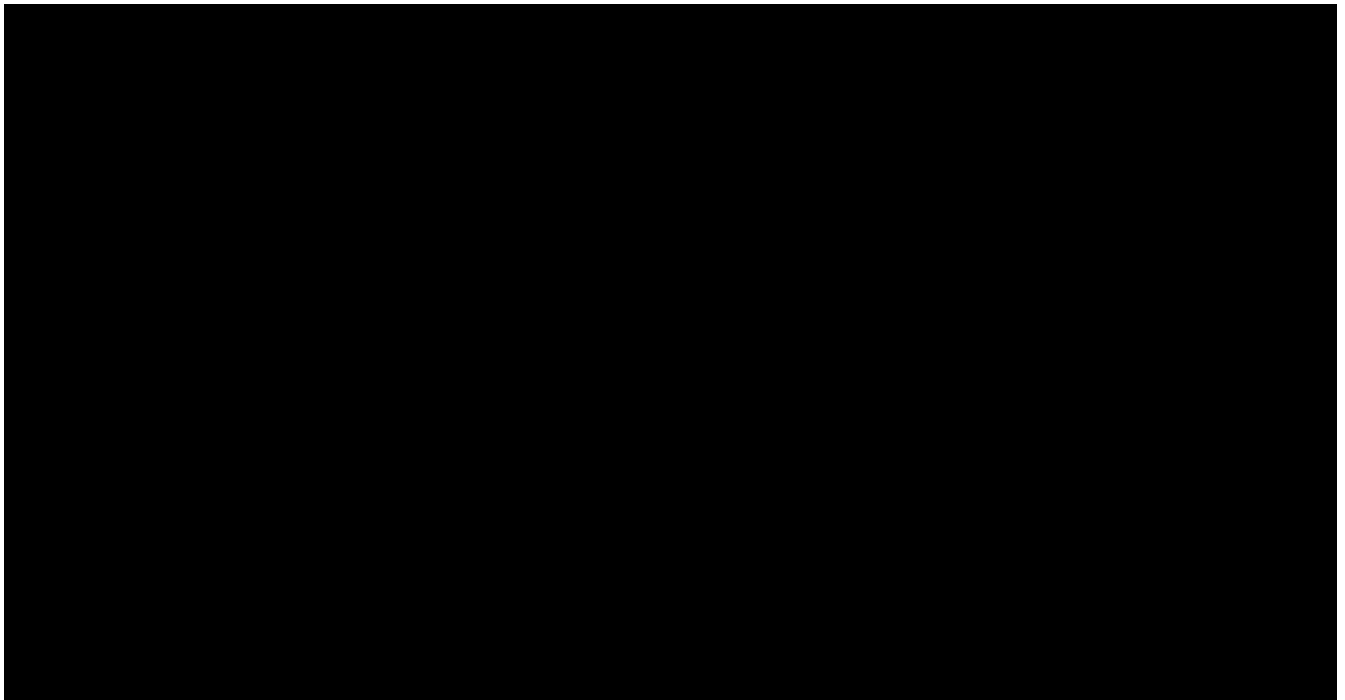


D Additional information or comments

Please add any comments in relation to the investigation, particularly in relation to the applicant's claims of injury caused by allegedly dumped and subsidised imports from China?

Central Glass has been a long-established supplier to the South Australian; our market has been clearly impacted by imported windows from China

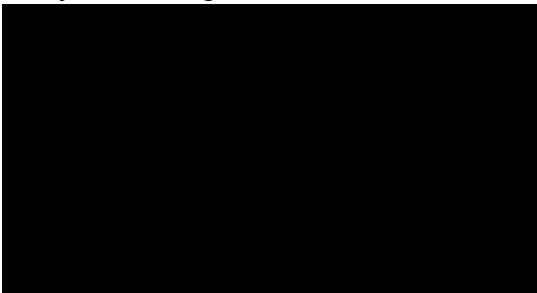
Confidential Market Statement



E Certification

The information supplied in this questionnaire is complete and correct to the best of my knowledge:

The information supplied in this questionnaire is complete and correct to the best of my knowledge:



Date: 19/01/2026