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The Importance of Servicing and Maintenance

With the UK logistics sector experiencing increasing demand and pressure, Phil Clark Industrial Service Manager at Hörmann UK explains why logistics operators should make regular servicing and maintenance a key priority for 2021.

2020 saw an unprecedented growth in online shopping and increasing demand for companies to offer unrivalled delivery options - developments which are set to continue throughout the coming year. To be able to respond to this busy environment, logistics operators should be taking preventative measures to ensure the overall safety and efficiency of their site to secure its continuous operation. A schedule of regular servicing will resolve any potential faults and optimise the performance of doors by keeping them in top condition.

Whilst the Safety at Work Regulations do not specify a set number of times that industrial doors and loading technology should be serviced, Hörmann UK recommend that servicing should take place at least twice a year, and more often in high usage areas. However, at Hörmann we are constantly working closely with clients and end-users to develop tailor-made solutions and service programs to suit their specific requirements.

As part of our bi-annual service a comprehensive check regime is undertaken, to ensure that any potential issues with the technology are unearthed. The Hörmann standard service procedure covers 30 – 40 different areas that are checked and analysed to ensure every aspect of door or loading technology is functioning correctly. From this the Hörmann team provide up-to-date information to improve operations and safety. If a certain type of fault is occurring frequently, our service engineers work closely with clients and draw on global experience to design and develop bespoke solutions. This is part of the Hörmann commitment to build long term relationships with customers throughout the lifetime of their operations.

To ensure that a warehouse can be back to full operation as soon as possible service teams need to be responsive and be able to attend a property within 2 to 4 hours of the fault or accident occurring. With a nationwide team of engineers working on a nationwide basis, Hörmann are ideally placed to respond to the demands of time-critical operations. The Hörmann service team keep a large and varied supply of maintenance consumables in their vans to enable them to fix most things, but we also recommend that the warehouse site itself keeps a critical spares holding. This can significantly save time as spare parts do not have to be ordered-in prior to the repair being carried out.

By using a Hörmann service engineer clients are assured that they are using a specialist who has expert knowledge of the systems and doors and will only ever use Hörmann parts ensuring the complete operational integrity of the door. As an OEM, all parts are manufactured by Hörmann meaning there is no reliance on third party suppliers. With our systems being open parameter and all technical and service-related information available on-line, clients and trade partners have instant access to vital support information.

Whilst the service engineers are the visible face of the operation they are supported by a whole team behind the scenes – a large and experienced department dedicated to planning, provision of spare parts, technical advice, and training. The launch of our training Academy in 2019 represents part of our commitment to support the next generation of engineers through free first-class training.

2021 will see Hörmann UK continue to provide the highest standards in servicing and support - working closely with our partners and customers to ensure that their logistics operations continue to meet the demands of an expanding market.

For further information on Hörmann (UK) Ltd, call 01530 516868 or email us at doorsales.lei@hormann.co.uk

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