



Expanded service offering  
General  
June 2022  
Final

### **Hörmann strengthen UK service and maintenance offering**

With the announcement of the acquisition of the Fen-Bay Group in December 2021, Hörmann UK has moved to strengthen its' position as the market leader in the supply and servicing of loading bay equipment, industrial doors, and perimeter systems.

Serving a broad, diversified customer base, both from within the retail end-user sector as well as the construction market, Fen-Bay is well established as a leading manufacturer and installer of loading bay equipment, industrial doors, and security barriers - priding itself on maintaining strong, and long-lasting relationships with its customers. The acquisition also included Doncaster based Transdek who specialise in the design, manufacture and installation of modular loading bays and lifting systems.

With both Hörmann and Fen-Bay recognised for providing high quality service and maintenance support packages, the joining together of the two companies has created the largest and most experienced service team in the market. Since the beginning of the year the whole Fen-Bay team of 100 service engineers have attended the Hörmann Academy and are all now fully trained on the complete range of Hörmann loading technology, and service procedures.

Hörmann UK are now able to provide a full national call-out service which offers 24/7, 365 days a-year availability, together with an impressive 4-hour response time. Service and maintenance support is offered on a full range of products, including docks, doors, gates, barriers, and scissor lifts.

Commenting on the acquisition and the integration of the service teams Industrial Service Manager Phil Clark said, "The joining together of the Hörmann and Fen-Bay service and maintenance teams is a natural fit and it's a key part of our drive to increase our footprint in

the Industrial and Service sectors. The Fen-Bay team bring with them extensive skills and knowledge which complement our existing team of engineers. We now have a truly nationwide coverage allowing us to provide the market with a service and maintenance offering that is in a class of its own.”

As part of its’ drive to provide easily accessible information for their customers and clients Hörmann have also been working on a range of online communications, which include training films which are available on the Hörmann YouTube channel and an animation running through the service lifecycle. Detailing the various stages of their full end-to-end service, which is on offer should anything go wrong, the animation is a short, fun way of explaining what is involved in the process from the initial logging of the problem right through to the job done.

To view the Lifecycle animation please scan the QR code provided or visit [\(374\) Hörmann Service Lifecycle - YouTube](#)

For more information visit [Industrial Door Service, Repair and Maintenance Contracts \(hormann.co.uk\)](#)

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Issued by on behalf Parkgate Communications on behalf of Hörmann UK. For further information contact Sheila Normington on 07990 636398 or email [sjnormington@outlook.com](mailto:sjnormington@outlook.com).

