



FBS-Hörmann Announcement
General
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Final

Hörmann UK announce expansion of its industrial service and maintenance team

Hörmann UK have announced that from the beginning of April 2023 they will be able to offer the industrial market access to the largest and most experienced service and maintenance provision available. The company will be amalgamating its Hörmann and Fen-Bay service teams to create a single organisation consisting of 120 engineers supplying nationwide, 24/7, 365 day a year service, with a callout time of just 4 hours.

Since the acquisition of Fen-Bay Services in December 2021 Hörmann have been working to maximise and strengthen its service offering. The new team, which will operate under the name of FBS-Hörmann, will be based at the company's Fen-Bay site in Welbourn, Lincolnshire. In recent years the Fen-Bay service team have established themselves as the clear leader in the Service and Maintenance market with particular success being experienced with the major supermarket groups. The new service team will be centrally co-ordinated and supported by an internal team of over thirty experienced personnel.

FBS-Hörmann will provide service and maintenance support on the total range of Hörmann and Fen-Bay industrial products including doors, loading bay equipment, perimeter protection systems and scissor lifts. They will continue to offer service and maintenance support for products and systems from all the other leading suppliers in the market. The creation of the new team will also see Hörmann concentrate and increase resources in its trade parts, technical support, and training capacity at its Coalville headquarters.

Commenting on the development, Wolfgang Gerner, Managing Director of Hörmann UK, "The acquisition of the Fen-Bay Group back in 2021 has provided us with the opportunity to look at our offering to the industrial market and make major changes to the way we deliver service and maintenance support. The creation of a large and dedicated team operating out

of Welbourn allows us to create two distinct centres of excellence – service and maintenance from our FBS-Hormann team and training via our Academy at our HQ in Coalville.

As a private, family run business the Hörmann Group can take a long-term view of all its markets and are fully committed to supporting and investing in the UK business. This means that as a company we can adapt and develop our business to ensure that we offer market leading solutions which are unrivalled in the market. The coming together of our two service teams will create the largest Hormann service department outside of Germany and the largest service team operating in the UK market.

At Hörmann our aim is to provide the market with a real difference, and our recently launched programme of 'Hörmann Difference' seminars have been developed specifically to highlight our 'from concept to completion and beyond' philosophy. The creation of FBS-Hörmann is another excellent example of how Hörmann are evolving to ensure that we meet changing market demand and requirements."

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