



Meet your Maker HENDERSON



Listers talks to Gemma Smith of sliding door manufacturer PC Henderson to get the low down on the Company

Call Listers friendly sales team on 01902 877780 for more information

Q: When was the Company established, where are you based and how many people do you currently employ?

A: PC Henderson was established in 1921 and has long been acknowledged as a world leader in the design and manufacture of sliding and folding door hardware. Based in Co. Durham, Henderson currently has 80 employees with additional subsidiaries in Holland and Ireland.

Q: What is the focus of the PC HENDERSON business in 2011?

A: PC Henderson currently works on developing, designing and manufacturing Sliding Gear Systems for domestic, commercial and industrial applications involving sliding doors. Our garage door business was sold in 2008.

Q What particular markets do your products cater for?

A: PC Henderson offer a range of products suitable for the domestic, commercial and industrial markets. We have the knowledge and ability to make almost any object slide. Some of our customers have been very creative with the use of our products and we are always available to give them our expert advice and guidance.

Q: Why do we use sliding doors?

A: Sliding and folding doors not only look great but they are incredibly functional and often save valuable space. Our products also go through vigorous testing to over 100,000 cycles to ensure that they are fit for purpose, durable and secure.

Q: In what circumstances might people use either straight sliding, folding or round the corner door gear?

A: The circumstances depend on the individual project. Our products cover a wide range of applications so we will always offer the most suitable solution for the job. Straight sliding, folding and round the corner all function in different ways so it's about the project as opposed to the product used.

Q: What are the most common pitfalls encountered when people fit sliding door gear?

A: One of the most common problems we encounter is people using our hardware with doors that are too heavy for

the system. At Henderson we test our products to the limit to ensure that they are capable of withstanding certain weights of doors. As part of our commitment to customer service we are happy to offer our expert advice and guidance to ensure you get the right hardware for the job. We can also stay in contact throughout the project to ensure that our customers have the right system in place.

Q: You say that Sliding Gear Systems have been developed to enable almost any object to slide - what is the most unusual object you have been requested to slide?

A: Because our products are exported all over the world you can imagine we have lots of examples and the list is endless! The most recent ones include solutions for sliding scenery on high profile film sets and theatre productions but we have also supplied products for bungee jumping equipment. We are always willing to work with our customers to find a solution to their sliding problems.

Q: Do you anticipate having a Video channel on YouTube for product fitting demonstrations in the future?

A: We are constantly evolving as a company and are committed to continuous improvement. We understand the importance of embracing new technology as a line of communication to make life easier for our customers. We are looking into making some step by step videos to show how to fit some of our domestic ranges but we also understand that some customers will always prefer the paper versions, we aim to give our customers as much choice as possible.

Q: Are there any product developments you can give us a sneak preview of?

A: Our product range is continually developing as we are a forward thinking company. We explore new applications and opportunities in the market and don't rest on our laurels and wait for a problem to arise before actively finding a solution. One product that will be available very soon is Securefold Ultra, one of the first folding door products available on the market which is certified as 'burglar resistant'. It features security enhanced components that have been tested to the limits by a team in Europe who were very impressed with how robust and well designed each component was. Each bit works together as a system to form a barrier against intruders. We also have other exciting products on the way, watch this space!

