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NEWS RELEASE

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Myson Brings New Team Together On Tyneside

North East heating giant Myson has brought its underfloor heating (UFH) expertise together in a new team at its Gateshead site.

The establishment of the team, which is based at Myson's Team Valley headquarters, will boost the firm's already strong UFH service.

By putting the new team together, Myson's UFH division will now:

- Have an increasingly streamlined process
- Offer even quicker pack design turnaround, improving on its existing industry-leading position

Customers will now be able to receive even faster service, building upon the existing 48-hour quote time. Following the change, delivery of clients' bespoke systems will normally be completed within seven to 10 working days.

As well as bespoke hydronic systems, Myson offers electric UFH options, aimed at smaller rooms and areas. Myson's Gateshead factory also produces and oversees the manufacture of a wide range of radiator and convectors.

Myson has had a site on the Team Valley for more than 50 years. As well as being the operational base for the UFH team, it is also one of the UK's leading radiator manufacturing sites.

Following a major £18 million investment in 2003, which saw Myson's Team Valley operations extended, the Gateshead team makes approximately 1.4 million radiators per year, supplying 20 per cent of the UK market.

Martin Conlon, National Sales Manager for Myson UFH, said: "The idea of centralising the team at Gateshead is to create even greater customer service through streamlining the logistics of our operation. The result has been brilliant. We already offered industry-leading turnaround times, with quotes issued inside 48 hours, which is excellent, especially when you consider the bespoke nature of the systems we supply. So, to have reduced the supply times as well, with no loss of quality has been an amazing achievement."

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