

Henco is  
the perfect fit.





# Henco: From pioneer to The Perfect Fit

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## Foreword

**Henco makes connections. Connections that have stayed with me for 30 years and only grow stronger.**

Our pioneering days are still vivid in my mind. Our founder, Louis Hendrickx, gave me the confidence to travel all around Europe from humble Belgium and present Henco innovation at trade shows.

Our strong connection with our products ensures we never forget our primary goal: to improve build quality and simplicate installation thanks to a reliable combination of metal and synthetic materials. Today, more than 300 dedicated employees give their all to make this happen. I'm proud of each and every person and pleased that I can work with them every day.

Looking to the future, we are pleased to continue working together towards our enviromental, social and governance goals, particulary looking to help develop affordable housing that focuses on the occupiers wellbeing and safety.

As part of the Aalberts family we accept the opportunity to continue to grow and innovate which means Henco can maintain an organisation with strong values, such as secure ownership, integrity and entrepreneurship.

With one mission: The Perfect Fit.

**Wim Verhoeven**  
CEO Henco Industries

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# +30 years of Henco, +30 years of growth and innovation

Since its foundation in 1992 – and since 2008 supported by Aalberts – Henco has grown into a major European manufacturer of pipes and fittings for heating, sanitation and gas installations. Under CEO Wim Verhoeven's guidance, Henco has continued to grow in recent years by authenticity and integrity. How does he see the company today and in the future? And what does 'The Perfect Fit' mean to him?

## The heart of Henco

"The heart of Henco's product range is the multilayer pipe, which was born from the idea of combining metal and synthetic materials. This innovation has the advantages of both materials while eliminating the disadvantages. For example, the pipes are resistant to excessive expansion and remain pliable and their smooth surface makes them ideal for drinking water. Another unique aspect is the butt welding technique of the aluminium jointing process that is used instead of the overlap system. Another advantage is that you do not need to wrap our pipes in any kind of screed floor. So, you simply connect these pipes to fittings for heating, sanitation, drinking water, underfloor heating, sprinklers and gas installations. The right connections for every installation, that's the bottom line."



## People make successes

"Although Henco is no longer just a family business, we do maintain our family atmosphere free from the restrictions that can sometimes hinder entrepreneurship. Our company culture is based on trust and a flat organisation with an increasing focus on research and development and an ever-rising level of expertise. We actively seek out talented staff who can advance within the company. This is crucial for retaining ambitious people and developing the organisation further. We also focus a great deal on our business values with our employees, such as ownership, integrity and entrepreneurship."



### **Convince with quality**

"Henco's customer strategy focuses on sustainable product development and quality. Henco does not have a recurring business model. Instead, we develop products that are designed to last at least 50 years. That is why we invest heavily in our customer relationships with a strong sales team and digital platforms like MyHenco, our new 'one stop shop' for all Henco collateral.

Our choice is to 'pull' rather than 'push' and everyday we try to convince customers with our quality and know-how. Henco continues to innovate and improve quality to meet market needs. It is also why we invest heavily in obtaining and maintaining global certifications."



Every day, Henco continues to **innovate** and improve quality to meet market needs.



## Building tomorrow together

"We continue to focus on innovation, sustainability and customer satisfaction when developing our products and services. This ensures we help reduce the ecological footprint, improve overall health and facilitate the preservation of affordable housing. We also intend to continue to expand localized certifications in the Western market with a special focus on fire protection, hybrid refrigeration and clean drinking water. We are exploring new markets with great potential, such as the US. Meanwhile, at Henco itself, the vertical integration of processes increasingly ensures the best quality. For example, our latest achievement is the new foam line, a substantial investment for our range of pre-insulated pipes with considerable savings on CO<sub>2</sub> emissions."



## How Henco makes a difference

"With a team of 300 staff, we make and sell more than 130 million metres of pipes and more than 11 million connections every year. The principle of 'share and learn' plays an important role here within the Aalberts Group, a major innovator in technology for industry and everyday life. We have a lot of freedom within the group with an emphasis on collaboration with sister companies. The connection and shared knowledge between Henco and Aalberts guarantees high performance. This puts us ahead of the competition. With our teams of cross-functional thinkers and born pioneers, we lead the way in developing innovative solutions that contribute to fundamental improvements in the construction process."

## The Perfect Fit?

"Henco has everything you need to make the right connection. Literally for connecting pipes, but also symbolically between people and buildings, customer relationships, and internal development opportunities for our own staff. Above all, we focus on convenience for the installer. Today, installers face ever-increasing challenges. Our product developers and consultants work with installers always striving for the perfect solution – The Perfect Fit – also with turn-key solutions. We focus on ensuring installations are faster, easier and more efficient. The quality of our materials, service and work methods, backed up by certificates means we always offer sustainable solutions that fit within sustainable construction."

# Henco manufactures



**130 million**  
metres/year



**11 million**  
fittings/year



**+ 1,2 million m<sup>2</sup>**  
under floor heating/year



**± 300**  
staff

**100,000 m<sup>2</sup>**  
site surface area

# The Henco multilayer pipe: pioneering since 1992

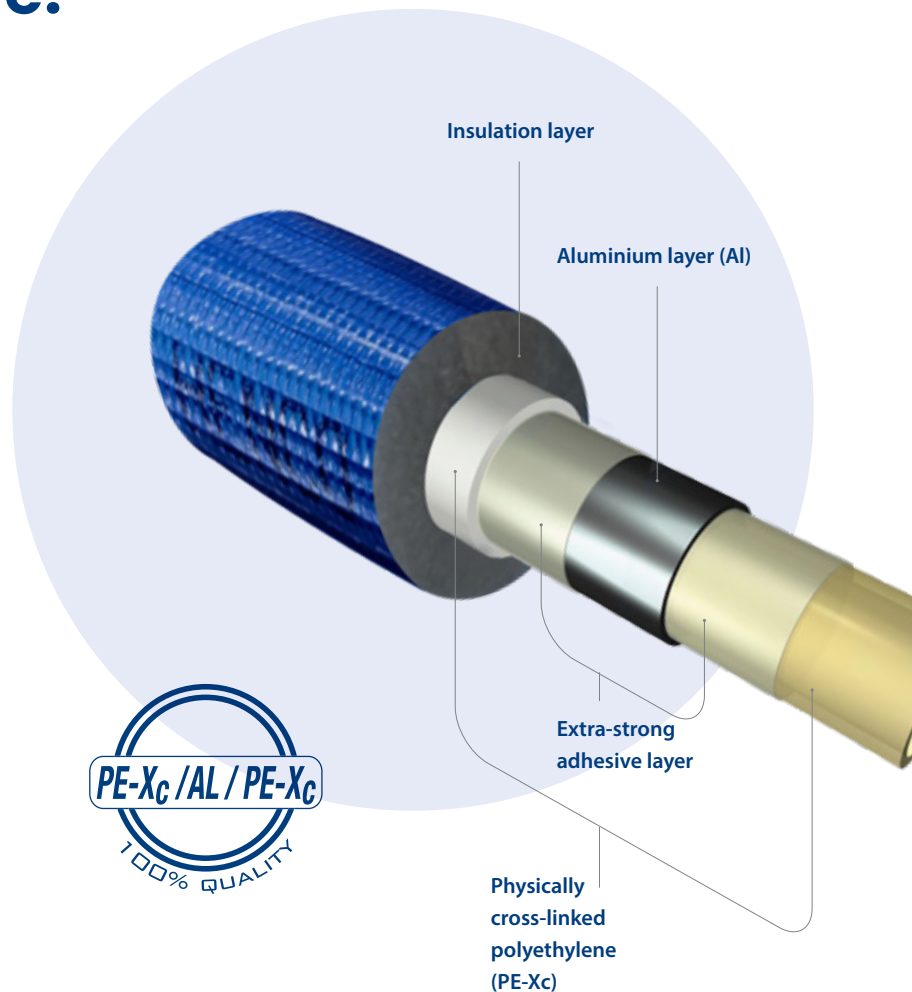
From its inception, the revolutionary Henco PE-Xc pipe was a boon for the installer: flexible, lighter weight, and no welding or soldering. And yet, it is equally strong and dimensionally stable thanks to the aluminium layer. Henco's strength lies mainly in a sophisticated complete solution because it has the right fittings and all accessories.

"As a replacement for copper or steel pipes, Henco pipe immediately made the installer's job a lot cheaper, faster and more comfortable. Today, the same pipe is still the 'heart of Henco' with an extensive range for sanitary installations, underfloor heating, cooling, drinking water, gas and sprinklers. And the success story continues to grow with the increasing demand for underfloor heating. And why Henco is investing heavily in additional production capacity and product development.

## Market benchmark

The important advantages? Synthetics guarantee the proper flow and hygienic conditions for drinking water. The pipes have low thermal conductivity, which reduces energy losses. They are corrosion and chemical-resistant with thermal expansion similar to copper.

Bart Vermeersch, Product Manager: "Henco may no longer be the only manufacturer internationally, but we are the benchmark in the market. Often copied, but never equalled. With certifications in 80 countries for drinking water installations. We exceed many building standards, for example, with our unique 20 mm thickness insulation and one of the highest in class fire safety ratings. Henco pipe continues to set the trend."



### Inherently sustainable

After a useful life of at least 50 years, the aluminium and synthetics can be separated and re-used in many new applications. Bart Vermeersch: "But synthetic material of itself is not particularly strong. So, we chemically or physically 'cross-linked' the pipe. At Henco, we only physically cross-link pipe by 'bombarding' the material with electrons. This is a high-tech and clean process. Minimal rinsing is required and no chemical product waste is generated."

The unique combination of cross-linked polyethylene, aluminium and adhesive material makes the pipe 100% oxygen-tight.

- ✓ **PE-Xc - physically cross-linked inner pipe**
- ✓ **Extra-strong adhesive layer**
- ✓ **Aluminium layer**
- ✓ **Extra-strong adhesive layer**
- ✓ **PE-Xc - physically cross-linked outer pipe**

### Focus on the installer

Finally, Henco keeps the entire production chain in-house and anchored locally. So, we always have a point of contact and technical support available.

Henco: often copied,  
but **never equalled**.  
With certifications in  
80 countries for drinking  
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Bart Vermeersch:  
Product Manager



# System solutions all-in-one provider

Henco is the market leader and complete supplier that makes it easy for installers. Quality and innovation is our trademark. We have a wide product assortment ranging from residential sanitation to complex industrial applications. Our different product groups are under constant development and contribute to sustainable and safe construction and installation practices.



## Henco innovates: highest fire class in the market on pre-insulated pipe

Henco launched the pre-insulated pipe with fire class BL<sub>s1</sub>-d0 for heating systems, radiators and cooling systems. This means it is the second-highest achievable fire safety class (that is A1 - non-combustible) with self-extinguishing properties and reduced risk of flame and smoke development or melting materials.

Moreover, the Henco ISO range offers superior insulation that minimises heat loss and protects against corrosion and mechanical damage in addition to easy installation and sustainable recyclable materials. Moreover, the Henco ISO range offers superior insulation that minimises heat loss and protects against corrosion and mechanical damage in addition to easy installation and sustainable recyclable materials.



## Sanitary

Henco connects all sanitary elements via pipes and fittings to create an efficient and reliable installation. Henco multilayer pipes, press fittings and pipe systems are the benchmark for water and drinking water. These are made of high-quality materials with an exceptionally long service life, are 100% leakproof and boast the specific advantages of synthetic materials.



## Heating

Modern homes often feature living comfort options that seamlessly work together, such as separate heating zones in one space. A great example is a 'living kitchen' where people cook, dine, chat and work. Henco's solutions are focused on convenience and comfort for both the end user and the installer. We are always at the forefront of the latest trends in the home and construction world.



## Henco fittings, the ultimate connectors.

Besides pipes, Henco develops a wide range of press fittings to provide a complete solution for any installation. Our fittings are composed of a high-quality synthetic material and a stainless steel sleeve with the same advantages as the pipes: pressure and temperature resistance, high wear resistance and flexibility (up to 10° bending), and suitable for drinking water, gas, compressed air, sprinklers and many other substances.

The LBP (leak-before-press) technology ensures that every connection is 100% sealed during assembly. Besides press fittings, Henco also offers push fittings that can be installed quickly without a press machine. A solution installers are increasingly interested in.



## Underfloor heating

Floor heating and cooling are becoming the standard for energy efficient due to low temperatures, even and comfortable heat distribution without circulating dust, ease of installation and interoperability with heat pumps. Demand continues to rise, which is why Henco's mission is to advise and assist the installer.

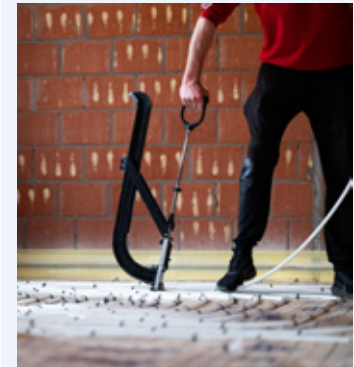


### High-quality mounting systems

The Henco Floor department provides a full range of high-quality mounting systems, manifolds and controls all in service of the Henco pipe.

It is critical for an underfloor heating system that you install a quality pipe with a long service life.

Besides an extensive assortment of mounting and adjustment systems, Henco Floor also ensures you are supported on all fronts with the expertise of its experienced design office.





## Sprinkler systems

Sprinklers were previously used mostly in industry. Today, these are becoming popular in homes. These systems alert emergency services and reduce fatalities by up to 80% and fire damage by up to 45%. The presence of a sprinkler system usually guarantees very favourable insurance rates. Sprinkler pipes are increasingly installed using the embedded method for aesthetic purposes and to optimise space usage. And let Henco offer a unique solution precisely for embedded sprinkler pipes.



### Henco Pro-Sprinkler, an innovative eye-catcher

Made its debut at ISH 2023 in Frankfurt. This product guarantees 100% correct positioning of sprinklers in concrete. This is crucial for a properly working system and prevents costly repairs. This series uses a reinforced concrete element that remains correctly positioned even during concrete pouring. The construction method determines whether you fasten the concrete element with magnets, glue or screws. Henco has a suitable solution for every situation.





## Gas

Henco has solutions for gas installations in buildings. We have a wide assortment of pipes, fittings and accessories. All products meet the highest safety standards for natural gas as well as for gas hobs, fireplaces and gas-fired central heating boilers. Propane and butane gas can also be transported in countries where a certificate is available. Henco pipes and fittings are also tested and approved for transporting hydrogen gas.



## Compressed air

Besides system solutions for transporting water and gas, Henco also has solutions for several compressed air applications. Compressed air is used to power engines, machinery and tools, blow parts clean, inflate tyres, etc.

# An installer has his say

Yasin's father started his installation company 15 years ago. It has since grown into a thriving SME with 15 employees. "We have four vans used exclusively for Henco projects," he says proudly. "Pipes, fittings, collectors... we use pretty much Henco's entire product range. We are really satisfied with product quality and especially the fast and professional service. That and reliability... it makes all the difference in our world."

## No wasted time

Yasin: "If I call on Friday afternoon with a question, I know I will have a solution first thing Monday morning. And we never have to wait long for parts as everything is always in stock. Problems are always resolved quickly, which is invaluable in our industry. They help you work out problems, help you with your installation plans... I hear the same thing from my pals who are competitors. Henco gives you their best, one-man show or large company, it doesn't matter."

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**"More of a partner than a supplier"**

## Focus on partnership

Yasin has been working with Henco materials since day one. "Nothing else will do. Yes, you have cheaper German or Chinese materials on the market, but they're never the same quality. And when there's a problem, you're stuck. Another thing is that many property developers actually ask you to work with Henco because of their reliability and high quality. So, you can see... Henco is more than just a supplier, it's a real partner."

## Keeping up with trends

Is Yasin familiar with the MyHenco digital platform? "My co-worker in the office absolutely thinks it's a useful tool. You're more likely to find me on-site. At Henco, they are completely in the know when it comes to the latest technologies and innovations. Take wall heating, which is really on the up and up. After 15 years, I can honestly say that Henco has made work much more easier for me. And I think every professional in the industry will agree with me."



# Henco customer service: everything for the installer

Making connections goes beyond just connecting pipes. The installer takes centre place in our mission. We want to be your partner and strengthen your business. We keep in close contact so we know what needs improvement and can also react quickly to new trends and needs. It's also why we collaborate with leading wholesalers.

**Lode Bogemans, Junior Product Manager:** "We're continuously breaking new ground at Henco. We're always looking for better solutions for the construction industry and for the installer. And that includes digitisation. Our web-based platform MyHenco is so much more than just an online catalogue or your mediocre customer platform. This isn't just marketing... we provide calculation tools and webinars with tips and tricks to inform and inspire installers, architects and building experts. It's real added value that will benefit you as our customer."

## "Business booster"

Do you need a technical data sheet quickly? A product manual? Installation advice? No need to call or email Henco, and no more website searches. MyHenco quickly takes you to the right answer, solution or contact person. Digitisation... that increases accessibility.

**Lode Bogemans:** "Customers no longer always have to go to customer service to get their questions answered. They can reach product managers directly using the contact form. Do you have a problem while on-site? We immediately direct you to a dealer or representative in your area. With MyHenco, we offer installers a real partner that backs up their business."



## A digital Henco assistant always in your pocket

MyHenco is a hefty investment that we work on every day. It is a dynamic app that we supplement and update in real-time and several languages. Next to information, it is also a source of inspiration. It is always a perfect fit because MyHenco has a personalised dashboard. So, an installer always has at hand the information they need.

**Lode Bogemans:** "MyHenco ensures savings in time and efficiency. And you will also indirectly do so for and have more satisfied customers and employees. It's an indispensable digital assistant for on-site, on the road or in the office. Feedback from installers, engineers and architects is used to continuously expand MyHenco with new features and functions."

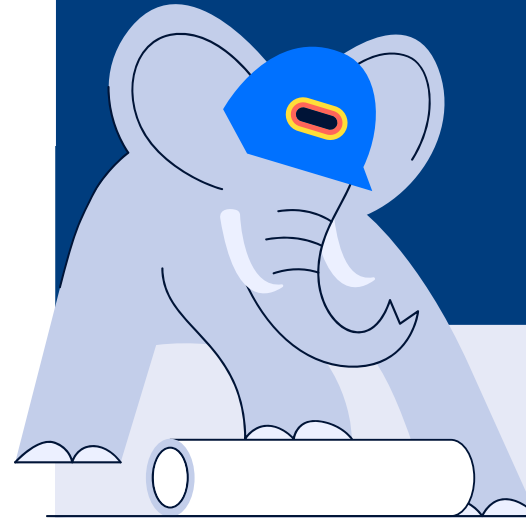
### Why register as an installer on MyHenco?

A dynamic personalised dashboard puts the installer in the driving seat of MyHenco. He can use 'favourites' to find his most frequently used products or tools in a jiffy. No more endless searching through PDFs! Helpful filters take you straight to the right solutions from certificates and technical data sheets to exclusive webinars and videos in the Experience Centre.

**Lode Bogemans:** "Exclusively on MyHenco, you will find four calculation tools for heat loss, expansion bends, pressure loss and condensation. A unique experience. It is also interesting for drafters. You will find all about the do's and don'ts of underfloor heating, sprinkler systems and more. This is also the right place for technically in-depth research from engineering firms."

# MyHenco

The best of Henco  
always at hand.



- ⦿ A **community** of experts
- ⦿ **Resources**, tips and tricks
- ⦿ **Exclusive** content
- ⦿ Direct **contact** with Henco and its specialists
- ⦿ Your own **project environment**



Register  
now **for free.**

# Research & Development: Always look to go beyond requirements.

Henco is increasingly focusing on innovation, research and development to continue pioneering in the market. Our team is expanding constantly. We do so as our focus widens due to new trends and regulations that we want to help direct."

**An Fotij, R&D Manager at Henco Industries:** "What does 'The Perfect Fit' mean for our R&D team? Without a doubt... a complete solution. We look beyond just the product and its application... we offer a solution for every situation. This also means that we go beyond the required tolerances and always aim for a higher level of finish. And that's without losing sight of our promise of a 50-year useful service life."

## Certified quality

"An important issue is certificate management and we have quite a few of these. This goes beyond obtaining certificates. We must also update them continuously to meet the requirements of different countries. We strive to provide the best quality and gladly rise to the challenge of exceeding standards or requirements with every certificate."

## Innovation for the installer

"Innovation often occurs because of market demand. But it's also embedded in our DNA to continuously improve things. And not just the product. We improve ease of use for the installer who we're in constant contact with. A great example is how the rise of prefabricated or modular construction has brought about new developments in product design."

## Boundless ambitions

"Another area of research focuses on replacing brass with synthetic material. We are pioneers in the field of metal replacement. Developments in circular materials and end-of-life options are also exciting. We currently have ten active patents and two new ones pending. Our ambitions are boundless. Taking on challenges is what we do. Innovating and pushing the boundaries... we'll continue to demonstrate this to our customers."



# We are ready to help you 24/7.

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## Meet MyHenco

A personal digital Henco assistant? MyHenco is available 24/7, in the office, on the road, or on-site. Got a question? MyHenco has the answers.

Scan the QR code and register for free.



## Welcome to the world of Henco

Discover how Henco combines innovation and quality. We're more than happy to discuss issues with our installers. Learn all about our production process and talk with our experts about how Henco can contribute to your success.

**Scan the QR code... we look forward to your visit!**



## We come to you

Want personalised advice? Do you have specific questions or requirements? Use the QR code to make an appointment with one of our reps to find out how our products and services best suit your projects. We guarantee a complete solution for your project.

**Scan the QR code and make an appointment.**



WE **CARE** TO **CONNECT**



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