

SLEEPING EASY

# SILENTNIGHT

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## **Carrylift's approach to problem-solving ensures customers receive not only world-leading equipment but original solutions to their materials handling needs.**

It's an approach that has worked particularly well for companies that are less concerned with the badge on the side of the equipment, than its ability to do the job day in, day out.

In a manufacturing environment, like that of Silentnight in Barnoldswick, Lancashire, there are diverse materials handling needs which often require creative solutions. Bulk supplies of fabrics, metal and wood all provide handling challenges that require careful consideration, the right equipment and focussed support. Unsurprisingly, Carrylift has been proving exactly that for the best part of a decade.

"We've been very happy with the service we receive from Carrylift," says Silentnight's Mick Berry, "and the diverse range of equipment we have demonstrates that they have a good understanding of our business, our manufacturing and storage processes."

### **Equipment Variety**

That understanding certainly helps when a wide range of equipment is being provided, from man-up order pickers to multi-directional Combilifts; Aisle-Master articulating VNA to specially-modified powered pallet trucks. Add to that low-emission LPG counterbalance trucks, cleaning equipment and reach trucks, over 30 pieces of equipment in total at last count, and the breadth of support for Silentnight's operation becomes even clearer.

Despite being the UK's most trusted bed brand with a history that stretches back to the 1940s, Silentnight has not rested on its laurels and is continually innovating, challenge the way it designs, produces and delivers its market-leading products.

For example, its latest Eco Comfort Breathe range features an innovative Microclimate Sleep System for the perfect sleeping conditions. The system includes breathable and clean materials that are chemical treatment free and, incredibly, contains materials from 150 recycled bottles in every mattress.

"We are committed to reducing waste and are proud to be a carbon neutral business," says

Mick, "We have been absolute zero to landfill since the 1st of September 2018 with 100% of the waste generated from our Barnoldswick site being recycled."

Here too Carrylift has helped support the business, providing specialised machines to compact or crush wood, card and plastics ready for recycling. The crusher alone has reduced the number of skip movements required by 75 percent.

Carrylift's Sales Director, Mark Brown, believes the mixed fleet is an indication of how the business approaches its role differently to a typical manufacturer. Says Mark: "Being open to different ways of



Carrylift work closely with the Silentnight team to solve all manner of handling challenges.



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handling materials does not come naturally to everyone, particularly those that have a particular type of kit to sell. And whilst we may have supplied Aisle-Masters, TCMs, Mitsubishi's and so on, there's one consistent badge on the side of all the equipment – that's ours. We're on hand to support Mick and the team no matter what the issue."

By most people's estimation, beds and mattresses are large products to handle. In fact our determination to have a good night's sleep is changing standard bed sizes, as larger beds become increasingly popular.

Consequently, larger storage and racking systems and more specialised handling equipment are needed to store and move the range of materials and products within the overall production process that outputs around 3,000 products per day.

### 1,900 Stock Items

Contrast that with the pressures on keeping efficient stockholding for 1,900 different items, and the fact all products are made to order – mattresses are dispatched almost as soon as they leave the production area – and ensuring that equipment stays in good health and operational is also an essential part of Carrylift's role.

Mark believes the reliability of the new equipment has helped make life easier, but the quality of the equipment and support package is something which a business like Silentnight is quick to recognise. Said Mark: "It helps to have equipment that is effective and can be relied upon, as it makes our lives much easier. The TCM LPG trucks have a closed-loop system, which improves

reliability and delivers the best emissions standards available. The Combilift operators love its versatility, whilst the cleaning equipment has made a noticeable difference around the 860,000 sq ft site."

The service level that Carrylift offers means that there is an engineer on site every few days, with a commitment to respond to any extra urgent demands within hours if required. Service and support is locally based and pro-actively works with the on-site team to resolve issues, suggest improvements or minimise equipment downtime.

The materials handling operation itself also benefits from a support infrastructure alongside regular on-site engineering-maintenance visits and responsive technical back-up.

As a result, Carrylift also design, advise and install systems for maintenance, fuel supply and charging for electric trucks. They have already installed an LPG fuelling station on site and are currently working with the team at Silentnight to design and install an up-to-date forklift battery recharging station that will offer faster, more efficient vehicle charging with lower energy use – further contributing to the company's environmental objectives.

"Our input extends much further than handling and equipment," concludes Mark, "we have installed all kinds of machines and equipment on-site and developed a partnership based on our in-depth knowledge and joined-up service and support. We are determined to provide the best possible service so there's nothing for Silentnight to worry about. It's not just their customers that can sleep easy at night."

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