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Pendrich Delivers One of the Best Urgent Responses in the World – Saves Carlsberg Millions in Plant Shutdown Costs

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When a critical component failed at Carlsberg's Northampton plant earlier this year, Pendrich Height Services – part of Premier Technical Services Group Ltd (PTSG) – answered the call with speed, skill, and a dose of engineering ingenuity.

On 15 April, CBRE and Carlsberg reached out to Pendrich after an acoustic baffle system – suspended for two decades by degrading 2mm wire slings – became a major safety hazard. With 35kg baffles at risk of falling, both people and production were in danger. The clock was ticking.

Pendrich's rapid-response team of nine was on-site the very next day, wasting no time in prepping paperwork and permits before beginning work on 17 April. The original plan – to re-sling the baffles using ladders – was quickly shelved after on-site assessments revealed the wires were too fragile.

In a true moment of collaborative problem-solving, Carlsberg's lead engineer proposed a revised approach using customised metal S-hooks. The strategy? Secure each baffle to the roof trusses *without touching them* directly, remove compromised slings, and replace them systematically – all while minimising downtime.

Pendrich sprang into action:

- S-hooks were used to attach to the baffles' D-rings.
- Each baffle was carefully lifted and secured to trusses.

- A leapfrog technique lowered alternate baffles to speed up access.
- Old slings were safely removed and replaced.
- The S-hooks were removed once secure connections were re-established.

Working shoulder-to-shoulder with Carlsberg staff operating MEWPs, Pendrich completed the mammoth task of securing 600 baffles by 23 April – well ahead of schedule. A three-person team stayed on-site to carry out final inspections, wrapping up the project on 24 April.

The result? Full plant safety restored, production back online, and over £2 million in potential losses averted.
Pendrich's precision, flexibility, and fast-paced response once again highlight why they remain a trusted name in critical-height services – and why this could well be *the best urgent response in the world*.