

Keeping A Region Warm

A long-standing Catskill oil company demands durable reels for home heating deliveries

As one of the oldest companies in the historic Catskill region of New York, Henderson Oil Company has fulfilled customer heating needs since 1896. This fifth-generation, family-owned business started as a coal company with barge deliveries on Catskill Creek and grew into a full-fledged oil and propane delivery service.

By the early 1940s, coal furnaces had replaced wood burning fireplaces and Henderson Oil was delivering coal to basements through a chute on the exterior of the home. As more homes became equipped with electricity, oil furnaces replaced coal furnaces as cheaper and cleaner alternatives. This type of heating required an electric pump to aerosolize the fuel and power a fan, which carried warm air through ducts to multiple floors of the house.

Henderson Oil was prepared to adapt to the changing times and began looking for a reel that could handle the heavy hoses, constant rewind and unwind, as well as the potential safety concerns that came along with oil deliveries. It was then that a long-running relationship with Hannay Reels started.

As the leading manufacturer of durable hose and cable reels for both OEM and aftermarket applications, Hannay Reels made the ideal partner for this Catskill area operation. With thousands of standard models, a wide range

of custom design capabilities and superior manufacturing processes, Hannay Reels helps companies around the world improve the productivity, efficiency, and safety of their operations.

In the early 1940s, Hannay Reels supplied the first hand-cranked reel to Henderson Oil in order to safely distribute oil to furnaces on the coldest winter days. And in the 1950s, when Hannay started to add electric motors to reels, they adapted that exact crank reel and equipped it with a motor, while being mindful of the potential safety risks related to the possible conductivity of oil. The same Hannay reel serviced a Henderson Oil truck until 1980 when the truck was brought off the road, nearly 30 years later.

With over 125 years of experience in the home heating delivery industry, Henderson Oil understands that a reel is at the heart of their operation and demands equipment that makes the job easier. There are currently four Hannay stainless steel fuel delivery reels at work in the six-person operation. The reels are installed on international single axle delivery vehicles and provide heat to customers in the form of oil and propane. "Our Hannay reels are on every delivery, doing exactly what they're supposed to do," said Bob Henderson, Sr., current owner of Henderson Oil.



Customer

Henderson Oil Co.

Location

Catskill, New York

Customer Challenge

Find a durable reel that can handle sensitive oil, lp gas and petroleum deliveries

Hannay Solution

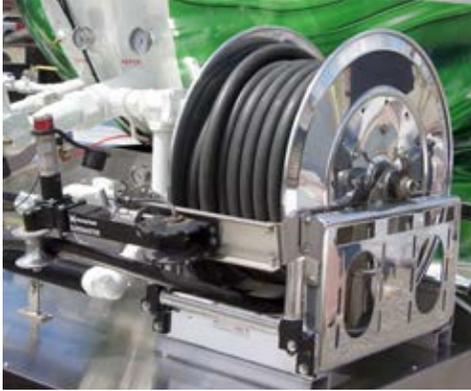
Stainless steel fuel delivery hose reels

"When you hear the name [Hannay], you know you've got the best you can get your hands on."

-Bob Henderson, Sr., Owner

 **Hannay Reels®**
The reel leader.

While that may seem like standard procedure, transporting loads in the caustic oil and propane environments demands the utmost reliability. The reels, carrying sensitive deliveries, battle through the elements all year round whether it's pushing 100 degrees or ten degrees below zero. They must not only stand up against tough conditions but also provide easy maintenance and operation for the user. "Sometimes the reel is under a glob of snow and ice and you manage to push the button. You wonder how it'll work, but it's a Hannay reel so it always works," added Henderson.



The dependability of a Hannay reel also ensures that there are no leaks during transports. Henderson admits, "Product loss is always our biggest concern." With up to 30 deliveries per day, Henderson Oil relies on the

innovation of Hannay Reels in order to meet and exceed customer expectations. The distinct design and construction advantages of Hannay reels produce long-term strength, reliability, and versatility to ensure fuel is delivered quickly and efficiently. Dual bearing and dual frame support are standard on all models with self-aligning ball bearings that allow the reels to spin true for smoother operation and longer life. Reels are never retrofitted for the job, but created specifically for the unique vehicle requirements of fuel delivery applications. The heavy-duty build makes certain that the reel will even outlast the vehicle it's used on. These exclusive features contribute to the "buy it once" quality of Hannay reels because, as Henderson says, "When you hear the name [Hannay], you know you've got the best you can get your hands on."

After nearly 125 years in the Catskill region, it's clear that Henderson Oil isn't leaving anytime soon. The company has been there to take the local community from coal to oil to propane. When asked about the secret to the company's impressive longevity, Henderson said, "Going to work every day for good customers and good people." Then it's no wonder why Hannay Reels and Henderson Oil have been doing business together for over 70 years, with a shared devotion to serving their customers.



^ Hannay fuel reels are available in aluminum, stainless steel, e-coated, and painted steel for superior protection against contamination and corrosion in caustic environments.

Domestic:
Phone: 877-467-3357
Fax: 800-733-5464

International:
Phone: 518-797-3791
Fax: 518-797-3259

reels@hannay.com

hannay.com

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