



henchman



# Capability Statement

# Serving customers with quality service and tools for over 20 years

## Our story...

Henchman Products is an international single-source supplier of premium hand and power tools, specialised tooling solutions and custom-designed toolkits renowned for their superb quality finish.

Henchman was established in the beginning of 1999 in Newcastle, NSW, Australia. The initial focus of our business was on the Electronics industry where Henchman is well recognized today as the national leader in the supply of customized technician toolkits. Due to our proximity to a large airbase, we were drawn quickly into the aerospace industry within the first year of business to provide toolkiting solutions. This has grown to become an extremely significant part of our business for both local and international customers. Since then, Henchman has grown from strength to strength and expanded globally with branch offices in New Zealand, Dubai, Singapore and the US, while still remaining an Australian owned family business.

At Henchman we understand that quality products and timely delivery is largely what our customers demand and deserve. We have gained respect, loyalty and presence in the industry, operating a Quality Management System and being accredited to ISO 9001, reinforcing our dedication to customer service.

We have distribution access to 65,000 stock lines of world renowned tool brands – with a growing range of our own Henchman brand.

Customised Toolkits



Quality Hand & Power Tools



Electronic Tool Control



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# Our experience in your industry



## Aerospace

Aviation Safety Authorities have policies requiring tool control to reduce FOD (Defence or Commercial bodies such as EASA, CASA, DASA, FAA, MAA etc.). The Regulation Part 145 requires an organisation to demonstrate effective tool control. Henschman helps our customers to be compliant by providing the very best in custom toolkits with visual tool control foam inlays and laser etched identification.



## Transportation

For the efficient Manufacturing and Maintenance of Trucks, Trains, Busses, Heavy Machinery, Trams, Marine and Submarine, high quality tools for safe tightening and fastening applications are crucial for safety, compliance quality and production efficiency. The quality of your products is key for high customer satisfaction and safety, as well as low cost for replacing or repairing failure or breakage. And using high quality fastening tools will make sure the joint is done right the first time.



## Defence

We are a listed supplier (cage code ZAE87), compliant with procurement and familiar with the complex purchasing requirements. We stock many NSNs.

## Mining & Energy

Working on a minesite, energy plant or windfarm, safety and efficiency is extremely important. Downtime while looking for a misplaced tool is expensive – especially if it also means downtime of a machine.

Due to our knowledge about assembly tools, critical joints, health and safety regulations and a comprehensive range of tools including specialist tools that are not easily found elsewhere, we are a long-standing recognised supplier that listens to your needs and provides the ideal solution – from torque tools to toolkits or even container workshops.



## Electronics

In an electronic production facility maintaining high quality standard is key for safety, cost reduction and your customer satisfaction. By utilizing static control and error proofing you will minimise the risk of defects, the need for rework and maximise your production output.

Providing your employees with the right ergonomic, high quality tools for the job, a fume extraction system and Personal protective equipment (PPE) minimises health and safety risks and helps maximise production efficiency.



## Field & Plant Service

Many companies leave the choice of tools and storage to their technicians, leading to a long list of different suppliers and brands, no control over the spendings and quality standards, as well as non-branded toolcases. To save you time and money wasted on sourcing equipment, we design a toolkit that meets your requirements with you - with a unique range of tools and a professional branded presentation. In addition, your custom toolkits can easily be modified and quickly reordered as one part number to save order processing time.



## Assembly & Manufacturing



# Configurable Standard Toolkits

To save you time and money wasted on sourcing equipment, as a single-source supplier we design a toolkit with you that meets the requirements of your plant or vehicle maintenance engineers and technicians – with their unique range of tools and a professional branded presentation.

Your custom toolkits can easily be modified and quickly reordered as one part number to significantly reduce your order processing time.

## Your Benefits:

- Single-source supplier for all your tooling needs
- Easy order process for additional toolkits and the replacement of single tools
- Wide range of storage options available – with pouches, straps or custom-cut foam inlays
- Top quality tools and cases at cost effective pricing



## Visual Tool Control

In a toolkit with **Shadow Foam** for visual tool control there is an allocated place for every tool, reducing downtime caused by searching for lost tools and increasing efficiency. It will let you see instantly which tools are in use.

**Laser Etching** the toolkit number onto the tools will also let you know which toolkit a tool belongs to. And etching the tool number onto the hard wearing top layer of the foam inlay clearly identifies which slot the tool belongs into.

## Storage Options

Henchman has large range of storage options to suit every requirement. Our range includes everything from small canvas bags to fully automated electronic tool boxes.

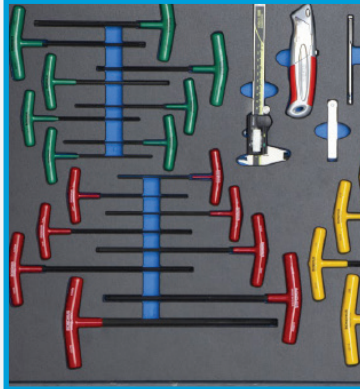
**Explorer Transit Cases** are virtually indestructible. Their dust and waterproof qualities make them ideal for use in the harshest of environments.

Our heavy-duty **Roller Cabinets and Workbenches** can be customised for any type of application.





# How To Build Your Custom Toolkit



## Create your Tool List (Templates available)

Henchman has many toolkit lists on file should you require assistance in making up a kit. Having produced toolkits for over 20 years, these lists have proved very valuable to customers even as prompts when making their selections. It seems there are always some unique requirements which is why we offer customised solutions.

1



## Select your Tool Brand(s)

The choice of tool brand is yours! In our experience, every discerning engineer admits “no one brand is the best” – a simple example being Knipex pliers is arguably the best plier manufacturer in the world. We are extremely flexible and happy to assist in selecting the “pick of the bunch” and at the same time saving you money. We can assist with tool list templates where required.

2



## Select your Storage Option

From soft cases or hard cases with wheels or drawers to roll cabinets or container workshops – our customized toolkits are scalable to every storage option and come in a range of shapes and sizes.

3



## Upgrade to Custom Foam Inlays

- High density Polyethylene (PE) foam faced with a hard layer of chemical resistant Polypropylene (PP)
- Digitised into our CAD software to individual case layouts.
- In-house design and manufacture of foam inserts
- Custom made to any configuration
- Kits assembled and supplied complete

4

# Electronic Tool Control

HenchmanTRAK™ records every user and the tools or toolkits issued or returned, providing accountability at all times, reducing the number of misplaced tools and increasing efficiency.

Unlike other Electronic Tool Control Systems that use scanning systems or require tool modifications, kabTRAK™ is fitted with a highly sensitive sensor system developed by Henchman. All data is stored on a Cloud Server and accessible on the smartphone App or any desktop, providing detailed monitoring and reporting, making replacement or service scheduling easy.

## HENCHMANTRAK



### Tool Control Systems



- **kabTRAK™** is a premium quality tool cabinet fitted with our sensor system, designed to make advanced tool control as effortless and simple for the engineer as it can possibly be. It is tracking the issue and return of hand tools and smaller items – at your point of use.
- **portaTRAK™** is a unique system to track the issue and complete return of portable toolkits using accurate weight measurement.
- **cribTRAK™** bridges the gap using RFID tagging and/or barcoding to monitor manual tool movement. This system is used to track the issue and return of portable toolkits or power tools from/to a toolcrib.



## Your Benefits:

- **Fast & Effortless:** Issue/return of tools in seconds, identification of missing tools with one click on the screen, monitoring of tools broken/due for service and list to order replacements
- **Safe:** Reliable check that the toolkit is complete (Part 145/FOD)
- **Transparent:** Instant report if tools are missing, or service/replacement is needed – on the screen and in the app
- **Efficient:** Reduction of time wasted to issue/return tools and look for misplaced tools
- **Custom-build:** Fully customizable and scalable to your requirements



Find out more on  
[henschmanTRAK.com](http://henschmanTRAK.com)



# Quality Hand and Power Tools

Our range includes

- **Hand Tools** from brands such as Proto, Knipex, Stahlwille, Friedrich, Wiha and more, imported directly by us.
- **Power Tools** from brands such as Chicago Pneumatics, Milwaukee, Panasonic, Bosch, Makita, DeWalt and more.
- **Air Tools** by CP, Desoutter, Atlas Copco, Clayton Dustless Sanding
- **Riveting Tools** by Desoutter, Taylor, General Pneumatic, Tatco, Gage Bilt, Hi-Lok
- **Inspection and Lighting** including Borescopes, Micrometers, Magnifier / Microscopes, Telescopic Mirrors, Nightstick / Torches / Headlamps and Floodlights



## Torque Tightening Solutions

Henchman is a specialist in torque tightening solutions, distributing top quality brands like Atlas Copco, Desoutter and Norwolf plus other related tools.

Our experienced sales engineers can help you with your torque requirements, providing battery tools, DC tools, specialist transducerised tools, pulse tools and much more.





# Repair & Calibration Service

We can either calibrate your new equipment before shipping it to you, ready for use, or service and repair your existing equipment.

- Calibration of your new equipment before delivery – ready to use!
- Service of existing tools – just one single contact for all your calibration and servicing needs
- Inhouse database of your equipment – we keep track of your calibration requirements and send you reminders
- We understand and are intelligent about your requirements and quality standards as well as the environment that this equipment is used in.

We offer Servicing and Repair of:

- Measuring Equipment
- Temperature Instruments
- Electrical Test Equipment
- Force and Torque Tools
- Air Tools
- ... and much more



## Fluke Test Equipment

We offer a wide range of Fluke electronic test and measurement tools, digital multimeters, electrical testers, thermometers, analysers, meters as well as accessories like leads, probes and carry cases.



# Customised Workstations

We not only work with you to design the perfect Workstation, as a Single-Source Supplier we can also supply all other equipment needed for your production setup.

Properly designed and configured workstations are an important element of a lean manufacturing system and can have an impact on reducing waste.

Organization and lean manufacturing ensure efficiency, as there is no time lost in looking for parts or tools, as well as ensuring the tools stay in good condition.

Our premium and economy workstation ranges include leading design workbenches incorporating ergonomics, aesthetics, strength and modularity.

Your layout will be customized for your application and the operator to ensure the production process can be completed accurately without delay and discomfort, improving satisfaction and productivity.

Contact us with your specific requirements.



# Fume Extraction

The world leading Fume Extraction Systems by Purex redirect and filter harmful solder fumes, protecting the health of your employees and the environment.

We offer a range of:

- Benchtop Fume Extraction Systems
- Tip Extraction Systems
- Two-Arm Systems
- Ducted Systems (up to 36 users)



# Soldering Equipment

Our range includes brands like Atten, Hakko, JBC and Thermaltronics.

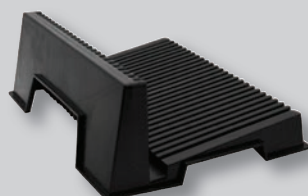
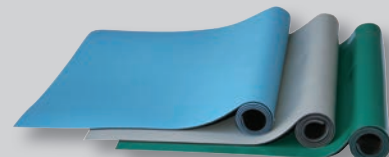


## ESD Control & Personal Grounding

The control of electrostatic discharge is an important aspect when manufacturing, assembling and repairing devices that employ electronics, as they can damage an electronic component at any stage of its production or application.

Setup your ESD sensitive work area with our comprehensive range including:

- ESD Chairs
- ESD Flooring
- ESD Matting
- Gloves
- Wriststraps
- ESD Testers
- Ionizers
- ESD Clothing & Footwear
- ESD Racks and Conductive Storage
- Signage and Labelling





# Personal Protective Equipment

Reduce your employees exposure to hazards with our range of protective clothing and gear:

- Safety Mats
- Gloves
- Coveralls
- Face Shields
- ArcFlash Clothing
- ESD Gear
- PPE Tethering



## Consumables

Full range of high quality consumables: Drill Bits, Driver Bits, Knife Blades, Chemicals & Cleaners, Gloves, Electronics Cleaning, Conformal Coating



For more Information  
call us on 1800 091 109  
or send an E-Mail to  
[sales@henchman.com.au](mailto:sales@henchman.com.au)

