

## PREVENTATIVE MAINTENANCE PLANS



**COMPREHENSIVE SERVICE AGREEMENTS FOR  
YOUR PROCESS TEMPERATURE CONTROL EQUIPMENT**

Planned preventative maintenance (PPM) falls into our company ethos of keeping industry running. We are your trusted service partner, manufacturer and specialists in process and critical heating and cooling equipment, here to safeguard your business against downtime.

Maintenance is preventative, and as such conducting regular maintenance on your equipment ensures your plant and processes remain operational and equipment lifespan is extended. The more frequent the checks the better, whether by us or by a site-based team, catching an issue early is less costly and means less downtime.

We pride ourselves in having one of the most comprehensive service offerings (over 100-point check) in the industry, giving you complete peace of mind.

WHAT WE OFFER

- Standard Service Agreement
- Tailored Service Agreements to suit your site specific or multi-site requirements.
- ICS Protect and Protect+ all-inclusive service plans.

STANDARD SERVICE AGREEMENTS

With a Standard Service Agreement, you will benefit from :-

- **DEDICATED SERVICE ACCOUNT MANAGER.** Each customer is assigned a dedicated service account manager who will be your key point of contact for all service-related questions and support, including site surveys to help you save money through our eMission Critical products and services.
- **SUPPORT 24/7, 365.** During normal business hours, our staff are on hand to answer your call. Outside of these hours, all calls are handled by our emergency call centre before being passed to our team of on-call service engineers supported by escalation management.
- **FULL F-GAS COMPLIANCE.** Digital worksheets and equipment logs that are fully F-Gas compliant.
- **COMPREHENSIVE 100 POINT CHECK** carried out by our team of 50+ factory trained, F-Gas and Institute of Refrigeration qualified technicians, checking over 100 aspects of your cooling equipment, from component checks, through to water cleanliness & glycol dosage.
- **3 YEAR FIXED PRICE** giving you the peace of mind of a fixed PPM cost for 3 years and avoiding any unexpected annual increases.
- **CONDENSER CLEAN.** Dirty or oxidised air-cooled chiller condenser coils can impair the unit’s ability to reject heat thereby reducing efficiency and increasing operational costs.
- **RESPONSE TO SITE TIMES.** We will ensure one of our service engineers is on site within 12 hours of contacting us, day or night.
- **WATER SAMPLING.** We will carry out annual water sampling and laboratory analysis to determine the current quality of the water used in your cooling system and provide recommendations where necessary.
- **10% DISCOUNT ON SPARE PARTS.** Our vans are fully stocked, giving a first-time fix, rapid response to breakdowns and delivery of parts to site.

We carry out the usual regulatory F-Gas checks but go above and beyond to ensure your equipment is checked over thoroughly and given a clean bill of health. We even check the water quality to make sure this remains in specification. We service all makes and models of temperature control equipment.

If we find anything out of place, we give clear advice on what you need to do to bring the equipment back to full operation condition to ensure your plant remains efficient and delivering to your process as often as you are.

We ensure you are informed, and your business remains operational no matter what.

We keep your industry running.

ICS PROTECT AND PROTECT+ AGREEMENTS

ICS Protect and ICS Protect+ are our inclusive service plans, where we offer to become your total service solutions provider and protect your process temperature control installation investment as a simple stress reducing strategy for your business.

With an ICS Protect Agreement, your equipment will receive regular inspection, preventive maintenance, and proper calibration. Any potential problem will be corrected before anyone at your site becomes aware of it.

And when it comes to expenses, the best surprise is no surprise. You choose your level of coverage and know exactly what services and parts are covered. ICS Protect Agreements help you eliminate the risk of high cost repairs and predict your maintenance costs.

The bottom line is, you can save money while obtaining a complete portfolio of value-added services.



	PROTECT	PROTECT+
Liability		
24 hrs/day, 7 days/week	•	•
Maintenance		
Preventive		
Inspection visits	•	•
Annual maintenance	•	•
Predictive		
Water testing	•	•
Coil cleaning	•	•
Coverage		
Compressor	•	•
Replacement parts	•	•
Fully comprehensive including labour		•

“Service is not only about providing you with spare parts. At ICS Cool Energy it is an attitude. We are committed to providing you with service solutions that are efficient and reliable. Just like our machines.”



“The temperature control installation I have invested in plays a major role in my business. I need to ensure it is always running at its optimal performance to maximise the company’s profit margin.”





## icsprotect AGREEMENT

### 24/7 + MAINTENANCE + PARTS COVERAGE

An inclusive maintenance plan designed to inspect, clean, and analyse your process temperature control systems.

It covers all the preventive and predictive maintenance plus compressor coverage and replacement parts (excluding refrigerant).

Close monitoring and cleaning of your system for early failure detection and increased uptime, as well as easier maintenance cost predictability.



## icsprotect+ AGREEMENT

### 24/7 + MAINTENANCE + PARTS COVERAGE + LABOUR

A full coverage maintenance plan designed to prevent, correct, and maintain your process temperature control systems at maximum performance and reliability. Ranging from inspection visits to system analysis, it meets complete equipment and operational requirements.

It covers all the preventive and predictive maintenance plus water analysis at every visit and ensures that your equipment lifecycle is extended while your operating costs decrease.

In addition to full parts replacement and compressor coverage (excluding refrigerant), it covers labour during the routine interventions.

All-inclusive preventive and predictive maintenance for continuous peak efficiency.



## ICS COOL ENERGY SERVICES

At ICS Cool Energy we are committed to providing a comprehensive portfolio of process temperature control solutions throughout your system lifecycle.

With the real expertise of a manufacturer, you get a systems approach with dependable installations. Not only do we manage your chiller plant and chilled water production solutions, but we offer energy saving solutions such as free cooling and variable speed drives, which optimise your operating costs and work towards your sustainability goals, all managed by your dedicated service account manager.

The following options can be added to create a tailored PPM for your business: -



### BREAKDOWN RESOLUTION

No one plans for breakdowns, but when they happen you need the right partner. Our expert service engineers use the latest diagnostic tools to guide you through your options to Repair, Renew, Replace or ReThink.

For those critical processes, we offer a timed response option. A priority breakdown service means we are on site within a defined number of hours to ensure your process and equipment remains operational.



### SECURE OPERATIONS

At every point during the lifetime of your equipment - installation, commissioning, maintenance or breakdown - ICS Cool Energy can offer an effective solution with commissioning, first-aid kits and service agreements.



### SYSTEM UPGRADE

ICS Cool Energy are committed to bringing the latest technological advantages to our customers through a wide portfolio of solutions which increase the Efficiency, Reliability and Sustainability of their processing plants. Our service engineers use their expertise together with the latest diagnostic tools to future-proof your system and make it "better than before".



### THERMAL IMAGING

Thermal imaging allows us to detect electrical and mechanical anomalies that are often not visible to the naked eye and take corrective action before a costly failure and downtime occurs.



### ASSET MANAGEMENT REPORTING

We create a complete portfolio temperature control asset list, so you have a reference point for all works that are delivered by us as well as traffic light condition monitoring to take the pain out of ensuring you are kept up to date about your assets.





#### ENHANCED BREAKDOWN SUPPORT

Ensure that your critical assets have the best response possible with a pre-paid attendance plan, no need to raise and issue purchase orders should you have the need for our emergency response.



#### WATER TREATMENT

As part of our planned preventative maintenance contracts, we'll conduct a water analysis – which includes laboratory analysis – and provide a detailed plan for you to implement to help treat the water and return it to the quality required.



#### REMOTE MONITORING WITH X-VISION

To help protect our customers production facilities from equipment breakdowns with enhanced thresholds and alarm notifications, we offer the ability to monitor remotely giving access to operational data anywhere, anytime.



#### PLANT ENERGY EFFICIENCY CHECK

To ensure your cooling plant is working to optimal efficiency, we will provide data to show how efficient it is operating and recommend how it can be improved.



#### EQUIPMENT RENTAL

We are the largest UK temporary cooling equipment hire business to support unexpected downtime, special events, exceptional needs or when you want to ReThink temperature control management. ICS Cool Energy Hire has the right solution with our extensive fleet of equipment, so we can perfectly match your temporary heating and cooling requirements.



#### BUSINESS CONTINUITY PLANNING

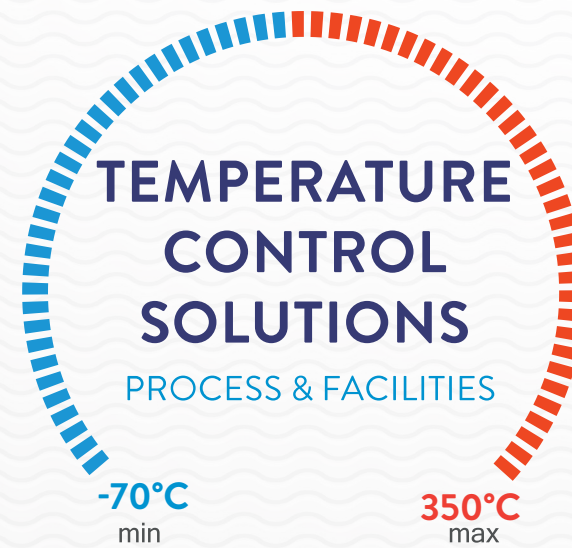
Our Business Continuity Planning Service offers customers the opportunity to plan ahead to prevent unnecessary and costly downtime, mitigating the risk. We are ideally situated to get your process or facilities temperature control equipment back up and running both quickly and hassle free.



#### EXTENDED WARRANTY

We offer an industry leading 5 year or 10 year warranty, which is available at point of sale with the purchase of an ICS Protect Agreement.

Please note: All Service Agreements are subject to Terms and Conditions, contact us for further information.



SPECIALIST FOR OVER  
**40 YEARS**



MARKET LEADING  
ENERGY EFFICIENT  
PRODUCTS

CHILLERS/ BOILERS/  
PORTABLES/ AHU/ IDF/ COLD  
STORES/ HEAT PUMPS/ HEAT  
EXCHANGERS/ TCU

OVER **100,000**  
PROJECTS COMPLETED

PART OF  
TRANE TECHNOLOGIES  
A GLOBAL  
CLIMATE  
INNOVATOR

FREE COOLING  
UP TO  
**80%**  
SAVINGS

FREE HEATING &  
THERMAL MANAGEMENT  
UP TO  
**700%**  
EFFICIENCY

UP TO  
**SAME DAY DELIVERY**



LOW GWP & NATURAL  
REFRIGERANTS



TECHNICALLY  
TRAINED ENGINEERS



24/7 TECHNICAL SUPPORT



X-VISION  
REMOTE MONITORING

ENERGY SAVING  
RECOMMENDATIONS

CONTINGENCY  
EQUIPMENT & PLANNING



DESIGN,  
MANUFACTURE,  
DELIVER, INSTALL,  
COMMISSION  
HIRE, SERVICE & SALES

For a free no obligation quote, call us on

 **0800 840 4210**

PROCESS TEMPERATURE CONTROL SPECIALISTS.  
SALES. HIRE. SERVICE.

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