



SUNDAY NIGHT EMERGENCY - FAST FIX FOR FOOD PRODUCTION



The Challenge

A super-fast reaction was needed when production of some of the nation's favourite foods stopped as a result of the failure of the site's installed chiller and the site's team needed extra, expert help. An emergency call on a Sunday night put the ICS Cool Energy team on standby, with a full solution specified, delivered and fully operational within just 12 hours.



Chris Easterlow
Sales Manager,
Hire

"We don't just say we pull out all the stops for our customers, we actually do it. This time we went from an emergency site visit for a breakdown to delivering equipment and restoring full operation within just 12 hours."

WE MAKE IT WORK

The Solution

ICS Cool Energy's Engineer Chris Easterlow was at the site at 9am on the Monday morning, with a mission to quickly assess the needs and help get production going again.

Following the survey, the quote was sent and approved, with the order being processed within an hour and the engineers were on site with the full equipment by 3pm.

It was all systems go, with the team working closely with the site team so everything was running again smoothly by 9pm

- 760kW chiller
- 500kva generator
- All hoses and ancillaries
- Fuel management system with 3x weekly deliveries



The Result

ICS Cool Energy's 'rapid response' team meant production was working again within 12 hours of the initial arrival of the Engineer on site – taking fast action to reduce loss of revenue. Although the delivery was an emergency, as soon as the existing equipment was repaired, the decommissioning took place on a Sunday to fit with production schedules.

"I'd like to thank Chris and all the team for their assistance and professionalism during this breakdown and support throughout the overall process," said the site's Engineering Manager.

ICS Cool Energy brings 30 years' experience in temperature control with extensive knowledge of the demands of food production and hygiene. The fleet is the most extensive range available, with stock that's on average just 1.4 years old, all meticulously maintained, and ready to go at a moment's notice.

- Cooling: including adiabatic cooling, free cooling and hygienic solutions
- Heating: including TCUs and thermoregulators
- HVAC: Air handlers and fan coil units, portables



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