

## **APRIL 2021 BULLETIN - HOW WE KEEP INDUSTRY RUNNING WITH EMERGENCY HIRE SUPPORT**

### **IMPORTANCE OF RUNNING REGULARLY SERVICED TEMPERATURE CONTROL EQUIPMENT**

It is critical that process and facilities temperature control runs efficiently and uninterrupted for manufacturers, FM/M&E companies & healthcare providers.

Any changes in operation, from a chiller failing to cool effectively, to full on hot water or heating breakdowns can be catastrophic.

In the manufacturing sector it is essential to keep processes running smoothly and avoid unwanted and unnecessary costs. Conversely, in hospitals and the healthcare sector as whole, any dips or issues can cause massive disruptions for patients.

Having a planned preventative maintenance contract in place on all chillers and units is highly recommended.

Additionally, having a service partner with the necessary infrastructure and 24/8/365 response is especially important – ICS Cool Energy have over 30 years' experience providing both.

In an ideal world, any issues with chillers, boilers or temperature control equipment could be rectified by either:

A) a telephone call with a service technician who can troubleshoot remotely, or

B) a prompt visit from a service engineer (who carries spare parts on their van) when an over the phone solution is not effective

### **WHEN A QUICK FIX IS NOT POSSIBLE**

Realistically however, there will be instances where this just cannot be achieved, due to a spare part being on a longer lead time or a fix being more complicated and time consuming.

In this scenario, the most important thing is to resume supply of cooling or heating in the quickest manner possible, the perfect way to do this is through emergency temperature control equipment hire.

ICS Cool Energy help businesses resume operations, avoid downtime, save money, and keep industry running every single day.

Here are 3 examples where a quick fix was unavailable for various reasons, and solutions from ICS Cool Energy's hire temperature control fleet (Europe's largest, £50m Stock / 500MW) were quickly mobilised and despatched to site:

### **CASE 1 - RESTORING ESSENTIAL COOLING TO A FOOD PRODUCTION FACILITY**

A rapid reaction was needed when production of some of the nation's favourite foods stopped because of the failure of the site's installed chiller. The problem with the chiller couldn't be rectified quickly, due to the complexity of the necessary repair.

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.

ICS Cool Energy's local engineer was on 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 which included 760kW chiller, a 500kva generator, all hoses and ancillaries as well as a complete fuel management system with 3 weekly fuel deliveries.

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

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 strict production schedules.

### **CASE 2 - RESTORING CRITICAL HOT WATER TO A PRIVATE HOSPITAL**

A calorifier which was providing essential hygienic hot water at a leading private hospital failed. The hospital's on-site engineering team was unable to fix the problem quickly, leaving wards with no hot water and in a potentially critical situation.

Fortunately, prior to this breakdown, the private hospital group had asked ICS Cool Energy to prepare a contingency plan to cover all their temperature control equipment, not just their DHW systems.

From air-conditioning systems to keep wards at the right temperatures to MRI scanner cooling equipment and everything in between, ICS Cool Energy had visited each hospital within the group to survey and assess all of the sites and their equipment. The comprehensive planning process included reviewing access routes to ensure that equipment could be delivered to site and installed quickly and easily.

In this instance, the contingency plan with the correct equipment on stand-by, enabled the ICS Cool Energy hire team to act fast and resolve the potentially critical situation – restoring the hot water to the facilities within hours.

The speed of response was triggered by a call to the ICS Cool Energy helpdesk at midday. The vital boiler and equipment were delivered to site by late afternoon and the technical teams set to work to install and commission the unit. A crisis was averted with minimum disruption to the hospital facilities.

ICS Cool Energy's hire, sales and service teams operate as the private hospital group's preferred partner for all temperature control solutions to maintain, provide new or back-up equipment when needed.

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### **CASE 3 - EMERGENCY COOLING COVER FOR LEAKING AMMONIA CHILLER**

An ammonia chiller was leaking, affecting the cooling capacity and production at one of the sites of a leading UK food producer. Within hours of the call from the site's engineering manager an ICS Cool Energy engineer was on site to assess what was needed, together with a precise delivery and installation plan that minimised interruption to production.

The temporary equipment had to be delivered ready to be positioned on the site staff's car park in a very short window of time – between 3am and off site by 6am, latest.

By 4pm on the day of the delivery, the new temporary cooling system was fully installed and commissioned, restoring production to its normal capacity.

Three chillers, a generator and the associated pipework were delivered and installed to take over the 740kW at -8°C cooling needs while the existing equipment was repaired. And a fuel management system was put in place for daily deliveries to keep the generator running.

This installation needed precision planning, not only to restore full operation without delay but also working around the shift patterns. Our delivery was parked up by the set hour of 2am, ready to off-load and we were off site by 5am, well before the 6am deadline. And it was the same scenario for the end of the hire. ICS Cool Energy's solution was on site for approximately 20 weeks, with daily fuel deliveries to the 800Kva generator to keep the temporary equipment running, with the Technical Support Team at ICS Cool Energy on call 24/7.

### **CONTINGENCY PLANNING & READY TO HIRE**

Although a contingency plan cannot avoid breakdowns, by putting one in place, the impact can be minimised when disaster strikes.

ICS Cool Energy can help you plan-ahead with a site/application specific contingency plan to provide cooling, heating, or power supply in the event of a failure. This enables us to make sure the required equipment is set and ready in case of a fault – and we are prepared to deliver the package at a moment's notice.

Also, it is key that ICS Cool Energy can easily link any necessary hire equipment to your existing infrastructure (ready to hire).

This means that the team, when surveying site to prepare a contingency plan, can ascertain the pipework and valves etc in place so connections can be easily made in an emergency.

### **IN SUMMARY**

We recommend maintenance checks are completed twice a year to prepare for both cooler and warmer ambient temperatures and ensure your operation is protected.

Our programmes can be tailored to meet your specific needs and contingency plans.

ICS Cool Energy encourage all our customers to:

- 1) Ensure they have a suitable planned preventative maintenance contract in place
- 2) Have a contingency planned drawn up by our local hire engineer including "ready for hire" arrangements
- 3) Keep our service and hire teams contact details to hand as the first port of call in emergency

Get in touch today to discuss, service & emergency hire support and contingency planning – **0800 840 4210**.