

 **ANDREWS
AIR CONDITIONING**



**CLIMATE
CONTROL
ON DEMAND**

**INSTANT
COOLING
SOLUTIONS FOR
YOUR BUSINESS**



Head Office:

Andrews Sykes Hire Limited,
Premier House, Darlington Street,
Wolverhampton WV1 4JJ
tel : 0800 211 611
Email : enquiries@andrews-sykes.com
andrews-sykes.com



> **OUR INDUSTRY EXPERTISE**

- **OFFICES**
- **FACILITIES
MANAGEMENT**
- **IT & TELECOMS**
- **HEALTH SECTOR**
- **RETAIL & LEISURE**
- **PUBLIC SECTOR**

A COMPREHENSIVE
RANGE FROM
THE UK'S LEADERS



> WHO ARE WE ?

THE UK'S
PREMIER AIR
CONDITIONING
HIRE SPECIALIST



AIR CONDITIONING SOLUTIONS FOR BUSINESS

Andrews Air Conditioning is the UK's foremost supplier of portable cooling services. We are part of the Andrews Sykes Group of companies, and we have unrivalled experience in creating bespoke solutions. Our associate company, Andrews Air Conditioning & Refrigeration (AAC&R) specialises in fixed systems.

FROM ONE-OFF HIRE TO COMPLEX SCHEMES

We have been keeping people cool and in comfort for over 40 years. Local authorities, retail and leisure

groups, healthcare establishments and IT companies together with the consultants and contractors that support them are amongst those who have chosen Andrews to take care of their needs. For everything from a single unit for a small office to the planning, installation and maintenance of complex installations, we deliver.

WHAT DO WE DO?

Andrews Air Conditioning supplies premium, reliable equipment to cover every possible situation. The products in which we specialise include:

- * Ducted units
- * Monoblocks
- * Split systems
- * Evaporative coolers
- * High capacity units
- * A wide range of chillers

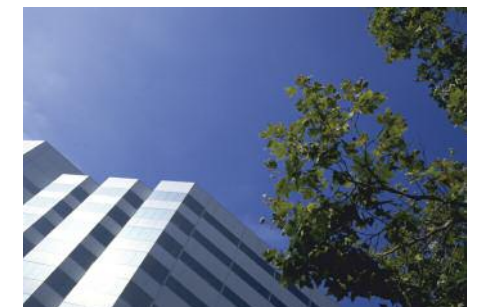
WHO DO WE DO IT FOR?

Andrews Air Conditioning has extensive experience in commercial areas that include:

- | | |
|------------------|-------------------------|
| * Offices | * Facilities Management |
| * Computer rooms | * Server rooms |
| * Telecoms | * Hospitals |
| * Shops | * Clubs |
| * Events | * Restaurants |
| * Public Sector | * Airports |
| * Hotels | |

THE ANDREWS DIFFERENCE

Our goal is to help our clients address the cooling challenges they face, in the fastest, most expert and professional ways we can.



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ADVICE, SERVICE
AND SUPPORT
FROM DEDICATED
PEOPLE



> OUR PEOPLE

EXPERIENCED STAFF WITH THE RIGHT SKILLS



KEY STAFF

Our business is led by seasoned industry professionals who have hands-on experience in all aspects of the air conditioning business. We have engineers adept in office installations, IT and telecoms specialists, and experts in retail and leisure applications. We don't just supply air conditioning units - we use our vast experience to deliver the best solution.

A DEDICATED SUPPORT TEAM

At Andrews, members of staff are fully trained in all aspects of the air conditioning business. Our dedicated team of experts, engineers and customer service staff all work together with the common goal of delivering a second-to-none support service.

HERE TO HELP

Trained operatives are on hand 24/7, 365 days of the year to deal with any emergencies, technical enquiries or more general matters such as advice on choosing the right system.



Emergency issues are dealt with by experts, who will lead the way in finding a speedy and efficient solution to the situation.

ENVIRONMENTAL AWARENESS

At Andrews, we take our environmental responsibilities seriously. Our units are manufactured using the most environmentally friendly processes, and are as efficient as possible in operation. From senior engineer to delivery driver, all Andrews staff act in accordance with the Andrews Sykes Group environmental policy: from turning engines off when stationary to continually investing in progressive technology, we are sensitive to our surroundings, and at all times we endeavour to minimise our impact on the environment.

THE RIGHT TEAM FOR THE TASK

Our business has thrived for over 40 years thanks to our staff, whose comprehensive training programs and sense of dedication sets them apart from other air conditioning professionals. The sense of trust and integrity we instill in our clients has also contributed to our success, and in the 21st century we go from strength to strength through the provision of first-class products and services that are without equal in the industry.

THE COVERAGE
AND BREADTH
OF EXPERTISE
TO DELIVER

> OUR FACILITIES

KEEPING YOU COMFORTABLE NATIONWIDE



GEOGRAPHIC ADVANTAGE

Ours is a highly responsive service, and we pledge to respond to any requirements within four hours of call-out. With depots in key locations around the UK, we are on hand to deliver the right equipment and personnel, wherever your are.



CONTACT CENTRE

Trained operatives are on hand 24/7, 365 days of the year to deal with any emergencies, technical enquiries or more general matters. We'll answer your call quickly, and offer friendly, professional advice such as recommendations on the best unit for your situation. Emergency issues are dealt with by experienced staff, who will lead the way in finding a fast and efficient solution to match your requirements.

ONLINE SERVICES

Our regularly updated web site holds technical information on our products and services, alongside our innovative 'Live Chat' feature, which allows you to communicate with us online in real time.



OUR EQUIPMENT

At Andrews, we're proud that we have the most comprehensive range of air conditioning equipment in the country, plus the coverage and breadth of expertise to meet the demands of all areas of UK industry.

We continually upgrade our equipment and invest in the latest technology to make our equipment more efficient. Over 8000 modern, attractive units are strategically placed in depots around the country to deal with any contingency. Unlike other providers, we work to the principle of preventative maintenance - this means that hired units are rigorously tested then regularly serviced as standard, to ensure complete safety and to minimise the chance of any breakdowns.

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CREATING A
COMFORTABLE,
PRODUCTIVE
ENVIRONMENT

> OFFICES

HELPING OFFICE STAFF KEEP THEIR COOL



sort of system you need - one of our consultants will visit you free of charge, and then we'll advise which solution is most appropriate for your situation. You'll be safe in the knowledge that experienced Andrews engineers have put together the right package for you. In short, we'll propose, install and maintain the best solution.

GETTING YOUR UNITS UP AND RUNNING

When we deliver an air conditioning solution to your business premises, we'll advise on its ideal placement then get it functioning to your satisfaction.

Each Andrews depot stocks a wide range of air conditioning units. They are stylish and modern in appearance, yet discreet enough not to disturb the visual harmony of an office interior. All Andrews air conditioning units are quiet in operation, and in addition they are simple to use.

ENVIRONMENTAL AWARENESS

We take the most environmentally-friendly route with any air cooling solution we provide. All of our units are CFC-free and we adhere to strict noise control levels. Our efforts have earned us ISO 14001, the industry-standard environmental certification.

MANAGEMENT SERVICES

We offer the services of a dedicated key account manager for our major national accounts: an industry-experienced individual who acts as the primary point of contact. We can offer you a number of ways to make your job easier, such as access to management data and bespoke invoicing.



NATIONAL ACCOUNTS

Andrews has the range, coverage and breadth of expertise to find the right air conditioning solution for any office environment, large or small. We know the industry better than anyone, and as such, we hold long-term contracts with many national organisations, for whom we have supplied vital air cooling systems.

FLEXIBLE TERMS

With flexible, long or short-term contracts to suit you, air conditioning hire from Andrews represents the informed choice. For an outlay starting at just a few pounds a day, and with no capital expenditure, it is the cost effective way of keeping your staff cool.

THE RIGHT CHOICES

At Andrews, we have air conditioning specialists with specific areas of expertise. You don't have to know what



**FAST SURVEYS
AND EXPERT
ADVICE FROM
EXPERIENCED
ENGINEERS**



> FACILITIES MANAGEMENT

WHEN REASSURANCE COMES AS STANDARD



TAKING CARE OF BUSINESS

Andrews has the resources and experience to manage the air conditioning systems on our clients' behalf at their customers facilities. It means that we liaise directly on these matters, and you can rest easy in the knowledge that you're in safe hands. As the market leaders in this field, and with proven technical expertise, we are resourced to deal with any requirement or contingency.

ON CALL 24/7

Our clients demand the best in air conditioning, whether planned or otherwise. In sensitive climatic conditions such as computer server rooms, they expect their

supplier to be on call 24/7, to meet strict service level agreements, and help them operate as effectively as possible. We deliver on each of these counts, through our extensive product range, our comprehensive depot network and the round-the-clock availability of experienced engineers.

THE RIGHT CHOICES

We offer on-site surveys to establish the right system for your circumstances: our consultants will advise which solution is most appropriate for your situation. Whatever your demands, you'll be safe in the knowledge that experienced Andrews engineers have put together the right system for you. We're accredited by numerous industry bodies - proof that our professional practices are acknowledged throughout the business.

OUR RANGE OF EQUIPMENT

Different environments require particular equipment, and at Andrews we have the right tools for any situation. Our vast stock levels of over 8000 units means that every type of cooling solution is available from any one of our depots. What's more, we guarantee to deliver equipment at the shortest notice - in fact, within four hours of your call if necessary.

Our range includes the market-leading PAC22 model, one of our more powerful water-cooled 'split' portable air conditioners. The PAC22 is acknowledged in the industry as the most efficient and reliable unit of its kind, offering maximum cooling capacity from a single phase 13 amp supply.

PROJECT MANAGEMENT

For larger applications we offer the services of a dedicated project manager to oversee an installation, an industry-experienced individual who acts as the primary point of contact. We can also offer 24 hour on-site attendance in these situations.



THE EXPERTISE TO LOOK AFTER VITAL EQUIPMENT



> IT & TELECOMS SOLUTIONS FOR SENSITIVE AREAS



UNDERSTANDING YOUR ENVIRONMENT

Computer and telecommunications equipment are vital to any modern business. Such hardware is sensitive to its environment, and needs to be kept within the right temperature range to function properly and safely.

At Andrews, we understand that if your servers stop, your business stops too. Our experience in the IT sector gives us the advantage in creating effective solutions for clients who know the value of keeping their IT equipment in the best possible shape. We offer a risk assessment service if required, and we can produce written method statements for clients, whereby we set out in detail our plans for your installation.

THE RIGHT EQUIPMENT

At Andrews we have specialist equipment tailor-made for the IT and Telecoms sector, from small server rooms to major computer suites. Our PAC22 model is the most advanced unit for computer rooms, and suitable for keeping telecommunications equipment at the right temperature. From a single 2kw unit to multiple unit installations we'll advise and install the right equipment. For larger installations and fixed solutions, our Chiller Hire division and Andrews Air Conditioning and Refrigeration (AAC&R) can help.

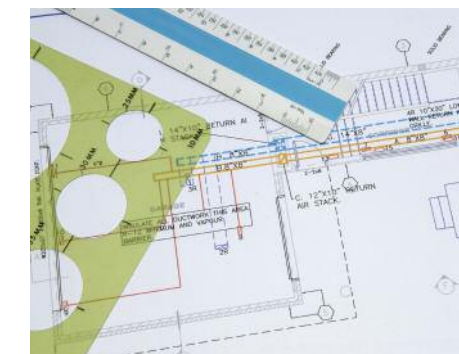
ON-SITE ATTENDANCE

Where data equipment temperature management is particularly important, we offer a manned, on-site service, whereby we'll monitor your equipment around the clock. We can help with contingency planning by assessing your projected needs, and we offer a 24/7 emergency service for problems such as equipment overheating.

EXTENSIVE NATIONAL RESOURCES

Andrews' extensive national network means that there is always a depot close to you, with the resources to deliver the right solution - whether planned or emergency. We have a full range of equipment at each location and, of course, we'll install your system and then instruct on its safe and effective use to your complete satisfaction.

Where we look after air conditioning systems for clients in a number of locations around the country, we have a National Accounts system that consolidates all activities into one easy-to-manage account.



UNMATCHED EXPERIENCE IN CLINICAL ENVIRONMENTS



> HEALTH SECTOR

RELIABLE EQUIPMENT FOR CLINICAL AREAS



WHEN RELIABILITY MATTERS

In a clinical environment, there is no margin for error in any equipment. Air conditioning systems need to be robust, precise, and above all, reliable in operation. In these sensitive areas, where exacting temperature control is vital, Andrews has particular experience.

THE MOST EFFICIENT SOLUTION

We know that there are many different applications for air conditioning within the health sector. Specialist environments demand specialist advice, so we will visit the workplace and advise on the right set-up. At Andrews, we

know your environment, so whether it's a system for a consulting room, an operating theatre or a temporary



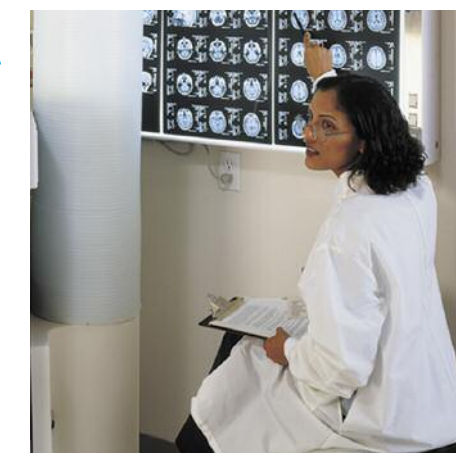
mortuary, we'll deliver the most efficient solution. Hygiene is of the utmost importance, so our units are delivered clean and are then serviced while in situ.

SENSITIVITY AT ALL TIMES

In environments where members of the public will be around air conditioning installations, it's of great importance that all equipment observes Health and Safety regulations. At Andrews, we are fully conversant with HSE legislation and we can advise accordingly. This compliance is particularly vital in situations where psychiatric patients, children and the elderly are in such proximity, and to this end, all equipment is tested thoroughly before it leaves the depot. We offer written risk assessment and method statement services, whereby we set out in detail our plans for your installation.

OUR DELIVERY GUARANTEE

Each Andrews' depot stocks a comprehensive range of air conditioning units, so you will never be far away from a reliable source. In fact, we guarantee to deliver equipment within four hours of your call if necessary.



KEEPING YOUR
CUSTOMERS
COOL AND
COMFORTABLE



> RETAIL & LEISURE

ATTRACTIVE
UNITS FROM A
RELIABLE
SUPPLIER



KNOWING YOUR ENVIRONMENT

At Andrews we have specialist equipment designed with public areas in mind. There are models available for environments such as shop floors, banks, hotels, restaurants and gyms, and systems intended for events and exhibitions. Each has its own features, but they are all characterised by reliability, ease of use, low noise and, importantly, good looks. With extensive experience in the retail and leisure sector, our specialist advisors will guide you towards the ideal system.

FLEXIBLE OPTIONS

With flexible, long or short-term packages to suit you, an air conditioning hire solution from Andrews is the smart way of keeping your staff and customers cool. For an initial outlay starting at just a few pounds a day, and with no capital expenditure, it makes good sense to talk to us.

A DEPOT NEAR YOU

Andrews' extensive national network means that there is always a depot close to you, with informed staff and a comprehensive range of equipment at each. We promise to deliver within four hours of your call, then install your system and instruct on its safe and effective use to your complete satisfaction.



DISCREET AND EFFECTIVE

Customer comfort plays an important role in a modern retail environment: it reflects the quality of your product or service and your customer care levels.

At Andrews, we understand the demands of environments where there is direct involvement with members of the public. Customers will leave a shop or restaurant if it's uncomfortably hot, or will stay away from a gym for the same reason, and hotel guests will complain about stifling rooms, and are unlikely to return.

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**DEDICATED TO
 PROVIDING THE
 RIGHT ADVICE,
 EQUIPMENT AND
 SERVICES**



> PUBLIC SECTOR

AN END-TO-END SERVICE



EXTENSIVE EXPERIENCE

At Andrews, we know the public sector industry better than most. We have devised and installed major air cooling systems within the government, education, prison, court, transportation and armed services sectors. In each instance we have created the optimum solution through our extensive product range and breadth of expertise.

SECTOR SPECIALISTS

We have air conditioning specialists with specific experience in the public sector. We know that no two environments are the same, no circumstances identical. We understand the public buying process and local government tender requirements, and we offer written risk assessment and method statements for clients. We enjoy OGC recognition, and we're accredited by numerous professional bodies.



TERMS TO SUIT YOU

With flexible, long or short-term options to suit you, an air cooling system from Andrews represents the informed choice. For an initial outlay starting at just a few pounds a day, and with no capital expenditure, it is the low-cost and versatile way of keeping cool.

TAKING ACCOUNT OF YOUR SURROUNDINGS

At Andrews we have specialist equipment designed with public areas in mind. There are models available for such diverse environments as schools, public buildings, airports and prisons. Each unit has its own distinct features, but they are all characterised by reliability, ease of use, low noise and stylish good looks.

We take the most environmentally-friendly route with any air cooling solution we provide. All of our units are CFC-free, and our efforts have earned us ISO 14001 and 9002, the industry-standard environmental and quality certifications. As safety is of paramount importance in public areas, we offer a risk assessment service if required, and we can produce written method statements for clients, whereby we set out in detail our plans for your installation.

ATTRACTIVE UNITS, UP AND RUNNING

When we deliver an air conditioning solution, we'll advise on its ideal placement then get it up and running to your complete satisfaction. Andrews air conditioning units are discreet enough to blend well into a public space. They are safe, reliable and easy to use.

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AIR CONDITIONING

ANDREWS



> CUSTOMER CHARTER

PRACTICAL SOLUTIONS AND DEDICATED SUPPORT

Our mission is to be a world-class air conditioning equipment hire company, helping our customers to address the challenges they face, whether planned or emergency, in the fastest, most expert, professional and cost-effective ways.

Our commitment is to:

- Provide customers with a market-leading, highly focused response at every point of contact with our organisation
- Employ highly qualified engineers and air conditioning specialists, with the necessary training and experience
- Work hard to understand a customer's needs, in terms of both specific project needs and wider business requirements, and then tailor our equipment and hire services in line with these
- Deliver a prompt and efficient response to enquiries and service requests, with a friendly local service provided nationwide
- Maintain an inventory of and deliver the highest quality equipment and accessories that are fully tested for reliability and performance, and are fit-for-purpose for their application and working environment
- Understand and respond to environmental issues in the design and operations of our equipment and services, including energy efficiency and using non-ozone depleting refrigerants
- Track customer satisfaction levels to help adjust and improve our approaches
- Make continued investments in our people, research and development, products and services



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