



**HEATING &  
HOT WATER  
ON DEMAND**

**TAILORED  
HEATING  
SOLUTIONS  
FOR YOUR  
REQUIREMENTS**



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## > **OUR INDUSTRY EXPERTISE**

- **CONSTRUCTION**
- **UTILITIES**
- **EVENTS**
- **HOTELS**
- **HEALTH SECTOR**
- **INDUSTRY**

**EXPERTISE AND  
EXPERIENCE  
24/7 365 DAYS  
A YEAR**



## > WHO ARE WE ?

### THE UK'S NO 1. BOILER HIRE SPECIALIST

#### WHAT DO WE DO?

Andrews Boiler Hire supplies premium, reliable equipment to cover every possible situation in the provision of hot water and heating. The products in which we specialise include:

- \* Mobile boilers
- \* Packaged boilers
- \* Air handlers
- \* System pumps
- \* Ancillaries
- \* Pipe Work

#### WHO DO WE DO IT FOR?

Andrews Boiler Hire has extensive experience in commercial sectors that include:

- \* Construction
- \* Events
- \* Hospitals
- \* Ministry of Defence
- \* Public Sector
- \* Utilities
- \* Hotels
- \* Industry
- \* Facilities Management

#### THE ANDREWS DIFFERENCE

As industry leaders, our goal is to work with our clients to develop the optimum boiler hire solution, in the fastest, most cost effective and professional way we can.



#### BOILER SOLUTIONS FOR BUSINESS

Andrews Boiler Hire is the UK's No.1 supplier of boiler hire services. We are part of the Andrews Sykes Group of companies, and committed to the provision of efficient, reliable equipment and clear informed, accurate advice.

#### KEEPING YOU SUPPLIED WITH HOT WATER

We have been keeping people supplied with hot water and heating for over 40 years. Local authorities, utilities providers, hospitals and hotels are amongst the operations which have benefitted from the first-rate equipment and high levels of service offered by Andrews.



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## THE RIGHT TEAM TO IDENTIFY THE RIGHT SOLUTION



## > OUR PEOPLE

### A DEDICATED WORKFORCE WITH INDUSTRY EXPERIENCE



#### KEY STAFF

Our business is led by seasoned industry professionals who have hands-on experience in all aspects of the boiler hire business. Our role goes beyond simply supplying boiler units to industry clients: We create comprehensive packages that include advice on choosing the best system, installation, maintenance and support.

#### A DEDICATED SUPPORT TEAM

At Andrews, members of staff are fully trained in all aspects of the boiler hire business. Our dedicated team of experts - engineers and support staff alike - work together with the common goal of delivering a service that is without equal in the industry.

#### CONSIDERING THE LONGER TERM

Before we install any boiler for a short or long-term hire, we engage in a process of strategic planning, whereby we analyse the immediate demands of the application and consider how those needs might evolve. We ensure that all systems installed will be powerful enough to cope with any future change in circumstances, or can be adapted to suit.



#### HERE TO HELP

Emergency issues are dealt with by experienced experts 24/7, 365 days of the year, who will lead the way in finding a solution. You can also contact us at

any time on more general matters such as advice on choosing the right system, or for technical enquiries.

#### ENVIRONMENTAL AWARENESS

All Andrews staff act in accordance with the Andrews Sykes Group's environmental policy, and environmental awareness underpins what we do. Our units are manufactured using the most environmentally friendly processes. Our development partners continually invest in progressive technology to minimise our impact on the environment.

#### DEDICATION AND REASSURANCE AS STANDARD

Andrews Boiler Hire goes from strength to strength through the continuing provision of first-class products and services. Our business has thrived for many years thanks to our expert staff, whose sense of dedication sets them apart from other boiler hire professionals.

DEDICATED  
SUPPORT IN  
KEY LOCATIONS



## > OUR FACILITIES

### NATIONWIDE RESOURCES, LOCAL SERVICE

#### STRATEGIC LOCATIONS

Andrews Boiler Hire has a network of depots in key locations around the UK, with a comprehensive range of equipment and experienced staff. This allows us to deliver the right equipment and solution to our clients nationwide.

#### SUPPORT ROUND THE CLOCK

Support personnel are on hand 24/7, 365 days of the year to help guide you towards the ideal boiler hire solution. We are there for you in either planned or emergency capacities, and we can assist existing clients with technical advice.

#### 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 at Andrews in real time.



#### A COMPREHENSIVE RANGE OF EQUIPMENT

Andrews has the most comprehensive range of boiler hire units in the country. From mobile boilers to packaged units and air handlers, we have the solution to meet the demands of all areas of UK industry.

Key items of equipment are strategically placed in depots around the country to deal with any emergency or planned requirement. All boilers are regularly serviced as standard: this minimises the chances of breakdown during the hire period.



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## HELPING TO SPEED UP THE CONSTRUCTION PROCESS



## CONSTRUCTION BESPOKE EQUIPMENT FOR THE BUILDING INDUSTRY



### SUPPORTING THE INDUSTRY

We support the construction industry with fit-for-purpose fully mobile boiler systems, helping you keep site temperatures at optimum levels and providing hot water for underfloor heating. When coupled to our air handling units, we also provide space heating as and when required.

### CONSTRUCTION EXPERTISE

At Andrews, we have construction industry specialists with specific areas of expertise. Our consultants will provide a tailored solution to meet your requirements: you'll be safe in the knowledge that experienced Andrews engineers will provide a comprehensive package which includes installation and maintenance throughout the hire period.

### SPECIAL PACKAGES

Complete boiler packages include all ancillary equipment: super-silent generators, heat exchangers, pump sets, air handlers, temporary ducting and pipework. In addition to boilers, we offer drying, air conditioning, chillers, dehumidifying and pumps, all of which adds up to exceptional site control solutions for the construction industry.

### UNDERFLOOR HEATING

Our specially designed underfloor heating system is thermostatically controlled to allow gradual rises in temperature to dry out at a controlled and desired rate. This advanced technique offers an energy efficient boiler system designed and manufactured for under floor heating specifications.

### DEPOT NETWORK

Our network of depots in key locations countrywide allow us to deliver the right equipment and personnel when you need it. Our service promise is to be on site within four hours of your call, 24/7, 365 days a year.

### NATIONAL ACCOUNTS SERVICE

Where a number of accounts are held in different parts of the country, we can help with their management. By consolidating these hire agreements into one national account, we make things easier for our clients by allowing them to see at a glance the status on each.



UTILITIES  
SUPPORT WHEN  
IT'S NEEDED  
THE MOST



## > UTILITIES

### FAST RESPONSE FROM THE INDUSTRY LEADERS

#### SPECIALIST ADVICE

Our expert boiler rental technicians and advisors are available to visit you anywhere in the UK for a no obligation free site survey. Short or long term hire, Andrews Boiler Hire can provide the heating and hot water boiler hire package to meet your specification and budget. We're accredited by numerous industry bodies - proof that our professional practices are acknowledged throughout the business.

#### NATURAL GAS OR OIL FIRED

Natural gas or oil fired, the Andrews LPHW (Low Pressure Hot Water) Boiler Hire range of equipment can provide heating and domestic hot water simultaneously. This is unique to Andrews Boilers, and allows us to provide compact equipment to suit all applications.

#### PROJECT MANAGEMENT

We can provide a detailed method statement and risk assessment to meet your Health and Safety and site requirements. All our boiler technicians have the management experience to ensure that your installation runs smoothly.

#### TAKING CARE OF HEATING AND HOT WATER SUPPLIES

When breakdowns occur, or heating and hot water systems have to be shut down for essential maintenance, refits or new installations, we provide Utilities suppliers with all the hot water they need for residential or business locations of any size, up to the largest tower blocks.

#### EMERGENCY SERVICE

At Andrews, we know that there is never a good time for a boiler system to break down. That's why industry experienced engineers are on hand 24/7, 365 days of the year. We pride ourselves on our promise to respond to any emergency situation within four hours of your call, and to meet strict service level agreements on any boiler installation.

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## MAKING THE DIFFERENCE AT IMPORTANT EVENTS



## > EVENTS

### HELPING SPECIAL OCCASIONS RUN SMOOTHLY

Of course, careful planning ahead of your function is the best way to proceed. However, if you find that an unexpected drop in temperature means that your outdoor event is likely to suffer from the cold, don't worry: we can provide an emergency heating system at short notice.

#### DISCREET, LOW-NOISE UNITS

As well as functioning efficiently, boiler equipment needs to blend unobtrusively into the background at an important event. Modern in design, Andrews boiler units are both discreet in appearance and low-noise in operation.

#### ON-SITE ATTENDANCE

At Andrews, we offer a manned, on-site service, whereby we'll monitor your equipment for the duration of the event. This means we can make any adjustments to the output of the equipment as demanded by changing conditions, and deal instantly with any issues arising.



#### FULL PACKAGES FOR HOT WATER AND HEATING

Whether it's a sporting event, corporate hospitality at a major international tournament, outdoor show or exhibition, our complete boiler packages will provide heating and hot water ensuring your customers and guests enjoy the occasion.

#### EVENTS BOTH LARGE AND SMALL

Temperature rises mean conditions inside temporary structures become uncomfortable for guests and staff alike. That's when you need the heating power of Andrews Boilers. Whether it's a family garden party or a major sporting event, our complete boiler hire packages will provide heat and hot water for any requirement.



## DELIVERING A MEMORABLE GUEST EXPERIENCE



## > HOTELS

### RELIABLE EQUIPMENT FOR DEMANDING ENVIRONMENTS

Our unique boiler units incorporate a twin heat exchanger arrangement supplying domestic hot water for wash areas, showers and bathrooms, whilst supplying hot water for Lower Pressure Hot Water (LPHW) heating systems from one unit.

#### NATURAL GAS OR OIL FIRED

Natural gas or oil fired, the Andrews LPHW (Low Pressure Hot Water) Boiler Hire range of equipment can provide heating and domestic hot water simultaneously. This is unique to Andrews Boilers, and allows us to provide compact equipment to suit all applications.

#### 24/7 EMERGENCY SERVICE

A boiler system can break down when you least expect it. That's why industry experienced engineers are on hand 24/7, 365 days of the year to deal with any emergency. Our promise is to respond within four hours of your call, and to meet strict service level agreements.

#### DELIVERY AND INSTALLATION

When we deliver a boiler solution to your business premises, we'll ensure that it is running to your complete satisfaction.

Each Andrews depot stocks a wide range of units. They are modern in appearance, and discreet enough not to disturb the visual harmony of a hotel environment. All Andrews boilers are as quiet as possible in operation. In addition, each boiler is regularly serviced as standard during the hire period.

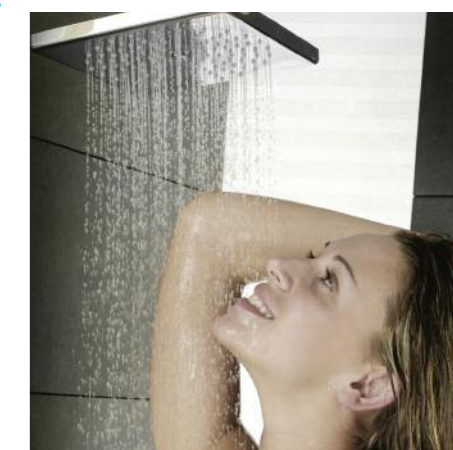


#### WHEN RELIABILITY MATTERS

You want to deliver a memorable guest experience at all times, but imagine what would happen to your business if you suffered a boiler breakdown. At Andrews, we ensure that the right equipment is delivered on time and working efficiently to minimise the impact on your guests. People can still bathe and kitchens operate. Spas, resorts and swimming pools stay open. In short, business continues.

#### HOT WATER AND HEATING

We've supported many hotels and other leisure facilities over several decades with powerful and reliable mobile boilers, utilising existing systems or supplying complete standalone packages including pipe work, system pumps and ancillaries.



## PROVEN EXPERTISE IN CLINICAL ENVIRONMENTS



## > HEALTH SECTOR

### DEPENDABLE HOT WATER AND HEATING SUPPLIES



#### POWERFUL AND EFFECTIVE SOLUTIONS

Customer comfort plays an important role in a demanding environment: it reflects the quality of your product or service and your customer care levels. Clinical equipment is sensitive to its environment, and needs to be kept within the right temperature range to function properly and safely.

There is no margin for error in any equipment in a clinical environment. Heating and hot water systems need to be powerful, hygienic, and above all, reliable in operation. In these sensitive workplaces, where hot water and heating on demand is vital, Andrews has considerable experience.



There are many different ways in which boilers can be used within the health sector. Specialist environments demand specialist advice, so an

Andrews consultant with specific sector experience will visit the workplace and advise on the right solution. At Andrews, we know your environment, so whether its a small hot water system for a care home or a comprehensive ward heating solution, we'll deliver.

#### WARDS AND EQUIPMENT ROOMS

The wrong decisions in creating a hospital boiler system could have serious implications. That's why an Andrews consultant with experience in devising boiler packages for these environments will advise on the best system for you. Each system is backed up with a 24/7, 365 emergency service that is tailored for the health sector.

As hygiene is of the utmost importance in a clinical environment, our units are serviced at base before installation, and maintained regularly throughout the hire period.

#### CONTINGENCY PLANNING

At Andrews, we can help with creating recovery plans should your permanent boiler system let you down or have to undergo a scheduled service or renovation.

By working with us in this way, you can be sure that there will be no interruption to vital heating and hot water supply.

#### EMERGENCY SERVICE

The health sector demands the best in boiler hire provision, whether planned or emergency. 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 promise to deliver the above, through our comprehensive depot network, the advice of our experienced industry experts, and the availability of both equipment and personnel, 365 days of the year.

## SOLUTIONS TO MAINTAIN YOUR PRODUCTIVITY



## > INDUSTRY

### TOUGH EQUIPMENT FOR CHALLENGING SITUATIONS

Our consultants know which solution is appropriate for a given situation: our experienced engineers will put together the unique package for your requirements.

#### TERMS TO SUIT YOU

With flexible, long or short-term arrangements to suit you, a boiler system from Andrews represents the informed choice. For a modest initial outlay, and with no capital expenditure, it is the low-cost way of keeping your processes functioning at optimum levels.

#### ON SITE ADVICE

We offer free on-site surveys to establish the right system for your circumstances: our consultants will advise which solution is most appropriate for your situation. We're accredited by numerous industry bodies - proof that our professional practices are acknowledged throughout the business. We can produce written method statements and risk assessments for our clients, whereby we set out in detail our plans for your installation.



#### EXTENSIVE INDUSTRY EXPERIENCE

When you need reliable heating and hot water for industrial applications to support ongoing operations or after a boiler breakdown, Andrews provides a complete range of powerful mobile boiler plant and ancillaries.

#### SECTOR SPECIALISTS

At Andrews, we have boiler specialists with specific experience of the industrial sector. We know that no two environments are the same and no circumstances are identical.



# ANDREWS BOILERS



## > CUSTOMER CHARTER

### PRACTICAL SOLUTIONS AND DEDICATED SUPPORT

Our mission is to be a world-class boiler 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 within our organisation
- Employ highly qualified engineers and boiler 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 install 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

