

**SYKES PUMPS** 



**EXPERTISE  
AND  
SERVICE AT  
ALL TIMES**

**DELIVERING  
PUMPING  
SOLUTIONS  
FOR OVER  
150 YEARS**



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## > **OUR INDUSTRY EXPERTISE**

- **WATER & WASTE**
- **CONSTRUCTION**
- **QUARRIES & MINES**
- **INDUSTRIAL**
- **MARINE**
- **EMERGENCY**



THE MOST  
EXTENSIVE  
RANGE OF  
PUMPS IN THE  
COUNTRY

SYKES PUMPS

DO NOT OBSTRUCT  
AIR INTAKE DUCTS



> **WHO  
ARE WE ?**

**THE UK'S  
FOREMOST  
PUMPS  
SUPPLIER**



**THE UK'S FOREMOST  
SUPPLIER**

Sykes Pumps is the UK's foremost supplier of strategic pumping services and equipment. We are part of the Andrews Sykes Group of companies, and we have more expertise in pumping, de-watering and fluid moving than any other provider.

**FROM ONE-OFF HIRE TO  
COMPLEX SCHEMES**

We have been delivering equipment and bespoke pumping solutions for over 150 years. Blue chip industrial companies, utilities suppliers, civil engineers, local authorities, mining and quarrying companies and



the contractors that support them choose Sykes for everything from one-off pump hire to the installation and running of complex schemes.

**WHAT DO WE DO?**

Sykes Pumps supplies premium, reliable equipment to cover every possible situation. The products and services in which we specialise include:

- \* Pump hire and pump rental
- \* Self-priming pumps
- \* Diesel and electric pumps
- \* Submersible pumps
- \* Dewatering pumps
- \* Sewage pumps
- \* Silenced pumps
- \* Custom built pumps
- \* Groundwater control and specialist de-watering
- \* Extensive accessories

**WHO DO WE DO IT FOR?**

Sykes Pumps has extensive experience in industry fields including:

- |                         |                           |
|-------------------------|---------------------------|
| * Water & Waste         | * Building & Construction |
| * Quarries & Mines      | * Industrial Applications |
| * Agriculture           | * Environmental           |
| * Offshore - Float-outs | * Emergency               |
| * Power Stations        | * Refineries              |

**ACCREDITATIONS**

We are accredited by numerous industry bodies, and we hold ISO 9001 and 14001. Additionally, we enjoy the recognition of the Executive Agency of the Office of Government Commerce (OGC) in the Treasury, allowing us to provide accredited professional services in the public sector.

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**WE'RE THERE  
WHEN YOU NEED  
US...READY TO  
ADVISE, READY  
TO ACT**



## > OUR PEOPLE

### THE RIGHT PEOPLE WITH THE RIGHT SKILLS



#### KEY STAFF

Our business is led by seasoned industry professionals who have hands-on experience in all aspects of the pumping business. We have experts in water utilities pumping, chemicals specialists, and engineers adept in marine applications. We don't just supply pumps - we work closely with our clients to deliver the best solution.

#### SUPPORT STAFF

At Sykes, members of staff are fully trained in all aspects of the Pumps business. Our dedicated team of support personnel, engineers and sales staff alike, work together with the common goal of delivering a second-to-none support service.



#### STRATEGIC ADVISORS

Before we install any long-term pumping system, we engage in an involved process of strategic planning. We dedicate a strategic advisor to each of these projects, who will analyse the immediate demands of the application and, importantly, take careful consideration of how those needs might evolve. It means that a pumping system designed now will be powerful enough to cope with any future increased demand.

#### ENVIRONMENTAL AWARENESS

From senior engineer to delivery driver, all Sykes Pumps staff act in accordance with the Andrews Sykes Group's environmental policy. From turning engines off when stationary to recommending silenced pumping systems for public areas, 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 150 years thanks to our staff, whose comprehensive training programs and sense of dedication sets them apart from other pumping 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.



## PRACTICAL SOLUTIONS AND DEDICATED SUPPORT

## > OUR FACILITIES

### RESOURCES TO HANDLE THE MOST DEMANDING TASKS

work to the principle of preventative maintenance - this means that we service every diesel pump on hire every 14 days as standard, which means less downtime and increased productivity.

#### 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 you are.

#### TELEPHONE SUPPORT

Trained operatives are on hand 24/7, 365 days of the year to deal with any emergencies or more general enquiries. Matters of emergency are dealt with by experienced emergency pumping experts, who will lead the way in finding a fast and efficient resolution to the situation.

#### OUR EQUIPMENT

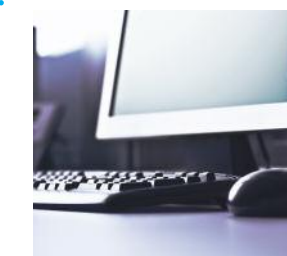
At Sykes, we're proud that we have the most comprehensive range of pumps in the country, plus the coverage and breadth of expertise to meet the demands of all areas of UK industry.

We continually upgrade our equipment and invest in the latest technology, thereby reducing the risk of breakdown. For example, we have the largest range of 4", 6", 8" and 12" super silenced pumps in the UK, which are strategically placed in depots around the country to deal with any contingency. Unlike other providers, we



#### ONLINE SERVICES

Our Sykes Pumps web pages are constantly updated with details of new products and services. You can download technical



specifications for our range of pumping equipment or contact us via the online enquiry facility for specific information relevant to your particular needs.

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



## > WATER & WASTE

### NATIONWIDE COVERAGE



#### LONG-TERM CONTRACTS

Sykes has the range, coverage and breadth of expertise to meet the demands of the UK water industry. We know the business better than anyone, and as such, we hold long-term contracts with many of the UK's foremost utility companies, for whom we devise and implement comprehensive pumping solutions.

#### ON CALL 24/7

Our clients demand the best in pumping whether planned or emergency, for clean water or sewage, and for a highly mixed infrastructure across rural and urban locations. 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 comprehensive depot network, the advice of our experienced industry experts and our waste minimisation initiatives.

#### THE RIGHT CHOICES

At Sykes, we have pumping specialists with specific experience in the water utilities industry. You don't need to know what sort of pump you need - we'll devise, deliver and maintain the optimum solution. We offer measurable KPI's - real benefits to our clients that reflect our efficiency and commitment.

#### OUR RANGE OF EQUIPMENT

At Sykes we have the right tools for the task. Our vast stock levels means that every type of pump imaginable is available at any one of our depots - and at short notice if necessary. From sewage pumps, through clean water to submersible and silenced pumps, we will deliver.

Our consultants know which solution is most appropriate. We'll install silenced pumps in schools and other public areas, or place explosion-proof submersibles in volatile places. Whatever your demands, you'll know that Sykes engineers have put together the right system for you.

#### ENVIRONMENTAL AWARENESS

At Sykes, we take our responsibilities seriously. We take the most environmentally-friendly route in any pumping system we implement - this means minimising pollution and adhering to strict noise control levels. Our efforts have earned us ISO 14001, the industry-standard environmental certification. What's more, we continually invest in cleaner, quieter, more efficient new equipment.

We offer fast surveys and advice from expert engineers with utilities experience, and we have proven expertise in addressing specific environmental issues, such as the government's AMP initiatives.

#### MANAGEMENT SERVICES

We offer the services of a dedicated key account manager on our Utilities accounts - an industry-experienced individual who acts as the primary point of contact. We also offer live hire reporting, pump usage levels, spend information and trend analysis.





## WE'RE PROVEN ON LARGE- SCALE CIVIL CONSTRUCTION PROJECTS



## > CONSTRUCTION THE RIGHT SOLUTIONS FOR BUILDING



### EXPERTISE AT EVERY LEVEL

You can't afford to mess around on building sites: schedules can be tight, and any delays can result in missed deadlines and financial penalties. We've worked with construction companies, civil engineers and building contractors UK-wide at every level, helping them deal with water-based issues quickly, cleanly and cost-effectively.

### HERE TO ADVISE

Our products are widely used in both planned and emergency situations, and include foundation drying and emptying plus Bentonite Pumping for deep foundations, general over pumping services, general dewatering plus rewatering (rehydration) mains boosting, mains testing and mains cleaning, sewage by-pass and dust suppression. Whether it's a new build, refurbishment project, wide ranging infrastructure, remediation work, or dealing with brown field sites, we can help.

### OUR EXTENSIVE NATIONAL NETWORK

Sykes' extensive national network means that there is always a depot close to you, with the right people and equipment to deliver the optimum pumping solution. We have a full range of equipment at each depot, from a two-inch drainage pump to a twelve-inch sewage pump.

Of course, we'll supply everything you need to get the system underway - all hoses, pipework and settlement tanks (where appropriate) are delivered as standard.

### BOTH LARGE AND SMALL

While we have provided pumping systems for some of the most extensive construction programs in the UK, we are pleased to offer our expertise to more modest projects. So whether we're implementing a system for a sports stadium or supplying a builder with a single pump to drain a small plot, we apply the same high levels of service.

### SPECIALIST KNOWLEDGE

There are conventions and practices to be followed in the construction industry that can't be learnt from a manual - particularly where Health and Safety is concerned. Sykes have the specific industry experience to advise on all aspects of pumping procedures in a construction environment.

### MAKING IT EASIER

Where a company has multiple nationwide operations, we offer a National Accounts service, whereby all activities are covered by a single account.

### INVESTMENT

At Sykes, we're proactive in the development of new advances in pumping equipment. Our continual investment helps us keep pace with corresponding

technological advances in the construction industry - and allows us to offer our clients only the very best.





SURPASSING  
EXPECTATIONS...  
DRIVING  
PRODUCTIVITY

## > QUARRIES & MINES

### THE UK'S LARGEST RANGE



#### THE UK'S BIGGEST NAMES

Mines and quarries can be among the toughest environments to work in - and Sykes has a long track record of working with the UK's biggest names in quarrying, aggregates and mining.

#### DRIVING PRODUCTIVITY

We can help with everything from general dewatering, across the largest sites if required, to driving productivity in open mines. For example, we specialise in china clay environments, using high-pressure water jets to wash soil into slurry and then pumping to a proceeds plant to separate the material.

#### PROVEN EXPERTISE

We have the largest range of pumps in the country, and with depots nationwide, we can offer a genuine 24/7 service, whether planned or emergency.

#### OUR RANGE OF EQUIPMENT

Pumping in a quarrying environment requires specific equipment, and at Sykes we have a range of pumps equal to anything a quarry can throw at it. This includes the revolutionary Sweepax range, the unique high-spec



submersible hydraulic pump capable of handling concentrated solids and slurries. The effectiveness of Sweepax pumps can mean considerable cost savings.

#### ENERGY AUDITS

Through our bespoke energy audits, Sykes can appraise an existing pumping set-up then advise how we can make the system more efficient, thereby reducing energy costs.

#### ENVIRONMENTAL SENSITIVITY

Quarries and mines are amongst the most environmentally sensitive geographical features. To minimise our impact in these environments, and in line with our business practices, we implement the most environmentally-friendly systems and procedures at all times - thus ensuring that we minimise our clients' carbon footprint and any environmental contamination through noise or pollutants.

#### ACCOUNT MANAGEMENT

A dedicated account manager looks after the interests of our quarry and mine accounts - this individual has specific experience in your particular field, and will act as your primary point of contact.

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**FLEXIBLE  
ARRANGEMENTS,  
FROM SHORT-  
TERM SUPPORT  
TO LONG-TERM  
HIRE**



- \* Process pumping - from food to slurry
- \* Bypassing existing systems to enable maintenance
- \* Temporary pumps for wastewater
- \* Descaling pipe systems
- \* Temporary fire systems and emergency fire pumps

#### **POWER STATIONS**

Sykes have supplied pumping solutions to a number of UK power stations. We have got to the heart of the unique demands of these complex establishments, and through close collaboration with our clients, we've built systems to match.

#### **REFINERIES**

We supply pumping systems specifically tailored to meet the unique demands of the refinery environment.

#### **CHEMICAL PLANTS**

We understand that Chemical Plants are sensitive environments, and that the pumping requirements of our clients in this sector are particularly exacting. We have specific experience in the planning, installation and maintenance of these pumping systems. HSE considerations are of enormous importance: our engineers are fully conversant with all applicable practices and procedures and will advise site personnel on practices they will need to adhere to following a Sykes system installation.

#### **TECHNICAL EXPERTISE**

Our advisors and engineers are vastly experienced in the provision of pumping solutions for all areas of industry. To support your manufacturing and processing activities, we will appraise, advise and then implement the optimum system, to reduce downtime, help boost efficiency, and ultimately increase productivity.



## **INDUSTRIAL PROVEN PUMPING SPECIALISTS**



#### **IN DEPTH EXPERIENCE**

Manufacturing and processing activities are tough enough without having to worry about access to the right pumps and pumping services, as and when you need them.

#### **HELPING ORGANISATIONS SUCCEED**

We've been supporting UK industry for 150 years with equipment and expertise, both planned and under emergency conditions, helping organisations succeed despite rising costs and changing market conditions.

Only Sykes can deliver a huge range of application-specific solutions for virtually any environment and industry - from pumping clean water to slurry. We can help you tackle tasks that include:



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



## > MARINE AN END-TO-END SERVICE



### BREADTH OF EXPERIENCE

Sykes provides a complete end-to-end service for offshore projects including float-outs. For example, experts at our Sedgefield depot are dedicated to providing the right advice, equipment and services to the offshore oil and gas industry, heavy load specialists, decommissioning companies, fabricators, shipyards and docks.

### COMPLETE SOLUTIONS

Delivering complete solutions for loadout, commissioning and decommissioning, our consultancy and engineering skills extend from detailed site surveys and planning through and installation to ongoing maintenance and support.

### HANDLING EVERY NEED

We offer everything from loadout ballast pumps to seawater lift, booster and circulation pumps. We can handle every need, from clean water to the heaviest sludge and waste.

### FLOAT OUTS

Float outs are undertakings that demand the very best in planning and execution from the very best engineers.



The oil and gas industry moves new builds from shipyard to sea using various sized barges, which have deck-mounted diesel pumps for water transfer during load out.

At Sykes, we are regularly engaged to undertake these complex projects because of our experience, expertise and our range of equipment. With a team of experienced marine pumping experts, we are more than equal to the most challenging of tasks.

### DOCKYARD SYSTEMS

The dockyard environment presents particular challenges for pumping engineers. We supply and install a variety of specialist high head and high flow pumps plus dosing equipment (where appropriate) to enable oil rigs to be tested prior to them being commissioned and put to use.

### OFFSHORE APPLICATIONS

Our offshore expertise has seen us taking a pro-active role in many contracts, including large decommissioning projects where our unique Sweepax pump has been used to pump dense homogenous and viscous sludge from the legs of oil rig platforms.

### PROJECT MANAGEMENT

At Sykes we offer a comprehensive project management package whereby we work closely with all parties involved in any particular scheme. Over the years our specialist team has successfully managed projects that have delivered major benefits for our clients that include offshore engineers, decommissioning companies, oil and gas companies and pipeline testing specialists.



**FLOODS, BURST  
WATER MAINS,  
CLEAN-UPS,  
WE'LL HANDLE  
IT EFFICIENTLY,  
24/7**



## **EMERGENCY ANY TIME OF THE DAY OR NIGHT**

### **OUR EXTENSIVE NETWORK**

Our extensive national network means that there is always a depot close to you, with the resources to appraise the situation and put the right system in place to relieve the emergency. From a flooded living room to a breached river, we have the experience to respond quickly and act with calm efficiency.

### **ENGINEERS ON CALL**

Unlike many of our competitors, at Sykes we offer a true 24/7, 365 service. You'll deal directly with an experienced engineer rather than a call centre, and we'll make sure that your contact has practical knowledge of your particular industry sector.

### **OUR PLEDGE**

Sykes Pumps guarantees you quality equipment and service, with fully trained and experienced engineers on call 24/7, 365 days a year. We will respond to any emergency within 4 hours of your call, anywhere in the country.



### **UNRIVALLED SUCCESS RATE**

Sykes has an unrivalled success rate in responding to emergencies, and unlike most other providers, we offer a genuine 24-hour call-out service. From pump breakdowns to burst water mains, from over-pumping in building sites and quarries to sewer collapses or chemical spills and waste discharge, we'll be with you fast – usually within four hours of your call.

### **WE'LL HANDLE IT EFFICIENTLY, 24/7**

The cost of flooding and waterlogged sites is serious in terms of financial penalties and environmental impacts – whether it's disruption to a construction project, mayhem caused by rush hour traffic, or interrupted water and sewage services. Sykes is here to deal with whatever problems you face, at any time of the day or night.



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# SYKES PUMPS



## > CUSTOMER CHARTER

### PRACTICAL SOLUTIONS AND DEDICATED SUPPORT

Our mission is to be a world-class pump 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 pumping 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 recyclable materials where possible
- 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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