


Est 1964

**ADCOCK**

REFRIGERATION  
AIR CONDITIONING



Why use Adcock for  
maintenance and servicing?

# Because...

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## ***customers are happy with our service***

85% of our work is repeat business or referrals from satisfied customers.

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## ***we're Britain's most successful independent climate control company***

We have an unrivalled breadth and depth of expertise in:

- ⦿ air conditioning, ventilation and heating systems for all environments, and
- ⦿ refrigeration, process cooling and cold storage systems for specialist applications.

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## ***we're a stable, secure, long-established family business***

Adcock was established in 1964 and remains in family ownership. We've got loyal customers – and suppliers and staff too – who've been with us since day one. We're proud of our reputation, our unrivalled number of awards and accreditations and what customers say they value about our service (for some examples of what customers say please see the end of this document, and for more go to [www.adcock.co.uk/home/testimonials.aspx](http://www.adcock.co.uk/home/testimonials.aspx))

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## ***we service all systems***

We service all systems, not just the ones which we have installed.

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## ***customers trust us***

We work on many confidential, high security jobs and are one of a small number of organisations allowed 'airside' during airport expansions.

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## ***our maintenance services offer excellent value for money***

our maintenance services offer excellent value for money: firstly because we price competitively, and secondly because we'll ensure that your system is running as energy efficiently as possible.

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## ***we provide a swift-response 24-hour call-out service***

Entering into a planned preventive maintenance agreement (PPM) gives you access to our swift-response 24-hour call-out service, thus minimising downtime and disruption to your business.

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# Why use Adcock for maintenance and servicing?

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## ***we can ensure that you comply with EC Regulation***

Entering into a PPM agreement with us ensures that you, as end-user, meet all your legal obligations under EC Regulation No 842/2006 regarding fluorinated greenhouse gases (F-Gases) as we are Refcom registered (registration no: REF1005647) and all our engineers have undertaken the mandatory F-Gas and ODS Regulations training and hold either a City & Guilds 2079-11 or CITB J11 qualification. For details of end-user legal obligations please email us at [f-gas@adcock.co.uk](mailto:f-gas@adcock.co.uk). (Information is also available online at: [defra.gov.uk/environment/quality/fgas](http://defra.gov.uk/environment/quality/fgas) and [www.refcom.org.uk/](http://www.refcom.org.uk/))

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## ***we can help you plan for the phase-out of R22 refrigerant***

We have extensive experience of helping customers to plan for the much-hyped phase-out of R22 refrigerant under EU Ozone Regulation EC2037/2000. For more information on how we can ensure that you comply with legislation and also make significant future savings through increased energy efficiency, please contact your local branch or email [R22@adcock.co.uk](mailto:R22@adcock.co.uk) energy-efficient and environmentally-friendly systems – and our engineers are specifically trained to install and maintain them.

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## ***we offer first class maintenance and servicing throughout the UK***

We have an extensive network of branches, each one offering high quality 'local' installation, maintenance and repair services across a wide geographical area.

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## ***we have a highly acclaimed in-house training facility***

Here, we equip our engineers professionally, technically and environmentally – to be the highest quality and most accomplished in the industry, not just to meet all legally required industry standards.

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## ***our engineers are trained to deliver the highest standards of customer care***

They'll arrive on time at your premises, impeccably presented in smart, branded uniforms, and work as cleanly and unobtrusively as possible, showing courtesy and consideration to all with whom they come into contact. They will also respond helpfully to any system queries that you put to them.

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## ***we take health & safety seriously***

We have an in-house health & safety department headed by a manager with over two decades experience, and a comprehensive safety framework that's deeply embedded in our culture and working practices. This dedication to doing much more than simply meeting legal requirements has earned us the industry-leading Altius Assured Vendor Accreditation as well as CHAS (Contractors Health & Safety Assessment Scheme).

Details of our health & safety policy at: [www.adcock.co.uk/home/health-safety.aspx](http://www.adcock.co.uk/home/health-safety.aspx)

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## ***we take our environmental policy seriously***

We recognise that we have a moral responsibility to take all reasonable steps to minimise our environmental impact – beyond simply complying with legal requirements. We're proud to be leading our industry in helping companies meet EU legislation and reduce their greenhouse gas emissions.

Details of our environmental policy at: [www.adcock.co.uk/home/environmental-policy.aspx](http://www.adcock.co.uk/home/environmental-policy.aspx)

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## Why use Adcock for maintenance and servicing?

### What some of our customers say:

*On behalf of McGee I would like to compliment the staff at Adcock who have given us the most fantastic service over the 5 years that we have used you for servicing, maintenance and any other problem that we have experienced with our air conditioning units ...*

**Mike Taylor**

HEAD OF SECURITY, MCGEE

*Wow! What an amazing engineer, not only polite and considerate to the working environment he was in, and understanding when we had to ask him to wait a few minutes while we sorted our rooms for him, but so thorough with his job. He has found some faults and rather than 'smoothing' over the system, he explained everything so fully that even I could understand what the problems were.*

**Janette Coles**

CONSULTING TOOLS LTD

**We want you to proceed in whatever way best suits your business.**

Please do not hesitate to contact your local Adcock branch if you have any queries or if there is anything at all you would like to discuss.

Birmingham 0121 369 0188 ◦ Bromsgrove 01527 889 494 ◦ Cambridge 01223 812 330  
Chatham 01634 673 870 ◦ Chelmsford 01245 398 780 ◦ Derby 01332 916 230 ◦ Fareham 0118 934 8800  
Guildford 01483 905 120 ◦ Ipswich 01473 242 580 ◦ King's Lynn 01553 692 277 ◦ London 0207 099 7798  
Northampton 01604 748 700 ◦ Norwich 01603 453 300 ◦ Peterborough 01733 344 300 ◦ Reading 0118 934 8800

