



Maintenance Agreements

We provide hassle-free maintenance packages for both newly installed and existing systems, ensuring your air conditioning and refrigeration remain in optimal condition.

Est 1964

ADCOCK

REFRIGERATION
AIR CONDITIONING



Why Adcock?

A First-Class Service, Every Time - The Adcock Way

With over 60 years of experience, Adcock continues to lead the way in quality, integrity, and customer-focused service. With a turnover of £45 million, our scale and expertise enable us to consistently deliver a premium service. Our commitment to honesty, respect and ethical practices ensures every project exceeds expectations - always putting our customers first.

Expertly Trained Engineers

We pride ourselves on having one of the best-trained workforces in the UK. We make significant investments in the development of our team of over 100 engineers and trainees. This ensures they are fully competent to install, service, and repair equipment from the industry's leading manufacturers.

Our in-house, City & Guilds accredited training centre in King's Lynn has the latest equipment and technology from a wide range of manufacturers. Our Training Manager ensures that each engineer and trainee has tailored training on the correct equipment specific to their own needs.

We strive to be industry-leaders, providing qualifications not only for today's equipment, but also for a range of natural refrigerants including hydrocarbons and carbon dioxide ready for an environmentally sustainable future.

This commitment to excellence supports our promise to uphold the highest standards and deliver outstanding customer service.

Strategic Partnerships with Tier-One HVAC Manufacturers

At Adcock, we work with all major HVAC and refrigeration manufacturers, but our strongest partnerships are with the industry's top-tier brands. Over many years, we've built close, trusted relationships with the world's most reputable suppliers - making us one of the largest installers of their equipment in the UK.

These partnerships give us access to extended warranties and allow us to offer our customers some of the most energy-efficient solutions available. We are proud to hold elite accreditations, including D1+ Premium Partner status with Daikin and Diamond Quality Partner status with Mitsubishi Electric - the highest levels of recognition these manufacturers offer.

What Are The Benefits?

Air conditioning, ventilation and refrigeration systems are long-term investments. Regular maintenance is key to keeping them operating efficiently, remaining compliant and reliable. Our engineers always recommend a post-installation planned preventative maintenance contract to avoid costly breakdowns and emergency future call-outs.



Save Money

Preventing breakdowns is more cost-effective than fixing them, saving down-time, lost productivity and product waste. Plus, a well-maintained system uses less energy, cutting your utility costs.



Lock In Your Warranty – Protect Your Investment

Get more from your new installation with 12 months of full parts and labour cover – exclusively available when you take out a Planned Preventative Maintenance (PPM) contract within three months of installation. It's more than just a warranty; it's peace of mind, lower long-term costs, and expert care from day one. Protect your equipment and your budget with one simple step.



Stay Compliant

Fluorinated refrigerants are common in air conditioning and refrigeration systems but require safe handling. Do you know your responsibilities under fluorinated (F-Gas) legislation? They include preventing leaks, scheduling regular checks, fitting automatic leak detection (depending on individual system refrigerant charge), maintaining records and labelling equipment. Adcock undertakes this work for all PPM clients, ensuring your compliance.



Bantham

Adcock has been leading the way in digital field service technology for over ten years. Our engineers use tablet-based systems to complete all site visit reports - a capability that still sets us apart in an industry where many contractors rely on paper forms. From digital job forms and signatures to real-time photo uploads, everything is submitted instantly. A completed copy is emailed to the customer within seconds. This streamlined, paper-free approach means faster, more accurate service - with full transparency for our clients.

What's Included?



Bespoke PPM Plan

Customised Planned Preventative Maintenance tailored to your assets and operational / legislative needs.



Accurate, Up-to-Date Asset Register

Maintain a live, detailed inventory of all assets - regularly reviewed and updated.



Rapid F-Gas Compliance Reporting

Fully compliant with regulations - receive detailed F-Gas reports within minutes of request.



24/7 Emergency Support - Priority Access

Round-the-clock emergency call-out availability, with priority response for contract clients.



Proactive Service Scheduling & Reminders
Stay ahead of maintenance needs with timely reminders and flexible scheduling options.



Dedicated Account Manager

A single point of contact who understands your business and ensures smooth service delivery.



Paul Burns - Overcourt Ltd

"I wish all our sub contractors were like Adcock's"

Anne Andreoli - Staysure Group

"I just wanted to say thank you for sending Andy over this morning — as always, in super quick time. I really appreciate your prompt support.

Andy, as ever, was extremely helpful and understanding. He clearly explained the issue to me and was a pleasure to deal with. He's certainly a credit to your company, as are all the engineers who attend site.

Thanks again for the continued excellent service.."

Richard Davies - Fenland District Council

"We are extremely happy with the installation which operates perfectly and has halved our electrical costs."

Adrian Collins - EBC Brakes

"I'd just like to say that it was a pleasure to meet Liam, he's a credit to Adcock, very polite and engaging, I hope we get to see him here for future works / servicing. "

Cate Heaphy - Helix

"Thank you to Ryan for his work yesterday. Not only was it very apparent that Ryan was completely read up and prepared for yesterday's appointment, but he was also clearly very experienced and knowledgeable about the Mitsubishi HVAC system we have. His competency really helped us to understand every aspect of his investigation - which was extremely thorough. And to top all of that, he was just a really lovely and enjoyable person to have in the office, easy to talk to, polite and hardworking. We were really happy that he was chosen for our job!

Thank you to you and Lea for arranging the visit too, and we look forward to having Ryan on site again!"



At Adcock, we believe installation is just the beginning. With a nationwide network, our expert engineers provide 24/7 repair services to keep your HVAC and refrigeration systems running smoothly all year round. Whether it's a planned maintenance visit or an emergency call out, we aim for same-day response to reduce downtime and disruption. We proudly welcome new customers and are ready to deliver the same trusted, high-quality service that has earned us a loyal client base - where 85% of our work comes from repeat business and referrals.

enquiries@adcock.co.uk

Est 1964

ADCOCK

**REFRIGERATION
AIR CONDITIONING**