



Servicing our customers needs

Technical Support

All Cool Energy equipment is fully tested prior to dispatch and benefits from ongoing support throughout the rental period. Our technical support and field service department is on call 24/7, providing technical assistance when you need it most.

Preventative maintenance

For long term hires regular preventative maintenance is undertaken to ensure equipment remains in good condition and meets F-Gas requirements. All our engineers are trained in procedures designed to ensure your equipment functions efficiently and to ensure the protection of the environment.

Installation Service

If required Cool Energy can provide a complete turnkey installation service. This scope of work can be as broad or as limited as an individual customer requires. For complex installations a project manager would be appointed to oversee all aspects of the project. This could include craneage, lift & shift, pipe work modifications, electrical installation, scaffolding and remedial building works. All works would be undertaken in accordance to industry standard best practice and would be fully supported by Method Statements and Risk Assessments.



Commissioning

Our fully trained commissioning engineers provide a commissioning service for those customers who wish to complete their own installations but want the peace of mind that their hire chiller has been set up correctly to provide efficient and reliable cooling for the duration of their hire period.

Emergency Call Out

Things can go wrong and if they do Cool Energy provides a 24 hour call out service dedicated to keeping our equipment "on the road". Available throughout the UK and throughout the year our team of dedicated service engineers are always no more than a telephone call away. In the unlikely event that equipment cannot be repaired on site Cool Energy will replace it with a substitute unit and remove it for repair at our purpose built manufacturing and refurbishment facility.

Service	Full installation and 24 hour support
H & S	Safe Contractor Assured
Resource	28 Regional Engineers
Insurance	Public and Products £5m
	Employee Liability £10m
Equipment	All CE marked & tested
Paperwork	Site Risk Assessment
	Method Statement
Transport/Lifting	Flatbed/HIAB/Cranes
Environment	Manufactured to ISO14000

Remote Monitoring

Cool Energy has also pioneered the use of remote monitoring in the hire industry being the first company to offer it's customer's a complete phone line service, monitoring customers cooling plant 24/7. Providing real time information and sending alarm signals directly to our on call engineers should a fault arise, this service is like having a virtual engineer on your site at all times.

Contact Us

Call us free on **0800 840 4210** to find out more. We have depots throughout the UK & Europe

