

# Heating

## Services

Birdsall have provided professional heating services since 1990.

The heating services we provide include: design, supply, installation, maintenance and repair.

Our large team of skilled engineers and managers provide expert services on:

- boilers
- pumps
- water heaters
- burners
- space heater
- distribution systems

Absorption CHP

Air Conditioning

Chillers

Heating

Mechanical

Electrical



## Maintenance

Birdsall are set up to provide a high quality service using the latest technology. Utilising best practice in line with Gas Safe & HVCA we'll implement a maintenance programme to allow an economical and reliable performance of the heating system.

## Engineers

Birdsall engineers are not only technically qualified and experienced in the field but are also trained to work proactively and to effectively communicate with customers. Each customer is appointed an engineer responsible for their contract which provides many benefits.

It's advantageous for an engineer to have an intimate knowledge of the performance history of each system and an understanding of the customer's site and requirements.

## Management

Each customer is appointed a Contract Manager, responsible for each aspect of the contract. This ensures an efficient and effective working relationship develops between Birdsall and the customer. The management team incorporates a Contract Manager, Contract Administrator and a Lead Engineer.

## Web Based Database

Birdsall use a sophisticated web based database called Tesseract to manage the operations of the contract. The customer has web access to the database to enable them to view historical and actual operations of the contract.

## 24 Hour Call-out and Emergency Repair

Birdsall's call-out service has successfully operated for over 34 years. Working 24 hours a day, every day of the year, our customers can be confident that when a problem occurs, we're ready and waiting to fix it.

It's no coincidence that if a heating system breaks down it will occur when it's working under constant stress, i.e. when you need it most. Birdsall are setup and have the resources to repair your system in the shortest possible time.



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## Design

Birdsall employs professional heating design engineers to produce solutions to meet the customers operating requirements and budget. We specialise in designing energy efficient systems. Our design service is free to all Birdsall customers.

## Supply

Birdsall have preferred contractor status and agreements with a number of the leading heating manufacturer's. This enables us to provide competitive quotes for the supply of equipment.

## Installation

Our installation service is both efficient and competitive. Our team of highly qualified engineers have extensive experience of installing all types and brands of heating systems. Additionally, we can quote for the installation works of pre-designed and specified projects.

## Commissioning

With installation complete, Birdsall engineers commission the heating system. Once it is operating to the engineer's total satisfaction the commissioning sheets are completed. The operational training manuals and a completion certificate are then provided to the customer as part of our QA completion procedure.

## Warranty

Every project supplied and installed by Birdsall carries a 12 months warranty. Additionally, the equipment manufacturer often provides extended guarantees. Extended warranties are provided upon request.

## Regulations

Birdsall invest and comply with the latest regulations and training as guided by Health & Safety, Gas Safe, CDM, HVCA and QA ISO 9001. Additionally, all Birdsall engineers are CRB approved.



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