

Est 1964

ADCOCK

REFRIGERATION
AIR CONDITIONING

Corporate Brochure





More than 85% of our work is
either repeat business or referrals
from satisfied customers, a
statistic that we are very proud of.

Welcome to Adcock, the UK's most successful independent climate control company



We are trusted by an extensive and much-valued portfolio, which includes some of the largest companies in the UK.

Our achievements were recognised at the prestigious RAC Cooling Awards in 2014 when we were awarded Contractor of the Year for dedication to staying at the forefront of the industry through a number of significant achievements including establishing the UK's only City & Guilds Training Centre, as well as numerous awareness campaigns and money saving schemes to help businesses reduce their energy use and costs.

Now over 50 years old, our business is still family owned and we are proud to be the most highly regarded within our sector, employing the most highly trained engineers in the country.



Our expertise spans a wide range of sectors including healthcare, pharmaceutical, academia, retail, manufacturing, research and many more commercial businesses.



What makes us different?

Primarily, our success is down to an incredible team of dedicated people and the personal service that we give to each and every one of our customers. It's for these reasons that our customer and staff retention is high.

To provide such a high level of service requires a strong infrastructure to meet customer needs, which is why we have a network of 12 fully serviced centre's across England, employing over 250 staff, over half of whom are specialist engineers.

We have built a reputation of providing a complete industry service, and we design and install solutions made by world class manufacturers, which are then fully supported throughout their life cycle.



Training

At Adcock, we go a step further, to ensure that our engineers are the best qualified, skilled and customer-focused professionals in the industry.

Our custom-built City and Guilds Training Facility, the only one of its kind in the UK, was built specifically to train and develop our engineers and apprentices, to guarantee that our levels of high service would never fall below our excellent standards.

Our syllabus offers Fundamental and Advanced training and is open to people of all ages, covering the installation, service and maintenance of refrigeration and air conditioning, and giving all trainees an in-depth knowledge of the industry. Some of our trainees have also gone on to win national awards.



Dedicated Design Office

Based in Colchester, our computer-aided design (CAD) office is a renowned centre of design excellence, where customer ideas for highly complex systems are turned into reality.

Our CAD office produce comprehensive project manuals which offer huge benefits to our customers. Our AutoCAD LT 2015 system utilises Autodesk Building Design Suite which allows us to produce 3D drawings for system design and BMS controls. This enables us to offer practical, cost-effective and energy-saving solutions to our customers that are fully compliant with all current legislation.



Easy Payment Solutions

As a full service provider, Adcock is only too aware of the financial pressures on many businesses today. Changes to legislation, the demand for a reduction in CO² emissions and high energy costs, are putting pressure on businesses to upgrade their air conditioning or refrigeration systems.

To counter this, Adcock has introduced a fantastic solution to help those customers that need to upgrade their systems, but would rather keep their capital in their business or have an urgent need to replace their systems, but do not have the budget to do so.

Adcock ADvantage offers customers the option to spread the cost of replacement systems for up to 5 years and includes full warranty and maintenance for the term.



Turnkey solutions

For many of our customers, our ability to provide a full turnkey service offers many benefits and enables customers to install bespoke systems which are designed specifically for their requirements. We manage the entire process from computer-aided design (CAD) through to installation and commissioning.

At the other end of the scale we install single units in small offices, laboratories, the high street and residential developments.

Protection

Our dedicated Health and Safety department head oversees the training and working practices of all of our engineers and ensures that all current legislation is followed by everyone. Health and safety is ingrained in every part of our business; it has to be, as we are responsible for our own people as well as our customers and their customers.

In addition to our health and safety policy we also adhere to strict environmental commitments, to ensure that we meet all legislative standard and working practices.

Environmental

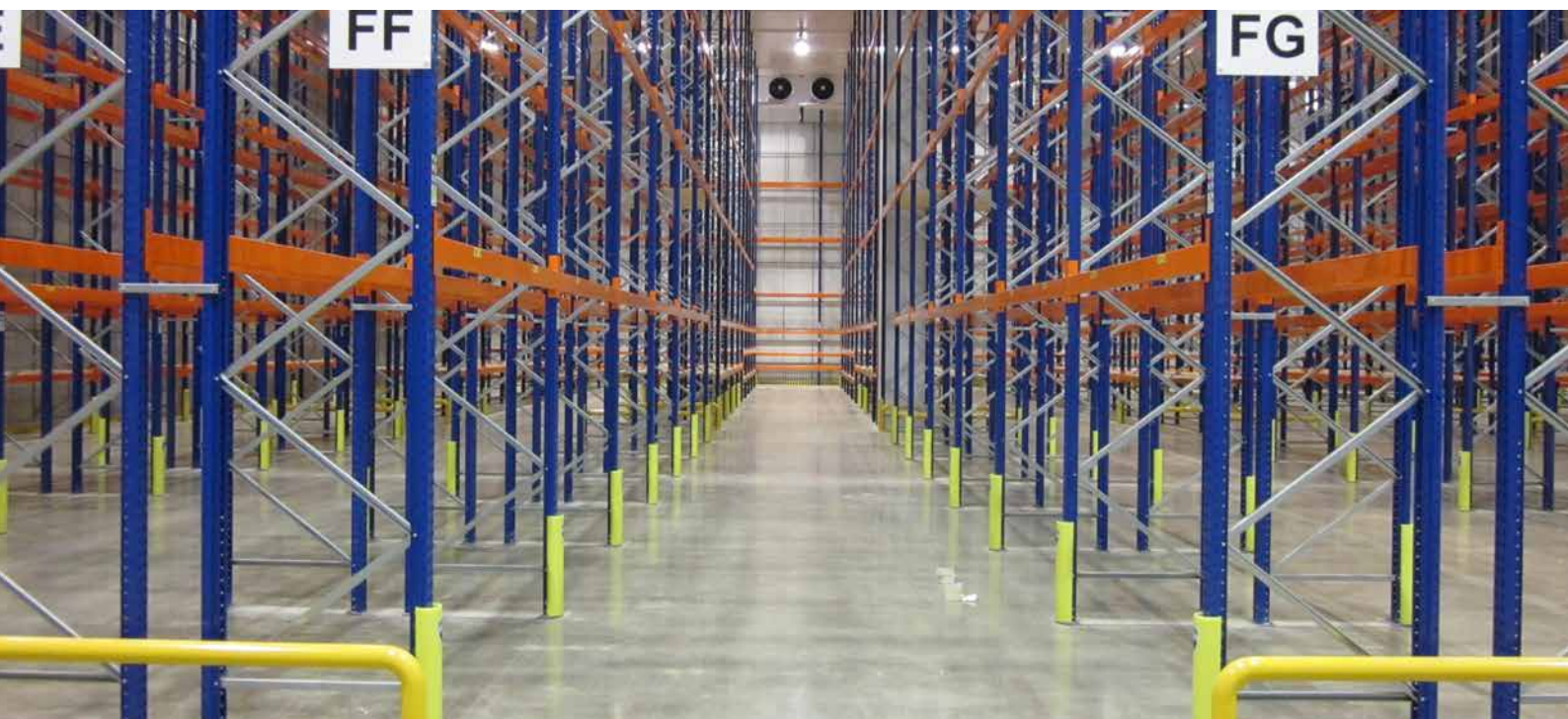
As a business that provides advice and solutions which cut energy use and CO₂ emissions, we understand and adhere to a strict legal and moral policy which outlines our responsibility to manage all aspects relating to the environment. Our policy also outlines the responsible disposal of refrigerants and outdated equipment to ensure that our green credentials remain intact and our environment is unharmed in any way. **Our full policy can be downloaded from our website.**



Digital Pen Technology

As part of our drive to provide a seamless and efficient on-site service to our customers we have introduced Destiny® pen technology.

All of our site visit report forms including Risk Assessments, Hot Works, Service Sheets, Maintenance Sheets, Near Miss, Waste Transfer and Timesheets are in a digital format. This allows our engineers to write out the relevant forms on-site using digital pens whilst our customers can sign and receive a paper copy as well as a full digital record of the visit. Simply by ticking a box on each form, the electronic data stored in the pen is then transmitted via Bluetooth to the engineer's mobile device before being validated and sent to secure servers. For more information please visit our website.



Who we work for

What we do

We offer our full range of installation, service, maintenance and consultancy services to clients in both the public and the private sector, in all types of enterprise and industry, regardless of the size.

We only install products that are designed and produced by world class manufacturers and those at the forefront of energy saving solutions.

Products

Air Conditioning Systems
Refrigeration Systems
Air Source Heat Pumps
Ground Source Heat Pumps
Hydrocarbon Chillers
Ventilation Systems
Heat Recovery Systems
BMS Controls
Remote Energy Saving Monitoring Systems

Services

24/365 service and support
Design and planning
Ongoing maintenance
System upgrades
Installations
Energy assessments
Site surveys
R22 compliance surveys
BMS Systems
Contract free filter care

Specialist Services

Raised platforms
Refrigerated warehouse racking
Pharmaceutical Storage
Purified ventilation systems

Our family story started back in 1964, and in those early years we served a range of small and large businesses from local dairy farmers and pub landlords to large research facilities.

This ethos has not changed in over 50 years and today we still service, maintain and install single split systems in small buildings, right through to large, multi-level, multi-facility buildings, across all sectors.

We are well-known locally in each of our 12 regional office areas, as well as nationally by some of the largest contractors and blue chip companies in the country.

So whatever your size and needs, Adcock will provide you with the same expert level of service, around the clock, wherever you are.

Sub-contract services

As well as a large portfolio of end-user customers, Adcock has built many long-term relationships with some of the UK's best-known building consultants and architects, construction and fit-out companies, facility management and building service companies. Adcock's reputation of being a trusted and reliable service provider is why 85% of our work is repeat or referred business.

Manufacturers

Adcock is privileged to work with the world's most reputable manufacturers. We have built a strong reputation for providing quality services over many years. This has led us to achieving top partner status with these world class manufacturers, including a D1 supplier for Daikin and a Business Solutions Partner for Mitsubishi Electric.

Our status with these manufacturers allows us to offer our customers extended warranties on installed equipment, as well as providing the most energy efficient solutions on the planet.



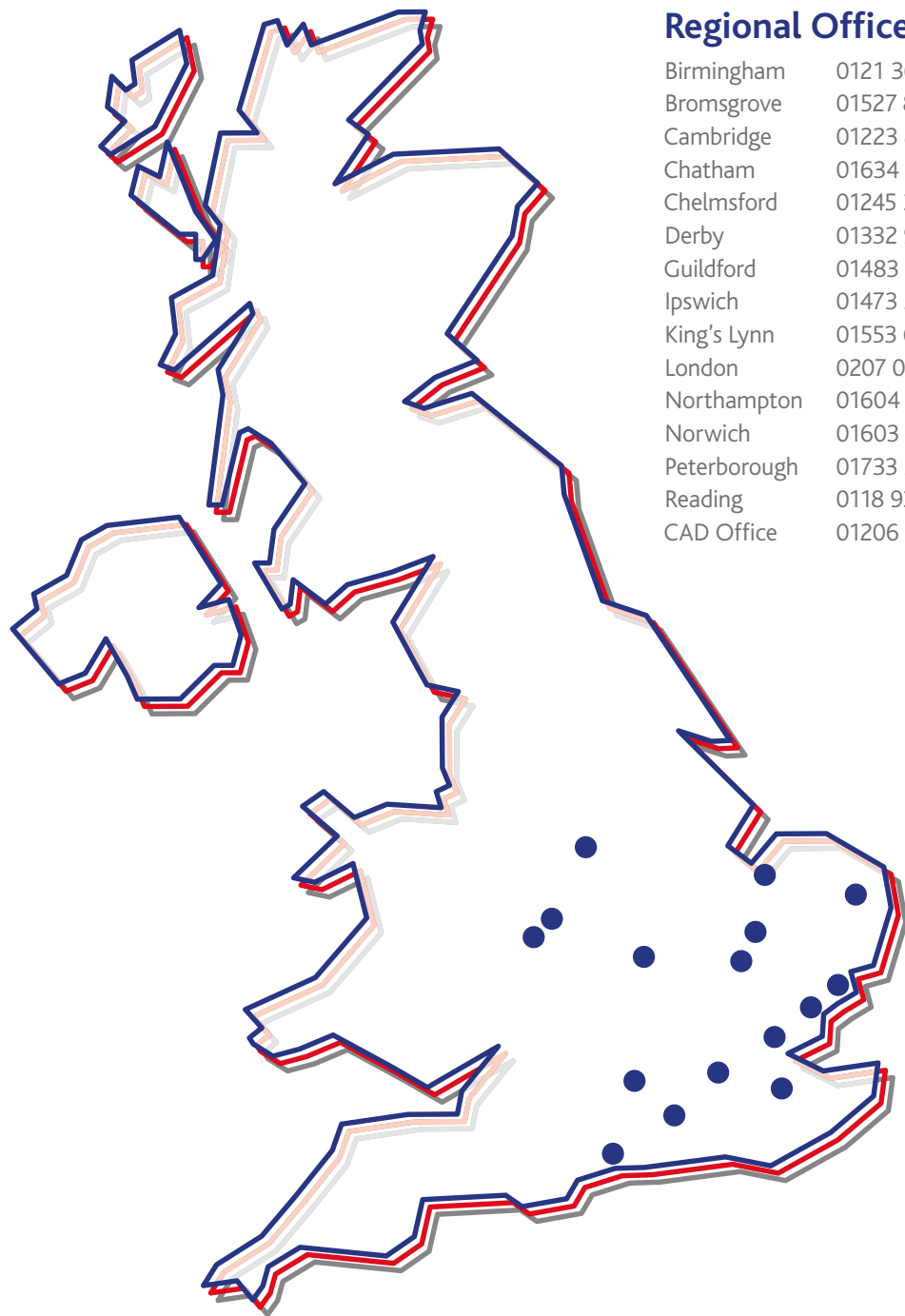
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Cambridge	01223 812 330
Chatham	01634 673 870
Chelmsford	01245 398 780
Derby	01332 916230
Guildford	01483 905120
Ipswich	01473 242 580
King's Lynn	01553 692 277
London	0207 099 7798
Northampton	01604 748 700
Norwich	01603 453 300
Peterborough	01733 344 300
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