



ncpi solutions

## Customer Service and Support

Safeguarding the equipment  
which supports your  
building 24 hours a day



## ncpi solutions

### Choose ncpi solutions planned maintenance programme

#### Maintenance matters from day one

Maintenance is vital as soon as a building comes into operation. Although 'defects liability' requires the building services contractor to repair any breakdown or faults in the installations for 2 months following commissioning, routine maintenance is also essential during this period, to ensure manufacturers' warranties remain valid.

The validity of warranties on plants installed by other contractors is not affected by taking on the maintenance. As the warranties belong to clients, our company is able to undertake any warranty work on their behalf.

#### Maintenance for people

The way a building is maintained affects the welfare of the people working in it. Beside considerations of every day comfort and the importance of a pleasant working environment, health and safety responsibilities make it essential to employ a professional service and maintenance company.

Legionnaires disease, the pneumonia contracted from bacteria which can make its home in water systems and cooling towers, is one of the most publicised and acute results of a failure to keep a building up to the standards specified in its design.

Of equal concern is 'sick building syndrome', a general term covering the deficient functioning of various types of installation, from poor lighting to bad filtration of air. A growing body of experts point to this syndrome as the cause of low level, but persistent, ill health among workforces, ranging from non-specified malaise and lethargy to headaches and infections.

NCPI Solutions can advise on all aspects of statutory requirements which must be met by occupiers and building managers.

#### Maintenance for building and equipment

A properly maintained plant works more efficiently, more economically and lasts longer. A poorly maintained plant is subject to disruptive breakdowns, expensive repairs and higher running costs.

#### Water Treatment

Frequent inspections of cooling towers and water systems are a key component of our service to clients and a safeguard against the development of conditions in which bacteria, such as the type which causes Legionnaires Disease, will thrive.

NCPI Solutions is experienced in the supervision of specialist sub-contractors, however our own engineers have been trained in the use of water treatment chemicals, biocides, inhibitors, bromine dispensers and haloginators. They are also skilled in the taking and monitoring of dip slides to provide instant information on water condition.

#### Fully trained professionals mobile and on call 24 hours a day

NCPI Solutions directly employs specialist qualified engineers throughout the country, ensuring a punctual programme of maintenance and a prompt response to breakdowns.

Wherever possible, a site will be maintained by the same engineer or team, ensuring continuity.

In the event of an emergency, we are able to attend site within 2 hours, 7 days a week, 24 hours a day. All service calls are co-ordinated by our

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24 hour call centre **01763 261778**

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Our engineers are trained in all aspects of the service offered and can always be located immediately either by mobile phone or SMS. In addition, their location is instantly identifiable, via the Fleetstar GPS system, which is installed in all vehicles.



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### Monitoring systems

A building management computer system can monitor, log and control the running of services on clients' premises from our office in Shepreth.

The plant is linked to the computer by an auto-dial telephone line, enabling engineers to make instant operational adjustments.

The computer also has an alarm, particularly useful in ultra-sensitive environments such as computer rooms, to indicate even slight changes in temperature or humidity and to signal a fault.

### Residential maintenance

For large complex sites a resident team, headed by a supervising engineer, can be provided to run, maintain and repair all services at times to suit your business operation.

### Our commitment

NCPI Solutions are an investor in people. Our staff and engineers undergo a continuous programme of training to keep abreast with the latest changes which have an impact on the technological world in which we live.

### Safety first

NCPI Solutions offer advice on specific safety matters to clients and engineers. We also ensure that all installations meet statutory safety regulations in their construction and operation.

### Insurance inspections

NCPI Solutions can work directly with clients' insurance companies to arrange inspection and, if requested, assist the survey and undertake any remedial works necessary.

### Planning your maintenance programme

NCPI Solutions has a sales team of engineers who visit clients to discuss their requirements without obligation.

A schedule can either be formulated after installation, or NCPI Solutions staff can work to a pre-devised programme. Detailed computerised duplicate records are always readily available from computer files held at our office in Shepreth, to enable our staff to give a speedy response to customer enquiries.

For older systems, the Service and Maintenance division will carry out a dilapidation survey at the start of a maintenance contract, report on the state of the equipment and indicate any essential refurbishment or upgrading that may be required.

Where work is required, Service and Maintenance staff can arrange for this to be undertaken. We are also able to offer contracts for regular inspections of portable appliances, to comply with the latest health and safety regulations.

### Service partners





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## Services at a glance

### Air conditioning

Split systems  
Reverse cycle heat pumps  
Air handling plant  
VRV systems  
Versatemp systems  
VAV  
Moduline  
Refrigerant reclaim  
Chillers – reciprocating  
Centrifugal absorption  
Cooling towers  
Dip slides & bacterial monitoring  
BMS systems

### Heating

Natural gas  
Oil-fired  
Modular  
Steam generating

### Security

Access control  
CCTV

### Electrical

Electrical distribution boards  
Circuits  
Emergency lighting  
Re-lamping  
Loop-impedance testing  
UPS systems  
Generator load testing  
Portable appliance testing  
Fixed appliance testing  
Fire alarm testing  
Vesda systems  
Inergen gas extinguishant systems  
Argonite gas extinguishant systems

### IT systems

Structured cabling  
Fault finding and certification  
Warranted systems  
Telecommunications

### Network Critical Physical Infrastructure Solutions

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