



Company Profile

Sapphire Cooling Services Limited was formed in 1998 from senior managers and engineers previously with a national contractor. We were able to bring with us many years of experience in design, project management and service on all types of air conditioning and refrigeration equipment.

The business has grown steadily and we now have a team of over 20 employees including **19 installation and service staff** covering the whole of East Anglia. We pride ourselves on the quality of our installations and prompt back up service.

We provide Design, Sales, Installation, Service and Maintenance for:-

Heat Pumps and Air Conditioning

- ▶ Heat pumps for heating and cooling
- ▶ Heat pumps for domestic hot water
- ▶ Heat Recovery Ventilation
- ▶ Close control
- ▶ VRV systems
- ▶ Central plant
- ▶ Air filtration
- ▶ Humidification
- ▶ De humidification

Refrigeration

- ▶ Coldrooms and coldstores
- ▶ Production areas
- ▶ Blast freezing and chilling
- ▶ Commercial & industrial plant
- ▶ Water & process cooling
- ▶ Refrigerated display
- ▶ Hot food display
- ▶ Supermarket display & storage
- ▶ Storage cabinets
- ▶ Beverage display & storage
- ▶ Ice makers
- ▶ Cellar cooling

- ▶ Alarm & monitoring systems

- ▶ 24 hour, 7 day breakdown service
- ▶ Standard and bespoke maintenance agreements
- ▶ Hazardous refrigeration waste removal and safe disposal service

Resource and qualification:-

Design and sales: Three dedicated senior managers with many years experience in the industry. Each manager has built up experience in different disciplines allowing us to provide a wide range of services. From the initial enquiry, a full design can be provided, followed by a comprehensive quotation to include, if required, technical specifications and drawings.

Installation: Our dedicated supervisor liaises between the design team and customer. He visits all installations in advance to ensure that the engineers have the correct information and components to carry out the work. He will ensure the equipment is installed, commissioned and handed over correctly.

Service and maintenance: Led by our Operations Director again with many years experience in the industry, control our service and maintenance engineers. In the office our Operations Co-ordinator provides a prompt response to our customers needs. Our managers are always available to assist with technical and other issues and will also assist engineers on site if required.

Engineers: All our work is carried out by our own employed staff. Each engineer is provided with a fully equipped vehicle with fully tested tools, a comprehensive range of components together with technical and safety information.

Qualifications: All engineers are qualified for the safe handling of CFC, HCFC and HFC refrigerant gases and carry City and Guilds 2079, the Company is also F Gas registered. All engineers, supervisors and managers carry CSCS 'Skillcards' In addition to other recognised industry training, we continuously monitor and train our staff taking advantage of manufacturers' training facilities, which has enabled us to become approved for most of the major equipment suppliers.

Health and safety: We take our responsibilities seriously. Regular reviews and training takes place. Documented equipment checks are carried out and all staff are provided with the information and equipment required to carry out their work safely. Information is provided which has enabled us to work for many prominent organisations.

Warranty: Our installations are fully guaranteed and we will provide our usual 24 hour, 7 day response. Some manufacturers are so confident in our services that they allow us to extend the equipment warranty up to **five years** without charge.