



# Temperature Control Emergency Planning Service (TCEPS)

**CALL: 0800 999 6 365**

**Email:** [info@carrierrentalsystems.co.uk](mailto:info@carrierrentalsystems.co.uk)

**Visit:** [www.carrierrentalsystems.co.uk](http://www.carrierrentalsystems.co.uk)



# Introducing our Temperature Control Emergency Planning Service (TCEPS)

TCEPS has been designed to assist customers that rely on cooling, heating, hot water or steam for uninterrupted business continuity.

Failure of existing temperature control plant, steam and hot water systems can have disastrous consequences including downtime, closure of facilities, financial penalties, loss of revenue and a failure to provide a duty of care.

Our three levels of plan can be tailored to your own individual requirements to ensure that you are fully covered in the event of an emergency. Each level of plan will have a unique reference number which is quoted at the time of any emergency call off ensuring a timely response and reducing any downtime to a minimum.

Our TCEPS service is designed to offer total peace of mind by providing you with a dedicated free phone number for enquiries and also emergency call offs.

This will give you access to call off your reserved equipment (dependant on plan level), arrange full installation, commissioning and transport planning and fuel management for the duration of the requirement using our unique GSM telemetry service and 24/7 365 day cover.



## BENEFITS TO YOU

- Ensures business continuity
- Avoids closure
- Minimises production downtime
- Can form part of a business disaster recovery plan
- Protects FM companies against financial penalties
- Maintains duty of care
- Guarantees rental equipment availability (Silver & Gold levels)

# Our levels of cover

## BRONZE

- ✔ Visit to site to carry out a comprehensive survey of all temperature control plant and hot water systems.
- ✔ Production of a detailed TCEPS plan highlighting equipment required in the event of a failure, siting of temporary equipment, access required, power requirements, connections required in existing pipework and full contact details and escalation process.
- ✔ A one-off charge is applicable for this service.

## SILVER

- ✔ As Bronze but also includes specified equipment ring fenced at an agreed location ready for immediate call off in the event of a failure, guaranteeing availability and reducing response times.
- ✔ No charge for the initial survey and production of the TCEPS plan but a weekly charge for ring fencing the specified equipment.

## GOLD

- ✔ As Silver but also includes an element of inclusive hire period dependent of the length of the contract.
- ✔ No charge for the initial survey and production of the TCEPS plan but a weekly charge for ring fencing the specified equipment.

## THE SERVICE PROCESS

- 1 Call TCEPS free phone number **0800 999 6 365**
- 2 Quote unique TCEPS reference number
- 3 Transport and engineering support is organised
- 4 Reserved equipment is loaded and delivered to site
- 5 Equipment is installed and commissioned
- 6 Fuel is monitored and managed for duration of hire period (where applicable)

# How does TCEPS support you and your business?

- ✓ **PLANNED EMERGENCY SUPPORT**
- ✓ **24/7 AVAILABILITY NATIONWIDE**
- ✓ **SPECIALIST APPLICATION TEAMS**
- ✓ **FLEXIBLE RENTAL SOLUTIONS**
- ✓ **COMPLETE PEACE OF MIND**

Carrier Rental Systems and Watkins Hire have many years' experience providing TCEPS solutions to an extensive range of industries, providing our clients with flexible, cost effective, high value solutions.



**OUR SERVICE IS DESIGNED TO OFFER TOTAL PEACE OF MIND**

**Our expertise and experience include supporting:**

- **REFRIGERATION CONTRACTORS**
- **FACILITIES MANAGEMENT**
- **FOOD & DRINK**
- **MANUFACTURING / PROCESS ENGINEERING**
- **RETAIL**
- **OFFICES**
- **LEISURE**
- **COMMERCIAL**
- **IT & TELECOM**
- **EDUCATION**
- **HEALTH SECTOR**



# Our extensive range of TCEPS products include:

## Your complete HVAC rental solution

ACT NOW! SAVE MONEY! PEACE OF MIND!



### COOLING HIRE SOLUTIONS

- Chillers
- Cooling Towers
- Air Handling Units / Fan Coils
- Dry Air Coolers
- Portable Air Conditioning Units
- Cold / Chill Stores



### HEATING HIRE SOLUTIONS

- Boilers – LTHW & MTHW
- Electric Fan Heaters
- Heat Pumps
- Direct Gas Fired Heaters
- Electric Radiant Heaters
- Indirect Fired Heaters



### STEAM HIRE SOLUTIONS

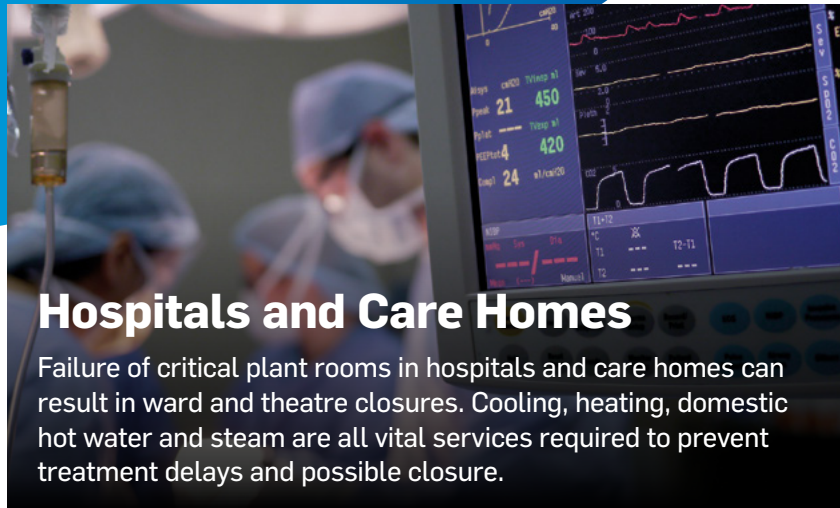
- Electric
- Containerised
- Trailerised
- Static



### DEHUMIDIFIER HIRE SOLUTIONS

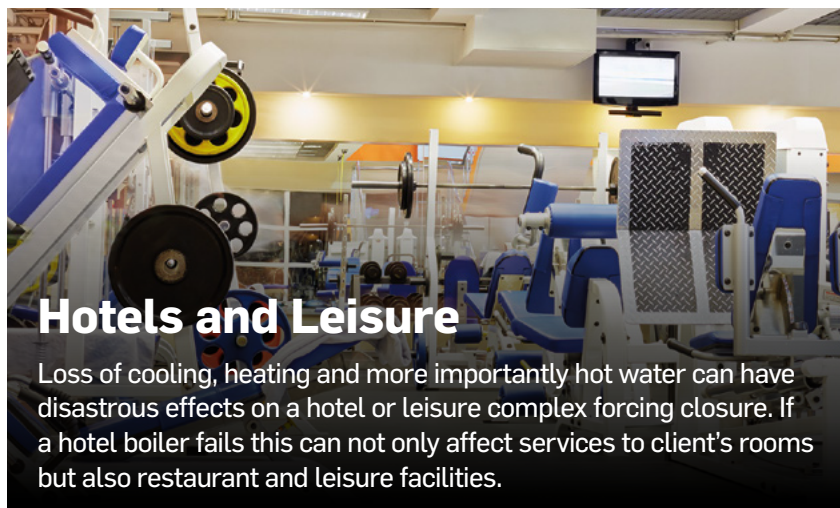
- Refrigerant
- Desiccant

# We support a wide range of industry sectors including:



## Hospitals and Care Homes

Failure of critical plant rooms in hospitals and care homes can result in ward and theatre closures. Cooling, heating, domestic hot water and steam are all vital services required to prevent treatment delays and possible closure.



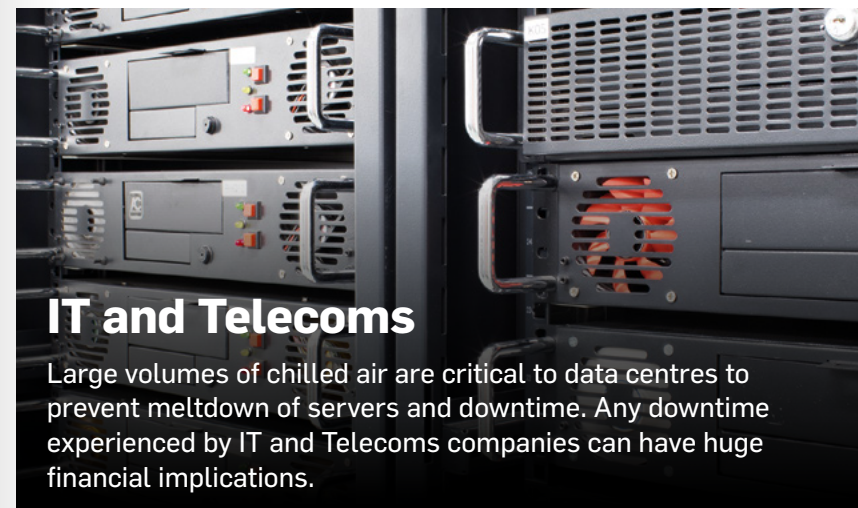
## Hotels and Leisure

Loss of cooling, heating and more importantly hot water can have disastrous effects on a hotel or leisure complex forcing closure. If a hotel boiler fails this can not only affect services to client's rooms but also restaurant and leisure facilities.



## Manufacturing and Process

Temperature control plays a vital role in many manufacturing processes and failure of existing systems can stop production resulting in significant financial losses.



## IT and Telecoms

Large volumes of chilled air are critical to data centres to prevent meltdown of servers and downtime. Any downtime experienced by IT and Telecoms companies can have huge financial implications.

# Case studies:



## EDUCATION

### The challenge

Failure of the local district heating system had left a University campus without heating or hot water.

### What did we do?

Due to previous issues with the local district heating system, the University had the foresight to take out a Silver level TCEPS plan to cover any future boiler plant failure across their estate. A 3000kW MTHW boiler had been specified following completion of a comprehensive site survey and production of a comprehensive TCEPS plan.

### How did we do it?

The University had taken out a Silver level TCEPS plan and had a suitable unit ring-fenced at the local depot ready for deployment in the event of an emergency requirement. The call came into the depot at 8am and the TCEPS reference number was quoted. The equipment was immediately loaded and despatched along with an engineering team, keeping the client aware of progress.

### End Results

The University heating and hot water systems were back on line within 5 hours of the initial call being received. The boiler stayed on site providing the University with heating and hot water until the issue with the district heating system had been rectified and avoided closure.

### Equipment used:

- 3000kW MTHW Boiler
- 20,000 litre fuel tank

## NHS

### The challenge

A hospital suffered a failure of one of the chillers providing cooling to a number of operating theatres.

### What did we do?

A Bronze level TCEPS plan was in place following a survey of all of the hospitals steam, heating, hot water and cooling plant. This meant that we had details of all of the chillers, the areas within the hospital they were supporting and the rental equipment that would be needed in the event of a failure. The plan had also detailed any remedial works that the hospital had to undertake to allow connection of temporary equipment.

### How did we do it?

As soon as the call came in the local depot collected all of the equipment together that had been detailed in the plan for the affected area. The equipment was deployed and a crane organised to lift the rental chiller into position on the building's roof. Connection points, suitable power and a water source had all been made available following the recommendations provided.

### End Results

Cooling was back on line within 4 hours of receiving the initial call which avoided the closure of the theatres and the cancellation of the planned operations for the day. The rental chiller stayed in position on the roof until the existing chiller plant had been repaired and the hospital were confident in its performance.

### Equipment used:

- CRS 402 Chiller



# Case studies:



## MANUFACTURING

### The challenge

To support a major multi-located UK bakery with rental equipment to provide steam and/or chilled water in the event of a site plant failure.

### What did we do?

All of the clients' sites were surveyed and plans produced to cover all steam and chilled water plant. Recommendations were made for all sites to provide connection points for rental equipment and adequate electrical supplies. Other resources such as fuel and water supplies were also noted.

### How did we do it?

Bronze level TCEPS plans are now uploaded onto our systems with unique reference numbers for each of the customers sites. They contain full details of equipment required in the event of failure, how to access the site and where to position the equipment, full contact details to keep the site informed of progress and the location of all required services to assist the installation team.

### End Results

Having these plans in place will reduce response times in the event of a failure. Any failure would result in a loss of production which would have huge financial implications.

### Equipment used:

– Various Steam and Chiller units

## FM

### The challenge

To provide contingency for a leading Facilities Management company to support a data centre client across multiple locations.

### What did we do?

Worked with the FM provider to provide TCEPS surveys for all of their clients' critical data centres to provide plans for the installation of emergency rental chillers in the event of a failure to their existing HVAC systems.

### How did we do it?

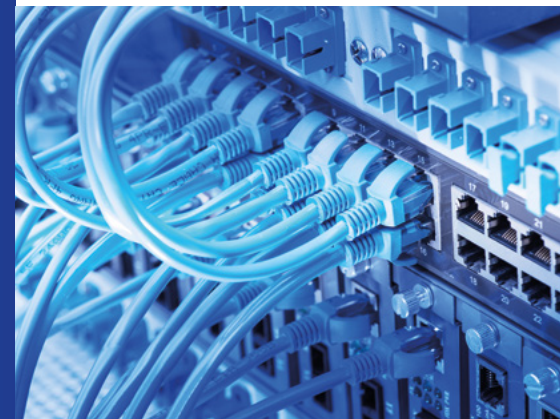
Utilising our team of regional sales managers, Bronze level plans were completed to identify the equipment that would be required for each of the FM providers clients' sites. Once this information had been gained, we agreed on a suitable rental package that would cover all of the sites.

### End Results

The FM provider made the decision to upgrade the plan to a Silver level and ring fence the agreed chiller package at a central location to support the clients' sites in the event of an emergency. This would guarantee business continuity for the client and also protect the FM provider from any financial penalties they would incur for any unplanned downtime.

### Equipment used:

– CRS 802 Chiller





**If you'd like any more information  
about our products and services:**

**Call us today:** 0800 999 6 365  
**Email us:** [info@carrierrentalsystems.co.uk](mailto:info@carrierrentalsystems.co.uk)  
**Visit our site:** [www.carrierrentalsystems.co.uk](http://www.carrierrentalsystems.co.uk)



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