



Case Study:

HVAC planned maintenance contract

The Ship | Plymouth



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The Building

Just a year ago we won an HVAC installation project tender which we very proudly completed during 2017. This particular project was very important for a number of reasons; the building was extremely iconic in the area, had been saved from demolition and it gave us the opportunity to show case our capabilities and provide an excellent service while under pressure from a tight deadline.



The building we completed this project on was The Ship in Plymouth.

[Click image here to view our HVAC installation case study.](#)

The History

Built in 1993, this stunning building won recognition from the British Construction Industry, the Royal Art Commission Building of the Year, the Structural Steel Design contest and the RIBA prize in 1994 reflecting the quality of the design and the build of this fine structure.

The Ship used to be home to The Herald and Western Morning News. The parent company, Daily Mail Group proudly housed their HQ here with, at its peak, 1,700 employee's resident until they relocated in 2013. In recent years it has been left empty and was even being considered for demolition until a leading city property development company, Burrington Estates, acquired the building.

Now The Ship has been restored to its former glory, it has been aptly named Spirit of Enterprise with hundreds of jobs being created by the businesses that have taken up residence.



JCW's Mission

We provided Burrington Estates with a turnkey, HVAC design and installation service. We have the ability to not only design and install HVAC systems through our own directly employed engineers, we also provide a first-rate HVAC maintenance service, again through our network of directly employed, mobile engineering team.

Following the successful completion of the project to The Ship we were subsequently awarded the maintenance contract. Regular maintenance of any HVAC system has many advantages, read on to find out more.



Importance of HVAC Maintenance

There are two reasons, as an HVAC service contractor, we are called: the first is because a system is either broken or not working properly; the second is because our customer understands the wisdom of a proactive approach to maintenance.

Maintaining HVAC systems ensures that our customers, their customers and their staff enjoy the comfort the equipment is intended to provide.

The Benefits of Proactive HVAC Maintenance

The benefits of a proactive HVAC maintenance programme to The Ship are numerous:

- provides a more consistent environment to staff, occupants and customers
- pre-empt hazardous situations and provide clean, healthy air all-year round
- provide the buildings management staff with a more regular view of their equipment's health and overall status
- considerably reduce energy consumption
- increase equipment lifespan
- ensures the system is maintained to the manufacturers specification which keeps the warranty valid

The benefits of keeping the HVAC equipment regularly serviced and well-maintained will serve to save energy, alleviate the overall strain on the equipment and provide clean fresh air to the occupants of The Ship.



Key Facts

- System Maintained:**
- 12 No. Mitsubishi VRF Condensers
 - 89 No. Mitsubishi Fan Coil Units located in tenanted area
 - 9 No. Mitsubishi Split Systems located in various other areas
 - 6 No. Mitsubishi Ducted Twin Split Systems located in the Crow's nest with the best views over Plymouth!
 - 4 No. Mitsubishi Split Systems in the Adrenaline area
 - 6 No. Denco Close Control Down Flow Units located in the business critical server room and UPS room
 - 2 No. Air Handling Units and a number of Mitsubishi Lossnay units providing tempered fresh air

Key Facts

continued

Maintenance Programme

We installed the HVAC equipment to The Ship and, as we consider with all our installation projects, ensured that the system was installed with ease of maintenance in mind. We worked closely with the client including Adrenaline so that the fan coil units were located and accessible in between the varied play activities such as the trampolines.



We agreed that there should be 2 maintenance visits per year for the Mitsubishi air conditioning equipment and 4 visits per year for the Close Control system as this is located in a business critical area.

Site familiarity is key to the success of any maintenance contract and we use the same lead engineer to manage and carry out the planned preventative maintenance.

We are a Mitsubishi Diamond Quality Partner which is the highest level partnering status recognising unrivalled achievement and industry excellence.



DIAMOND QUALITY
PARTNER

This means our engineers are trained directly by the manufacturer which gives our client and their tenants reassurance that the equipment will be maintained to the highest standard which will ensure that the equipment runs to its optimum potential and manufacturers warranties are protected.

The Challenges

The maintenance programmed is carried out during normal hours, this does come with a certain amount of challenge in the tenanted areas. We carefully plan and co-ordinate the programme together with the client to ensure we can work around the staff with the minimum disruption to their working day.



Our Operations Director, David Short added:

“As the original installer of the Mitsubishi equipment we were delighted to then be awarded the ongoing maintenance for The Ship.”

For us this is quite a regular maintenance contract, it is just that the work is carried out in a rather unique building.”

Conclusion

You cannot immediately appreciate the beauty of the building as you approach it, it is only as you pull into the turning and follow the driveway up that you feel its presence. Its unusual style stands out from the everyday office blocks in the area and you can't help but appreciate the thought that has gone into the design and construction.

We are so proud to have been part of The Ship's refurbishment and delighted to be part of its future. We will continue our strategy to maintain the building to ensure that it now runs more efficiently, providing the new era of inhabitants a comfortable and exciting place to work and play.



Testimonial

Mark Grimwood | Facilities Co-Ordinator | Sitel

“I am writing to compliment your company and the local engineers who have been working on the site here at The Ship in Plymouth. They have done a great job helping us set our systems up to provide a solution to the varying requirements for open plan offices. Your team are very knowledgeable on the equipment and the controls and we have found them very accommodating when working around the many staff members on site.

Your Senior Engineer has been a great help in adjusting the schedule of work for us. We would be more than happy to have JCW complete any future work needed.”

Other Resources

Are you responsible for your buildings compliance?

Want to read more?



Are you planning an installations project?

Want to read more?



About JCW Energy Services Limited

We provide complete project management, installation, in house maintenance and tailored managed solutions to a broad range of clients across the UK.

We are a national mechanical and electrical building service provider, offering integrated planned preventative as well as reactive maintenance services across all property portfolios.

Although JCW Energy Services Limited in its current form is a relatively new company, the group has history within the industry dating back to 1903.

Today JCW is in a unique position where it not only employs nearly 200 dedicated staff but also can offer mechanical and electrical services with an equal amount of engineers within each discipline. This means that we can self deliver hard services nationally through our mobile engineering workforce as well as provide full project management and installation services through our network of six offices.

Our offices are strategically placed and take ownership of their areas customers to provide a fast, reliable, local service. Our engineers are fully qualified, have a wealth of experience, are accommodating and genuinely care about the work they conduct and the service they provide.

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