



Installation Case Study: The Exchange

*Air conditioning installation, as
part of office refurbishment*



Engineers Help Grow Our Business

Existing planned maintenance contract client instructs JCW to upgrade their air conditioning systems as part of their office refurbishment.

“I’m sitting in a lovely air-conditioning office! All the guys are a credit to you.

The work was completed with no disruption to our day. We are extremely happy with the service and would definitely recommend JCW.”

Jim | Centre Manager



When a company employs over a hundred engineers carrying out services in and around retail locations, showrooms, and shopping centres, all over the UK, their presence is bound to be noticed. Here at JCW, our mobile engineers front line our services and brand, so when they do a great job, our clients notice and they often then introduce us to more potential clients. Here we would like to share another example of when this happened, it all began at The Exchange Shopping Centre.

JCW are maintenance service providers for a number of national brands that operate under the roof of The Exchange Ilford, our engineer who regularly visits the premises has, over time, become a “familiar face” not only to the stores we serve, but the Shopping Centre management as well. When the time came that new air conditioning units were required for their management suite, the Centre Manager, Jim, knew he could catch our engineer as he was signing in. Like a true professional representative of JCW, our engineer confirmed JCW’s installation capabilities and handed the potential client directly to our BDM, who personally met the Centre Management and explained just how much work we have done for two of their anchor tenants. JCW had already demonstrated their commitment and attention to health and safety while always being friendly and professional. Their tenants’ provided trusted references and subsequently, we were invited to tender for the new air conditioning replacement project.



Air
Conditioning



Installation
Project



Retail
Sector

The Exchange in Ilford

Located in the heart of Ilford, opposite the train station, the Exchange comprises over 90 retailers including department store: Debenhams and major national retailers: M&S, TK Maxx, Next, H&M, New Look, Wilko, Pandora, Sports Direct, and more. It welcomes an average footfall of 217,000 on a weekly basis and houses its own team of management and support staff.

In October 2017, a series of improvement phases at Exchange Ilford commenced, with the aim to ensure the centre serves its local community as well as possible. Works included internal refurbishment and decluttering, the introduction of new pause points, improved parking with new dedicated parent parking zone, new toilets and parent & baby facilities, and a large free children's play area.

JCW's Mission

In order to provide the community with a better experience and operate an energy efficient premise, our clients in the retail and leisure industries are constantly improving their standards and reinventing themselves, whether its new interior style or energy efficiency improvement projects. Part of the series of improvement phases at Exchange Ilford was an air conditioning replacement project for the management suite.

Out with the old...

Existing air conditioning systems in place at the management suite were old Fujitsu units, some were running obsolete, inefficient R22 refrigerant. A system needed to be put in place that would both improve the efficiency and comfort while being value for money. So, with JCW's air conditioning replacement proposal, came the new...

Our Small Works Team

JCW's small works division is a team qualified installation engineers, headed up by the National Installations Manager. We surveyed the site, assessed the risks and proposed a mixture of high wall and ceiling cassette options to suit the areas purpose and room size. A total of 8 replacements and 1 new install was recommended and a decision was made to install the units in two phases.

Manufacturer Chosen:	Daikin
System:	Sky Air Series
Equipment:	8 No. Round Flow Ceiling or Compact Cassettes with varied kW
Timescale:	1 Week
Value	Circa £20,000

The Challenges

Moving heavy goods

The Exchange is a centrally located Shopping Centre with a heavy daily footfall. We needed to ensure that there was plenty of space around during the moving of goods, as it was imperative to the daily running of the centre that we caused as little disruption as possible. The goods lift was used to access the Management Suite and units were manually lifted or moved via sack barrow, where appropriate, to their planned locations on the flat roof walkway.

Customers of the Shopping Centre

We also needed to consider the other tenants in the building. The reception is a customer facing area and had constant use, so we were mindful not to cause any disruption to others around us. Most other room installations and outdoor works were out of sight of customers, where disruptions would not affect the day to day routine.

Handover & Training

Full commissioning, site training, practical completion and snagging took place which was then followed by the full completion and handover.

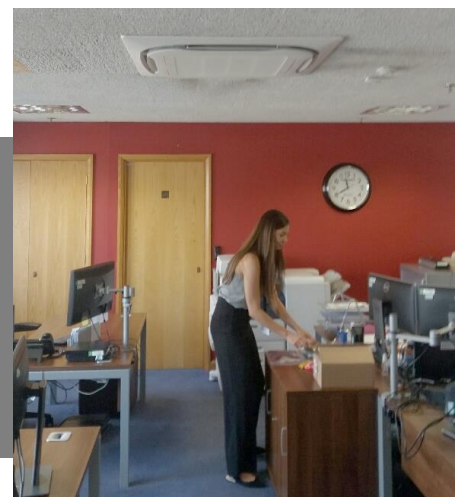
A full detailed O & M (Operation and Maintenance) Manual including the commissioning programme with commissioning drawings and the Health & Safety file was provided at the time of handover, as well as user training, in line with CIBSI (Chartered Institute of Building Services Engineers) guidelines.

Future Maintenance and Project Inclusions

The first year's maintenance of the air conditioning system has been included within the installation cost. A complete planned preventative maintenance programme has been prepared to run alongside the defects period and standard warranty, in line with the manufacturers recommendations and our Daikin accredited installer status.

“Over the years We have carried out many numbers of installations at the Exchange Shopping Centre via their tenants, our Retail Clients such as Goldsmiths, Wilko and more. We understand our duty to be courteous, and complete works with strict health and safety management. The staff at Ilford Exchange were very pleasant to work alongside, friendly and understanding whenever safety instructions were given. I believe we have completed this project, not only on time and on budget but also that we met all of the customers' expectations.”

JCW National Installations Manager



Second nature

Working in shopping centres is second nature to JCW as we have a large portfolio of retail clients contracting our maintenance and installation services. It was most certainly a pleasure to have worked alongside the team at The Exchange in Ilford. It was clear to see that the Centre Management are passionate and committed to making the local community feel more welcome and comfortable while visiting their Centre.

We are already in discussion with the Centre about their next improvement project and we look forward to continuing to provide them with our engineering services.



Would you like to read more?

JCW Publications

Sharing our industry expertise

As a specialist provider of mechanical and electrical maintenance and installation services we are a hub of industry knowledge and experience and are often asked for advice and guidance from our clients. We believe in giving added value to every customer, every visit and always go the extra mile. As part of our services we began to publish a range of useful eBooks for our customers, each providing information on legislation, compliance requirements and best and top on general good practice with regard to installations and asset maintenance.

We are delighted to share these with you, for free, all available in one area of our website. So, welcome to our new **JCW Publications** page!

We hope that our shared knowledge will help you be more proactive and preventative with regard to your building assets and that this in turn will help your company/business save time and money.

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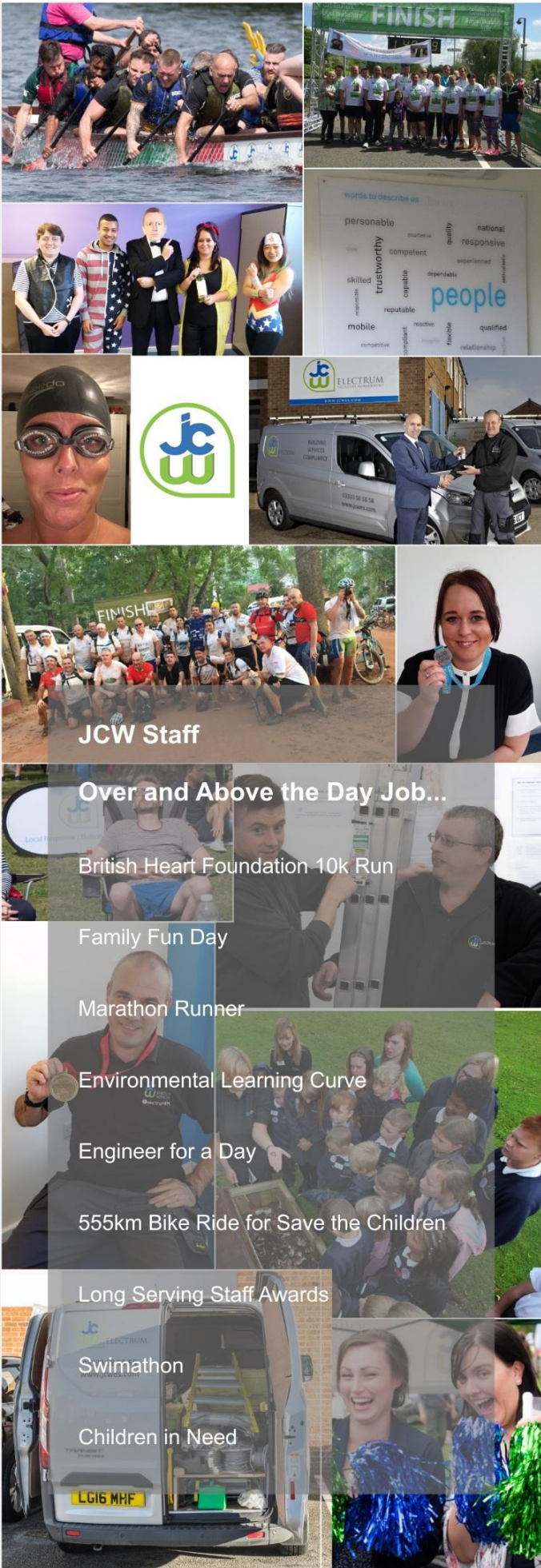
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About JCW Energy Services Limited

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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