

Case study 146

Emergency response keeps telecoms firm operational

If something goes wrong during the festive period, it can be notoriously difficult to rectify the problem considering the majority of businesses are closed until the New Year. Facilities Managers are therefore under immense pressure to source a supplier capable of reacting quickly when an issue arises – something we at Andrews are capable of doing.

Boiler breakdown at a multi-storey office complex in London threatened to leave staff without appropriate climate control and thus exposed to the cold. This emergency situation required urgent attention and led to a well-known FM company contacting us on behalf of their client – a multinational telecommunications firm. Failure to tackle the issue immediately would have had catastrophic implications for the organisation in question as telephony and internet systems were in danger of being left undermanned.

Our response was to deploy approximately fifty DE25 electric heaters around the affected areas, which were occupied by a large sales team as well as the administration department. These units were deliberately selected because of their quiet operation and compatibility with a standard 230V power supply. In this instance, near-silent functionality was probably the most important feature of a proposed heater hire solution because of the number of people working in the vicinity.

Interestingly, the customer had used our equipment previously in 2014 when a summer heatwave brought about the need for some temporary air conditioning. They were therefore confident in our ability to handle a large enquiry at short notice – choosing our services instead of a competitor who had let them down in the past. All kit was delivered and installed between Christmas and New Year and is expected to remain on site until the faulty boiler has been repaired.



Nominal heating duty 2.8 kW
Air flow (max) 250m³/h
Typical heated area 67.6m²
Power supply 230/110V 1ph 50Hz
versions available
Plug type BS1363 230V or BS4343 32 A 110V
Noise level (max) 50.6 dBA @ 1 metre
Weight 11kg
Dimensions (mm) 320 x 260 x 360
Control DE25 Manual or DE25T (integral thermostat)
Average power consumption 2.8 kW/h



 **ANDREWS**
HEAT FOR HIRE

HIRE SALES SERVICE INSTALL

0800 211 611

andrews-sykes.com