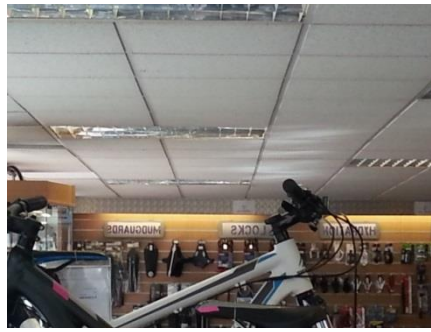


# Case Study

## For Your Perfect Indoor Climate



### Key Benefits

- ✓ Takes away the hassle.
- ✓ STOPS the risk of expensive and inconvenient breakdown.
- ✓ Extends the lifespan of your system.
- ✓ Fulfills legal F gas refrigerant requirements.
- ✓ Provides a comfortable shopping environment for clients.

## Hassle-Free Maintenance Plan for Chain of Stores

**The client:** Cycles UK is a popular, independent bicycle company, with fourteen stores across the South East of England. Nine have air conditioning systems installed, providing both heating and cooling.

Buying a new bicycle is not an impulse buy: Cycles UK's clients take time to browse the store, try out the bikes and ask advice. Providing a relaxed and comfortable environment means they enjoy the shopping experience, which increases their likelihood of making a purchase.

However, the nine stores with air conditioning systems were causing a headache. There was no maintenance plan, only fire-fighting – and an expensive rush to find an engineer if a breakdown occurred. This could immediately mean the store might need to close for the day.

Regular check-ups would keep the systems working safely and efficiently, but are also a legal requirement. F-Gas regulations mean checks for leaks MUST be carried out one to four times a year, depending on the system installed. The company urgently needed someone to sort out their air conditioning.

**The solution:** Cycles UK joined The Ingenious Air Company's air conditioning maintenance plan for all nine stores. This reduced the hassle straightaway. One point of contact organises the maintenance for all the stores, arranges engineer visits at a convenient time and then follows up. Cycles UK will never miss a service again. Regular maintenance hugely reduces the likelihood of inconvenient breakdown. However, if an additional call-out is necessary, the maintenance plan gives Cycles UK priority status. This will ensure normal service is resumed in the store as soon as possible.

**Follow up:** Cycles UK's air conditioning systems are well maintained. They operate safely, efficiently and economically at optimum performance. The company is fulfilling all their legal refrigerant gas requirements. They are also validating their manufacturer's warranty on their air conditioning - evidence of routine maintenance is usually a requirement.

### Richard Schofield, Owner at Cycles UK

"Taking out the maintenance plan has freed up my time. It's one thing less to organise as there is no need to remember when the maintenances are due. It has increased the lifespan of the older units, which means I have not yet had to replace them. The newer ones will have a longer life, giving a better return for my investment. It's also good to know that there is less risk of our heating and cooling systems breaking down at the wrong time."



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