



2TECK[®]
est. 2002

SERVICE LEVEL AGREEMENTS
PLANNED PREVENTATIVE MAINTENANCE
ASSET MANAGEMENT
MECHANICAL SERVICES
ELECTRICAL SERVICES

**AT YOUR SERVICE,
ALWAYS**

Our business involves taking care of yours. To do this really well, we created a division dedicated to service and maintenance.

Reactive call outs, planned preventative maintenance and fault finding are all delivered by our responsive team of specialist engineers, ensuring your building and its systems function optimally.

TAKE CARE OF YOUR BUILDING

> Service Level Agreements

A 2Teck Service Level Agreement allows us to help you manage all of the mechanical and electrical servicing needs of your building, ensuring that routine activities aren't neglected and early signs of equipment deterioration are detected.

Ranging from full-time on-site support to remedial and small works, periodic inspections and reactive call outs, each agreement is specific to your particular needs and will be carried out by our highly trained and accredited engineers.

AVOID DISRUPTIVE DOWNTIME

> Planned Preventative Maintenance

All mechanical and electrical systems and their components experience normal wear and tear over time. It's important to identify and rectify any potential areas of weakness before they become problematic, to avoid disruptive unforeseen downtime for your business. Planned Preventative Maintenance keeps your building's systems functioning efficiently, also contributing to your sustainability goals.





OPTIMISE BUILDING PERFORMANCE

> Asset Management

Capturing accurate information relating to your building's systems improves your understanding of its needs. Maintaining and evidencing compliance, monitoring system efficiencies and optimising maintenance planning are just three of the benefits of asset management.

With our unique cloud-based software, designed by and for 2Teck, our engineers can capture all the information from a site using handheld electronic devices. This insight informs vital decision making relating to the condition of your assets.

ENSURE MECHANICAL COMPLIANCE

> Mechanical Services

Working with leading manufacturers, we offer the highest levels of mechanical systems maintenance, ensuring ongoing performance, statutory compliance and retention of warranties, giving you peace of mind. Gas (Gas Safe), air conditioning (F-Gas/Refcom Elite) and legionella are just some of the compliance services we offer.

KEEP ELECTRICAL SYSTEMS POWERED UP

> Electrical Services

Without regular testing and maintenance, basic problems with the electrics within your commercial workspace can escalate, resulting in unexpected power outages and disruption to your business operations, damaged equipment and, in the worst case, unsafe working conditions for your employees.

Issues such as these can be easily identified and addressed with regular electrical testing, service and maintenance.

MORE THAN JUST AFTERCARE

In addition to our dedicated service and maintenance team, through our other specialist in-house divisions we can cover all your installation project wants and needs too, making us a true multi-disciplinary M&E contractor.

Contact us to see what else we can support you with.





Planned and reactive maintenance services to help businesses **demonstrate compliance and remove inefficiencies**

BECAUSE OUR SURROUNDINGS MATTER

Like all living things, we are very much affected by our surroundings. If we're too hot we feel sluggish, if our communication channels are ineffective we feel frustrated, if our working environments appear unloved we are demotivated.

To inspire people to achieve great things in their places of work, their workspaces need to be well cared for and functioning at their best too. Our dedicated service and maintenance division makes this possible.

THERE, WHEN AND WHERE YOU NEED US

Our dedicated service and maintenance division was formed as a result of client demand, so it's been developed to provide the services you need, delivered as you need them.

We only have one objective, keeping your business operational and efficient, so you can focus on doing what you do best.

A PROACTIVE APPROACH TO BUILDING MAINTENANCE

When it comes to your building's systems, the well-known phrase "if it ain't broke, don't fix it" is rarely a sensible approach. Identifying potential issues before they reach crisis point allows you to better plan maintenance schedules and your budget, and results in less needless downtime and frustration along the way.

Of course, there will always be occasions when you need to fix issues as they surface, meaning a reactive response is the only option. In this case, you need a service and maintenance partner who can attend site quickly, diagnose accurately and provide a rapid solution to the problem in hand. That's us.

And, if you've kept up with the required service and maintenance schedules specified by the manufacturers, you'll also have retained your warranties, minimising the cost of expensive repairs or replacements.



Guaranteeing your facilities are **maintained to the highest standards**

KEEPING PACE TO KEEP YOU COMPLIANT

We can only keep your premises compliant and in great condition if we're on top of the latest legislation, techniques and technology ourselves. It's why we invest in training our team to the highest industry standards.

From holding a place on the Gas Safe Register and being recognised by CHAS for our safe working practices, to consistently achieving high standards in the electrical industry to secure annual NICEIC accreditation. We're also Refcom Elite F-Gas certified, as well as a member of the governing body, which means we can provide everything you need to comply with the ever-changing F-Gas regulations.

We're equipped to do the job right, first time.



ON HAND FOR ANY SECTOR

With 2Teck, whatever your industry or building type, your property is in experienced hands. We have the knowledge and resource to assist you and your business's needs, providing everything you require for a full property service and maintenance solution.



We're not satisfied
until **you** are

2TECK
www.2teck.co.uk

"We had an emergency situation with a leaking air conditioning unit located in our server room. I called 2Teck and my call was dealt with quickly and efficiently. Your operative arrived before lunch time the same day, fixed the problem and also checked there was no damage to the company we share the building with. We put this unit under a maintenance contract quickly (with hindsight, something we should already have had in place). Customer service at its best."

**Operations Liaison
& Facilities Manager,**
Arrow Business
Communications Ltd

"Every time I shout, 2Teck respond quickly. This rapid response was crucial when one of our clean rooms - which are closely temperature and humidity controlled - experienced an issue. 2Teck were very quick to site and, when the repair wasn't able to be carried out immediately, they arranged for temporary equipment to be brought in. This responsiveness and willingness to help saved us from huge potential cost implications."

Aviation industry,
client confidentiality
respected

"I've worked with 2Teck for around four years now, and during that time they have helped me overcome some real problems with our HVAC systems. Despite being installed by another company, 2Teck have diagnosed system faults and also helped to rectify some collateral damage. Two words for 2Teck - reliable and trustworthy."

Mark Powell,
Clockaudio

Our working practices will give you confidence to **outsource your building worries to us**

SAFETY RULES ARE ONE OF OUR TOOLS

Safeguarding your people and ours is of utmost importance, and nothing is so urgent that we can't take the time to work safely.

Up-to-date training, thorough RAMS, toolbox talks and mindful onsite practices ensure that we create a comfortable, safety-conscious environment for everyone.

MINIMAL DISRUPTION TO LIVE WORKSPACES

Having a piece of equipment out of action can be disruptive enough, so the last thing you want is added disturbance when we're onsite fixing the problem.

You can count on us to let you know who will attend site and when, and that they'll have all the relevant security checks and paperwork in order, to get them in and on the job as quickly as possible. When working, we're clean, polite and unobtrusive - you'll hardly notice we're there! And, if you need us to work out of hours, just let us know.

IT'S OUR NAME, SO IT'S OUR OWN WORK

Closely monitored quality, cost-effective delivery, risk mitigation. Just three of the reasons why we don't pretend to offer services and then outsource them to other contractors.

We believe that self-delivery results in better client service, so all our engineers are employed directly by 2Teck, removing extra layers of delegation and cost.

YOU REPORT IT, WE'LL SORT IT

For times when unexpected issues surface, as a 2Teck client you can benefit from our 24/7 reactive call out service to help you alleviate any emergency situation within a short timeframe.

We understand the distress that these situations can cause, which is why we aim to be at your property within 4 hours for an issue which will impact trade or cause a health and safety concern. For other non-emergency situations, your dedicated account manager can advise on the most suitable priority level to meet your needs.

NO JACK-OF-ALL-TRADES ON OUR TEAM

Our plumbing and heating engineers only work on plumbing and heating, our electricians only deal with electrics, our air con technicians only work on HVAC. You'll notice there's a trend.

When there is a problem with one of your building's systems, the solution will likely involve a specialist skill. 2Teck is a multi-disciplinary M&E contractor, but we don't borrow resource from divisions just to get people to site. This means you'll always have an expert on your job, with the knowledge and experience to fix the issue as quickly as possible.



One company,
five specialist divisions



0845 6439 222

service@2teck.co.uk

2teck.co.uk/mechanical-electrical-services

2Teck Ltd
Leydene House
Waterberry Drive
Waterlooville
Hampshire
PO7 7XX

