



REFRIGERATION ELECTRICAL AIR CONDITIONING
 24/7 REACTIVE SERVICE & PLANNED MAINTENANCE
 MANUFACTURING HEAT PUMPS BMS CONTROLS

DCI REFRIGERATION & ELECTRICAL LTD

COMPANY PROFILE



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DCI – THE STORY SO FAR

Established in 1991 by the present owners & directors, DCI Refrigeration & Electrical has gone from strength to strength. In the founding year the owners used their enhanced knowledge & skills to build a business based on superb technical ability, outstanding customer service and a desire to build a business that would grow and succeed in the retail market place. This happened because of the regular re-investment back into the business, creating the perfect conditions to provide a solid financial base from which the company could expand.

By identifying a need in the market place for contracting services that could be 'bought' in, DCI created the platform from which to develop the business further. Existing refrigeration companies had gone through a challenging period of rationalisation and the use of sub-contract engineers allowed DCI to maximise revenues during this period.

An early partnership was formed with The Southern Co-operative (previously known as Portsea Island Co-op), giving DCI the opportunity to provide integrated design solutions, installation works, reactive service and planned maintenance for the refrigeration, HVAC and electrical services of an ever expanding customer estate. The Southern Co-operative contract is retained proudly to this day.

Building on the success of the contracting services provided, DCI soon identified an opportunity to encompass innovative design solutions with a focus on plant noise and physical constraints on site and from this the manufacturing division was established. The company can now provide a complete selection of standard and individually designed plant solutions to meet with end users' needs.

The Head Office currently occupies 10,000 sq/ft of dedicated office space and the manufacturing facility adds an additional 15,000 sq/ft of production & storage space. Incorporated within the manufacturing building, DCI is also proud to have a CO₂ training & testing facility - developed as an identified need to train engineers professionally to the exacting standards expected by end users and to give the engineers the knowledge of new and ever changing developments within the refrigeration and air conditioning industry.

EXPERIENCE AND KNOWLEDGE

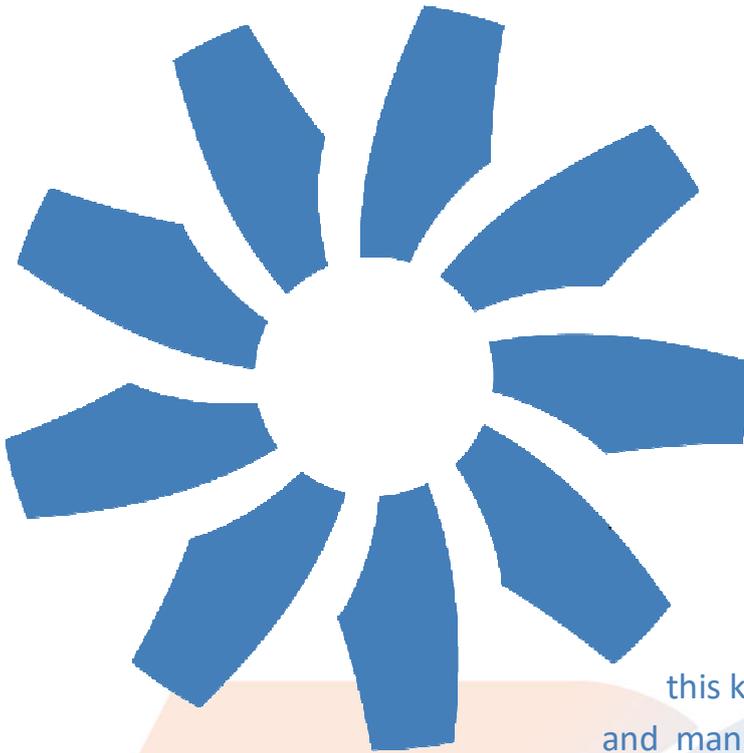
DCI Refrigeration & Electrical Limited is proud to offer the following engineering disciplines as part of its portfolio of services offered to our clients:

- Refrigeration system design
- Refrigeration contracting services
- Refrigeration plant design & manufacture
- Air Conditioning design & installation
- Ventilation & extraction design and installation
- Reactive service provision
- Planned maintenance provision
- Electrical installation works & design
- Electrical compliance and PAT testing
- Refrigeration commissioning provision

Since the company was founded DCI Refrigeration & Electrical Limited has gained valuable experience within the following fields for the customers detailed as either a contractor or supplier of services and equipment.

SECTOR	CLIENT
Food Retail Supermarket & Convenience Store Operations	Asda Morrisons Co-operative Societies Symbol Groups
Non Food Retail	Santander banking halls & offices
Cold & Frozen Storage	Fruit Stores Fruit Ripening Facilities
Food Manufacture	Higgidy Pies Kates Cakes
Restaurants & Leisure	Nando's Broadstone Leisure Centre
Hotels & Hostels	YMCA Bournemouth Various independent hotels

REFRIGERATION ENGINEERING & CONTRACTING



DCI Refrigeration & Electrical Limited can provide many engineering solutions for many differing needs. With a team of highly skilled design engineers and project delivery managers, no job is too small or complex. The company's design engineers are involved in many aspects of projects from the initial conceptual discussions, right through to the final sign off. DCI can look at the noise implications of projects in a way that allows this key information to be provided to the design and manufacturing team to ensure adherence to the noise report as stipulated by any local authority.

DCI has vast experience in projects from 50,000 sq/ft superstores, high rise office facilities down to very small convenience stores.

DCI will provide all necessary Health & Safety information at project start date, appoint a project manager if required by the contract, provide all RAMS associated with the works and, at the end of the installation, issue all commissioning documentation with fitted drawings and O&M manuals as required.

The DCI design team includes qualified computer aided draughtsmen to look at the design, create working and 'as fitted' drawings and to provide layout and isometric drawings as may be required by the project in hand.

AIR CONDITIONING

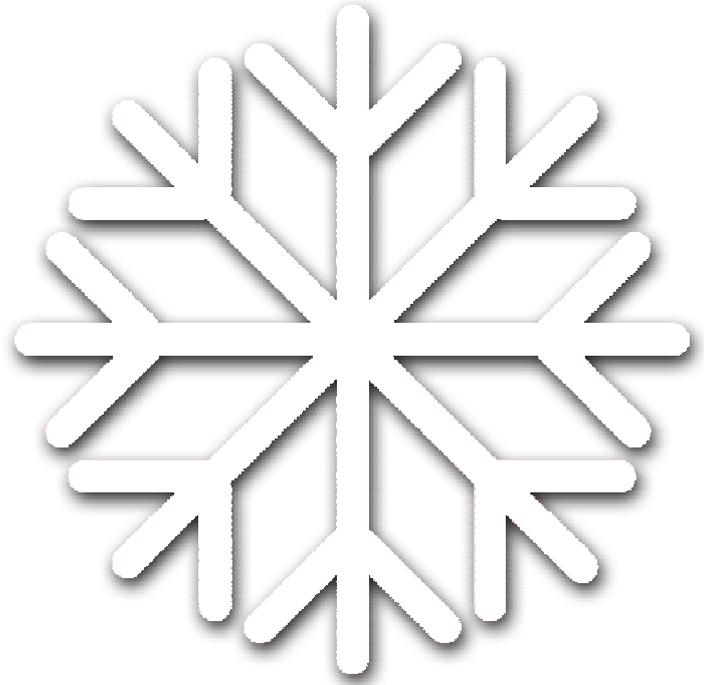
DCI Refrigeration & Electrical Limited has extensive experience and knowledge of all types of air conditioning systems, from single and multiple split systems to ducted air handlers and VRF/VRV installations.

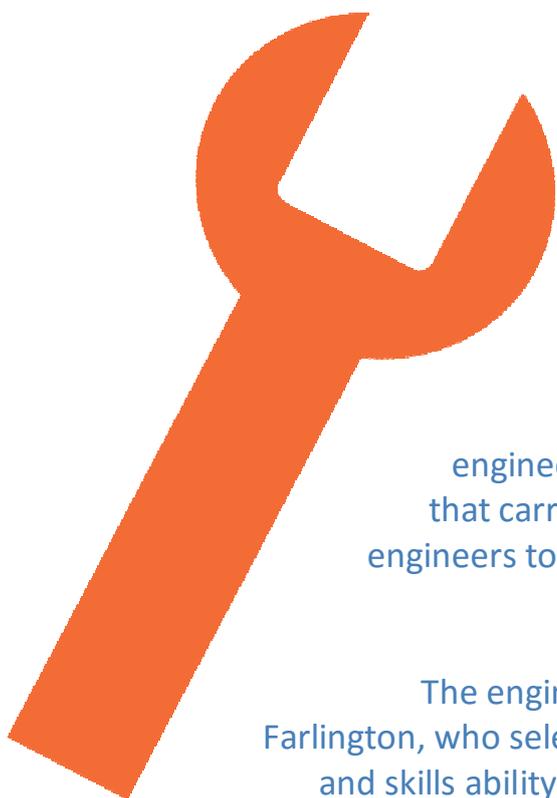
Our team of in-house air conditioning experts provide key project solutions to enable the fast, effective and reliable installation of any design requirement.

From the initial concept, whether provided by the client or taken from a site survey, our design team will formulate the very best solution for the application. The creation of CAD drawings along with full design information allows our specialist installation teams to deliver a project to the exacting needs of the end user. With an acute focus on commissioning of the system, we are proud to handover fully completed installations on time and within budget.

The designated project manager will provide all required information from a Health & Safety perspective, ensuring that the project is delivered with minimum disruption to the owners and occupiers of the property.

All of our installation and service teams have been trained to the highest standards to ensure compliance with the original manufacturers install and warranty expectations.





REACTIVE SERVICE & PLANNED MAINTENANCE

DCI Refrigeration & Electrical Limited provides a 24/7 emergency breakdown service, offering clients up to a 4 hour response from the time of call receipt. The engineering teams are all operating from DCI branded vehicles that carry all essential tools and generic spares. This enables the engineers to work to the very best of their ability whilst meeting the requirements of the customer's contract.

The engineers are managed by the administration team based at Farlington, who select the most appropriate engineer according to location and skills ability for the problem at hand. The administration team also manages the adherence to client KPI's and SLA's, ensuring that engineering needs are met with a reassuring confidence.

DCI Refrigeration & Electrical Limited has recently implemented the use of electronic job sheets for the management of day to day calls, allowing the engineers to reduce time spent completing paperwork and other administrative tasks.

Planned maintenance regimes are managed by the service department and dates for all types of PPM are agreed through communication direct with the client. Our dedicated PPM engineers complete all identified visual and physical checks as required by the individual piece of equipment. The flexible approach of the department allows for any 'adjustment' to the client's needs should they arise.

ELECTRICAL ENGINEERING & MAINTENANCE

DCI Refrigeration & Electrical Limited provides an emergency breakdown and repair service for all identified electrical issues. The department has grown over the years to offer installation works, reactive repair (via the service department) and compliance testing as detailed below.

Fixed Wire Testing

DCI provides fixed electrical installation inspections with our fully qualified electrical test engineers undertaking tests to check compliance with BS7671:2008 IEE Wiring Regulations 17th Edition. The team provides comprehensive condition reports, including any recommendations and budget estimates for any necessary remedial works.

Portable Appliance Testing (PAT)

DCI's PAT test engineers are here to help businesses meet the legal responsibilities placed upon them by the Electricity at Work Regulations under which all employers must take practical steps to ensure no danger results from the use of any electrical appliances. Regular inspection, testing and maintenance of all electrical equipment is essential.

Reports include:

- a record of each asset tested
- full test results
- listing of any failed items
- PAT test certificate
- Free replacement of faulty fuses

Thermographic diagnostics

Thermographic image surveys offer non-intrusive, planned and protective maintenance and are extremely effective for early detection of anomalies. Any areas of elevated temperature can be identified via an infrared picture providing a cost-effective means of meeting HSE and insurance requirements as well as allowing businesses to take steps to avoid unplanned maintenance shut downs.

PERSONNEL

The most important part of any business is its staff. From the very early days of the company, DCI employed staff not just on the basis of meeting the needs of day-to-day demands of business but, with vision and foresight, DCI employed staff which allowed the business to expand in a controlled manner. DCI Refrigeration & Electrical Limited is proud to have grown the business in this way and, in turn, it has allowed staff to grow and flourish with the business.

We now employ in excess of 65 people across all disciplines of the business including the following:

- Design Engineers
- Project Engineers
- Mechanical & Electrical Installation Engineers
- Mechanical & Electrical Service Engineers
- Maintenance Engineers
- Administration & Accounts Staff
- Sales & Marketing Staff

DCI Refrigeration & Electrical is proud of its commitment to training and ongoing career advancement. With a comprehensive training matrix kept to monitor courses taken and qualifications achieved by staff at all levels of the business.

DCI has a very simple operational structure, meaning that DCI can make decisions in a timely fashion, so operationally any possible delays are kept to an absolute minimum allowing the focus to remain firmly on the job at hand and, more importantly, to deliver the completed project to the client on time, within budget and to a very high standard.

CURRENT CUSTOMERS

DCI is proud of its customer base and below are the names of some of its clients:



Londis



SPAR



Santander



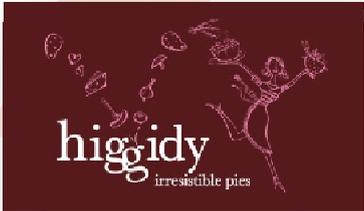
Bournemouth
YMCA
Christian Faith in Action



UNIVERSITY OF
BATH



Budgens



higgidy
irresistible pies



Kate's
Cakes



The
Southern
Co-operative



ACCREDITATIONS & TRADE ASSOCIATIONS

To remain compliant with industry legislation and to meet with client demands, DCI Refrigeration & Electrical Limited is proud to be part of the following professional bodies and associations:



PLUS

DCI has met rigorous skill and quality standards to achieve approved air conditioning contractor status with the following major manufacturers:



FUTURE DEVELOPMENTS

DCI Refrigeration & Electrical Limited is very proud of its heritage and of the customers who have enjoyed the services and skills that the company have provided to them over the years. DCI has an extremely focussed attitude towards the future and that is reflected in its commitment to developing skills within the business to shadow changes within the marketplace. This has allowed the business to stay one step ahead with regard to refrigerant legislation changes, F Gas regulations and other industry related developments.

DCI is always looking at new technologies as they enter the market place allowing them to communicate effectively with customers and offer them best possible advice for their own estates.

DCI continues to develop the unique range of packaged refrigeration solutions which it manufactures to provide the very best in engineering practice and sensible thinking towards noise impact and containment, space planning constraints and the key driver of reduced energy consumption.

The electrical department at DCI has recently embraced LED lighting technology and can provide designs and solutions for most environments where cost and energy savings are a significant factor.

DCI aspires to be the very best in the market sectors in which it operates and will always push the envelope to achieve greater things as time moves forward.