



# Services overview

**DELIVERING PUMPED & DRAINAGE SOLUTIONS**  
**SERVICING • EMERGENCIES • MONITORING**



## Delivering pumped and drainage solutions for over 30 years

We provide pumped and drainage products and services to the public and private sectors including residential, commercial, hospitality and retail. We are proud of the long-term relationships we have built with clients and partners, delivering cost effective, robust and dependable products and services.



### Our client commitment

Our vision is to be the market leader in delivering premium products and services with innovative solutions that exceed our customers' expectations.

- ✓ Clients' requirements come first.
- ✓ A proven track record, built on years of experience and an in depth knowledge within our sector.
- ✓ Innovative in our solution offering.
- ✓ Deliver on time and within budget whilst maintaining a high quality and professional service.
- ✓ One stop shop, enabling our clients to benefit from a single source supplier, saving time, money and unnecessary inconvenience.
- ✓ Continuously improving our systems and processes through constant evaluation to deliver the highest level of customer service.
- ✓ Honesty, clear communication and commitment to service delivery.

# 24/7

### Emergency call outs

We offer support 24 hours a day, 7 days a week, nationwide to help you with your pumped and drainage emergencies. With our fleet of service vehicles nationwide, we can respond to emergencies quickly.

# Building strong, long-term relationships

Going above and beyond to ensure that we deliver the highest level of service in line with our core values.

“ Edincare offer great customer communications and produce accurate reports following each attendance.

With knowledgeable engineers who deliver a great service to ourselves and our customers, the service is above and beyond. I cannot fault their commitment to a site. 100% recommend. ”

**Gemma, Property Manager,  
Broadoak Management**

“ Edincare provide a first class service, quick response and always looking to provide a first time solution to ensure our business is operational as quickly as possible. They will look to go above and beyond to ensure the job is finished, with their expertise in pump and drainage solutions from FOG management to wastewater. It always gives me peace of mind to know that you will always have someone on the end of the phone whatever time of day. ”

**Artur Sochacki, Facilities Manager, Chipotle**

“ Following the opening of Resorts World in Birmingham in 2015, we used Edincare to undertake our planned maintenance of our foul sewage pump stations on site. Their response time in dealing with situations on site has given us a degree of comfort, no matter what time the breakdown occurred.

The engineers are always a pleasure to work with, especially as they work in difficult conditions, and do whatever is necessary to find a solution. ”

**Mark, Senior Maintenance Manager, Resorts World**



Contact us for further information

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# Delivering a comprehensive range of services

## First class customer service

You will be assigned with a dedicated, single point of contact on our Service Helpdesk, who will familiarise themselves with your business and look after your assets. We will provide a Service Call Report after each site visit, ensuring transparency and clear communication at all times. We aim to deliver a 'first time fix' each time, made possible with our experienced engineers and fully stocked service vehicles located nationwide.



## Our health and safety responsibility

We have worked diligently to be awarded the most important industry-recognised health and safety accreditations. Our engineers are fully trained in all aspects of working with pumped and drainage systems, as well as being trained in the use of gas detection equipment and confined space entry procedures.

## Real time reporting

Using the latest tracking technology, we are able to gather real-time information from the engineers and track their progress relating to our live jobs. Our interactive screens at our head office enables the team to keep clients up-to-date on the current status of their works, and for us to efficiently manage engineers' workloads.

## Nationwide coverage 24/7

With our own fleet of service vehicles delivering nationwide coverage, and a full emergency service available 24/7, we are always available to help service your business as part of Planned Servicing, or when a situation arises unexpectedly.

## Minimising our environmental footprint

We operate with a social conscience and aim to minimise our environmental impact. All of our fleet comply with the latest emission standards. Our diesel vehicles are Euro 6 compliant, and we have introduced a number of electric vehicles with dedicated charging points at our head office and warehouse/production facility.

## SITE SURVEYS

Our multi-skilled Project Managers will survey your site to fully assess the specific requirements of your scheme. We will inspect mechanically, electrically and operationally, whilst assessing the condition of the existing equipment, and provide a full report of our findings, with proposed recommendations and quotation.

## PROJECT DESIGN

With our extensive technical knowledge of pumped and drainage systems our team will ensure all aspects of your project are considered. We will work from site drawings or, where appropriate, undertake a no-obligation site survey. We will take full responsibility for the complete project lifecycle from start to finish.

## PROJECT SERVICES



## INSTALLATIONS

Our services range from the installation of new control equipment, level controls, submersible pumps and grease removal units to full refurbishments. Our specialist engineers are trained in the use of gas detection equipment, confined space entry procedures and all relevant health and safety legislation.

## REFURBISHMENTS

Our team of experienced engineers can undertake refurbishments to existing pump systems, ensuring they provide ongoing efficient and effective operation. Whether you have an existing pump system that requires full refurbishment or electrical or mechanical failure, our team is here to assist.



## PLANNED SERVICING

As with all pumped and drainage systems, regular maintenance is essential to ensure optimum performance and minimal downtime. Our Service Agreements comprise of planned preventive maintenance visits at an agreed frequency, we also service other manufacturers' equipment regardless of type, make and age.

## EMERGENCY CALL OUTS

Ensuring the day to day operation of your pump equipment and drainage network is our imperative, however there are times when unexpected failures, blockages or flooding occur. We provide technical support and a nationwide rapid response to all emergencies 24 hours a day, 7 days a week.

## AFTERSALES SERVICES



## COMMISSIONING

Our comprehensive commissioning service consists of the electrical and mechanical installation of the pump equipment ensuring the system operates as per the manufacturers installation and operating guidelines. We can also provide a Handover Service designed for the end user, comprising of training on the system operation.

## MONITORING

Our industry leading pump monitoring systems are ideal for where the possibility of pump failure through either a pump fault or loss of mains power would be catastrophic. You and your key holders will receive alerts if a fault condition occurs, so that you can manage the condition immediately.



## TANKERING

Our fleet of tankers provide a fast and effective service to remove waste water from site and dispose of it at a waste disposal plant. This includes septic tanks and cesspits, interceptors, pumping stations, road gullies and fat, oil and grease traps to name a few.

## JETTING

We provide high pressure jetting to safely and effectively break down and clear blockages, clean chambers and maintain a healthy drainage network. We jet a wide range of pipework sizes including drains, rising mains and drainage channels.

## DRAINAGE SERVICES



## DRAINAGE CCTV

We offer drainage CCTV surveys, where we provide a professional and comprehensive service to investigate the cause of blockages in pipework from 50–200mm. This includes drains, pump stations, drainage channels and rising mains, where an effective solution to resolve the blockage can be determined.

## OTHER DRAINAGE SERVICES

We provide a wide range of other drainage services, including patch repairs, lining, excavations and high speed electro-mechanical cleaning to deliver a turnkey solution to our clients. Call us to discuss your drainage requirements.

## DELIVERING PUMPED & DRAINAGE SOLUTIONS

Edincare specialises in the manufacture, project design, sale, commission, service and repair of pumped solutions.

### OUR PRODUCT RANGE

- Packaged pumping stations
- Waste water pumping systems
- Macerators and macerating toilets
- Floor mounted pumping stations
- Fat, oil and grease separating systems
- Rainwater harvesting systems
- Battery backup systems
- Adoptable pumping stations
- Submersible pumps
- Accessories



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