

A Bespoke Approach to Client Needs



Tailoring of work

1. Establish customer needs and timetable

At initial project discussion phase.

2. Conduct detailed lighting survey

- a) Arrange site appointments.
- b) Identify and record for each luminaire:
 - existing ballast technology.
 - lamp size and type.
 - fitting type.
 - location and height.
 - assess condition of luminaires, diffusers and end caps.
 - review access requirements and limitations.

3. Produce documented survey report containing:

- a) Schedule of programme product requirements.
- b) Inclusive quotation for supply and installation.
- c) Detailed energy savings calculation and payback criteria.
- d) Separate quotation for supplementary work, e.g. supply and fit of diffusers, where necessary.

4. Undertake small scale lighting trials if necessary

Occasionally requested to validate savings projections prior to full installation.

Project implementation

- a) Management of complete installation process, to include:
 - arranging installation with site.
 - on site team leader to liaise with site during installation.
 - trained engineers with full product training and appropriate certification for working at height and asbestos recognition.
 - production of method statements and risk assessments to approved standards.
 - liaison with converter and lamp supplier(s).
 - accurate recording of units installed.
 - making good existing fittings before upgrade, including replacement of lamp holders.

- Installing converter and lamp units in accordance with supplier's instructions.
- re-labelling of luminaires, where rewiring has been carried out.
- maintaining appropriate stocks of spare converters, lamps and lamp holders on site during installation to facilitate
- replacement of failed or broken items.
- waste removal and compliant re-cycling – packaging, lamps, starters, ballasts.
- correct certification for the handling and transfer of fluorescent tubes and other hazardous waste
- production of a statement of achievement, stock reconciliation and completion certificate at end of installation.
- making post-installation 'snagging' visit four weeks after completion (or sooner if requested) and carrying out any corrective action found to be appropriate.

Full range of competencies

- a) Ability to handle installation of large numbers of lamps within defined timescales.
- b) Assurance and ability to provide 2-year guarantee of work undertaken
- c) Ability to cope with, and price for, 'stop-start' fitting to client programme timetable
- d) Ability to undertake, and price for, daytime and out of hours working to minimize disruption of client activities.
- e) Willingness to accept responsibility for:
 - lamp breakages.
 - making good consequences of any survey errors.
 - clearing up all residues deposited on equipment or floors, e.g. dust, insects, wire offcuts, broken glass, etc
 - Ability to providing all equipment (gantries, tooling, etc) required to carry out the upgrade work.
- f) Flexibility and certification to cope with limited or restricted access to particular areas