



Sector Expertise & Highlights

Aftercare & Maintenance

MAINTENANCE & AFTERCARE

Our fleet of experience engineers help to provide building maintenance and lifecycle care.

Introduction

ESG Prime provide a fully tailored service that includes building maintenance, aftercare and defects cover. We offer packages for compliance testing, reactive works, and roll out works to suit all business needs.

Maintaining and repairing essential building services is important for efficient lifecycle management and our fleet of mobile engineers are focused on providing you with the best delivery experience.

We are committed to innovation, new and smart technologies that help increase sustainability and our experienced facilities helpdesk is on hand to liaise with you for all building support services. We are focuses on building confidence and customer satisfaction, taking pride in working with our clients to provide building maintenance and aftercare services, project assistance, and innovative solutions.

Aftercare helpdesk

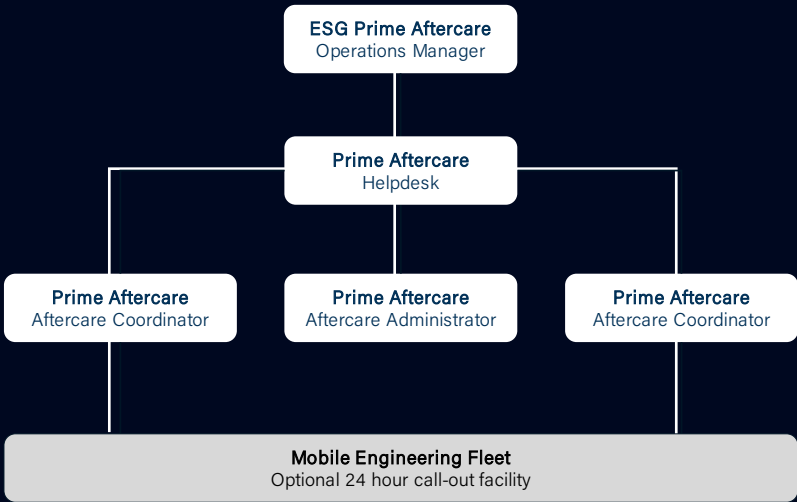
We have provided an aftercare service for most of our history which began in 1975, offering support to completed projects once the installation phase of works is complete.

Typically, projects will benefit from our Aftercare Manager and senior engineers spending time on site to understanding the project from a managed perspective. Once handover is complete, our engineering fleet will track and manage all defects identified, meeting regularly to identify trends or common user errors that can be managed in a more proactive manner.

Compliance Testing

ESG have completed compliance testing on over a thousand sites across London and the South of England.

Working on multiple disciplines we manage quotes and orders for repairs to achieve compliance across our client estates. These include Superdrug, Savers, 3 Stores, Sequence Care Homes and many others. We have several packages available and can work with customers own CAFM software or manage the process completely in-house.



24hr Call out
T: +44 (0) 845 050 881 6

Helpdesk
E: helpdesk@esglimited.com

Planned Maintenance

As part of our nationwide coverage, ESG Prime Aftercare carry out planned maintenance packages.

Packages cover, but are not limited to: LED lighting updates, NICEIC inspections, fire alarm servicing, PAT testing and 24-hour, seven-day support can be tailored to your requirements. Remedial works for fixed wiring and emergency systems can also be provided on projects that require careful planning and consideration to the existing heritage architect.

Reactive Maintenance

As part of our nationwide coverage, ESG Prime Aftercare carry out reactive maintenance programs to a wide range of sectors.

Cover includes, but is not limited to: LED lighting updates, NICEIC inspections, fire alarm servicing, PAT testing and 24-hour, seven-day support can be provided. Remedial works for fixed wiring and emergency systems can also be delivered for your project.

Some of our tailormade package options that are available:

Services	One	Two	Three
MVHR Servicing for air filters, fan units and in-room air valves	✓	✓	✓
Under Floor Heating – Temperatures recorded	✓	✓	✓
Under Floor Heating – Zone check & Thermographic images		✓	✓
Under Floor Heating – Actuator/Manifold check & Inhibitor level top-up			✓
Fan Coil – Service	✓	✓	✓
Fan Coil – Exercise valves		✓	✓
RCD – Function check	✓	✓	✓
RCD – Test			✓
Potable water – Temperature check		✓	✓
Potable water – Adjustment			✓
Fire Alarm – Check		✓	✓
CIU & HIU – Kilowatt (kW) recorded			✓
Lighting Control - Check			✓



Building Services

System Testing & Lighting Control
Fire Alarm & BMS Systems
E/M Luminaire Battery Replacement
FVU Filter Replacement



Maintenance & Aftercare

Annual & Planned
Maintenance Packages.



High & Low Voltage Systems

Attendance & Assisted Shutdowns.
Car Charging Installations.



Defects & Survey Reports

Conditional Surveys & Validation
Defects Clearance.



Training & Support

Client Training, Demonstrations
and Online Support

BIM

Delivering different levels of BIM maturity for almost two decades.

Background

During the steady increase of project deliverables, the group has evolved with new technology, embracing advancements made in the BIM process for end-user benefit and for achieving a successful outcome.

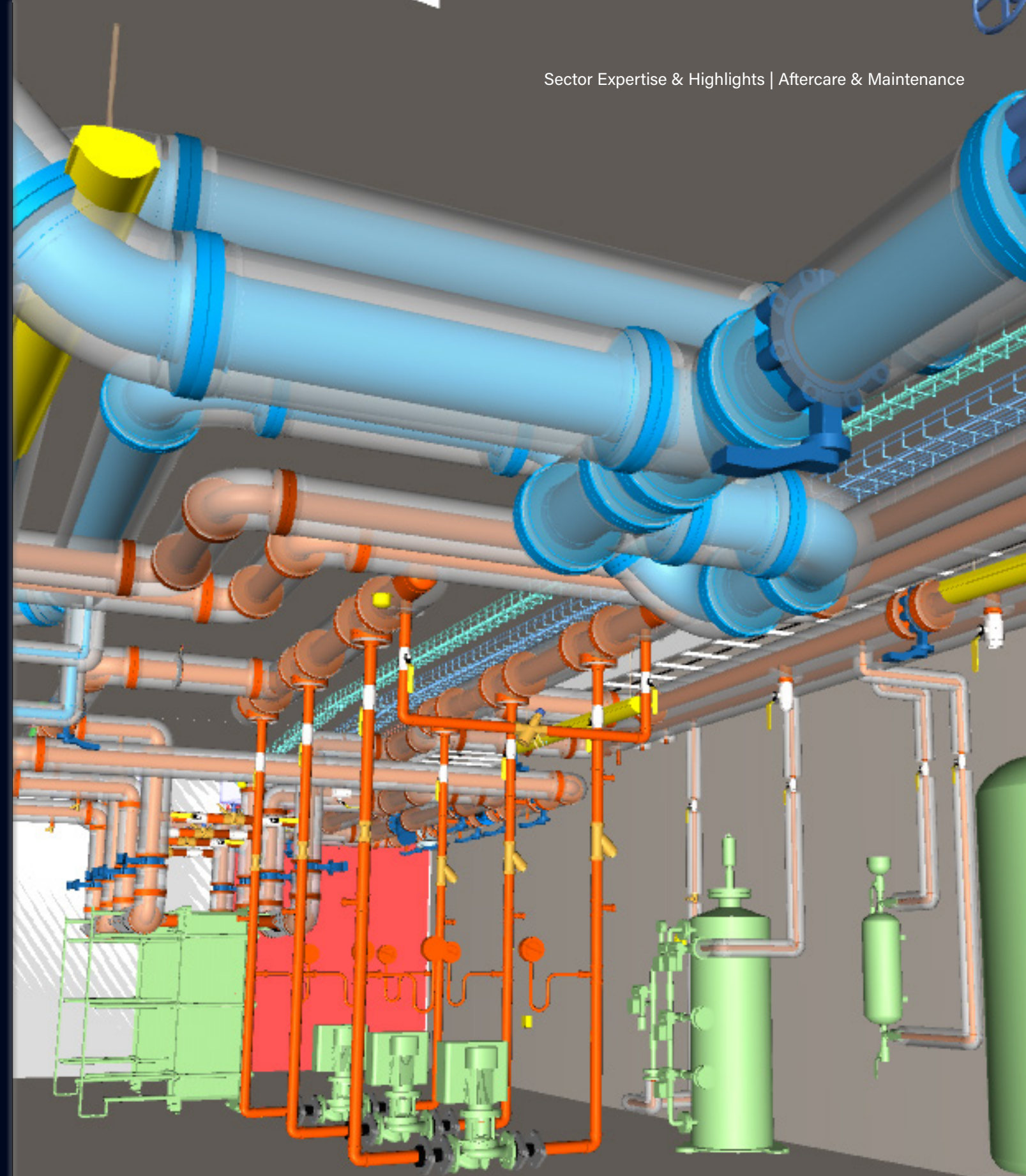
Each project delivery team, trained to a minimum digital standard is equipped with the necessary resources to work within the BIM process, typically making use of Revit MEP, AutoCAD and Navisworks as a minimum with almost every project undertaken now including some element of BIM. We have varied experience with 4D, 5D and 6D delivery and can work with each where applicable, subject to project requirements.

We believe the process needs clear communication, well thought out planning and committed execution. A clearly defined responsibility matrix works alongside the project Execution Plan, ensuring we provide only what is beneficial to the project and end-user.

The group has experience of delivering BIM to Level 2 standard across a diverse range of industry sectors where projects have required high levels of modelled data and attributed information provided in Excel and COBie formats.

BIM delivery has been successful because of the following key elements:

- We have skilled engineering coordinators, capable of delivering BIM to level 2 standards and continually monitor progress to target areas for improvement.
- We embrace the key elements of BIM by working in an open and collaborative manner, working together to achieve the correct result.
- We can deliver expectations, in line with the projects BIM Execution Plan, providing modelled data in compatible open-source formats.
- We work within shared data environments, assigning the required asset data to our model files and associated documentation, providing the very latest information to our site teams.
- We continually pursue the use of BIM where it offers true benefit, not simply because we can.



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