

# #ThinkSmiths

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## Company Focus

Smith's working in partnership with project stakeholders - by Matt Cooper

## Team Contacts

All your sales and technical team contact details

## Team Smith's

Celebrating long-serving members of staff



**Matt Cooper**  
National and Key  
Accounts Manager

## COMPANY FOCUS

# How Smith's works in partnership with project stakeholders to ensure successful delivery of projects

At Smith's, we are committed to supporting contractors at every stage of their project delivery

As a market-leading fan convector manufacturer, based in Essex, we understand the pressures faced by contractors working across the education, healthcare, commercial office, and church sectors—where budgets are tightly controlled, programmes are fixed, and performance, reliability, and compliance are non-negotiable. Our role is to help you deliver heating solutions that perform as specified, install with confidence, and stand the test of time.

Buildings across these sectors present unique and often complex challenges. From classrooms, wards, offices, and consultation rooms to corridors, halls, libraries, places of worship, and specialist spaces, heating systems must provide consistent comfort while operating quietly and efficiently. They must also be robust enough to withstand daily use, varied occupancy patterns, and long operational lifecycles. Our products are designed with these demands in mind, offering dependable



performance across both new-build and refurbishment projects.

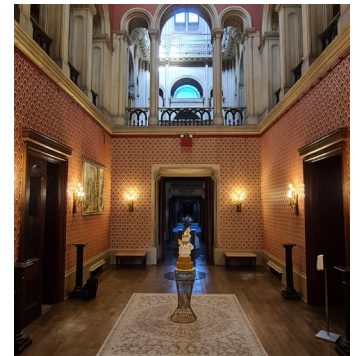
Our Caspian fan convector range, backed by a 5-year warranty, has become a trusted and proven solution for school heating upgrades, healthcare facilities, office environments, and church refurbishments. This warranty is underpinned by UK manufacturing, allowing

us to maintain full control over build quality, testing, and traceability—providing contractors with confidence in long-term performance and reliability. With a comprehensive range of styles, outputs, and sizes available, Caspian fan convectors are designed to meet the practical realities of installation while supporting a wide variety of system

designs. This flexibility allows contractors to meet specification requirements without compromise, even where space constraints, legacy pipework, listed buildings, or phased refurbishments are involved.

We recognise that programme certainty is critical. Delays to product supply can quickly impact installation sequences, commissioning dates, and

Smith's, providing comfort for the built environment



handover deadlines. As a UK manufacturer, we are able to offer industry-leading lead times, helping contractors keep projects on track and respond quickly to changes on site. Short, reliable lead times reduce risk, support phased delivery strategies, and provide greater confidence when working to fixed programmes.

However, delivering a successful project depends on more than product performance alone. That is why our support extends far beyond manufacturing quality equipment. Our experienced sales team works closely with contractors from the earliest stages of a project, offering clear, practical advice on product selection to ensure performance requirements are met while remaining aligned with budget constraints and programme deadlines. We take the time to understand the project brief, the building use,

and the challenges you may face on site.

Where required, we provide site surveys to confirm product selection and suitability before orders are placed. This proactive approach helps to reduce risk, avoid specification changes late in the programme, and support right-first-time installation. By addressing potential issues early, we help contractors maintain momentum on site and minimise disruption—an especially important consideration in live healthcare settings, occupied offices, and community buildings.

Our technical support is a core part of our pledge. We provide full technical assistance throughout the project lifecycle, including access to detailed technical datasheets, selection guidance, and performance data. Heat outputs and noise levels are

carefully assessed prior to any product recommendation, recognising that acoustic performance is critical in learning, working, healing, and worship environments, where comfort and concentration are essential. These considerations are embedded into our selection process, ensuring solutions are not only compliant but appropriate for the space they serve.

We understand the importance of reliability and long-term performance in buildings where maintenance access can be limited and downtime is unacceptable. Our products are designed to deliver consistent operation over many years, providing reassurance to contractors, consultants, and end users alike.

Above all, we pride ourselves on being professional, approachable, and dependable.

Contractors who work with Smith's can expect clear communication, responsive support, and honest guidance at every stage of their project. We see ourselves not simply as a supplier, but as a long-term partner—supporting your reputation by helping you deliver successful outcomes for your clients.

Whether you are undertaking a school refurbishment, healthcare upgrade, church heating project, office fit-out, or new-build development, our commitment remains the same: to provide products you can trust, backed by expertise you can rely on. If you are working on a project with a requirement for fan convectors, we encourage you to contact us. Our team will be happy to support you with advice, technical guidance, and solutions tailored to your specific project needs.



Commercial and domestic heating and cooling



Manufactured in the UK



Compatible with heat pumps



Five year warranty



Easy installation and ongoing maintenance



Network of sales representatives



Free advice and quotation service



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SMITH'S CONTACTS

## Sales Team



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[For more details about the sales team regions →](#)

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## Team Smith's

Smith's Environmental Products celebrated its 35th birthday in May.

This year we celebrate some very long-serving members of staff:

**Steve Dando** celebrated 30 years at Smith's on 11th March. Steve has worked in all departments in the factory.

**Jim Stanley** celebrated 30 years at Smith's on 15th April in the R&D department.

**Kevin Witney** celebrated 25 years at Smith's on 29th May. Working in our maintenance team.

Congratulations and thank you!

### Goodbye

On the 27th May we said goodbye to **Marion Hall** who retired after 27 years. Marion worked in the sales office managing the enquiries and deliveries.

### Happy to help

Smith's Environmental Products Ltd is one of the leading manufacturers of heating and cooling products in the UK.

We are committed to achieving the highest standards and our faith is supported by a free parts and labour guarantee with every product. Our customer service is second to none and we are happy to offer any help and guidance that you might need.

### Contact us...

For product information, customer services or sales support call us on +44 (0) 1245 324900

For the Republic of Ireland, contact MT Agencies on 01 864 3363

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