

#ThinkSmiths

Smith's Environmental Products | Issue 5 | November 2019 | SmithsEP.co.uk



Case Study
Woodthorne
Primary School,
Wolverhampton

Product update
Caspian Smart
Controls and Aegean
update

Quality
Delivering quality
products

Team Smith's
Welcome to Team
Smith's new starters



CASE STUDY:

Woodthorne Primary School

Woodthorne Primary School, Wolverhampton is a school built in the 1960's with buildings typical of the period. In need of refurbishment the heat emitters in the school heating system hadn't been updated since its installation when the school was built.

By replacing the old radiators with Caspian fan convectors, the school has benefited in several ways in addition to more efficient controllable heating.

The solution was to remove all of the old cast iron radiators from the classrooms and replace them with Smith's Caspian SL fan convectors. These were installed at a height of 1.8m above the ground removing them from any possible contact by the children. Furthermore, an extra benefit was the release of all of the wall space that was covered by the old radiators. This effectively means that the teaching space is much bigger and available to the teachers and children alike.

Each classroom now has 2 x Caspian fan convectors mounted at 1.8m and each classroom is controlled by a wireless room thermostat giving individual room temperature control for the teaching staff.

Other rooms that have benefited from new Caspian fan convectors are the staff room, corridors and the hall. The hall presented a few challenges in that the previous heat emitters were a recessed (in the wall) fan convector that had stopped working a long time ago, and several metres of old cast iron radiators running around the perimeter of the hall. Replacing all of these old emitters with 3 Caspian fan convectors, placed out of the way at high level, has improved the comfort levels immensely as well as removing the hot-to-touch old-style radiators from the walls. A second benefit is the ability of the new Caspian fan convectors to heat the space very quickly when it's required rather than for several hours before the space is needed as was the case with the old radiators.

"The new Caspians are reliable and great for schools as they generate a lot of heat when it's needed, and they are proving to be much more economical to run than the previous old-style radiators"

Terry Bird | Caretaker

PRODUCT UPDATE:

Caspian Smart Controls



Caspian fan convectors early in 2020 available with fully programmable Smart Controls.

The Caspian Smart Control can be installed either internally, concealed or remotely on all models.

The WIFI enabled Smart Control can be operated via the Smith's app.

Please contact us for more information.



Aegean - fan coils

Our newly updated range of Aegean Fan Coils is now available in 235 and 260 versions.

To ensure that customers get what they are expecting we have had the heating and cooling performance Tested and verified by BSRIA and sound performance tested and verified by SRL Technical Services Aegean meets the requirements set out by our customers.

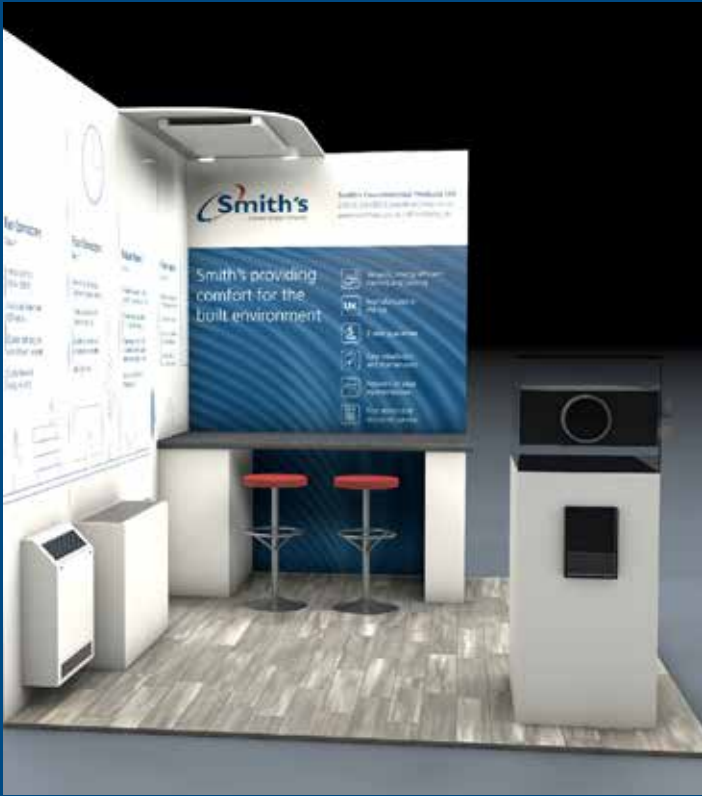
Ensuring that customers achieve the performance parameters they expect is crucial in the installation and commissioning of fan coils so this independent testing is an important aspect of the newly updated Aegean of fan coils.

A vertical version (SVFC500) will be available in late 2019.



CUSTOMER EXPERIENCE:

Build2Perform exhibition 2019



Smith's will be attending the CIBSE Build2Perform exhibition at Olympia on November 26th and 27th 2019.

On our stand (314) we will showcase the latest range of heating and cooling products using fan convector technology.

On hand will be our experts on stand to demonstrate and explain the products.

QUALITY UPDATE:

Delivering quality products

From day one in 1991 to the current day Smith's has continued to build on its reputation through the quality of all our products.

In recent years Smith's have taken a huge step forward in the quality of their products. We continue to improve our processes to reduce defective unit returns percentages even further.

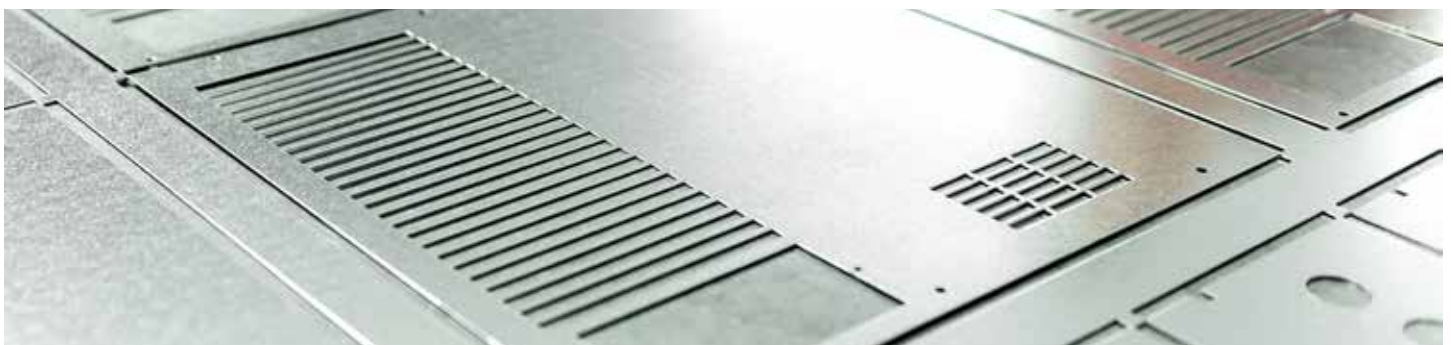
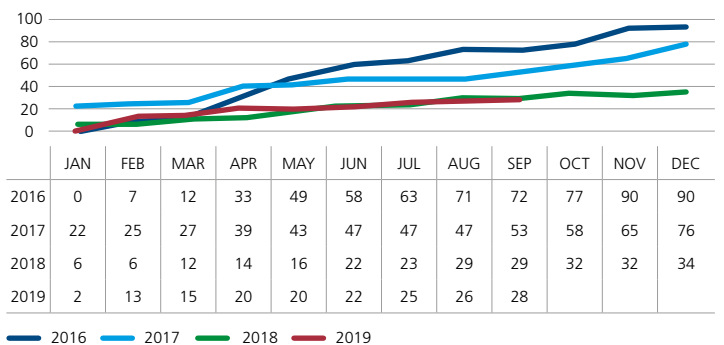
Implemented in 2016 the Compliance Team at Smith's began to design quality into our products and packaging design, as well as the implementation of improved

technique and procedure changes throughout production.

The continuous improvements have resulted in a reduction of our defected unit returns percentage to a historic low of 0.13%

In 2017 we achieved ISO 9001 (2015) status and in 2018 added ISO 14001 certification.

Smith's defective units return count (Cumulative)



Welcome to Team Smith's



Over the past few months we have made some important changes to our team. We have added 3 new Agents to our sales organisation - in Scotland, the South West/Wales and the South East.

Jason Trevellick joined us as an agent in the South West and South Wales on the 1st July 2019. Jason has widespread commercial experience, particularly with fan coils and fan convectors, and again brings a customer network of distributor, contractor and consultant contacts throughout his region.
Tel: 07811 409532 | jason.trevellick@smithsep.co.uk

Gerry Lanagan joined us as an agent in Scotland on the 1st June 2019. Gerry learned his trade within a mechanical contractor environment but more recently in senior sales management with domestic and commercial boiler businesses.
Tel: 07870 886182 | gerry.lanagan@smithsep.co.uk

We have appointed **Steve Jenner** and **Vickie Jenner** of **Delta Technical Services** as an Agent providing full design, technical and sales support to Consultants, Architects, Interior Designers and Contractors throughout the South-East, covering London, Berkshire, Dorset, Hampshire, Sussex, Surrey, and Kent.
Tel: 07831 422922 | steve@deltatechnicalservices.co.uk
Tel: 07787 556227 | vickie@deltatechnicalservices.co.uk

Jamie Charker joined Smith's as Director of Engineering on 1st November 2019. We have a very ambitious product development plan for the next few years. To manage and drive this plan Jamie joins us from Crane Fluid Systems Ltd.
jamie.charker@smithsep.co.uk

And on a final note...

Steven Till retired after 27 years excellent service as an Agent serving Yorkshire, Lincolnshire and the East Midlands. We thank him for his outstanding service and contribution and wish him a long and healthy retirement.

We also celebrate the long service of the team.

25 Years

Belinda Townsend
Senior Administrator

Peter Burke
Maintenance Manager

15 years

Caroline Ripken
Production Operative

Colleen Huxen
Sales Office Assistant

Ron Brown
Quality Manager

Norman Beatwell
Production Operative

Elena O'Connor
Production Operative

10 years

Ben Cannon
Stores Assistant



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 five year 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

Sales: sales@smithsep.co.uk

General information: info@smithsep.co.uk

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