

emergency & callout maintenance



protecting capital investment

As reactive cold store specialists, ISD Cold Store Maintenance know that when something goes wrong in one of your facilities it needs fixing – fast. A broken door or damage to other fundamental parts of the building fabric will lead to inefficiencies and potential safety hazards. In a cold storage environment the resulting energy loss will continue to impact on the bottom line if left alone.

First-Time Fix – Minimum Visits

Selected for their ability to overcome problems, our site teams are multi-skilled and experts in both reactive and emergency maintenance. This ensures that you have the necessary experience on hand to get your problem fixed first time, in the shortest possible time. Backed by a comprehensive range of materials and parts held at our Gloucestershire base, ISD Cold Store Maintenance vehicles always carry a large range of core stock items to provide an immediate solution on site.

Should a full repair whilst on site be unfeasible, ISD will endeavour to make the area safe before our engineers obtain details of the exact requirements to enable us to provide a complete quotation for all necessary works.

Proven Track Record

Backed by the highest levels of accreditation, ISD Cold Store Maintenance are sensitive to health & safety, environmental and operational factors. We also have an IT infrastructure that can assist you in meeting your compliance and sustainability targets.

The result is a quality dependable solution that provides the service you need and the confidence you require.

Emergency Callout Maintenance Charges and Labour Rates

CALL OUT CHARGES (ex VAT per engineer, inclusive of first hour on site)

Normal working hours: Monday-Friday 08:00 hrs to 17:00 hrs

£140.00

LABOUR RATES (ex VAT per hour, per engineer)

Normal working hours: Monday-Friday 08:00 hrs to 17:00 hrs

£45.00

- All parts are charged as extra. Times are rounded up to the nearest half hour to allow for preparation and completion duties.
- ISD Coldstore Maintenance aim to respond to all emergency call out requests within 24 hours. For critical emergencies we will endeavour to respond the same day. If the engineer is unable to complete a full repair whilst on site, they will be instructed to carry out a temporary repair where possible. For site visits where temporary repairs are carried out, the above charges will be applied.
- In the unlikely event that no works are possible upon our initial site visit, the engineer will carry out a survey and a quotation will be forwarded for your consideration. The cost of the call out would be refunded should our quotation be accepted.

All call out requests must be communicated via email to service@isd-solutions.co.uk. For additional support between the hours of 08:00 and 17:00 Monday to Friday please call the ISD Service Team on 01452 418518.

Planned Preventative Maintenance (PPM)

We can offer both standard and bespoke PPM packages to suit your facility or estate. Details are available on our website www.isd-coldstoremaintenance.co.uk. Please contact us should you wish to discuss a bespoke PPM proposal.