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## **ICE SERVICES - An Insight**

**We are pleased to submit our profile and capabilities on which we seek your attention and kind consideration.**

**We highlight hereunder some of our strengths and capabilities which makes us stand apart from others:**

- **Innovators of efficient project management and monitoring skills in the industry.**
- **Special emphasis & adherence to EHS plans.**
- **Rich multinational companies experience.**
- **Global sourcing capability.**
- **Timely project completion - A Motto.**
- **Skilled trained manpower.**
- **Implemented new concepts in the industry - machine made duct, independent site office, safety officer, etc.**
- **Efficient after-sales service backup.**

**Our aforesaid highlighted capacities and superior performance is quite evident with a fact that we have been successful in bagging REPEAT ORDERS from lot of our existing valuable customers.**

**We reiterate our commitment to deliver best quality products and services on your projects. We are confident enough to excel on the execution of the projects to your expectations and satisfaction due to our above distinguished strengths and capabilities.**

## **a. Company Profile**

Since its inception in 1997, the **ICE SERVICES** has grown to become one of the leading business names in the region. With its office based in Nashik, to provide state-of-the-art equipment and workmanship of international quality, clearly distinguishable from what has been otherwise available to customers in India.

Now, **ICE SERVICES** is rated as the best turnkey Consultant Contractor in the country and offers HVAC services to meet the needs of demanding clients. ICE has supported a wide array of projects that include Software Campuses, Offices, Business establishments, Malls, Hotels, Hospitals, Schools, Commercial Complexes, Multiplexes, Industries, Marriage Halls, etc. We have participated in projects for large Air Conditioning Systems involving imported equipment manufactured to international standards. We ensure much superior quality of equipment and workmanship with advanced engineering skills. We have full-fledged team of qualified engineers and technical staff in the air-conditioning and electrical divisions to carry out large turnkey projects. **ICE SERVICES** has consistently provided clients with timely and high value service, competitively priced without sacrificing quality.

**ICE SERVICES** has its registered office in NASHIK, fully equipped. The back up of advanced engineering skills, technical expertise and resources are available from **ETA-GREE, FUJITSU GENERAL, HITACHI, SANYO, LG, TRANE, YORK, etc.**

**ICE SERVICES**, through its highly competitive workforce, has in a short period of operation secured the confidence of the best ranking Technical Consultants & Project Managers in INDIA.

**ICE SERVICES** as a friendly HVAC solution provider, ideally suitable in applications such as Banks, Hospitals, Pharma Industries, Hotels, Office premises, Multiplexes, Shopping / Commercial complexes, Restaurants, Retail outlets etc.

## **b. Customer Service Support**

We at **ICE SERVICES** believe in continuous innovation to supply superior quality in the product and services provided to our clients. Our objective is to have continuous access to new technology and adapt to effectively understand changing customer needs in the present day liberated environment. In this process we aim to provide our customers with effective after Commissioning Service, which is monitored through Plant uptime and response time. We work as a friendly HVAC Solution Provider to all our most valuable clients.

We have several decades of rich multi national experience in providing effective & a highly competitive international environment. He is supported by a team of Service Engineers who have been trained to understand the growing customer needs in the present day focused segment such as Information Technology, Bio-technology, Clean Rooms, Entertainment, Comfort / Process Cooling, Retailing, Telecom, etc.

We also suggest to maintain certain minimum required consumables / spares at stores in order to reduce the down time as much as possible.

Services personnel undertake break down service and preventive maintenance activities on a day-to-day basis and are easily accessible on demand at any time.

The response time for any service call shall be limited to a maximum of three to four working hours, and are in the process of improving the same.

**We also conduct training programs at regular intervals for our service staff to up date them with the latest tools, tackles and testing instruments thus keeping up with technological innovations. At regular intervals.**

With the constant increase in our installation base in the country, we are also taking up Annual Maintenance Service Contracts on both labour only basis and comprehensive basis. This activity is specifically brought into our fold so as to cater to the service needs of our most valuable clientele. We carry out the maintenance and operation services using professional approach and capitalizing on our global sourcing strength.

Many of our customers have bestowed their confidence in our Service Group. This has been possible because of the prompt and efficient services rendered by our Service Team.

The after Commisioning Service is recognized as an important ingredient of our operations and we believe in Total Customer Satisfaction. We give due importance to this aspect that it deserves at the highest levels in our organization.

### c. Environment, Health & Safety Plan

- Prevention of all injuries and occupational diseases
- Health and safety is a line management responsibility
- Health and safety are of equal importance to other business objectives
- Creation of a safe and healthy work environment
- Establishment of safe and healthy working practices
- Creating interest and enthusiasm in health and safety
- Developing personal responsibility for health & safety

#### **ADOPTING SAFETY WORKING PRACTICES WILL BE AN IMPORTANT PART OF THE PROJECT MANAGEMENT SYSTEM**

- For this purpose we will nominate the safety officer who will function as a watchdog in adopting safety practices by the various workmen.
- He will also train workman and inculcate the habit of following safety practices and his aim would be to make workers adopt safety practices on voluntary basis without any compulsion.

ICE is proud to inform that we are perhaps only company in this trade to have safety policy and manual copy of the same shall be submitted as and when required.

**"WE BELIEVE THAT EVERY JOB CAN BE DONE SAFELY AND THAT SAFETY IS EVERYONE'S RESPONSIBILITY."**

#### **d. Quality Assurance**

We at **ICE SERVICES** have adopted several methods for quality control process will comprise of storage of material, standard of workmanship, testing and checking of works.

In more specific terms, special focus will be given in terms of quality control for Installation of equipments, piping, ducting and insulation work, which are highly labour oriented activities. The procedures that would be followed will be listed out through method statement, which will be a basic standard to which work would get done. To ensure right quality there will be trained supervisors and foremen who will be deployed by us would be capable of controlling the quality of work.

#### **e. RECORDS**

- 1. Erection correspondence**
- 2. Handing over reports**
- 3. Submittals**
- 4. Drawings and amendment**
- 5. Project execution schedule / Bar Chart**
- 6. Performance Test reading / Shop material test report and performance test plan.**
- 7. Contract / Work Order / File**
- 8. Deviation / Variation letter for consultants' acceptance for change in design / layout spec.**

## **SOME OF OUR ESTEEM CLIENT:**

1. ADLABS FLIMS LTD.
  2. AXIS BANK LTD.
  3. ICICI BANK LTD.
  4. CITI BANK LTD.
  5. KOTAK INSURANCE.
  6. FULLERTON.
  7. ADITYA BRILA LTD.
  8. RELIANCE RETAIL.
  9. HDFC BANK LTD.
  10. HDFC STANDRAD LIFE INSURANCE LTD.
  11. BAJAJ PROBIKING.
  12. DSP BLACK.
  13. TATA AIG.
  14. VISHAL MEGAMART.
  15. CITI CENTRE MALL-NASHIK.
  16. INDIABULLS REALTECH LTD. (CO-DEVELOPERS SEZ)
  17. HOTEL IBIS-NASHIK.
  18. HOTEL IBIS-PUNE.
  19. HAL-NASHIK
- & Many more...

**"HENCE OUR SERVICES  
IS  
ENGINEERED TO OUTPERFORM"**