



# ASK

MECHANICAL & ELECTRICAL

[www.askplumbers.co.uk](http://www.askplumbers.co.uk)



Just ASK...



# ABOUT US...

ASK provide an unsurpassed level of mechanical and electrical service to both commercial and domestic customers throughout the UK. Using bespoke engineer management systems, we do so in conjunction with industry leading customer service and with a unique attention to detail.

ASK are committed to ensuring that we are the clear choice for mechanical and electrical engineering needs across the South West.

## OUR SERVICES

With both domestic and commercial divisions, we are able to cater for all types of mechanical and electrical installations and maintenance.

Our engineers are first and foremost well qualified, highly experienced and customer focused. Each member of the team is supported by the ASK training programme and as such are encouraged to broaden their technical abilities through regular training initiatives.

ASK engineers are backed by a management structure that not only has considerable industry experience but also understands the importance of communication and teamwork. Communication starts with the initial customer enquiry and continues throughout the project. After the work is completed we follow up with periodic customer service checks to make sure our work continues to deliver long after we have left the site.

Operations and administration are managed from our Cheltenham office from where our dedicated team use the latest cloud based software systems to deliver a fully integrated finance, engineer and customer support structure. Our investment in these systems ensures clear communication between everyone involved in the project so that the customer remains fully informed at every stage.

In short, we believe that our unique approach delivers a standard of professionalism that guarantees you'll receive the highest levels of customer satisfaction.

[To find out how we can start to help you just ASK..!](#)



# OUR ACCREDITATIONS...

**ASK Plumbers & Electricians are fully accredited, our qualifications are as follows:**

## PLUMBING:

Gas Safe registered

City and Guilds accredited

G3 Unvented Hot Water accredited

ACS accredited

Worcester accredited

Mitsubishi accredited

Broad experience in green technologies

## ELECTRICAL:

City and Guilds

JRB Approved Supervisor - Domestic, Commercial, Industrial.



# WHAT MAKES US DIFFERENT?

We only choose the best, and all ASK's employees have a positive, can-do attitude, and a strict attention to detail. ASK's staff training programmes keep everyone at the top of their industry, improving their ability and ensuring you get the most knowledgeable, skilled staff available.

ASK's management are no exception. With extensive industry experience, they understand that exceeding our customers' expectations is the key to success. We love to receive feedback, because we want to ensure that every customer is 100% satisfied at every stage of their project.

Once the ASK engineers have finished a project, they'll complete a thorough handover to the customer, together with a folder containing any necessary documentation, such as:

- **12 month workmanship guarantee**
- **Manufacturer guarantees for all materials**
- **Stroma certificates**
- **Gas Safe certificates**
- **Full schematic diagram of plant room/site**
- **Emergency contact details**





# OUR GUARANTEE...



In addition to our comprehensive 12 month guarantee on labour, we also guarantee to go out of our way to deliver uncompromising standards in every area of our business.

In short we will go out of our way to exceed your expectations.

“We also guarantee to go out of our way to deliver uncompromising standards...”

# TESTIMONIALS...



"I have been using ASK Plumbers for six years for plumbing, heating and electrical installation/maintenance work. I am a property developer, restaurateur and owner of a chain of laundrettes. ASK Plumbers have consistently delivered a good reliable service often at very short notice. My property portfolio consists of buildings in Gloucestershire, Manchester and Central London and ASK Plumbers have been willing and able to travel to all of these locations when required to maintain the plumbing, heating and electrical systems.

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**JOCKEY**  
Inn

My most recent project was the refurbishment of 'The Jockey Inn' in Baughton, Worcestershire. I contracted ASK Plumbers to cover the entire mechanical and electrical aspect of the installation. The scope of the electrical installation covered a full rewire of the building including, three-phase installation to the commercial kitchen, fire alarm, CCTV system, cat5 and the usual array of lights and sockets. The scope of the mechanical work covered a three zoned heating system, boosted cold water supply, unvented hot water cylinders, staff bathroom suite and guest WC facility.

The installation has been in place for two years and has proven to be totally reliable with the only call backs being for servicing of the boilers and changing light bulbs.

I would strongly recommend ASK Plumbers as a reliable, highly skilled, competitive, conscientious and flexible company." - **David Wickens**





# TESTIMONIALS CONT...



"In 2013 I embarked upon the renovation of Manor by The Lake with the intention of using it as a wedding/corporate venue. It required full renovation and ASK designed and installed the hot and system to service the kitchen, ladies and gents toilets and each of 12 bedroom suites. ASK took control from the design stage through to the completed installation sometimes working until 3am to meet deadlines. The installation was complete ready for our opening night. Major work was carried out to the heating system and every bathroom and WC was installed from scratch. ASK also installed all of the required plumbing in preparation for Space Catering to install our kitchens

## M<sup>ANOR</sup> BY THE LAKE

Since that time ASK has provided a reliable emergency and maintenance service dealing mainly with blocked drains during busy time. They have regularly attended on a Saturday night or Sunday to keep our building operational.

Our main boiler broke down and ASK designed, supplied and installed a new boiler system in its place organising the job around our wedding schedule to ensure that there was no downtime from our point of view as a result.

I would have no hesitation in recommending ASK." - **Michael Chittenden**

# TESTIMONIALS CONT...

'I contacted 3 other companies before speaking to ASK Plumbers when we were having our new bathroom installed. We chose ASK because they seemed the most knowledgeable, they were really friendly, and the price was pretty competitive. The work was carried out quickly and with minimal fuss, the chaps doing the installation were very polite and they left everything immaculate! I have already recommended ASK to a couple of friends, and would have no hesitation in recommending them to others.' **Emma Taylor, Cheltenham**







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