

## Technical Services

Providing expert and technical support to our customers





# Welcome to CP Electronics

Leaders in energy saving controls for commercial, public sector and domestic environments

## Helping organisations to achieve their objectives

CP Electronics is a world leader in helping organisations to achieve their energy consumption objectives. We benefit from over 40 years in the design and manufacture of cutting-edge energy saving controls for heating, lighting and ventilation.

Our products and solutions are used in commercial, public sector and domestic environments of all sizes. Furthermore, we provide technical advice and customer care that ensure you always achieve the best results and an optimal return on investment.

## A reputation for detail and quality

Attention to detail and quality has made CP Electronics a name to trust. Exceptional reliability has even enabled us to provide a 5 year warranty as standard, on all our products.

Our quality assurance processes dictate strict assembly and test procedures that comply with ISO 9001:2008, and our products carry the CE mark where applicable. Furthermore, our environmental management systems are accredited to BS EN ISO 14001:2004, and we are active members of the Energy Systems Trade Association (ESTA).





# Benefits to you

CP Electronics have long believed that providing great products is only half the story

## Technical support

CP Electronics offer an unrivalled level of technical support to our customers during specification, installation, commissioning and maintenance. To ensure you get the best solution for your project, contact us during your design and specification phase to benefit from:

- Experienced engineers with a broad knowledge of specifier, contractor and client requirements
- A large product range available to suit all project types and budgets
- Comprehensive advice that you can rely on with all aspects of lighting control design and installation
- Product design and support assistance for OEM customers
- Telephone and on-site support if required
- Fully functional website with downloadable product user guides
- **APPS** Free, downloadable lighting specifications that are building regulation and BREEAM-compliant.



The site contains Apps for a wide range of categories including offices, education, healthcare, hotels and leisure.



Apps contain information, specifications and schematics.

## Commissioning

Our team of trained commissioning engineers will help you optimise the performance of our lighting controls, maximising potential energy savings. In turn your client will be better equipped to use and adapt product features around their needs. This also eases the burden on your organisation's resources, allowing you to focus on handing over your project as efficiently as possible.

- On completion of project commissioning, we will provide the all-important Commissioning Certificate for your project handover
- Our commissioning service includes a 12 month return-to-site warranty, and is supported by our standard product warranty (5 year return-to-factory policy)
- If required, we can also provide additional post-commissioning support, including the 'soft landings' approach, giving your client a premium project handover experience.

*"We can also provide additional post-commissioning support, including the 'soft landings' approach."*

# Excellence maintained



## Training

At CP Electronics, we can further enhance your understanding of the capabilities of our product range. Our expert trainers have given users of our D-Mate, Vitesse Plus, An-10 and Rapid lighting control systems the know-how that lets you design and implement efficient lighting control solutions. Training highlights include:

- Trainers with expert product knowledge
- Tips on how to optimise lighting control solutions using CP Electronics products
- Flexible training session tailored to suit you
- Training available at CP Electronics Head Office or off-site
- Ongoing training and support for the future.

*"Ongoing training and support for the future."*



## Maintenance contracts

To protect your investment and give you peace of mind, it makes sense to schedule regular maintenance.

- CP Electronics' experienced engineers work proactively with you to ensure that your lighting control solution provides a comfortable working environment, and operates efficiently and reliably around the clock
- Our pre-agreed maintenance packages help you to plan annual costs within agreed budgets, effectively reducing the frequency and therefore cost of ad-hoc call outs
- Whilst a space may evolve over time, our flexible products make adaption easy, and our technical service offerings are second to none.

CP Electronics offer a wide selection of standard and bespoke maintenance packages to suit your needs.

### Typical packages available

|   |  |
|---|--|
|   | Our bespoke offering – tailor made to suit your needs. Please contact us for more information. |
|  | Scheduled site visits per year: 4<br>Call-out cover: 2   |
|  | Scheduled site visits per year: 2<br>Call-out cover: 2   |
|  | Scheduled site visits per year: 1<br>Call-out cover: 2   |
|  | Yearly health check:<br>Scheduled site-visits per year: 1                                      |

### Our service packages can include:

- Product/system tuning, to maintain operational efficiency
- Scheduled visits on pre-agreed dates
- Advance reminder notice of scheduled visits
- Clear and concise visit completion report
- Unscheduled call-out assistance with agreed response times
- Flexible remote monitoring options\*
- Client/FM training.

\*Subject to type of system installed

or visit [www.cpelectronics.co.uk/support-services](http://www.cpelectronics.co.uk/support-services)



## Project case studies

A selection of recent projects that benefit from our technical service offerings

### One Southampton Street, Covent Garden, London



**Building:** Newly refurbished multi-floor development in the heart of the city.

**Brief:** Integrate a sophisticated and flexible lighting control system to maximise energy efficiency in the building. Scene setting was also required.

**Products:** Rapid was specified for its flexibility as the system can be easily configured and incorporated into any building design.

**Technical Services:** Following successful commissioning, a maintenance package was selected by the FM team to help ensure the building remains to BREEAM excellent standard.

**Building:** A new multi-million pound sports centre that is one of the biggest of its kind in the county.

**Brief:** To install suitable lighting control solutions, ensuring energy efficiency within the new complex. A scene setting facility was also required to suit various events and functions.

**Products:** Rapid was chosen as it offered simple control via light switches, handsets or from a central computerised source. Standalone microwave detectors were also fitted.

**Technical Services:** E3's consultant Michael Freke downloaded and used CP Apps, the online specification creator that enables users to download energy saving specifications to suit their particular applications. Our commissioning service was also acquired.

### Sir Ben Ainslie Sports Centre, Truro School, Truro, Cornwall



### West Dorset District Council, Dorchester, Dorset



**Building:** Development of modern offices, library and adult learning centre.

**Brief:** To help the council immediately reduce its running costs and its impact on the environment through the installation of CP's energy saving products.

**Products:** CP's Vitesse Plus lighting distribution system provided a high level of lighting control without the need for a control network. Rapid products were chosen for use in committee rooms to provide a scene setting solution.

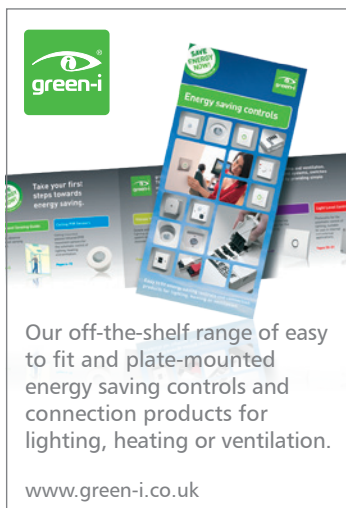
**Technical Services:** Our trained commissioning engineers helped implement lighting control solutions.

Our family of energy saving controls and services:



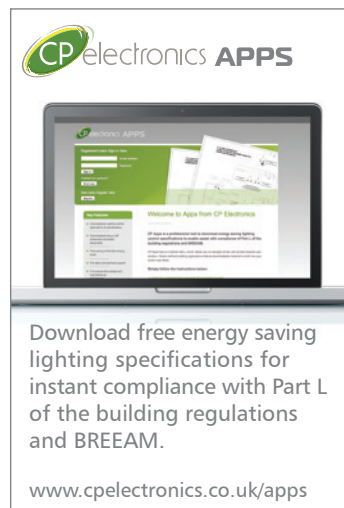
Our flagship range of programmable energy saving controls, systems and connection products for lighting, heating or ventilation.

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



Our off-the-shelf range of easy to fit and plate-mounted energy saving controls and connection products for lighting, heating or ventilation.


[www.green-i.co.uk](http://www.green-i.co.uk)



Download free energy saving lighting specifications for instant compliance with Part L of the building regulations and BREEAM.

[www.cpelectronics.co.uk/apps](http://www.cpelectronics.co.uk/apps)

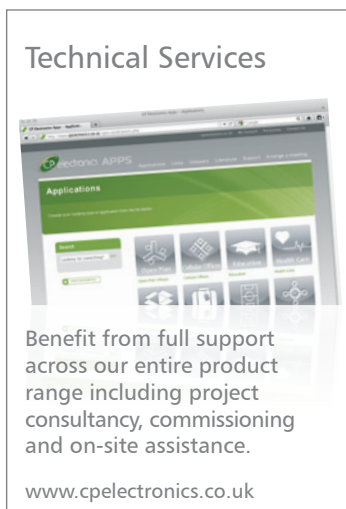
### Training



Helping planners, specifiers and contractors to understand the full capabilities of the CP Electronics and green-i ranges.

[www.cpelectronics.co.uk/training](http://www.cpelectronics.co.uk/training)

### Technical Services



Benefit from full support across our entire product range including project consultancy, commissioning and on-site assistance.

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

### OEM



Bespoke solutions for a wide variety of large-scale commercial, professional and public service projects.

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



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